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

During May – August 2022, data were collected from a nationally representative sample of 2,007 adults in Laos across three languages (Lao, Hmong, and Khmou) via mobile phone surveys. All data are weighted to represent the population.
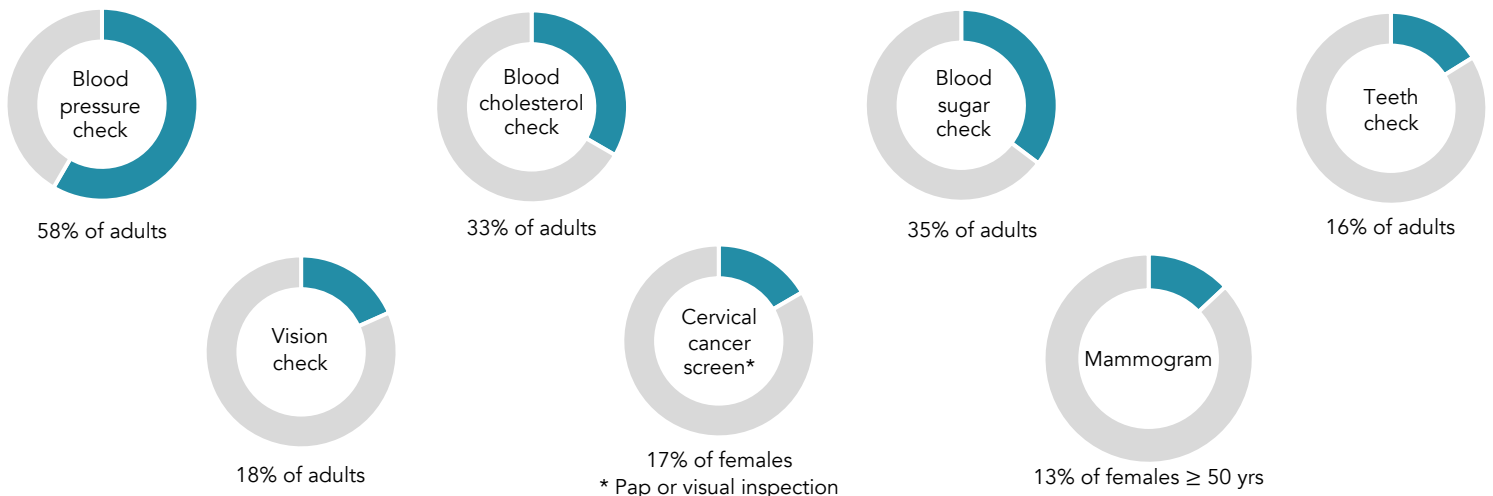
KEY FINDINGS

Respondent demographics[1]		Overall (N = 2,007)
Age (median) [Min, Max]		38.0 [18.0, 89.0]
Female		1,032 (51.4%)
Urban residency		677 (33.8%)
Education (highest level)	Post-secondary	304 (15.2%)
	Secondary	621 (31.0%)
	Primary	949 (47.3%)
Household income (monthly)	Highest (≥₭3,000,001)	881 (43.9%)
	Middle (>₭1,500K-₭ 3,000K)	394 (19.6%)
	Lowest (≤ ₭1,500,000)	506 (25.2%)
	Unknown	226 (11.3%)
Health insurance	No insurance	0 (0.0%)
	Public insurance only[2]	1,766 (87.9%)
	Public + supplementary private insurance	232 (11.6%)

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

Health care utilization in past 12 months

Average number of health care contacts (all types)	2.2
Average number of in-person facility visits	1.9
Average number of visits for COVID-19	0.1
Average number of virtual or telemedicine contacts	0.1
% of respondents who received mental health care (among those with poor or fair mental health)	0.9%
% of all respondents who had an overnight hospital stay	10.8%
% of all respondents with no unmet need for health care	83.4%

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

	Total with usual source
All respondents	87%
Highest income	89%
Middle income	89%
Lowest income	90%

- Public facility
- Private facility
- No usual source

Health system competence

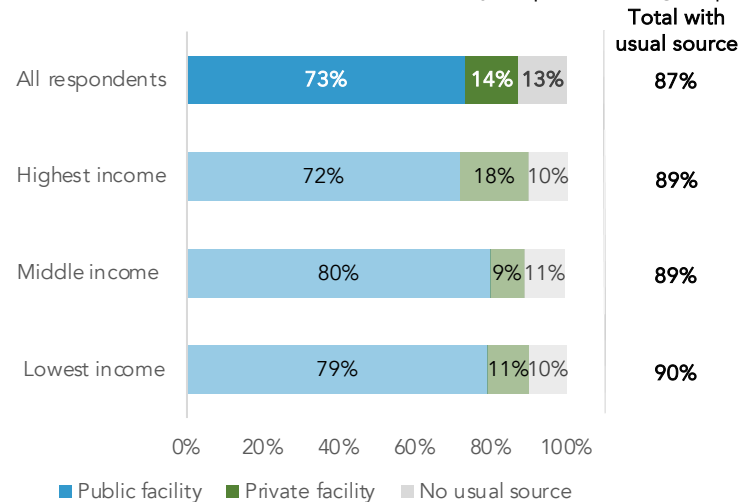**Preventative care services:** Percent of eligible population who received service in past 12 months

Blood pressure check — 58% of adults

Blood cholesterol check — 33% of adults

Blood sugar check — 35% of adults

Teeth check — 16% of adults

Vision check — 18% of adults

Cervical cancer screen* — 17% of females
* Pap or visual inspection

Mammogram — 13% of females ≥ 50 yrs

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

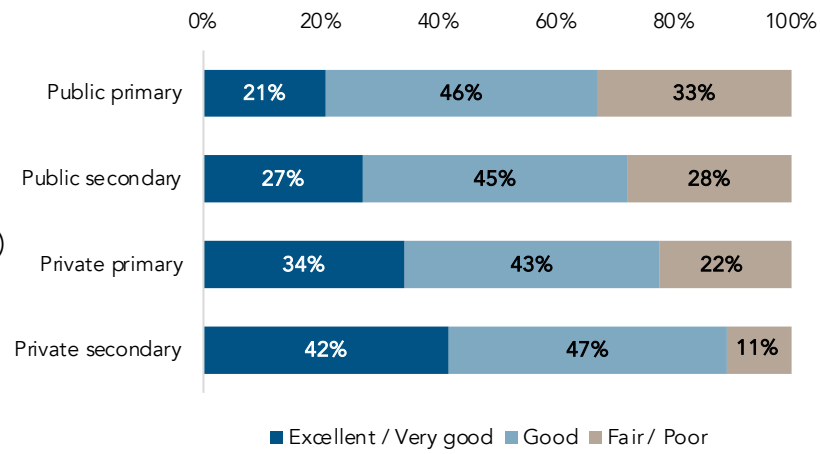## Care competence and user experience

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

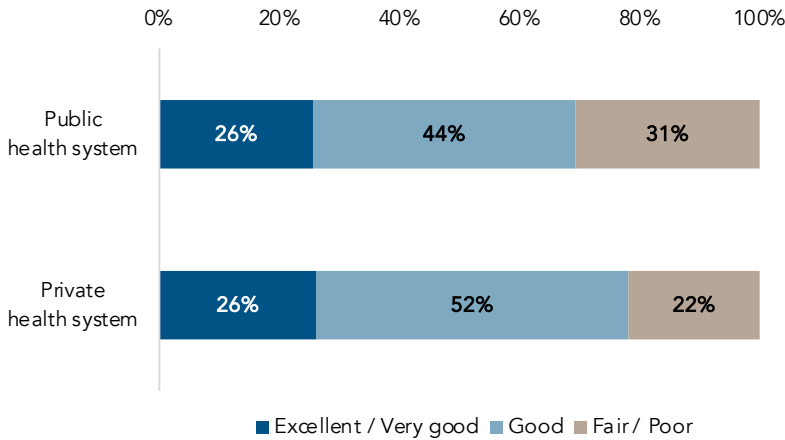|	Poor	Fair	Good	Very good	Excellent	
Overall quality (1 item)	○	○	●	○	○	
Care competence[2] (4 items)	○	○	●	○	○	
User experience[3] (6 items)	○	○	●	○	○	
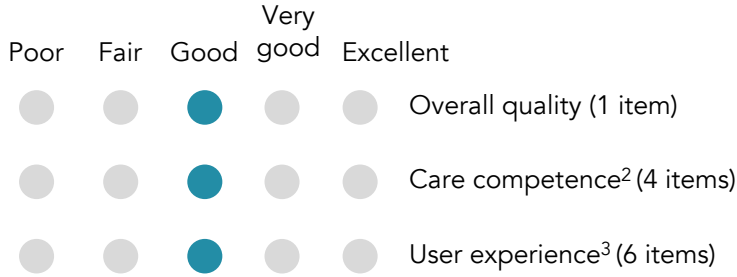
1. Rounded to the closest Likert category
2. Provider skills, knowledge of past visits, explanations, equipment/supplies
3. Respect, courtesy, joint decisions, visit time, wait time, scheduling time

Quality ratings for last health care visit (% of users of facility type in past 12 months)
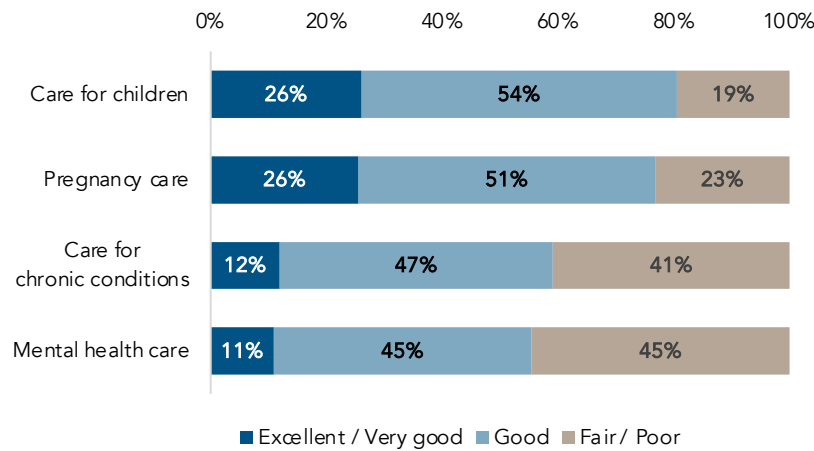
Facility	Excellent / Very good	Good	Fair / Poor
Public primary	21%	46%	33%
Public secondary	27%	45%	28%
Private primary	34%	43%	22%
Private secondary	42%	47%	11%

■ 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	26%	44%	31%
Private health system	26%	52%	22%

■ Excellent / Very good ■ Good ■ Fair / Poor

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

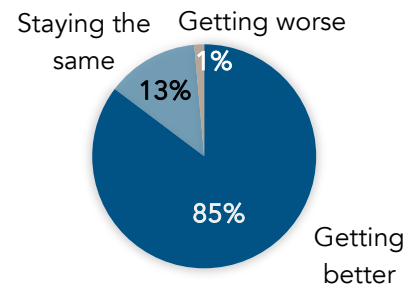|	Excellent / Very good	Good	Fair / Poor
Care for children	26%	54%	19%
Pregnancy care	26%	51%	23%
Care for chronic conditions	12%	47%	41%
Mental health care	11%	45%	45%

■ 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	83%
	Can afford good quality care if very sick	82%
	Can get and afford good quality care if very sick	71%
Government considers the public's opinion in health system decisions (% of all respondents): % very or somewhat confident		79%
Government's management of the COVID-19 pandemic (% of all respondents): % excellent or very good		46%

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

- Staying the same: 13%
- Getting worse: 1%
- Getting better: 85%

Endorsement: Current health system (% of all respondents)

- Some good things, but major changes needed: 56%
- So much wrong, need to completely rebuild: 6%
- Works pretty well, only minor changes needed: 38%

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