

Thematic Reference Indicators (TRIs)	
HLT_TRI_3 Patients satisfaction	
Proportion of patients satisfied with the provision of services from the health facilities	
Contribution to sub-objective of M21-24	<i>Sub-objective 7: Strengthening equitable access to quality basic services</i>
Contribution to 2030 Agenda: SDG target	<u>SDG target 3.8</u> : Achieve UHC, including financial risk protection, access to quality essential health-care services and access to safe, effective, quality and affordable essential medicines and vaccines for all.
Definition (description, specification, qualification)	<p>Patient satisfaction is an important and commonly used indicator for measuring the quality in health care. Patient satisfaction affects clinical outcomes, patient retention, and medical malpractice claims. It affects the timely, efficient, and patient-centered delivery of quality health care. Patient satisfaction is thus a proxy but a very effective indicator to measure the success of doctors and hospitals.</p> <p>Patient satisfaction is an indicator of how well the patient is being treated. The 'how well' part refers not necessarily to the <i>quality</i> of care but to how content a patient is with the care they received. In this regard, patient satisfaction is a qualitative indicator that can be measured by targeted surveys.</p> <p>Health facilities are public and private health centres (clinic, referral hospital) where health care and services are offered to the population.</p>
Measuring unit	<p>a) Number of patients fully satisfied with health services provided at the health facility.</p> <p>b) Total number of patients surveyed.</p>
Disaggregation dimension (sex, age group, ethnicity or other identity criteria of LNOB)	<ol style="list-style-type: none"> 1. Gender 2. One targeted left behind/vulnerable population group (to be prioritised according to the context)
Data source	Implementing project partners for national, regional or districts specific data, targeted surveys carried out at project level.
Rationale	<p><u>Theory of change</u></p> <p>If health care users are satisfied with care and services received then they are likely to improve their health because users' satisfaction is a proxy indicator for the management and quality of health services.</p>
Possible messages of aggregation, synthesis and contribution	Thanks to the Swiss international cooperation programme XX % of patients and health care users in country X received health services adapted to their specific needs.
Thematic responsibility	Focal Point Health