

Healthcare



ŠKODA AUTO Nadační fond

Quantitative research in Mladá Boleslav Region
Representative sample (weighted), 460 respondents
Data collection: November, 2020 – February, 2021



ŠKODA AUTO Vysoká škola

· B·E·H·A·V·I·O

Almost half of people is satisfied with healthcare in the Mladá Boleslav Region.

Satisfaction



People are satisfied with the regional **healthcare**. Compared to the previous wave, level of satisfaction has not changed.

Positive drivers



Satisfaction is **driven** mainly by *quality*, positive emotions to *Klaudiánova Hospital* and *professional care*. **Compared to 2019**, the lack of specialists is lower, hospital's image improved and people also see healthcare as more accessible.

Negative drivers



The *lack of specialists* and *unpleasant doctors* reduces satisfaction.

*Please note that the data collection stopped on February, 22nd. The situation in Czechia is very turbulent and it is possible that people's perception of healthcare changed since then.

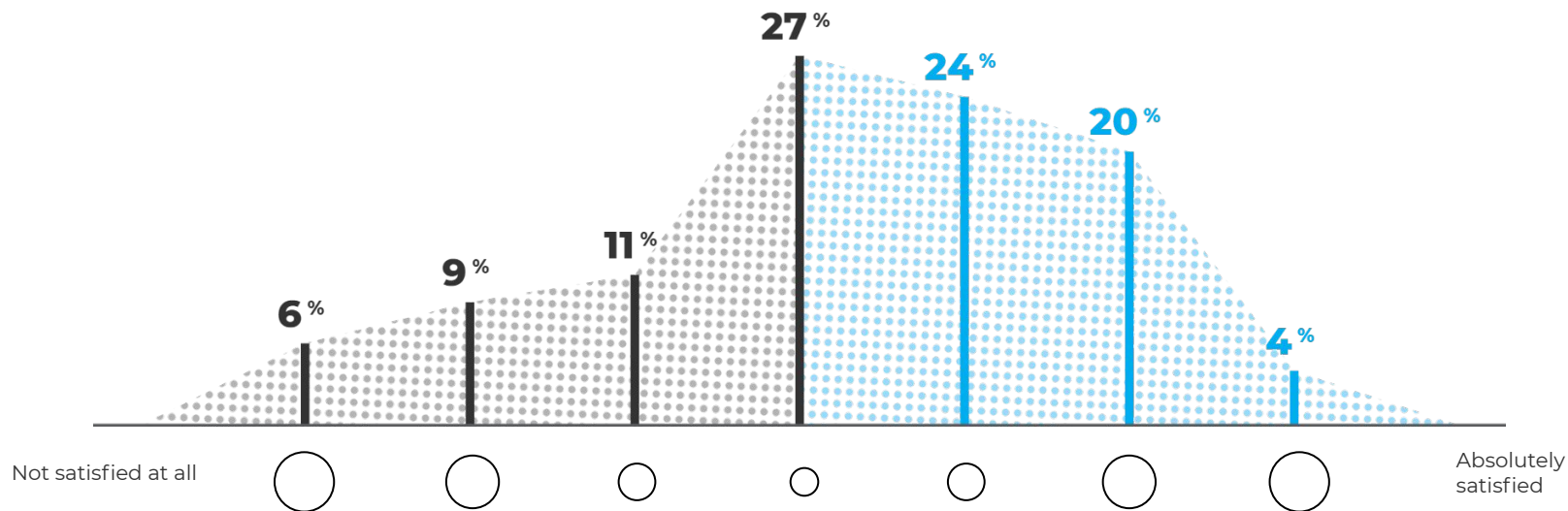


1 | Satisfaction with healthcare



48% of people are satisfied with healthcare in their region.

Men and people over the age of 50 are more satisfied. Compared to the previous wave, level of satisfaction has not changed.



25 % think healthcare are better today.

Compared to situation with healthcare in past year:

It is better today



It is the same



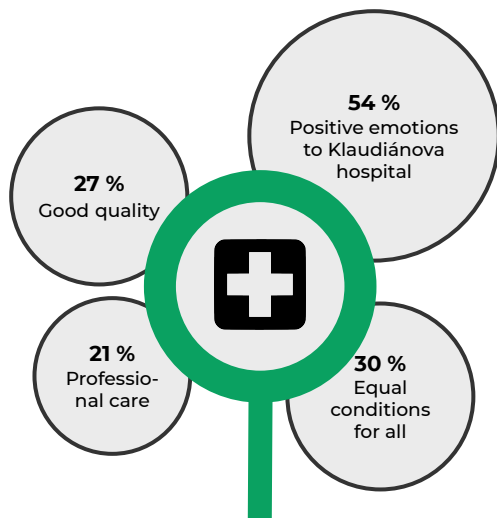
It is worse



Satisfaction is improved mainly by Klaudiánova Hospital and good quality of healthcare.

On the contrary, the lack of specialists causes the biggest reduction of satisfaction.

How many % of all have those attitudes?



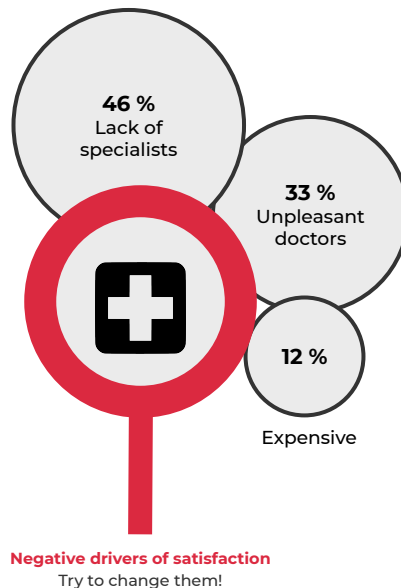
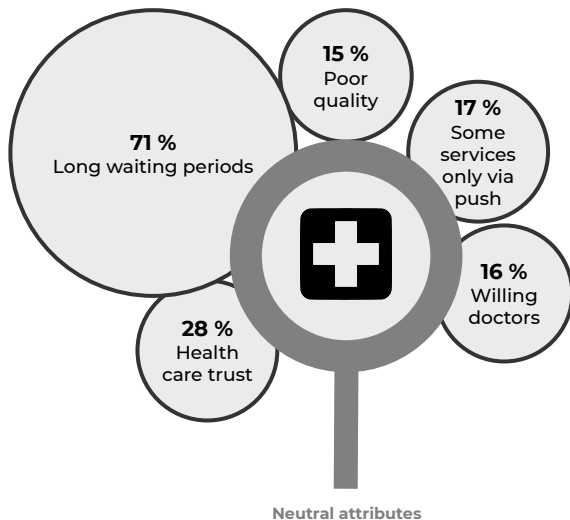
Positive drivers of satisfaction
Support them!

The **model shows, which issues influence the satisfaction** with healthcare - in other words, people who have those attitudes are more satisfied than the ones who do not have those attitudes. For example, people who think the quality of healthcare is good are more satisfied than the others. This makes the attribute a driver that should be supported.



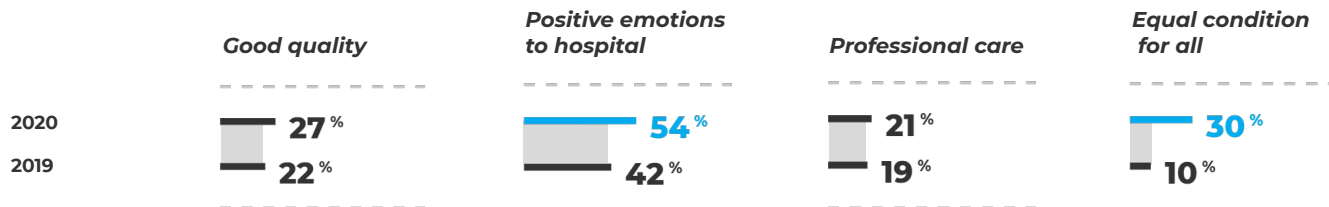
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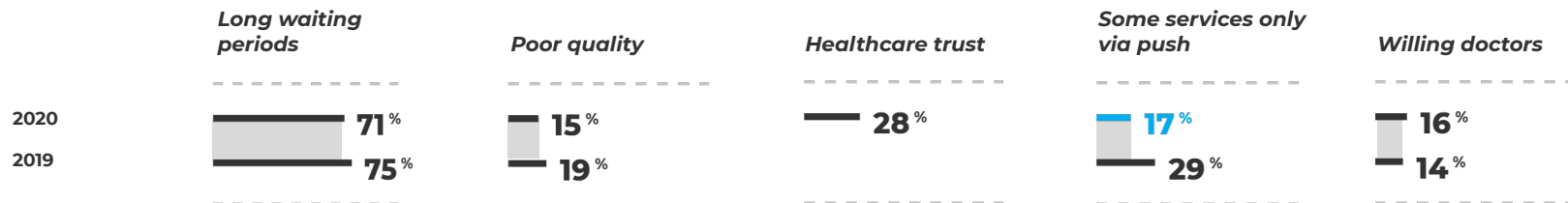


Among positive drivers, people see the equality of healthcare better than in 2019.

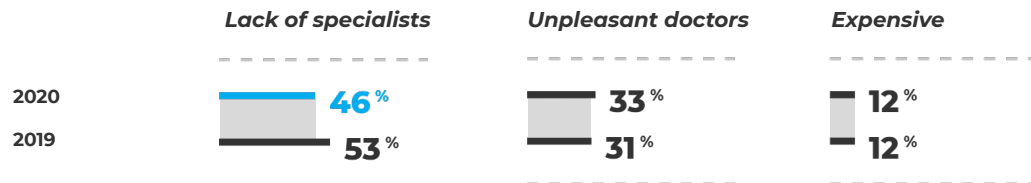
Also, the Klaudiánova Hospital's image has improved.



Among the neutral issues, services are less seen as for VIPs than in 2019.



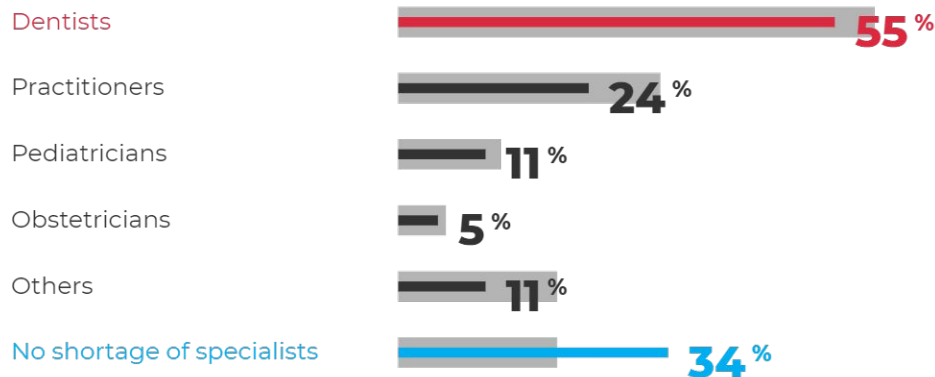
Among the negative issues, the lack of specialists is lower.



Detail: Lack of specialists has decreased, only one third of people lacks some.

The most absent specialisation is a dentist. Women and people between the age of 30 and 49 lack them the most.

What specialisations do they lack in the region?



2020

2019



2 | Other healthcare topics



Healthcare prevention: 55% perceive it as needed.

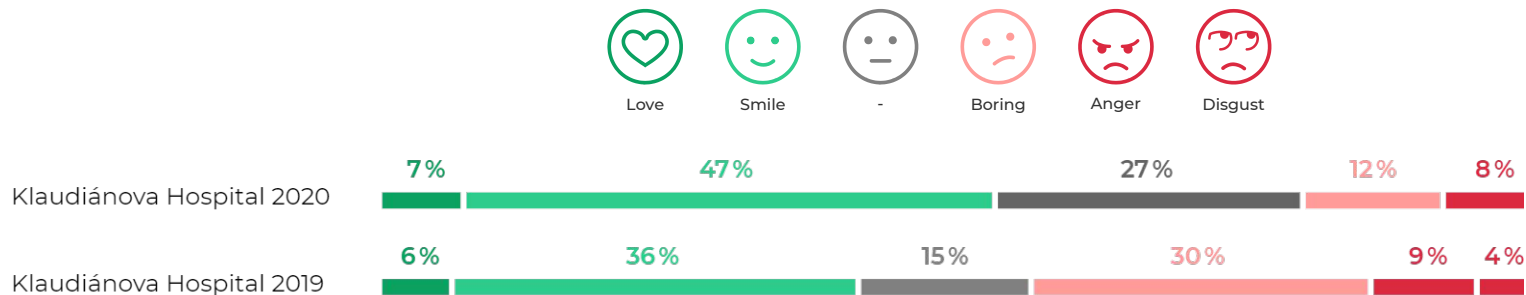
52% think preventive visits reveal the problem on time. Half of people has preventive visits regularly. Preventive visits are more common among people over 50 years old.

How do they perceive preventive visits?



Klaudiánova Hospital: It is seen more positively than in 2019.

The most positive emotions are among people over the age of 50. Most people visited it in the past year. 44% of people went there due to their own health. A similar opinion is found among those who visited it in the past year.



How do they spontaneously see Klaudiánova Hospital?

“Modern space and quality healthcare.”

“Nice, helpful and friendly paramedics.”

“They help me. Good quality of healthcare.”

“Unprofessional approach and rude medical staff.”

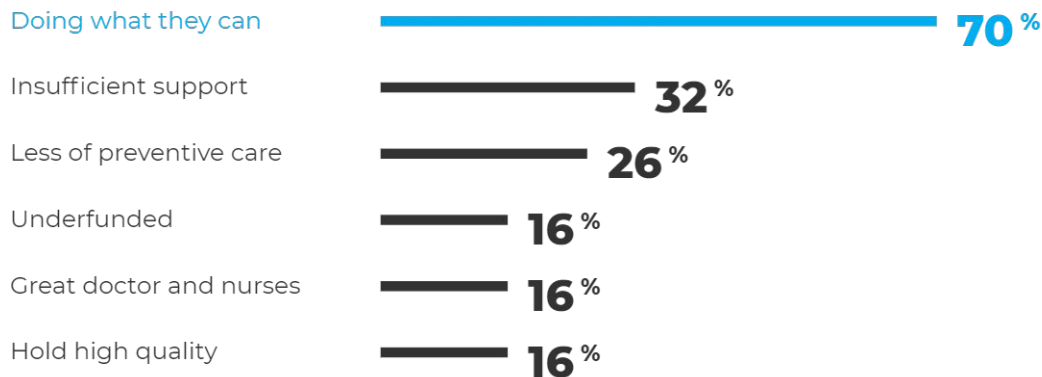
“Long waiting periods.”

“Lack of specialists.”



Healthcare during the pandemic: Three quarters think medical staff is doing what it can.

What do they think about regional healthcare
during the pandemic?



3

ŠKODA AUTO's Projects



ŠKODA AUTO Vysoká škola

32% know the Health Truck Project.

Especially those who are over 50 years of age.

Do they know the Health Truck Project (Kamion zdravi)?

They tried it (or saw it).

— 5%

They know about it.

———— 32%

This si the first time they heard of it.

———— 63%



The project is perceived positively by the majority.

What do they think about the Health Truck Project (Kamion zdraví)?

Great! More such projects



39 %

Quite beneficial



54 %

It has no impact



7 %



Only 5% correctly assigned it to ŠKODA AUTO.

Some mistakenly assigned it to Red Cross or insurance companies (VZP).

Who organized the Health Truck Project
(Kamion zdraví)?



People perceive healthcare in this region better than in the previous wave.

People are rather satisfied with healthcare in their region.

48% of people are satisfied with healthcare in their region. More satisfied are men and people over the age of 50. Compared to the previous wave, level of satisfaction has not changed.

Satisfaction with healthcare is improved mainly by positive emotions from Klaudianova Hospital and good quality of healthcare. People have also seen great improvement in equality and availability of healthcare. It is a positive driver of satisfaction. **Dissatisfaction** is caused mainly by lack of specialists and unpleasant doctors. On the other hand, both of these aspects are better than in the previous wave. Keep it up! Many people are still lacking a dentist.

Long waiting periods and healthcare trust do not improve or worsen satisfaction. Possibly people think that it is the same as in other regions.

Medical staff during the pandemic is doing what it can.

Three quarters of people think medical staff is doing what it can. People also think that medical staff does not have enough support. If you support medical staff, try telling people in your region about it.

People are realizing that the pandemic is also reducing preventive visits that most people perceive as necessary. They also associate with it the early detection of the problem. However, only half go to preventive visits. Try to tell people that it is important for their health.





It was a pleasure.



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