BACKGROUND

High-quality health systems generate health, trust, and economic benefit while responding to changing population needs. Current measurements of health systems fail to capture people's perspectives at the population level. The People's Voice Survey (PVS) is a new instrument that measures health system performance from the populations' perspective. It assesses use of health care as well as people's experiences, expectations, and confidence in the health system.

METHODS

In February 2023, data were collected from a nationally representative sample of 2,000 adults in South Korea via an online survey administered in Korean. All data are weighted to represent the population.
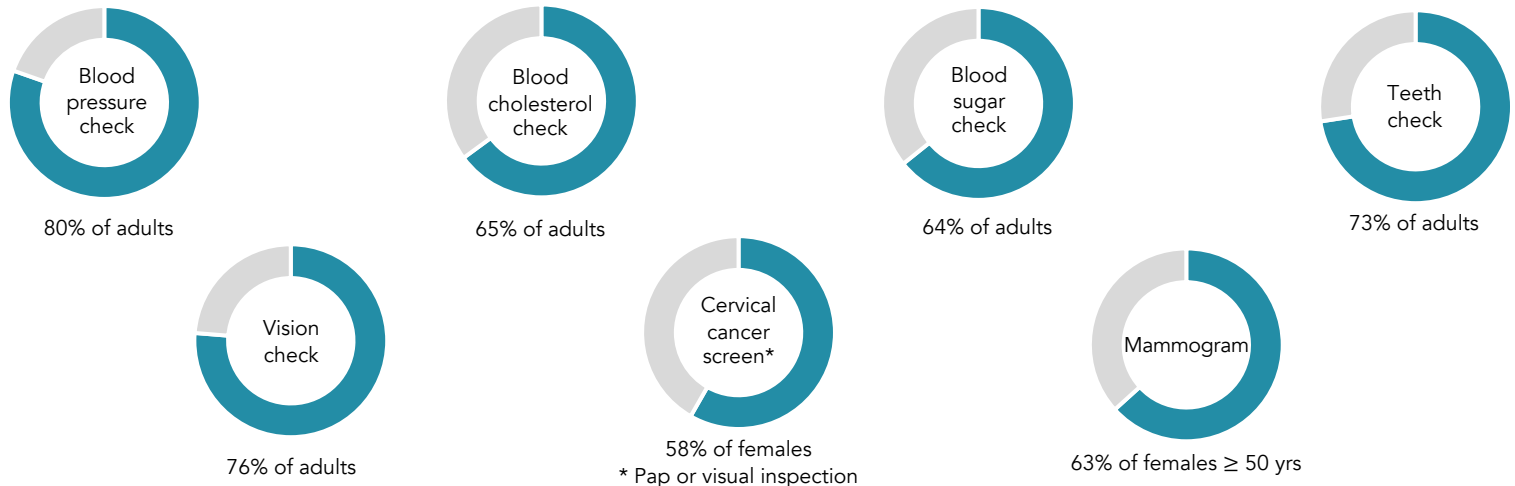
Respondent demographics[1]		Overall (N = 2,000)
Age (median) [Min, Max]		49.0 [18.0-81.0]
Female		1,007 (50.4%)
Urban residency		1,736 (86.8%)
Education (highest level)	Post-secondary	1,414 (70.7%)
	Secondary	582 (29.1%)
	Primary	4 (0.2%)
Household income (monthly)	Highest (> ₩5,000K)	663 (33.2%)
	Middle (₩3,000K-₩5,000K)	720 (36.0%)
	Lowest (< ₩3,000K)	616 (30.8%)
	Unknown	1 (0.1%)
Health insurance	No insurance	18 (0.9%)
	Public insurance only[2]	780 (39.0%)
	Public + supplementary private insurance	1,202 (60.1%)

1. Denominators of some items may vary slightly from the full sample size due to missingness.
2. Universal public insurance system

KEY FINDINGS

Health care utilization in past 12 months

Average number of health care contacts (all types)	6.3
Average number of in-person facility visits	5.6
Average number of visits for COVID-19	1.4
Average number of virtual or telemedicine contacts	0.3
% of respondents who received mental health care (among those with poor or fair mental health)	25.8%
% of all respondents who had an overnight hospital stay	11.3%
% of all respondents with no unmet need for health care	94.1%

Usual source of care:
Percent with usual health care facility or provider's group

	Public facility	Private facility	No usual source	Total with usual source
All respondents	18%	45%	37%	63%
Highest income	15%	51%	34%	66%
Middle income	17%	46%	37%	63%
Lowest income	22%	38%	40%	60%

Health system competence

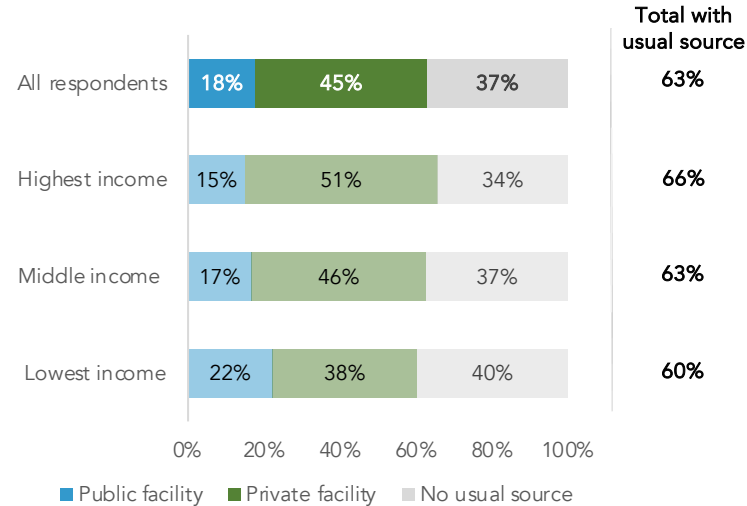**Preventative care services:** Percent of eligible population who received service in past 12 months

Blood pressure check — 80% of adults

Blood cholesterol check — 65% of adults

Blood sugar check — 64% of adults

Teeth check — 73% of adults

Vision check — 76% of adults

Cervical cancer screen* — 58% of females
* Pap or visual inspection

Mammogram — 63% of females ≥ 50 yrs

Note: Percentages in this brief may not sum to expected totals due to rounding.

Care competence and user experience

Average[1] quality ratings for last health care visit in past 12 months

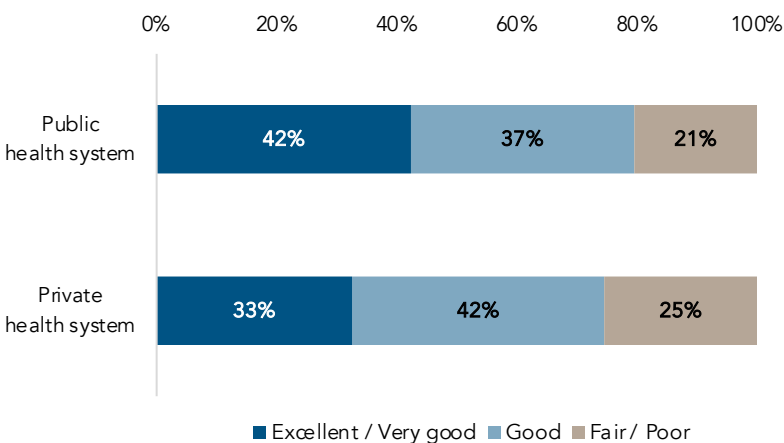|	Poor	Fair	Good	Very good	Excellent	
	○	○	●	○	○	Overall quality (1 item)
	○	○	●	○	○	Care competence[2] (4 items)
	○	○	●	○	○	User experience[3] (6 items)
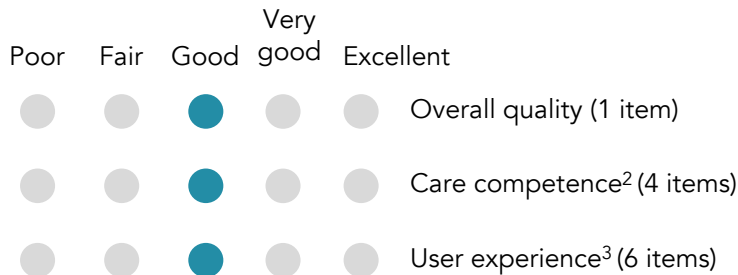
1. Rounded to the closest Likert category
2. Provider skills, knowledge of past visits, explanations, equipment/supplies
3. Respect, courtesy, joint decisions, visit time, wait time, scheduling time

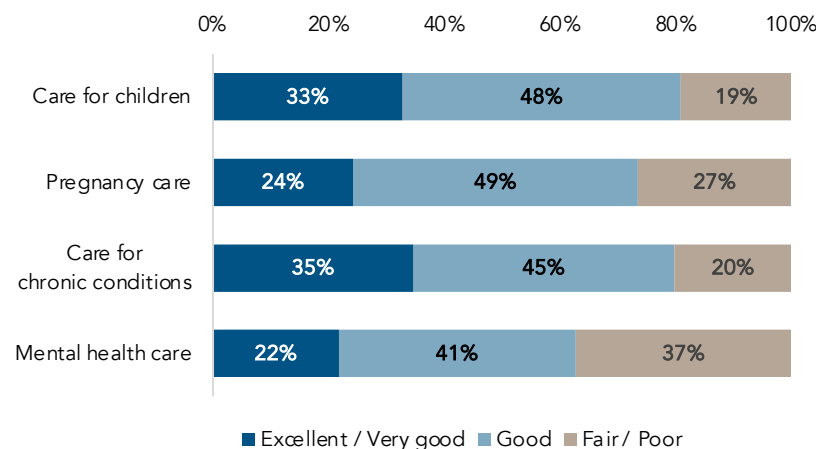### Quality ratings for last health care visit (% of users of facility type in past 12 months)

Facility type	Excellent / Very good	Good	Fair / Poor
Public primary	30%	45%	25%
Public secondary	33%	45%	22%
Private primary	30%	45%	25%
Private secondary	27%	46%	27%

■ Excellent / Very good　■ Good　■ Fair / Poor
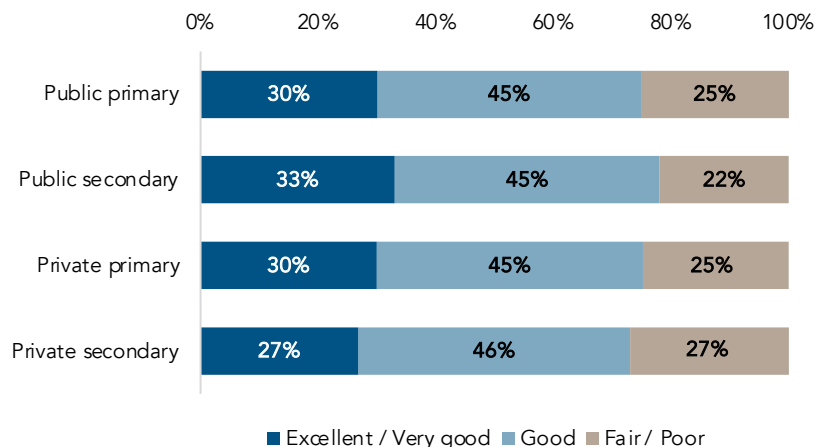
Health system quality

Quality ratings of national public and private health systems (% of all respondents)

	Excellent / Very good	Good	Fair / Poor
Public health system	42%	37%	21%
Private health system	33%	42%	25%

■ Excellent / Very good　■ Good　■ Fair / Poor

Quality ratings of key primary care services provided by government (% of all respondents)

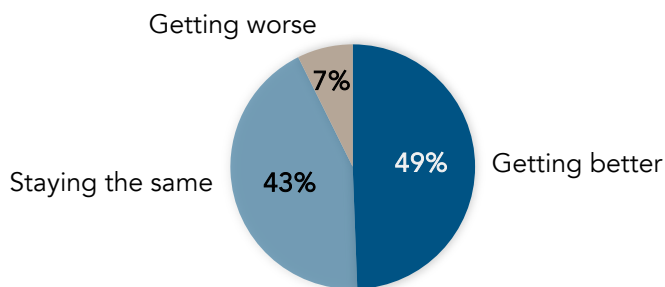|	Excellent / Very good	Good	Fair / Poor
Care for children	33%	48%	19%
Pregnancy care	24%	49%	27%
Care for chronic conditions	35%	45%	20%
Mental health care	22%	41%	37%

■ Excellent / Very good　■ Good　■ Fair / Poor

Confidence in and endorsement of the health system

Confidence in health system as a whole (% of all respondents): Including public, private, NGO health care facilities/providers		
Health security: % very or somewhat confident	Can get good quality care if very sick	78%
	Can afford good quality care if very sick	65%
	Can get and afford good quality care if very sick	59%
Government considers the public's opinion in health system decisions (% of all respondents): % very or somewhat confident		53%
Government's management of the COVID-19 pandemic (% of all respondents): % excellent or very good		31%

Endorsement: Health system trajectory over past 2 years (% of all respondents)

Getting worse 7%
Staying the same 43%
Getting better 49%

Endorsement: Current health system (% of all respondents)

Some good things, but major changes needed 56%
So much wrong, need to completely rebuild 3%
Works pretty well, only minor changes needed 41%

Note: Percentages in this brief may not sum to expected totals due to rounding.