



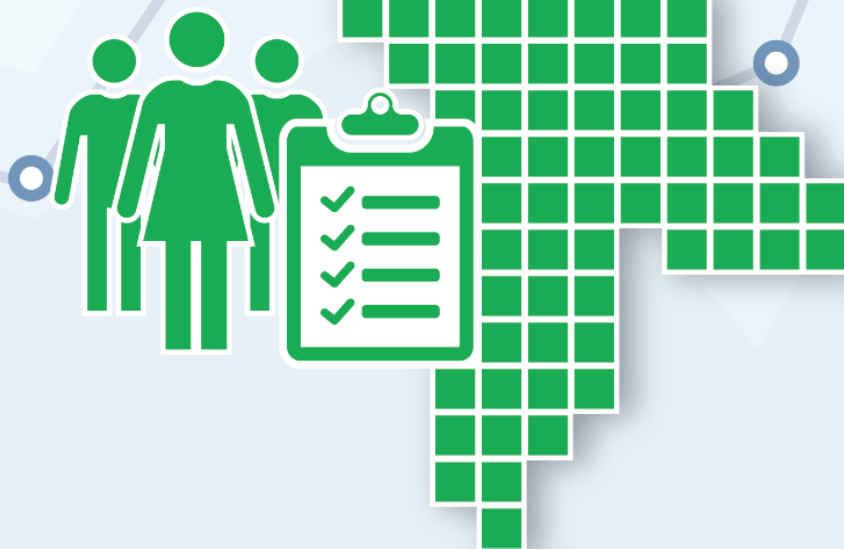
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PATIENT EXIT SURVEY: 2019 RESULTS



Chisinau 2019

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Abbreviations

IFP	Phthisiopneumology Institute
pp	Percentage points
SC	Clinical hospital
SCBI	Clinical Hospital for Infectious Diseases
SCM	Municipal Clinical Hospital
SC of the MHLSP	Clinical Hospital of the Ministry of Health, Labor and Social Protection
SCR	Republican Clinical Hospital
SR	District hospital

Key findings of the survey

The degree of satisfaction with hospital services continues to be high in the Republic of Moldova and is higher compared to the 2018 survey:

- Patients rated all hospitals with a high average score of 8.9 out of 10 possible scoring points, which shows a slight increase compared to the 2018 survey (8.7).
- Republican hospitals are rated with the highest average score of 9.2 points (9.1 in 2018), municipal hospitals - 9.1 (8.8 in 2018), district hospitals - 8.8 (8.6 in 2018) .
- About 67% (48% in 2018) of the republican and municipal hospitals and 50% (29% in 2018) of the district hospitals were rated with scores higher than 9.
- Most of the respondents - 92% (88% in 2018) would choose or recommend the same hospital, should the case be. Republican hospitals are most likely to be recommended, among which 96% (93% in 2018) would be chosen again or recommended to others, followed by municipal hospitals with 93% (90% in 2018), district hospitals would be recommended by 90% patients (87% in 2018).

The integrated patient information indicator has increased in comparison with 2018 to 72% compared to 64%. It includes the answers "very clear and detailed information" and "clear and sufficient information" to the following 6 aspects: (1) established diagnosis, (2) medical interventions and procedures during the hospitalization period; (3) the treatment, (4) risks and consequences thereof, (5) available treatment alternatives, (6) the doctor's conclusions and recommendations. This indicator has increased by 17 percentage points (pp) in the republican hospitals- 76% in 2019 (59% in 2018), by 9 pp in the district hospitals - 74% (65% in 2018), but decreased by 7 pp in municipal hospitals - 63% (70% in 2018).

The majority of patients considered that they were involved in decision making, and the degree of involvement has also increased: 76% of patients in 2018 and 85% of patients in 2019 mentioned that they participated in making the decision about the type of treatment to be administered, with more frequent participation in the current survey among the patients discharged from district hospitals. At the same time, an increase by more than 14 pp of the participation rate was noticed among patients discharged from republican hospitals, followed by the 10 pp increase among patients discharged from district hospitals.

The integrated indicator of positive and respectful attitude of medical staff towards the patient has reached 96% (compared to 92% in 2018) of the affirmative responses about the three types of medical staff: (1) doctors, (2) medical nurses and (3) hospital attendants, with variation between 69% and 100%.

Overall, in both surveys, with a slight increase in the percentage of affirmative responses, over 90% respondents stated that they were always or often treated with benevolence and respect by medical staff: 98% by doctors (96% in 2018), 98% by medical nurses (95% in 2018) and 97% by hospital attendants (93% in 2018).

However, in the respondents' opinion the attitude of the medical staff in the republican and municipal hospitals is better than in district hospitals. Also, in all types of hospitals the junior medical staff had the lowest frequencies of positive attitude towards the patients (always treated with benevolence).

Provision with a post-hospital treatment plan is high: in 84% of cases (83% in 2018), the physician took into account the personal and family needs when deciding on the healthcare needs and making an appropriate treatment and care plan at the time of discharge from the hospital.

More frequently, these needs were taken into account in the case of patients discharged from republican hospitals - 88% affirmative answers (89% in 2018), followed by patients of municipal hospitals - 80% (82% in 2018), and patients of district hospitals - 84% (81% in 2018) affirmative answers.

The degree of satisfaction with hospital conditions (quality of food, accommodation and cleanliness) is, on average, high - 79% (73% in 2018) of positive answers, with variations between 12% and 99%. In particular, cleanliness was rated the highest, with 89% (86% in 2018) of positive answers, followed by accommodation - 87% (82% in 2018) of positive answers, and food - 83% (80% in 2018). The cleanliness was rated the highest in republican hospitals - 93% of positive answers, followed by 90% of positive answers in municipal hospitals and 87% in district hospitals. The accommodation was rated higher in municipal hospitals by 90% of respondents, followed by republican hospitals - 89%, and district hospitals - 86%. The food was rated the highest in republican hospitals - 86%, followed by the municipal and district hospitals - 83%.

Health insurance policy coverage among the beneficiaries of hospital services on average is good: about 92% of hospitalized respondents stated that they were holders of the health insurance policy. Better coverage was noticed among the patients discharged from district hospitals, with 93% affirmative answers, and 90% among patients discharged from municipal hospitals.

Certain improvements have been suggested that are needed in hospitals:

- One in four respondents mentioned that it was necessary to improve the hospital's infrastructure and conditions;
- About one in five referred to expanding list of available medication and improve quality of food;
- About three out of twenty referred to the hygienic conditions in the hospital;
- One in ten referred to the treatment conditions.

Context of the project "Promoting participatory social accountability for better health"

The Center for Health Policy and Analysis (PAS Center) is implementing the project "Promoting Participatory Social Accountability for Better Health" funded by the World Bank through the Global Social Accountability Partnership. The project aims to support the Government's efforts to improve health governance, increase the efficiency of the health sector development and empower citizens by creating an enabling environment for social accountability interventions in Moldova. The project aims to increase citizens' participation, knowledge and use of conventional mechanisms by promoting transparency and civic involvement, so that they can understand what an efficient healthcare institution means, and be able to make better decisions regarding the choice of medical facility and quality of care to demand. The project has four components:

1. Promoting the hospital performance monitoring

The main objective of this component is to improve the flow of information on hospital performance by mobilizing participatory monitoring and evaluation tools. In this respect, performance cards based on the indicators reported to the relevant institutions were prepared for 55 public hospitals.

A social experiment is being carried out under this component, with health services users in 9 districts (intervention districts) being informed about the performance of hospitals and health centers situated in a certain radius from where they live. The result of informing the population of the nine intervention districts will be measured by the health barometer and compared to the results in nine control districts. Intervention and control districts were randomly selected. In the intervention districts, the performance cards of the hospitals concerned were distributed to people, and for other districts the cards are accessible on www.spitale.md, which is used as information and transparency platform.

Table 8: List of intervention and control districts within the project

Intervention districts	Control districts
Cahul	Basarabasca
Cantemir	Causeni
Donduseni	Cimislia
Falesti	Criuleni
Glodeni	Ocnita
Nisporeni	Rezina
Orhei	Riscani
Soldanesti	Soroca
Taraclia	Straseni

Within the same component, the project aims to strengthen the voice of citizens and establish participatory monitoring mechanisms, among which is assessment by the patients of satisfaction with the quality of medical services received. Thus, two satisfaction assessment exercises are planned for patients discharged from 55 public hospitals.

2. Strengthening the performance-based payment system in primary health care

The primary objective of this component is to compile and translate the administrative data generated by the current performance-based payment mechanism in primary health care into a format that citizens can understand, based on a sample of 72 randomly chosen primary health care institutions. For this purpose, a social audit tool for primary health care institutions, similar to the Hospital Performance Record, has been developed and distributed to citizens in the intervention districts, and for the other primary health care institutions it is accessible on www.spitale.md.

3. Creating enabling environment for public health dialogue

The activities included in this component are geared towards creating an environment conducive to effective public participation, including complementing the existing assessment processes, improving information flows and promoting opportunities to improve public dialogue. One of these activities is the National Health Barometer Survey.

4. Creating enabling environment for public dialogue in the field of health

The purpose of this component is to ensure that learning and sharing mechanisms are developed both to support social accountability practitioners in Moldova, and ensure that lessons learned through the implementation of social accountability mechanisms are taken into account to raise awareness.

Introduction

Since independence, the Republic of Moldova has made significant efforts to improve the performance of the health system by reforming the way public finances are used, by implementing compulsory health insurance, prioritizing primary health care, developing national programs to address priority diseases in accordance with the principles and strategies promoted by the World Health Organization.

Aware of the importance and relevancy of efficient use of resource meant for hospitals and the need to ensure access to quality services based on the latest and most reliable evidence of medical science, the Ministry of Health, Labor and Social Protection has set out Objective 13 of the Action Plan for 2017 - develop and approve the Concept of Hospital Reform in the Republic of Moldova, including the Hospital Master Plan and the national network of health service providers.

Patients' satisfaction with the quality of medical services is one of the key aspects of performance and quality of services provided by a hospital. The literature suggests that it influences the patient's retention rate, affects the results from the medical point of view, but also the satisfaction of the medical staff and the degree of trust that drives the patients to seek the second opinion or initiate malpractice processes (Taylor and Bengner, 2004; Boudreaux and O'Hea, 2003).

Patients' satisfaction, along with its factors, has become an increasingly more researched theme in the attempt to provide the management of healthcare institutions with the most appropriate solutions to maximize the results from both medical and patient retention point of view and the image of the institution. At the same time, the trend of the last decades is to place the patient in the focus of the health care institutions attention and to develop a partnership between the physician and the patient, to the detriment of the classical relationship in which the physician was the one who made all the decisions, and the patient simply followed the instructions.

Today patients require time, information and want answers to their questions, but also politeness, empathy and attention from the attending physician (Shendurnikar and Thakkar, 2013). Thus, patients get more and more closer to the consumer profile (Bell et al., 1997), and strategies adopted by medical institutions to meet the needs of this new category of patients require effective marketing plans, policies and practices addressed to different segments of consumers (Chahal and Mehta, 2013).

In the Republic of Moldova, all public healthcare institutions are required to use their own quality assurance system (Order no.139 of 3 March 2010 of the Ministry of Health "On ensuring the quality of medical services in the healthcare institutions"). In conformity with that order, one of the components of the quality assurance system is developing and application of the patient satisfaction assessment methodology. Verification of the patient satisfaction assessment implementation is one of the aspects included in the healthcare institutions evaluation and accreditation. Similarly, patient satisfaction is one of the

standard performance indicators, which are taken into account in salary calculation (Government Decision no.837 of 06.07.2016 approving the Regulation on remuneration of employees of the public healthcare institutions under the compulsory health insurance system, and the Order of the Ministry of Health no.588 of 18.07.2016 "On the implementation of the Government Decision"). Subsequently, all public healthcare establishments have created their own quality assurance system including the patient satisfaction assessment component, but these systems are not streamlined: questionnaires differ from one institution to another, the way questionnaires are administered differ, the results are not available on-line, implying subjectivity and inconsistent methodology.

In this context, this survey was needed to provide an independent, equidistant and standardized assessment of patients satisfaction.

Purpose and objectives of the study

This study presents the results of two surveys carried out within one year of each other in 55 hospitals in the Republic of Moldova.

The main **purpose** of the survey is to measure the degree of satisfaction of the hospitalized patients in a comparable and objective way for each public hospital in the country.

The objectives of the survey :

1. Assess the patients satisfaction with the quality of interaction and communication with doctors and medical staff;
2. Assess the patients' satisfaction with reference to the level of information about their state of health, participation in decision making and training on post discharge behavior;
3. Assess the patients' satisfaction with the hospital conditions, including the quality of food, hygienic conditions, facilities;
4. Evaluate the suggestions made by discharged patients on what needs to be improved as responses to open questions.

The results of this survey will be used to inform the users of the hospital services about the performance of the hospitals in a certain area of residence, so that they can use this information to make better decisions regarding the choice of the healthcare facility and quality of care they expect to receive there.

Indirectly, the project team anticipates that the results of the survey will help increase the importance of patient satisfaction and motivate hospital managers to focus on the hospitalized person and achieve high scores of patient satisfaction, in order to improve the quality of hospital services and support the differentiation of the institution they run from the competitors.

Methodology

Sample size: 5571 interviews (5524 in 2018), carried out among patients discharged from the 55 hospitals (district, municipal and republican), according to *Annex 1*.

Table 1 : Sample distribution

		2018		2019	
Variables		#	%	#	%
Type of hospital:	Republican	1110	20.1	1152	20.7
	Municipal	1005	18.2	1009	18.1
	District	3409	61.7	3410	61.2
District hospital:	Intervention districts	899	26.4	905	26.5
	Control districts	806	23.6	800	23.5
	Other districts	1704	50.0	1705	50.0
Respondent's age:	15-24 years old	470	8.5	499	9.0
	25-34 years old	882	16.0	871	15.6
	35-44 years old	623	11.3	554	9.9
	45-54 years old	635	11.5	636	11.4
	55-64 years old	1251	22.6	1228	22.0
	over 65 years old	1663	30.1	1783	32.0
Respondent's gender :	Male	1826	33.1	1935	34.7
	Female	3698	66.9	3636	65.3
Place of residence:	Large urban areas (mun. Chisinau and mun. Balti)	1049	19.0	1132	20.3
	Small urban areas (district center)	1248	22.6	1323	23.7
	Rural areas	3227	58.4	3116	55.9

Characteristics of the sample: the survey was carried out based on a stratified, probabilistic, multistage sample.

Representation: the sample is representative for the adult population of the Republic of Moldova, with a maximum of +1.3% error margin.

Data collection period:

Initial survey: 20 March - 23 May 2018.

Comparison survey: 1 March – 25 April 2019.

The questionnaires were filled in at discharge from the healthcare institution. The average time to fill in the questionnaire was about 8 minutes.

Method of data collection: face-to-face interview based on questionnaire.

Population: population of the Republic of Moldova (15 years and over), except for the population on the left of the Dniester.

Sample size:

Initial survey: 5524 interviews, with at least 100 interviews in each healthcare institution in the Republic of Moldova, 20% in republican hospitals, 18% in municipal hospitals and 62% in district hospitals.

Comparison survey: 5571 interviews, with at least 100 interviews in each healthcare institution in the Republic of Moldova, 20.7% in republican hospitals, 18.1% in municipal hospitals and 61.2% in district hospitals.

Population of the study: survey among patients discharged from public hospitals, adult population of 15 years and over, 35% men, 65% women; 56% from rural areas, 44% from urban areas, including 20% residing in Chisinau and Balti municipalities (big cities), 24% from district centers (small towns).

Tool: written questionnaire. The questionnaire was prepared on the basis of existing questionnaires and applied in other similar studies or in some healthcare institutions. The questionnaire was piloted on a micro-sample of 15 people, of which five were from the republican hospital, five - from the municipal hospital, and five - from the district hospital.

Training of interview operators: The operators were trained in groups in three regions, the trainings took place in the cities of Balti, Cahul, Chisinau. All trainings were face to face and conducted by the research manager.

Ethical consideration: the survey participants filled in the questionnaires voluntarily and anonymously.

Methodological limitations in summarising the research results:

The interviewers have noticed cases of prior warning of patients by the representatives of the healthcare institutions, in order to determine them to give positive evaluations during the interviews.

Despite the fact that patients were interviewed after the completion of the discharge procedures and outside the hospital buildings, many patients were nevertheless reluctant to give feedback, especially if it was negative.

According to the collection team, such situations occurred in a limited number of institutions. At the same time, in order to reduce the effect of these administrative interventions, the implementing agency warns about the need to use the average values by categories of hospitals and to take into account these limitations when interpreting data in case of institutions that have registered significantly different results compared to the previous year.

The assessments made by the patients are based on a conglomerate of factors, including subjective and personal, and different expectations dependant on social factors, level of education, place of residence, and does not necessarily perfectly align to the level of compliance of hospital services with the standards.

Data validation, internal control:

The correctness of the study was achieved by:

- a) Validation of all the questionnaires by verifying the questionnaires completeness and the logic of between the answers to the different items in the questionnaire. This procedure starts with the pilot study and is carried out over the entire duration of data collection.
- b) Verification by telephone of at least 20% of interviews. This verification allowed the evaluation of the following aspects related to the process of interviewing:
 - duration of the interview;
 - filling in all sections of the questionnaire;

- using the most appropriate language for interviewing;
 - respondent's assessment of the interviewer's behavior.
- c) Examination of all files, unconditional contact of "suspicious" persons (e.g. only elderly persons in the file, etc.).

Data processing and processing: data was processed in the SPSS (Statistical Package for the Social Sciences) program, figures and analysis of correlated data were made in Microsoft Office (Word and Excel). The statistical processing of the answers was done as a whole and according to the following variables:

- sex
- age
- type of hospital
- place of residence.

Results of the survey

Coverage with compulsory health insurance

The availability of the health insurance policy among the beneficiaries of hospital services tends to decrease, compared to the 2018 survey. On average, about 92% of respondents stated that they had health insurance policy (94% in 2018). Better coverage with compulsory health insurance is maintained among the patients discharged from the district hospitals, with 93% affirmative answers (96% in 2018), fewer, 90% positive responses among patients discharged from the municipal hospitals.

Figure 1. Do you have health insurance/policy of the National Health Insurance Company (total)?

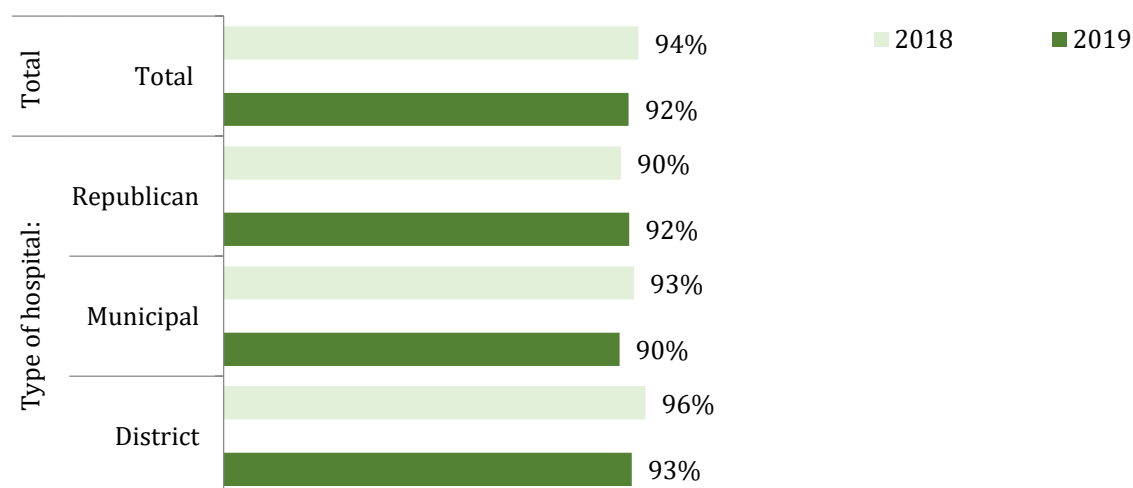
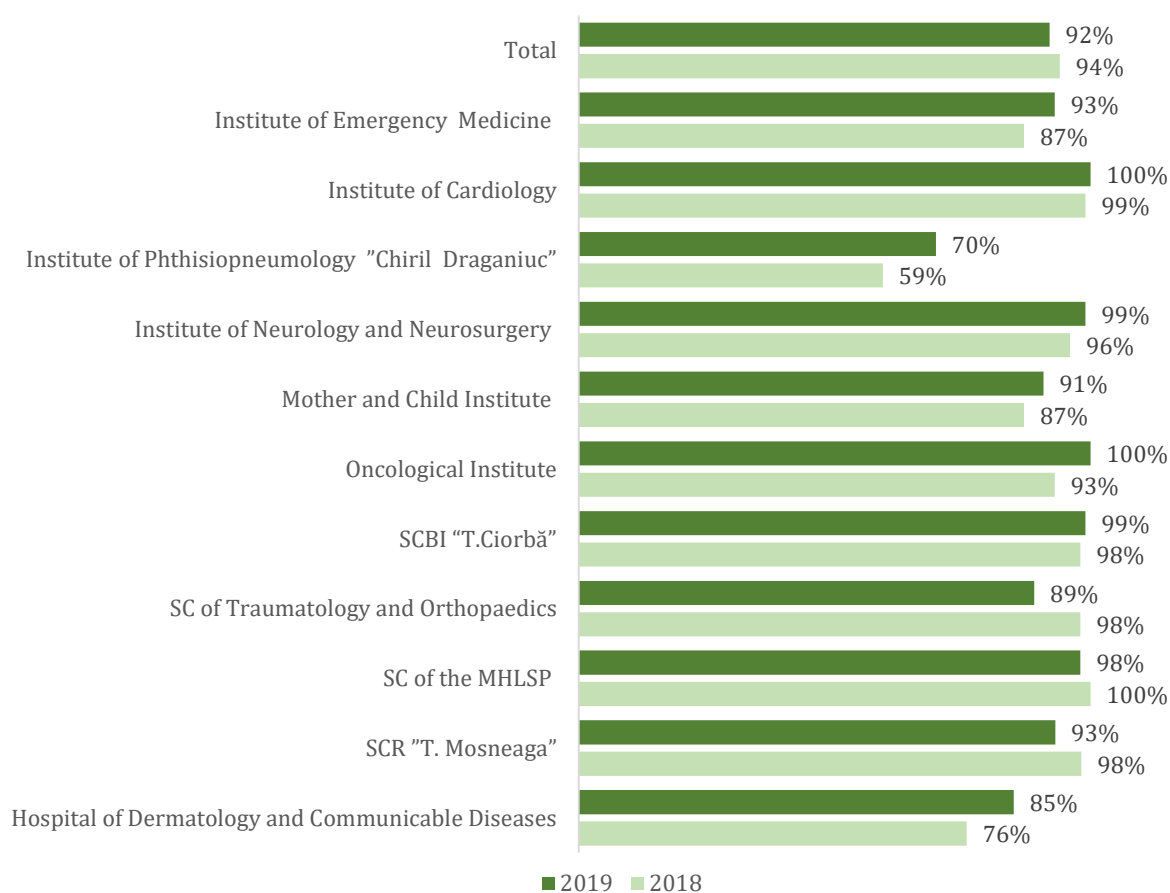
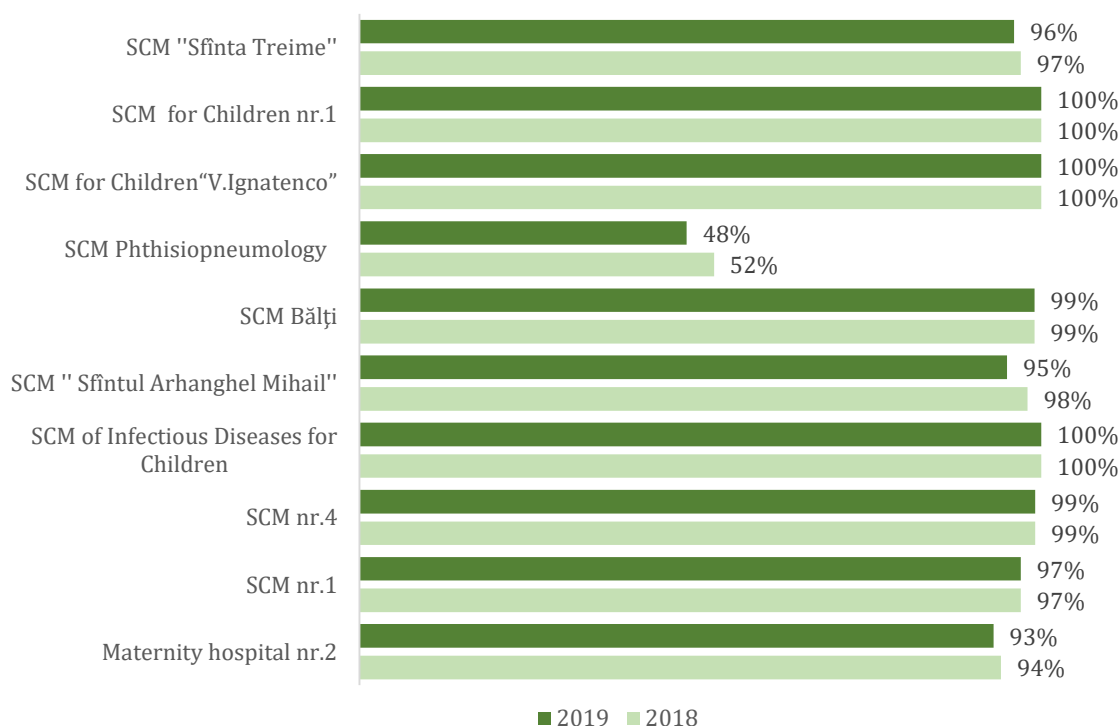


Figure 2. Do you have health insurance/ policy of the National Health Insurance Company, in hospitals?

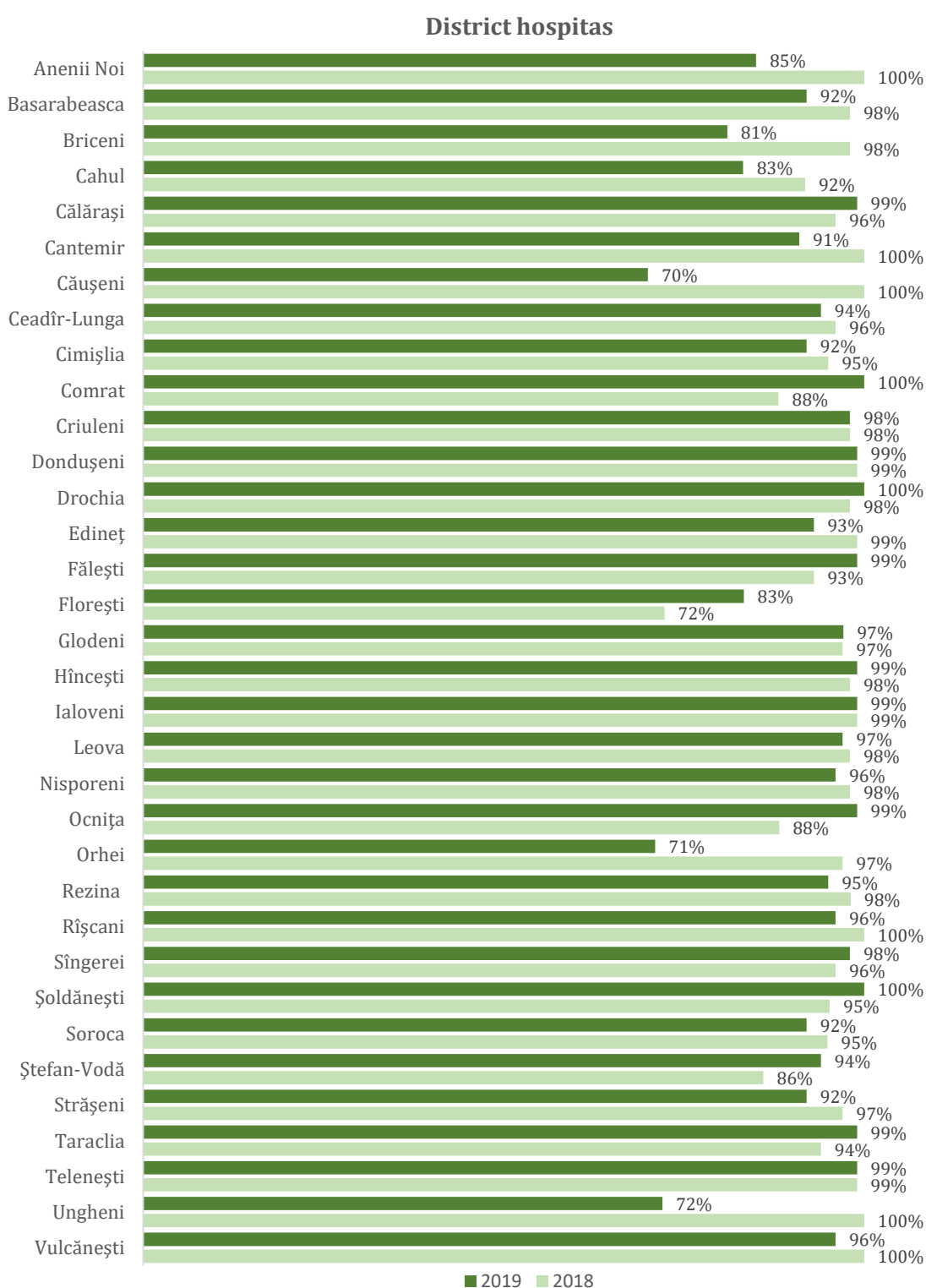
Republican hospitals



Municipal hospitals



The same trends can be noticed in the current study, with a slight tendency for growth. Both at the republican and municipal level, the lowest coverage with compulsory health insurance has been notices among the beneficiaries of services provided by phthisiopneumology hospitals - 52% (SCM of Phthisiopneumology) and 70% (IFP „Chiril Draganiuc”), and patients of Hospital of Dermatology and Communicable Diseases, with 85% affirmative answers. It can be explained by the fact that these health facilities treat patients with socially-conditioned diseases with a major impact on public health, the pathologies for which the costs of health services are covered by the state.



Patient information

Upon discharge, patients were asked to rate the information received during their stay in the hospital for the following six aspects:

1. Medical interventions and procedures;
2. Treatment;
3. Diagnosis and the treated health problem;
4. Risks and consequences of the treatment;
5. Available treatment alternatives;
6. Physician's conclusions and recommendations for the future.

The possible response scale was:

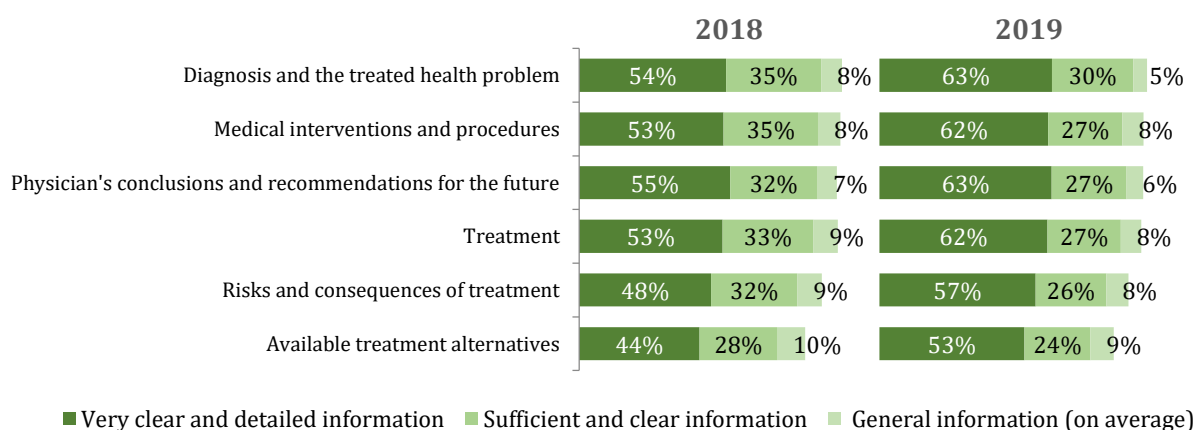
- Very clear and detailed information;
- Sufficient and clear information;
- General information (on average);
- I received some information;
- I did not receive information;
- I do not know/ no answer

The extent to which beneficiaries of hospital services are informed has increased by about 10 p.p. compared to 2018 survey. The percentage of respondents who mentioned that they received *very clear and detailed information* from their physician has increased.

For the four of the six response options responses of the patients who received *sufficient and clear/very clear and detailed information* accounted for almost 90% (*Diagnosis/treated health problem, Medical interventions/procedures, Physician's conclusions and recommendations for the future, Treatment*).

Fewer affirmative answers, 77% (73% in 2018), were given for the *Available treatment alternatives*, as well as *Risks and consequences of treatment* - 83% (80% in 2018).

Figure 3. Did you receive clear and understandable information from your physician about...?



Respondents from republican hospitals turned out to be more informed about their *Diagnosis or treated health problem*, and also the *Treatment* - 96% affirmative responses with *very clear and detailed information* and *sufficient and clear information*, as well as 95% of similar answers regarding *Medical interventions / procedures*.

The patients from the municipal and district hospitals were more informed about their *Diagnosis or the treated health problem* and *Medical interventions or procedures* - about

90% of affirmative answers. In all types of hospitals patients were least informed about the *Available treatment alternatives*: in republican hospitals 80% (65% in 2018), municipal 71% (76% in 2018), district 78% (74% in 2018).

Figure 4. Did you receive clear and understandable information from your physician about... (by type of hospital)?

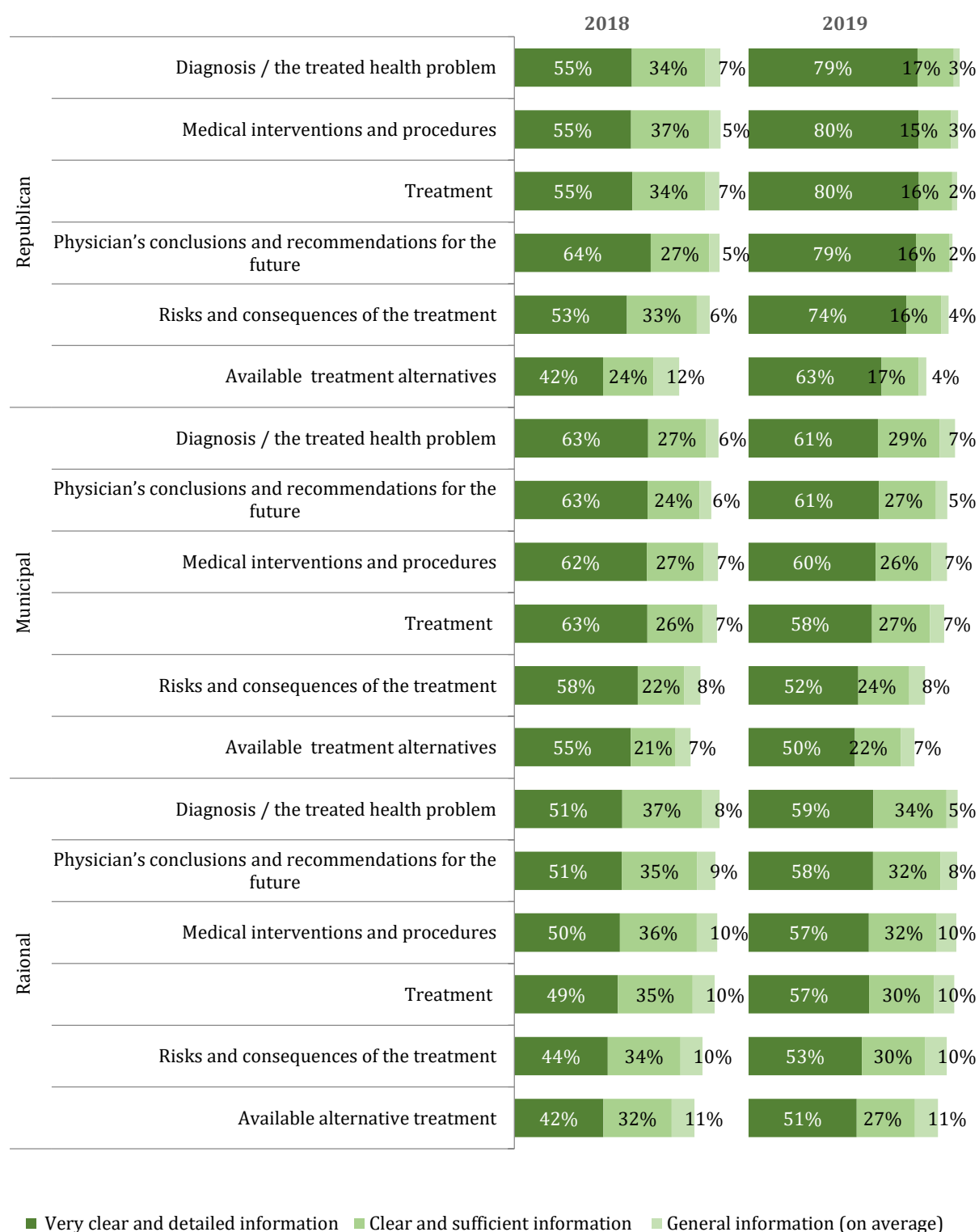


Figure 5. Did you receive clear and understandable information from your physician about... (by hospitals, summary answers "I received sufficient and clear information, I received very clear and detailed information"),%

Republican hospitals

	Diagnosis / treated health problem	Medical interventions / procedures	Treatment	Risks and consequences of the treatment	Available treatment alternatives	Physician's conclusions and recommendations for the future	Average
2019							
IFP "Chiril Draganiuc"	93	87	89	83	82	93	88
Institute of Emergency Medicine	93	95	96	91	85	95	93
Institute of Cardiology	96	91	90	84	65	94	87
Institute of Neurology and Neurosurgery	99	99	99	99	98	100	99
Mother and Child Institute	94	96	97	92	87	91	93
Oncological Institute	100	100	100	99	96	100	99
SC of the MHLSP	95	93	93	93	92	92	93
SC of Traumatology and Orthopaedics	94	91	92	63	26	75	74
SCBI "T.Ciorba"	99	99	100	98	96	100	99
SCR "T. Mosneaga "	98	96	96	93	89	96	95
Hospital of Dermatology and Communicable Diseases	100	99	100	100	61	100	93
2018							
IFP "Chiril Draganiuc"	88	91	92	75	79	91	86
Institute of Emergency Medicine	95	95	98	96	98	95	
Institute of Cardiology	87	85	89	66	87	92	84
Institute of Neurology and Neurosurgery	94	94	95	89	47	94	85
Mother and Child Institute	94	94	91	89	14	91	79
Oncological Institute	100	100	100	99	36	100	89
SC of the MHLSP	98	98	98	98	74	98	94

	Diagnosis / treated health problem	Medical interventions / procedures	Treatment	Risks and consequences of the treatment	Available treatment alternatives	Physician's conclusions and recommendations for the future	Average
SC of Traumatology and Orthopaedics	91	91	91	75	58	87	82
SCBI "T.Ciorba"	97	98	98	97	39	98	88
SCR "T. Mosneaga "	73	97	68	91	73	99	83
Hospital of Dermatology and Communicable Diseases	70	64	69	67	97	61	71

Data suggest that in republican hospitals patients tend to be more informed about their diagnosis/health problem, the treatment followed and the physician's conclusions and recommendations for the future, and are the least informed about the risks and consequences of the treatment and treatment alternatives.

Municipal hospital

	Diagnosis / treated health problem	Medical interventions / procedures	Treatment	Risks and consequences of the treatment	Available treatment alternatives	Physician's conclusions and recommendations for the future	Average
2019							
Maternity Hospital no.2	93	89	90	85	80	85	87
SCM " Sf. Arhangel Mihail"	100	97	96	94	93	95	96
SCM Balti	62	58	57	33	19	87	53
SCM of Contagious Diseases for Children	97	100	100	94	95	95	97
SCM of Phthisiopneumology	96	96	94	93	90	94	94
SCM no.1	96	88	78	74	69	94	83
SCM no.4	92	81	81	48	37	81	70
SCM for Children "V.Ignatenco"	77	65	74	66	65	70	70
SCM for Children no.1	95	94	92	79	77	91	88
SCM " Sf. Treime "	89	89	88	87	87	87	88

	Diagnosis / treated health problem	Medical interventions / procedures	Treatment	Risks and consequences of the treatment	Available treatment alternatives	Physician's conclusions and recommendations for the future	Average
2018							
Maternity Hospital no.2	72	70	66	59	100	57	70
SCM " Sf. Arhangel Mihail"	100	100	100	100	97	99	99
SCM Balti	83	82	85	58	84	83	79
SCM of Contagious Diseases for Children	99	100	100	100	98	100	99
SCM of Phthisiopneumology	96	98	99	94	56	97	90
SCM no.1	98	99	98	98	95	100	98
SCM no.4	77	71	66	38	75	69	66
SCM for Children "V.Ignatenco"	97	98	98	98	75	98	94
SCM for Children no.1	93	88	87	81	29	86	77
SCM " Sf. Treime"	85	86	86	77	100	83	86

In municipal hospitals, patients are most informed about their diagnosis or the health problem, medical interventions and and procedures, and less informed about the treatment, its risks, consequences and treatment alternatives, as well. as well as the physician's conclusions and recommendations for the future.

District hospital

	Diagnosis / treated health problem	Medical interventions / procedures	Treatment	Risks and consequences of the treatment	Available treatment alternatives	Physician's conclusions and recommendations for the future	Average
2019							
SR Anenii Noi	97	96	96	94	95	96	96
SR Basarabasca	89	83	82	75	63	77	78
SR Briceni	76	75	75	83	72	97	80
SR Cahul	97	97	97	97	97	97	97
SR Calarasi	95	94	93	90	92	95	93
SR Cantemir	100	100	100	100	100	100	100
SR Causeni	97	95	95	94	92	98	95
SR Ceadir-Lunga	100	100	100	100	100	100	100

	Diagnosis / treated health problem	Medical interventions / procedures	Treatment	Risks and consequences of the treatment	Available treatment alternatives	Physician's conclusions and recommendations for the future	Average
SR Cimisia	98	98	98	85	83	92	92
SR Comrat	100	99	97	97	97	97	98
SR Criuleni	100	100	100	100	100	100	100
SR Donduseni	94	94	94	94	94	94	94
SR Drochia	100	100	100	100	100	100	100
SR Edinet	78	79	85	87	79	95	84
SR Falesti	100	100	100	98	58	94	92
SR Floresti	87	79	78	73	76	87	80
SR Glodeni	99	97	98	98	96	94	97
SR Hincesti	100	100	100	98	95	99	99
SR Ialoveni	100	97	97	75	51	98	86
SR Leova	95	33	26	28	28	31	40
SR Nisporeni	99	99	99	98	98	98	99
SR Ocnita	93	70	74	45	39	98	70
SR Orhei	92	92	87	89	68	92	87
SR Riscani	76	78	81	40	36	93	67
SR Resin	96	96	96	92	92	95	95
SR Singerei	100	100	100	100	98	98	99
SR Soldanesti	100	100	100	100	100	99	100
SR Soroca	87	85	84	86	87	87	86
SR Stefan-Voda	51	52	50	37	22	89	50
SR Straseni	92	90	85	86	87	90	88
SRaraclia	100	56	46	41	38	42	54
SR Telenesti	86	86	86	86	86	85	86
SR Ungheni	84	81	74	73	62	76	75
SR Vulcanesti	99	90	83	80	76	75	84
2018							
New Years	95	94	94	94	76	94	91
Basarabeasca	83	91	78	58	62	71	74
Briceni	38	30	27	29	47	38	35
Cahul	90	81	81	85	46	82	78
Calarasi	99	99	99	95	92	98	97
Cantemir	99	99	99	98	86	98	96

	Diagnosis / treated health problem	Medical interventions / procedures	Treatment	Risks and consequences of the treatment	Available treatment alternatives	Physician's conclusions and recommendations for the future	Average
Causeni	94	90	93	87	95	95	92
Ceadir-Lunga	96	94	95	97	66	97	91
Cimislia	96	95	95	94	87	95	94
Comrat	74	51	54	64	85	59	64
Criuleni	94	84	80	65	94	75	82
Donduseni	95	93	80	73	23	88	75
Drochia	98	97	98	98	64	98	92
Edinet	39	36	37	37	98	46	49
Falesti	99	100	100	95	25	96	86
Floresti	62	55	42	27	87	61	56
Glodeni	97	97	99	99	34	94	87
Hincesti	98	97	100	96	54	96	90
Ialoveni	81	78	80	48	96	79	77
Leova	98	97	97	95	92	97	96
Nisporeni	97	95	94	88	23	94	82
Ocnita	64	68	74	66	93	77	73
Orhei	83	79	76	80	88	85	82
Riscani	87	88	84	58	64	91	79
Rezina	97	98	98	94	74	96	93
Singerei	82	84	82	78	52	92	78
Soldanesti	99	97	94	95	84	93	94
Soroca	98	95	93	81	43	88	83
Stefan-Voda	98	100	89	81	93	100	94
Straseni	95	91	91	76	91	95	90
Taraclia	92	93	90	86	81	95	90
Telenesti	82	82	82	81	95	80	84
Ungheni	96	93	83	65	81	77	83
Vulcanesti	98	95	93	93	94	96	95

In district hospitals, similarly to municipal hospitals, patients are most informed about their diagnosis or treated health problem, medical interventions and procedures and less informed about the treatment, its risks and consequences, and treatment alternatives, as well as the physician's conclusions and recommendations for the future.

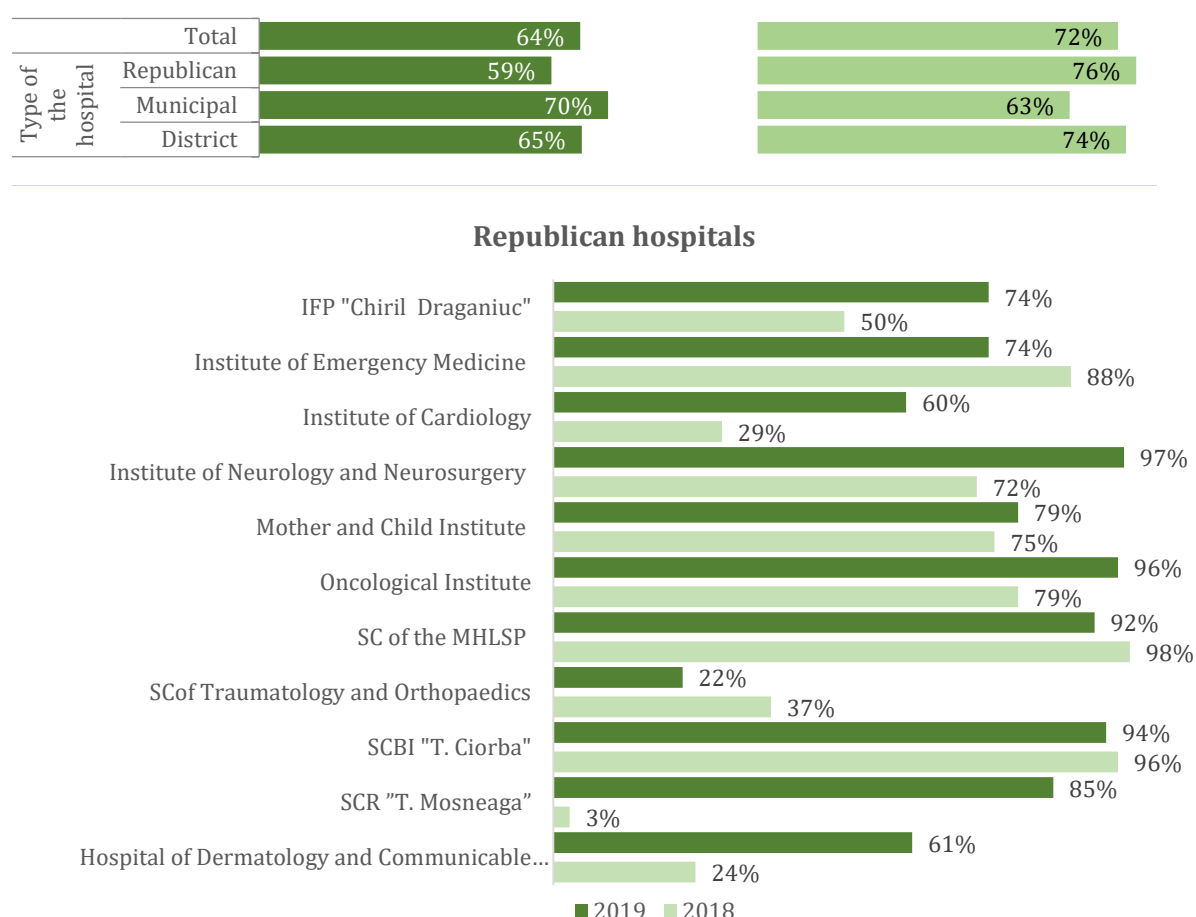
Integrated indicator on patient information

The integrated indicator summed up all responses *very clear and detailed information* and *sufficient and clear information* for the 6 information aspects, where the denominator comprised all responses received regarding the following six aspects:

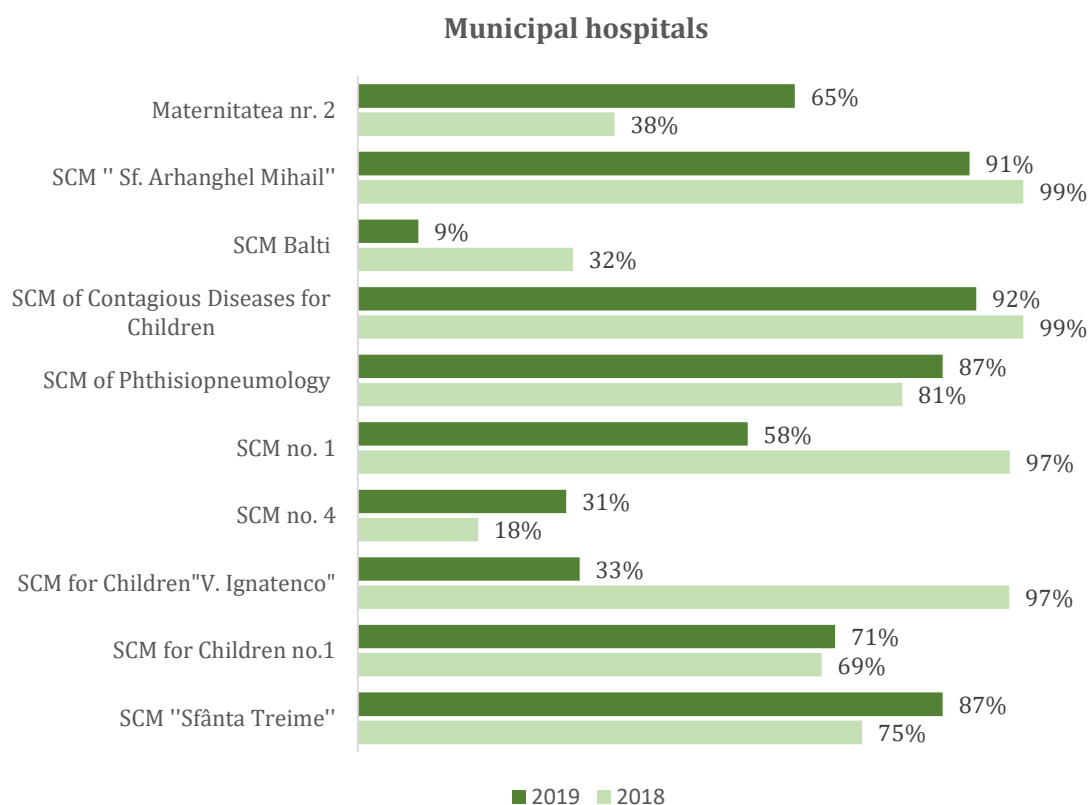
- Medical interventions and procedures;
- Treatment;
- Diagnosis and the treated health problem;
- Risks and consequences of the treatment;
- Available treatment alternatives;
- Physician's conclusions and recommendations.

In total, the level of information was 72%, which is about 8 pp higher compared to the 2018 survey.

Figure 6. Integrated information indicator

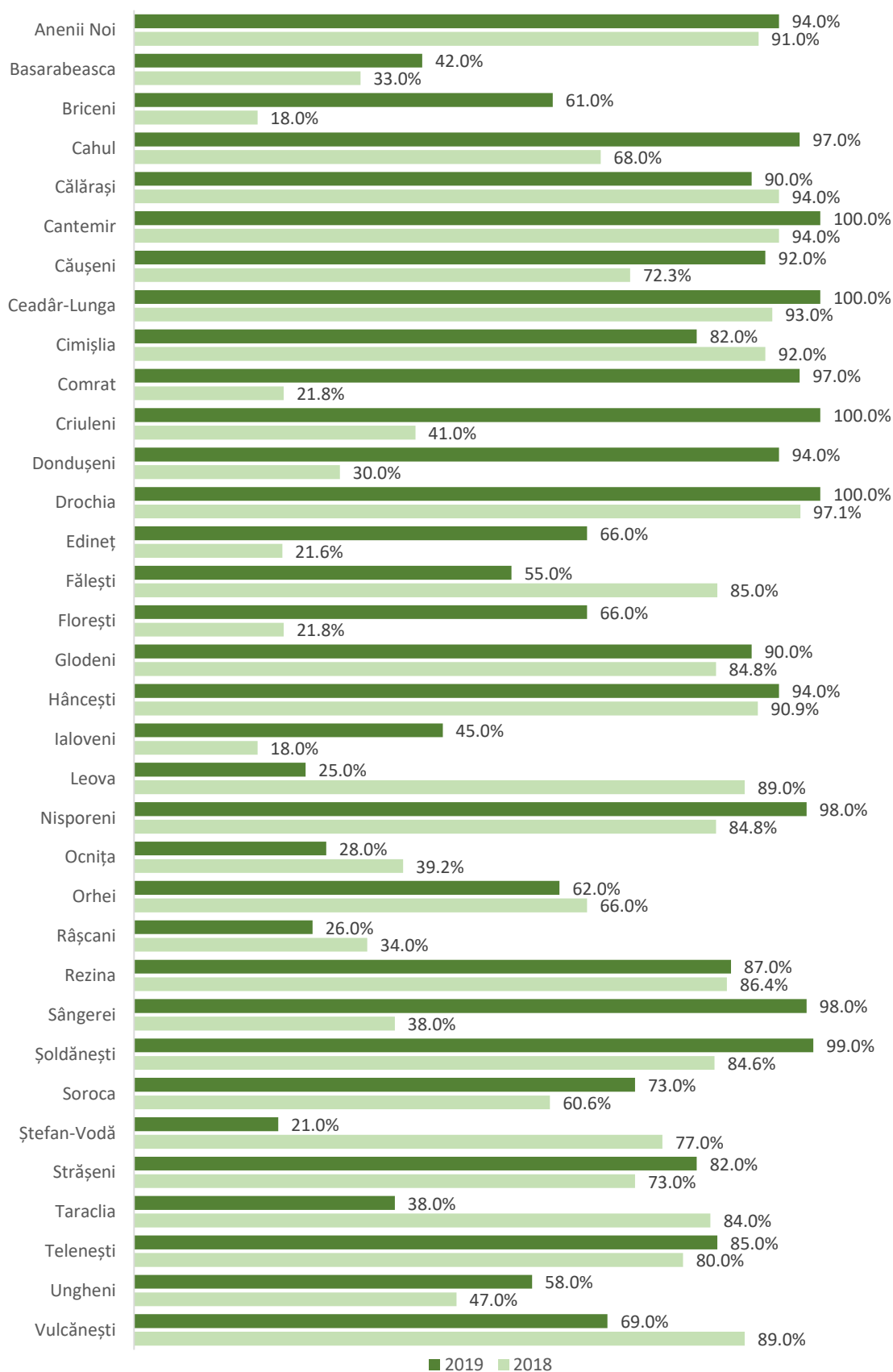


In republican hospitals the indicator is quite high - 76%, which is by 17 pp higher than in 2018 (59%).



In municipal hospitals the integrated information indicator is 63%, which is by 7 pp higher than in 2018 (70%).

District hospitals



In the district hospitals the integrated information indicator is 74%, which is by 9 pp higher than in 2018 (65%).

Participation of patients in clinical decision making

The extent of patients' participation in decision making increased compared to 2018 data. The majority, 85% of the respondents (76% in 2018) stated that they participated in deciding on the type of treatment to receive, with a higher share of 86% among the patients discharged from district hospitals, and less than 82% of patients discharged from the municipal hospitals. At the same time, it has been noticed that the participation rate among patients of republican hospitals increased by more than 14 pp, followed by 10 pp increase among patients of the district hospitals.

Figure 7. Did you take part in deciding on which treatment to receive (answer "Yes")?

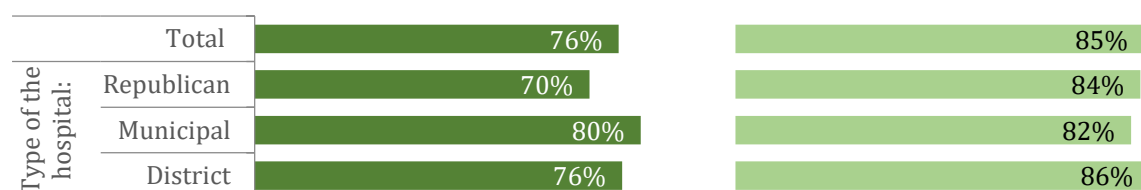
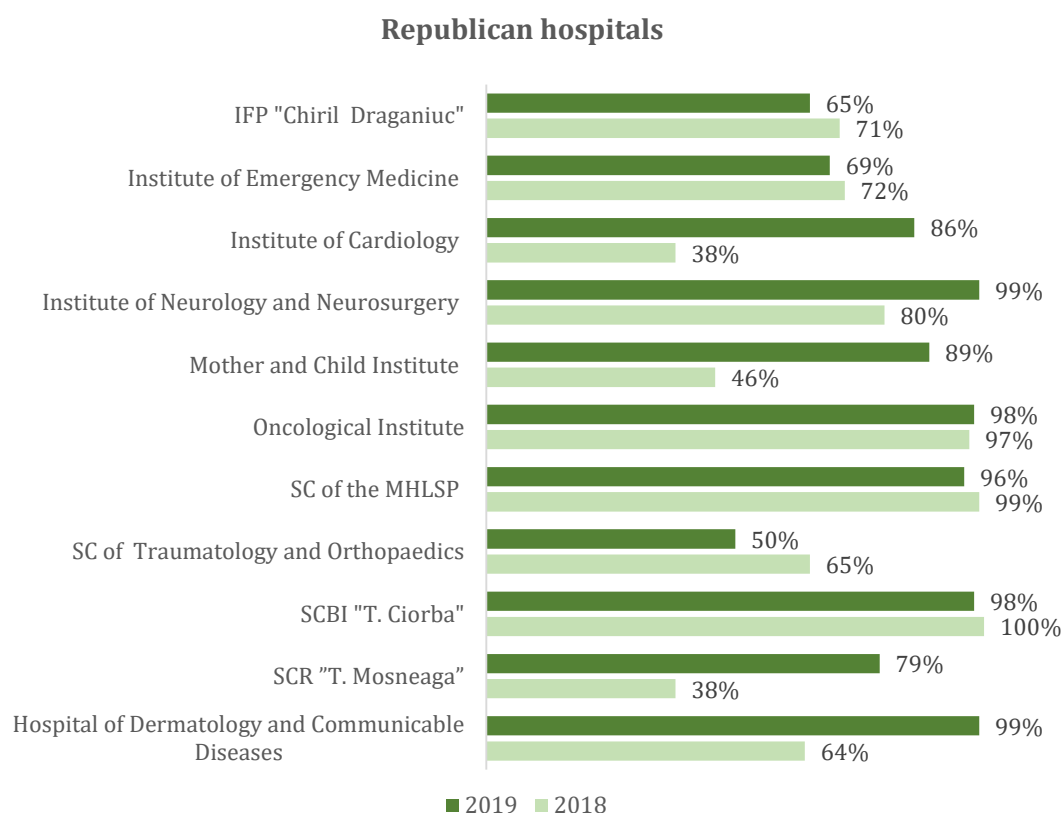
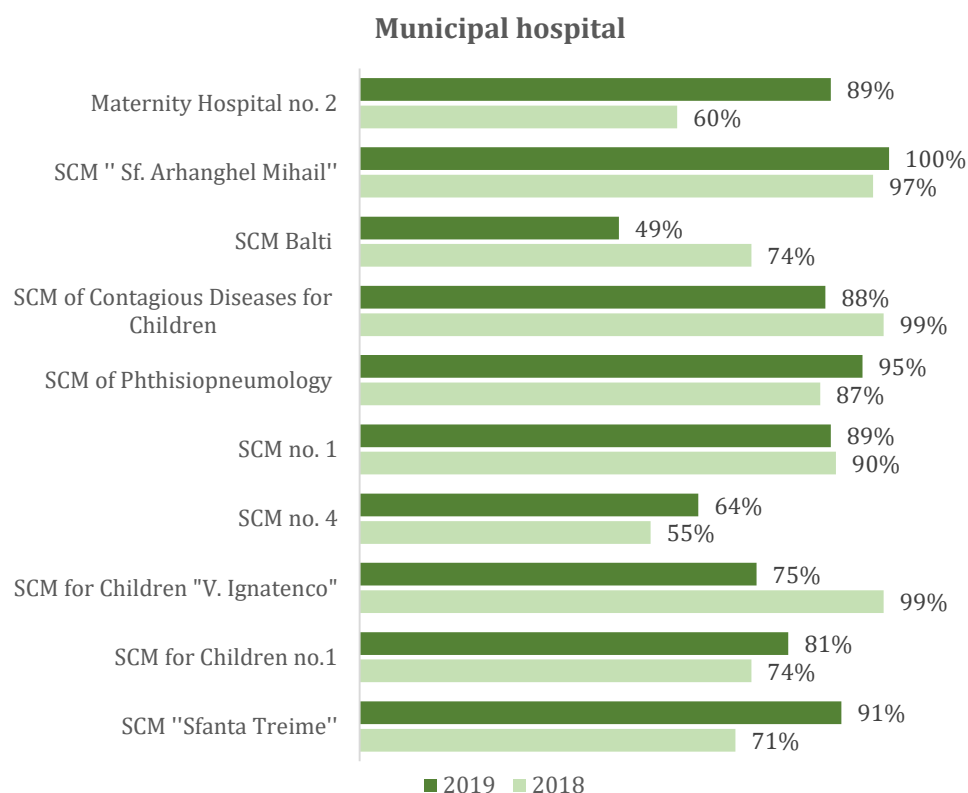


Figure 8. Did you take part in deciding on which treatment to receive (by hospitals, answer "Yes")?

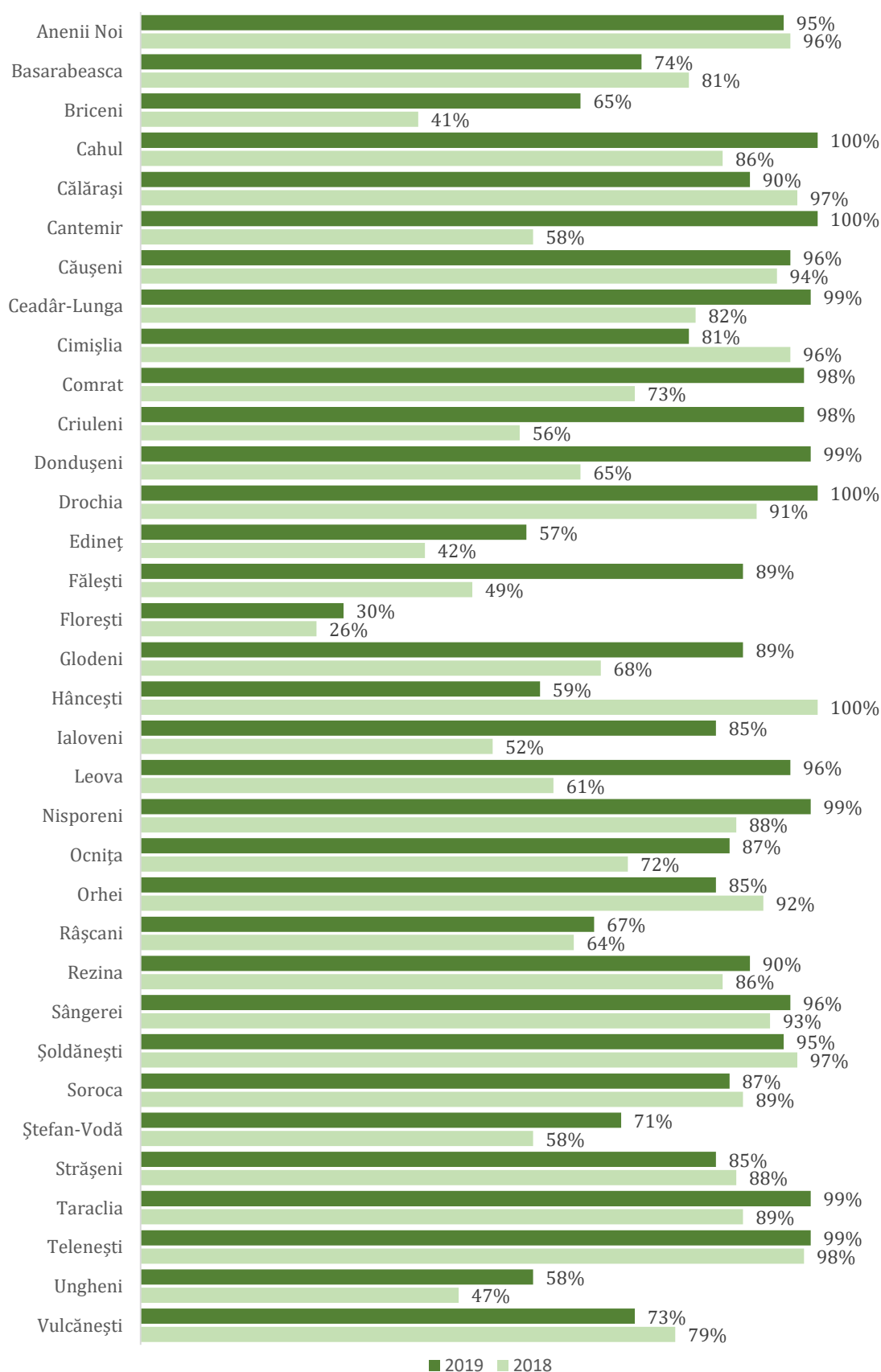


In about half (one third in the previous survey) of republican hospitals, the majority of respondents (over 90%) mentioned that they participated in deciding on what treatment to receive.



More than 90% of patients from about half municipal hospitals mentioned that they participated in deciding on what treatment to receive.

District hospitals



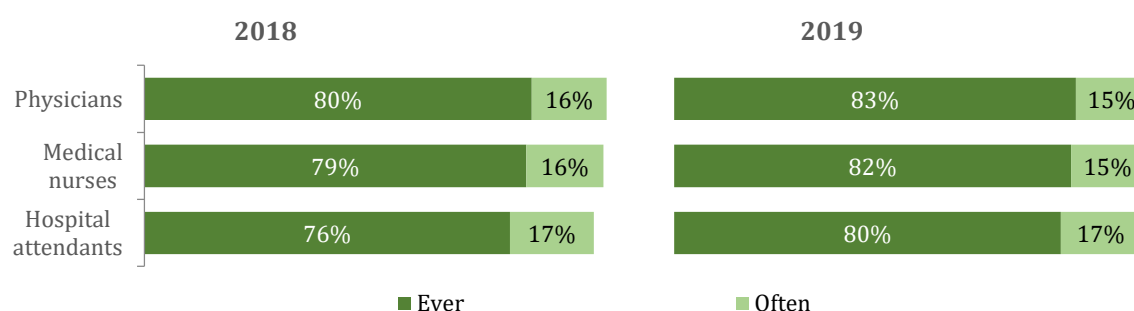
In more than half of the district hospitals, over 90% of patients took part in the decision making.

The attitude of the medical staff towards the patients

The attitude towards the patients was assessed by the following question: *During your hospital stay, how often you were treated with benevolence and respect by: (1) the physician, (2) medical nurses (3) hospital attendants*, and the answers were based on the following frequency scale *always / often / sometimes / rarely / never*.

Overall, in both surveys, with a slight increase in percentage of affirmative answers, over 90% respondents stated that they were often/always treated with benevolence and respect by medical staff: 98% by physicians (96% in 2018), 98% by medical nurses (95% in 2018) and 97% by hospital attendants (93% in 2018).

Figure 9. During your stay in the hospital, how often have you been treated with benevolence and respect by ...?



In the opinion of respondents, the attitude of medical staff in the republican and municipal hospitals is, however, better compared to district hospitals. Also, in all types of hospitals hospital attendants have the lowest frequencies of positive attitude towards patients (*always treated with benevolence*).

So, the response always respectful attitude from physicians was received in 95% cases (85% in 2018) in republican hospitals, 88% (83% in 2018) in municipal hospitals and 78% in district hospitals, in both surveys of 2018 and 2019. Medical nurses treated patients with respect and benevolence always in 94% cases (82% in 2018) in republican hospitals, 87% (82% in 2018) in municipal hospitals and 77% (78% in 2018) in district hospitals. Hospital attendants showed respectful attitude always in 91% (79% in 2018) in republican hospitals, 87% (79% in 2018) in municipal hospitals and 75% (74% in 2018) in district hospitals.

Figure 10. During your stay in the hospital, how often have you been treated with benevolence and respect by ... (by hospital type)?

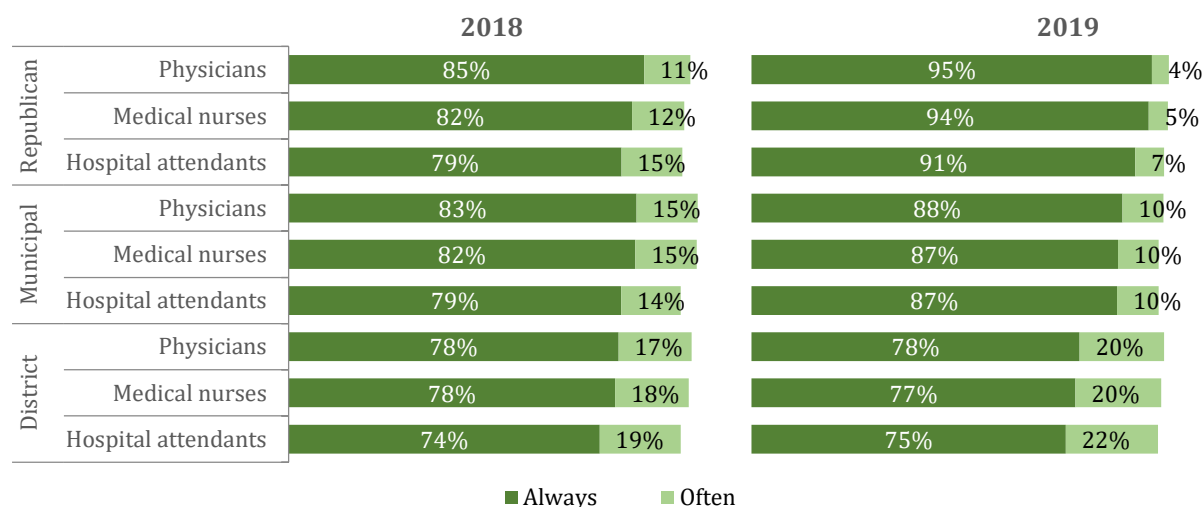
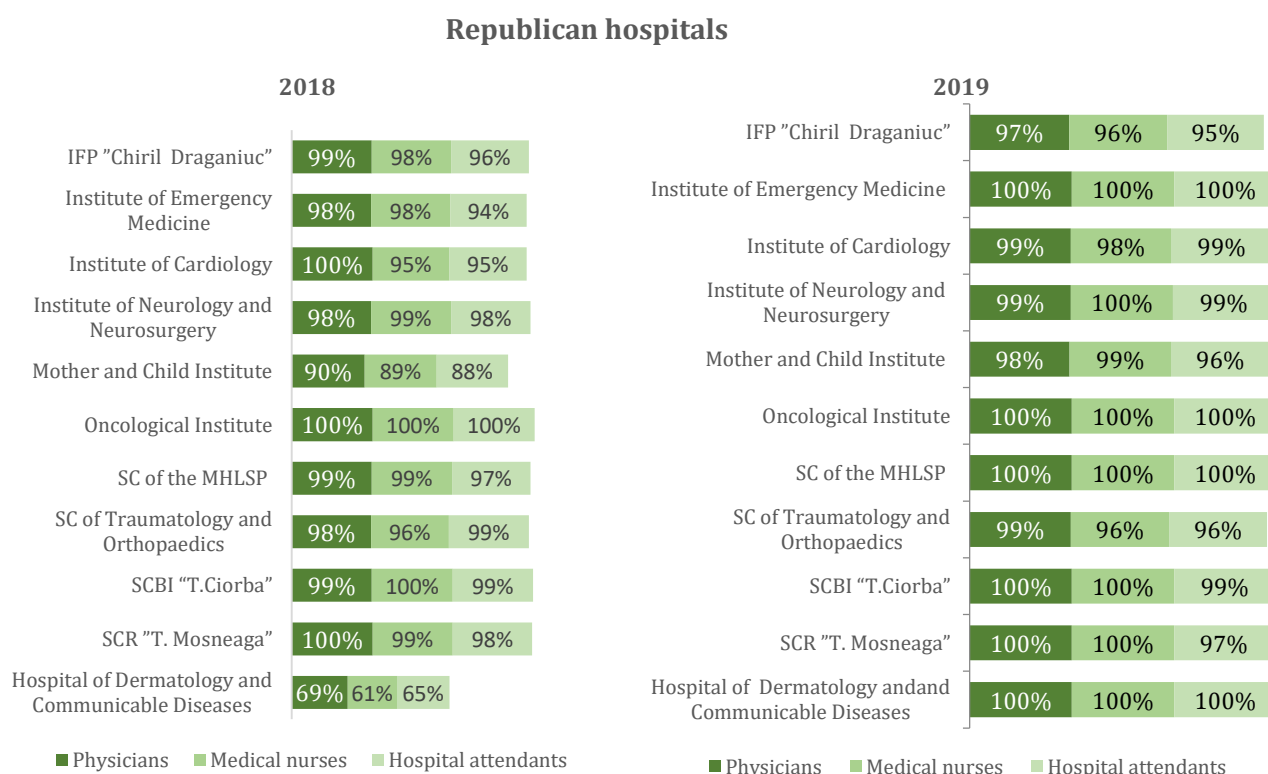
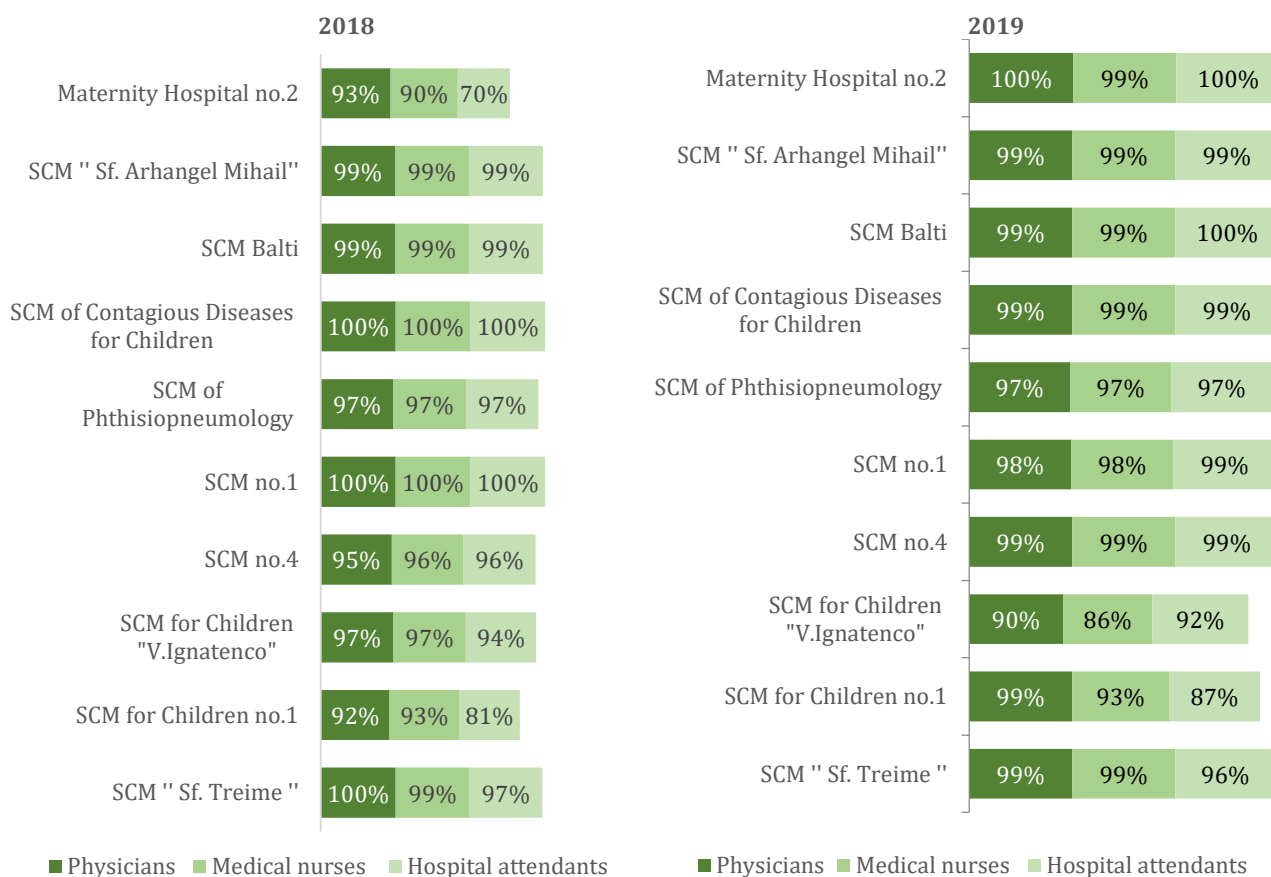


Figure 11. During your stay in the hospital, how often have you been treated with benevolence and respect by ... (by hospitals, summary responses "often, always"?)



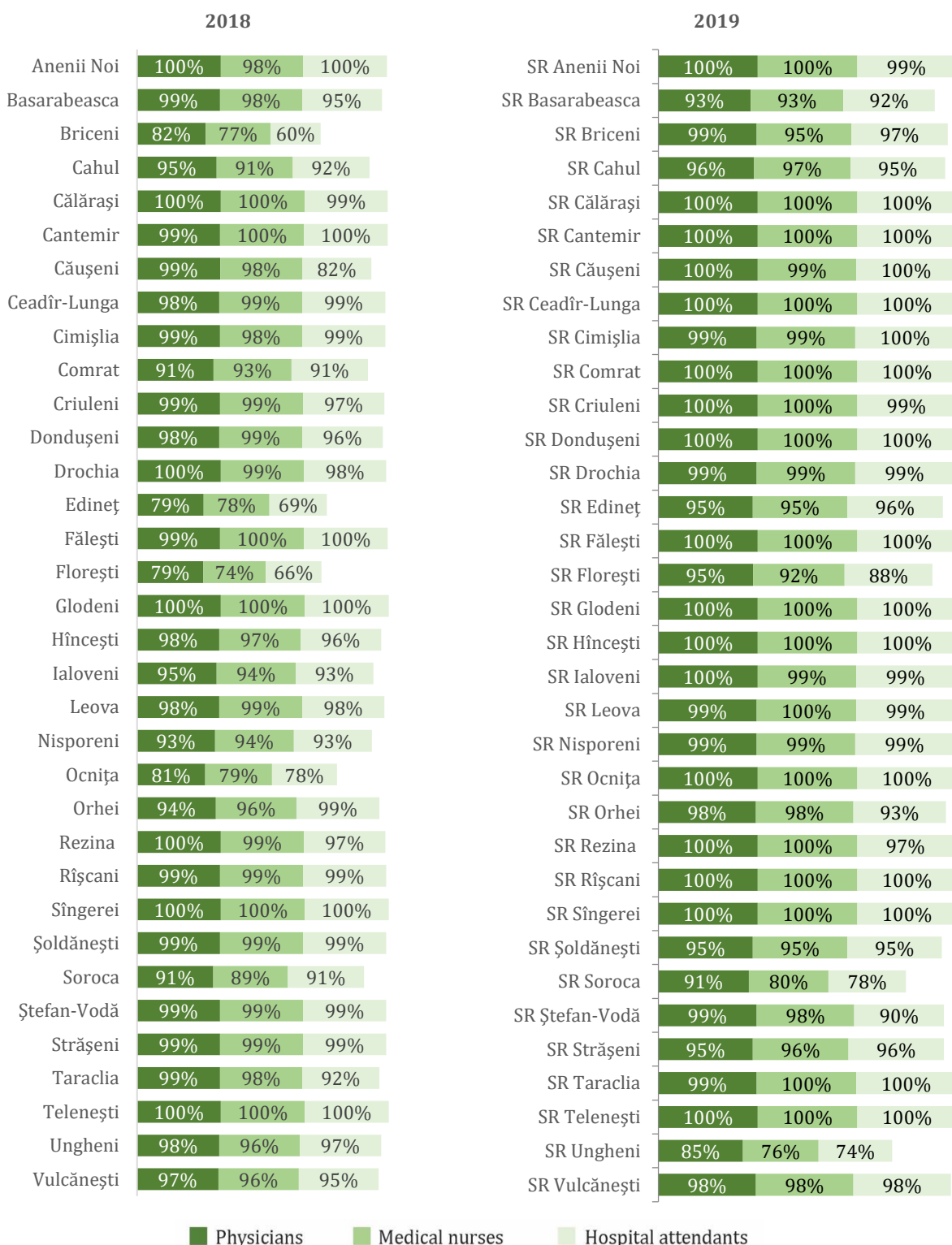
In most republican hospitals patients were treated with benevolence and respect at 95-100% rate by hospital attendants, 96-100% by medical nurses, and 97-100% by physicians.

Municipal hospitals



In municipal hospitals patients were treated with benevolence and respect at 92-100% rate by hospital attendants, 86-99% rate by medical nurses, and 90-100% by physicians.

District hospitals



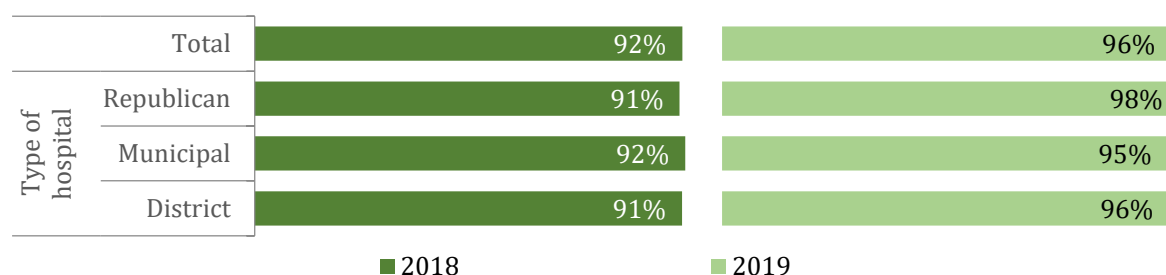
In district hospitals, the rates of those who consider that medical staff had a positive attitude were 74-100% by hospital attendants, 76-100% by medical nurses and 85-100% by physicians. In about one third of district hospitals, patients were treated with benevolence by physicians, medical nurses and hospital attendants in 100% of cases.

Integrated indicator of positive and respectful attitude towards the patient

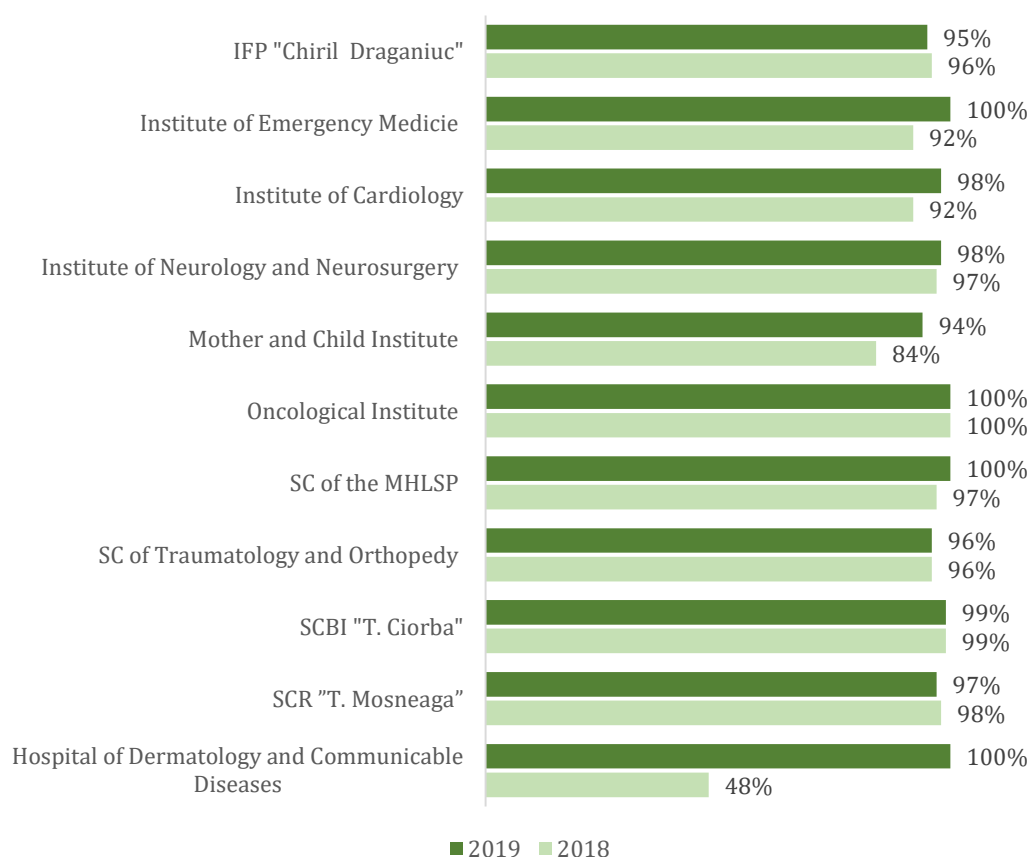
The integrated indicator of positive attitude and respect towards the patient was evaluated by summing the responses *always / often* to the following question: *During your stay at the hospital, how often you were treated with benevolence and respect by: (1) the physician, (2) medical nurses (3) hospital attendants*, the denominator being all responses received to these three questions.

Overall, the integrated indicator of positive and respectful attitude increased to 96% compared with 92% in 2018. For republican hospitals this indicator is 98% (91% in 2018), for municipal hospitals - 95% (92% in 2018), and 96% for district hospitals (91% in 2018).

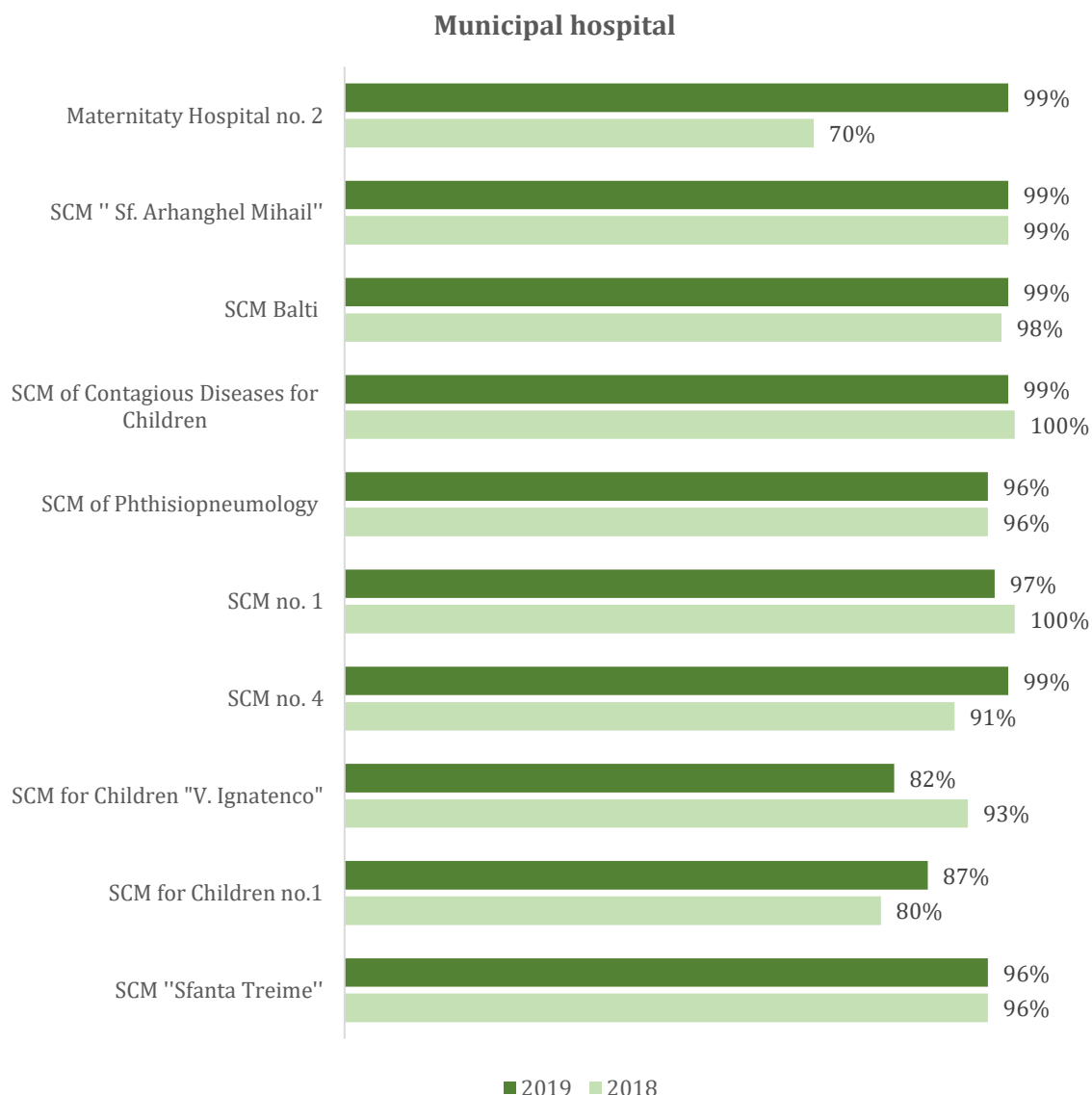
Figure 12. Integrated indicator of positive and respectful attitude



Republican hospitals

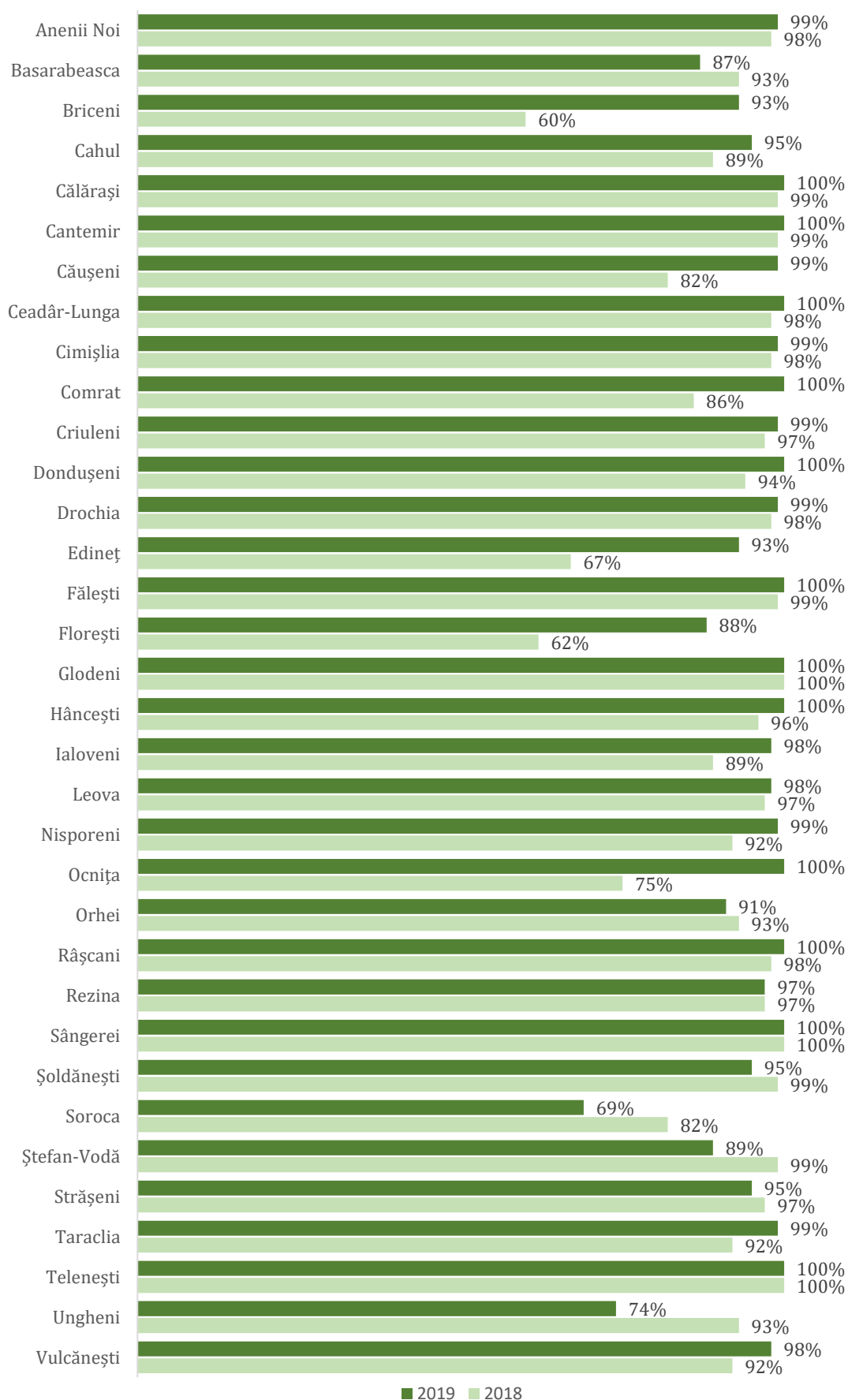


In republican hospitals this indicator is 98%, which is by 8 pp higher than in 2018. The integrated indicator of the positive and respectful attitude towards the patient in all republican hospitals exceeded 90%.



In municipal hospitals the value of the integrated indicator of the positive and respectful attitude towards the patient is 95%, which is by 3 pp higher than in 2018, with five hospitals reaching 99% rate.

District hospitals



■ 2019 ■ 2018

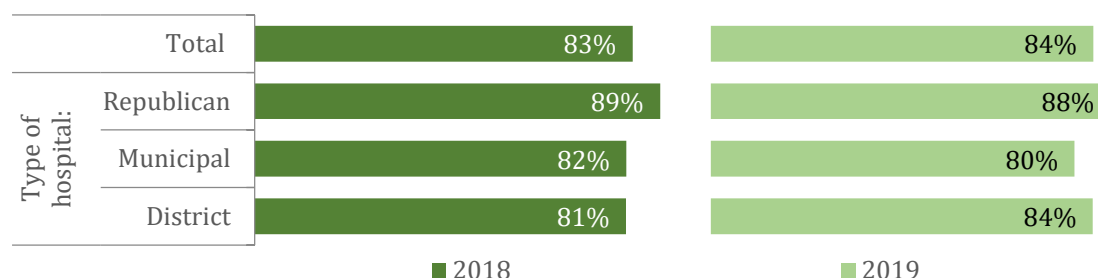
In district hospitals the value of the integrated indicator of the positive and respectful attitude towards the patient is 96%, which is by 5 pp higher than in 2018, and for 1/3 of hospitals it is 100%.

Continuity of treatment after discharge from the hospital

An important aspect of the quality of hospital services is the ability of the hospital medical personnel to draw up a post-hospital healthcare plan, and connection with other healthcare levels, especially the primary healthcare. This aspect was evaluated by the following question: *During your stay in the hospital, did your physician consider your and your family needs when deciding on your post-hospital healthcare needs/appropriate treatment and care plan?*

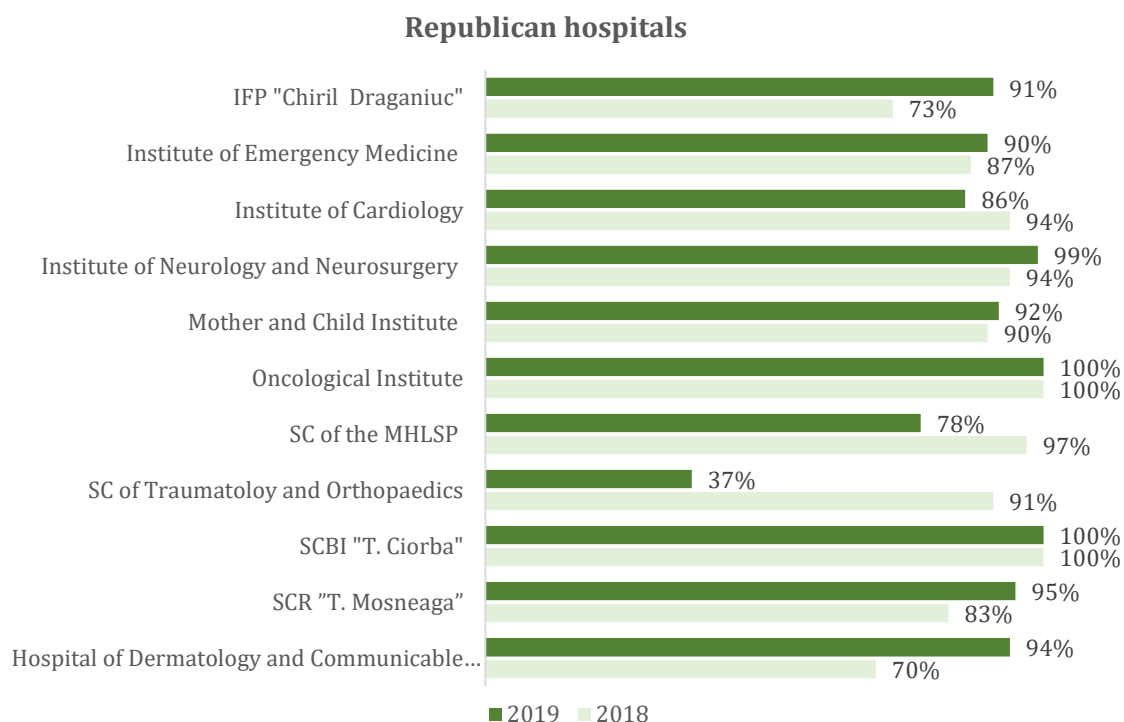
Of all the respondents, about 84% answered this question positively (83% in 2018), and about one in ten respondents gave a negative response.

Figure 13. During your stay in the hospital, did the physician take into consideration your and your family needs when deciding on your post-hospital healthcare needs/appropriate treatment and care plan?

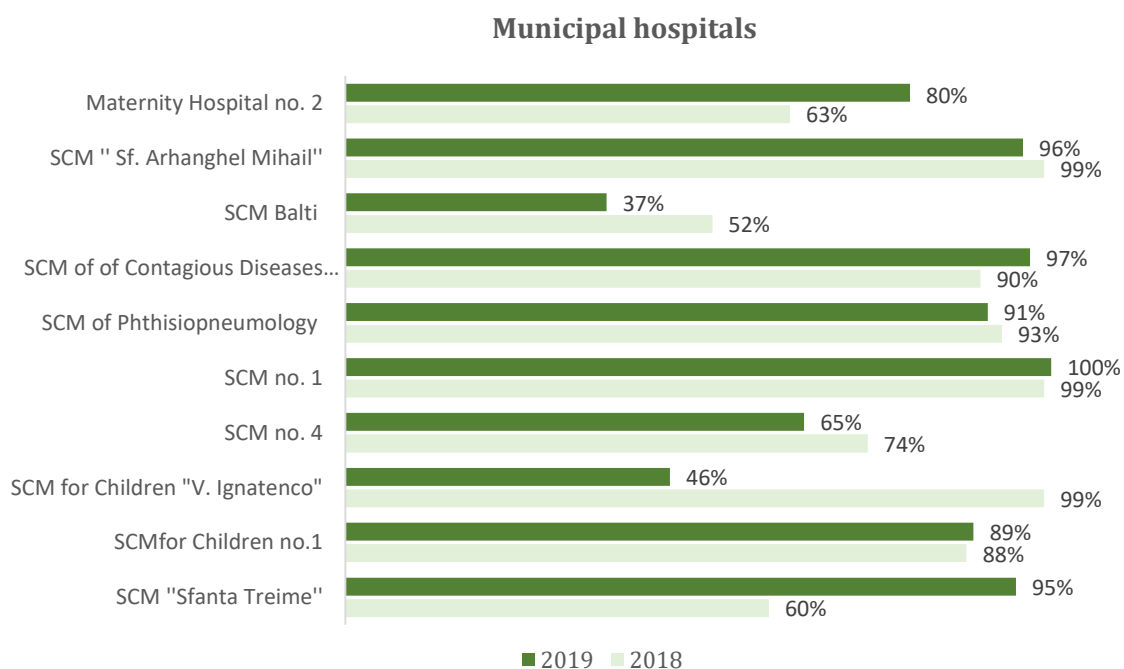


In more than half of the republican, municipal and district hospitals more than 90% of respondents mentioned that the physician took into account their and their family needs when deciding on the necessary post-hospital care and recommendations.

Figure 14. During your stay in the hospital, did the physician take into consideration your and your family needs when deciding on your post-hospital healthcare needs/appropriate treatment and care plan (by hospitals)?

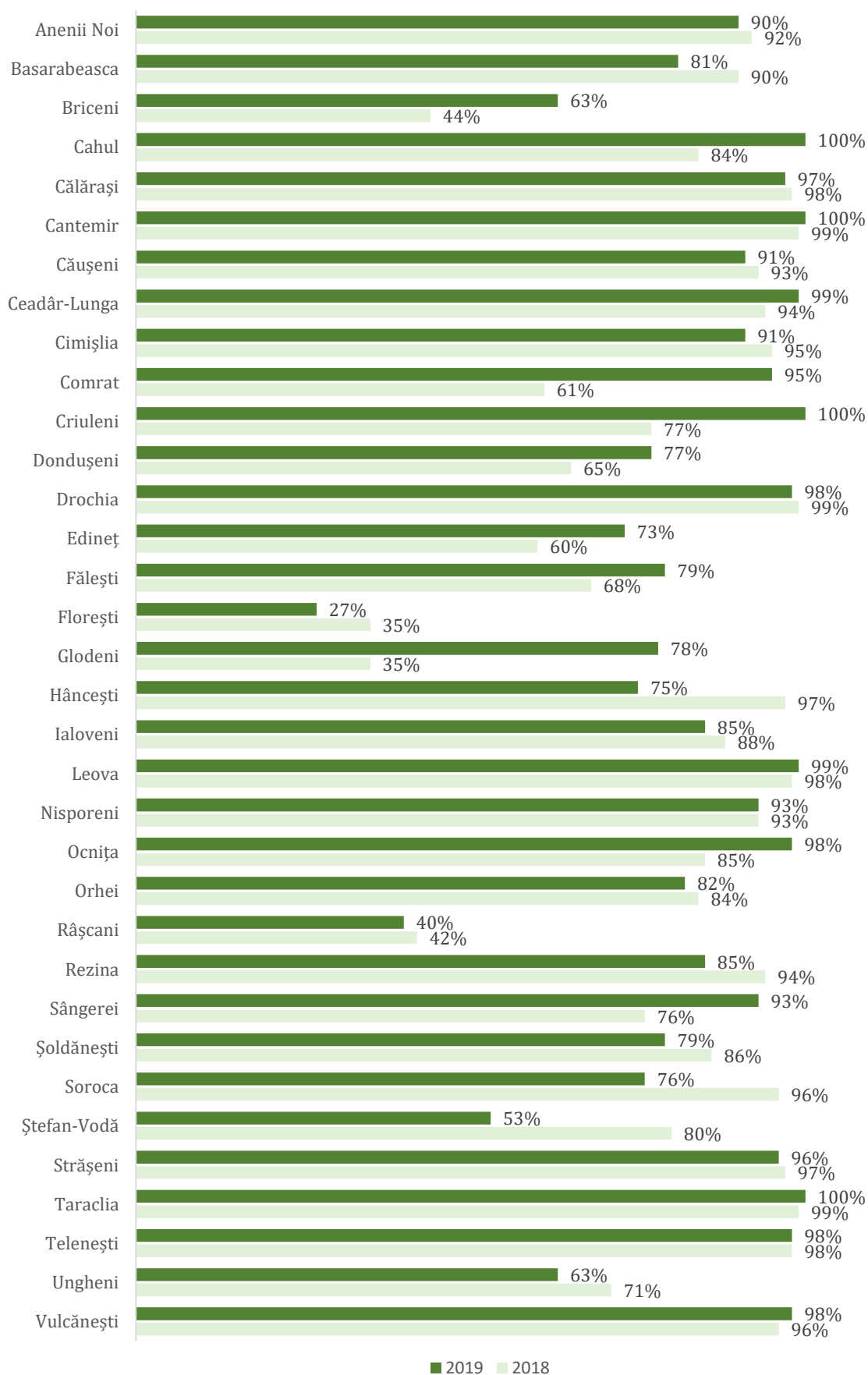


In republican hospitals, the patient's and his family's needs when deciding on the necessary care were taken into account most frequently - 88% with no significant dynamics compared to 2018 (89%).



In municipal hospitals the patient's needs were taken into account at a rate of 80%, which is slightly lower than in 2018 (82%).

District hospitals



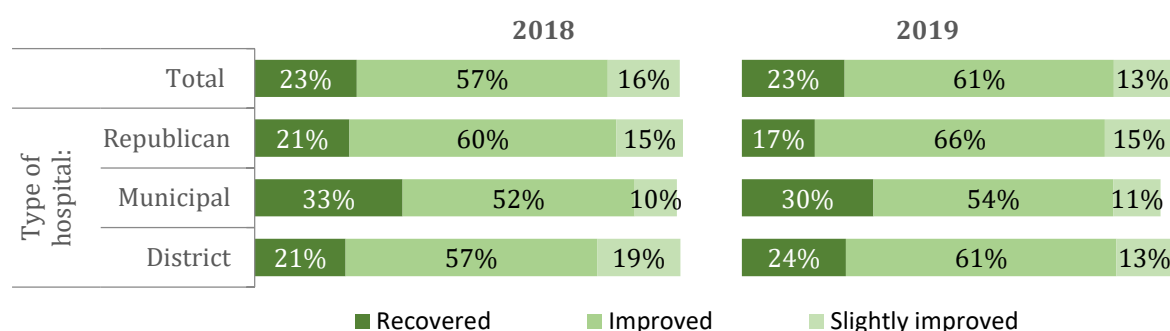
In district hospitals the patient's needs were taken into account at a rate of 84%, which is by 3 pp higher than in 2018. In half of the district hospitals over 90% of discharged patients stated that the physician took into consideration their and their family needs when deciding on the necessary post-hospital care and recommendations.

Self-assessment of treatment outcome at the time pf discharge from the hospital

Patients were asked to assess their health status at the time of discharge from the hospital, using the following scale of responses: *cured / improved / slightly improved / no change / worsened*.

At discharge from the hospital, 23% of the respondents said they had recovered, about 61% said their health improved, 13% - slightly improved. With small differences these trends are the same as in 2018 survey.

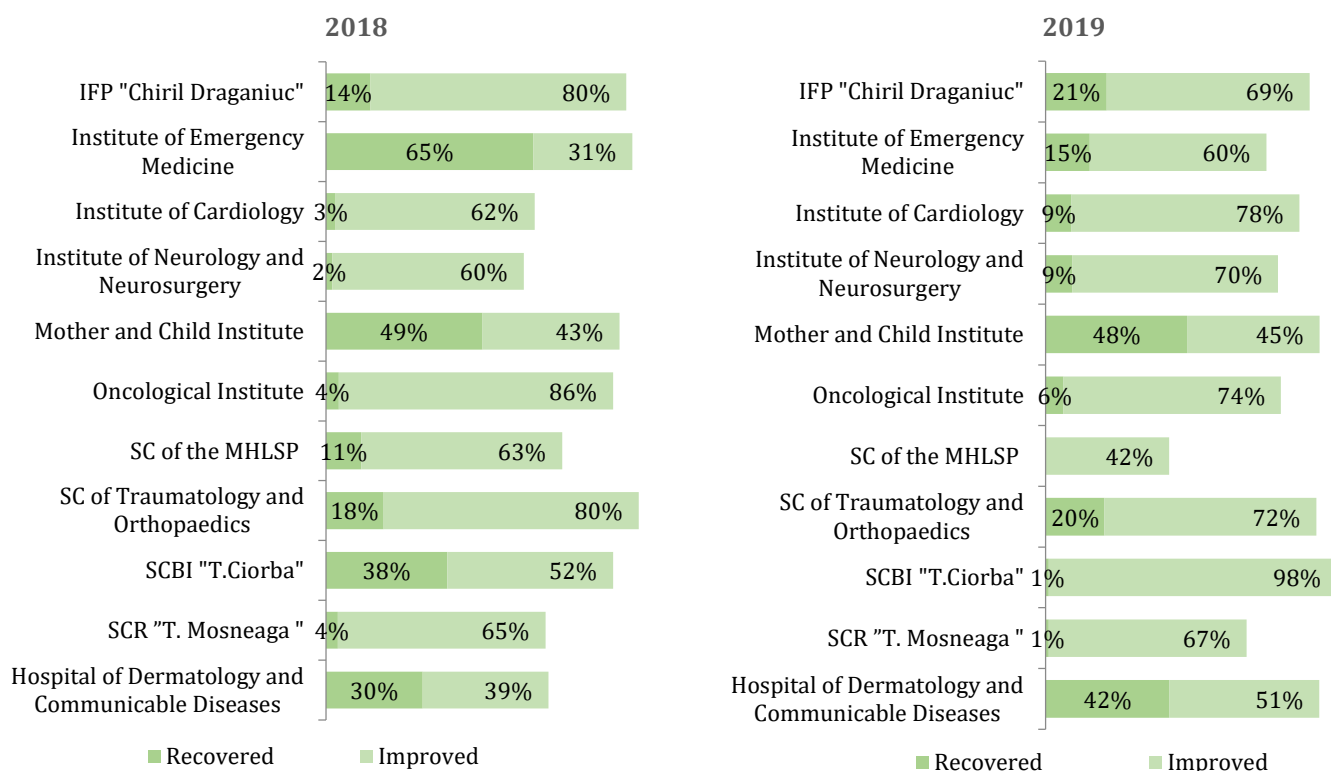
Figure 15. How do you assess your health status at the time of discharge from the hospital (compared to the time when admitted)?



The distribution of the respondents' responses by hospitals denotes relatively good opinions in relation to all hospitals. Of course, the state of health at discharge also depends on the type of prevalent diseases with which patients are hospitalized, and given that most municipal and republican hospitals are specialized, the uniformity of acute and chronic diseases varies significantly.

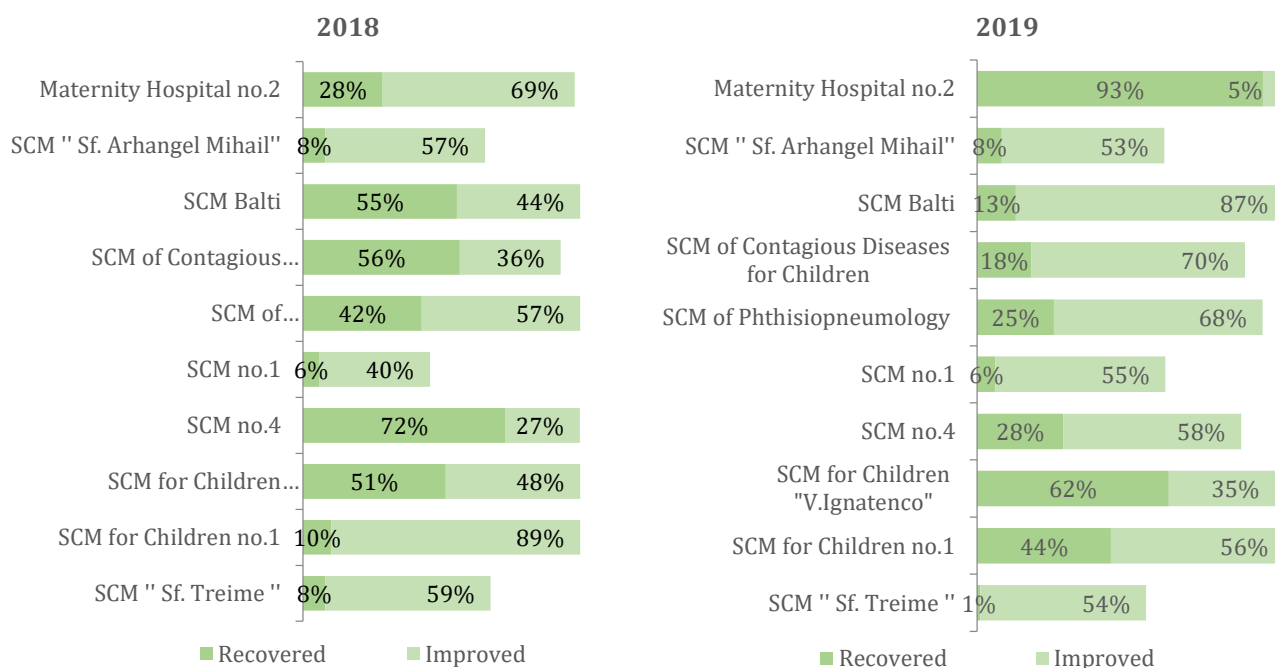
Figure 16. How do you assess your state of health at discharge from the hospital (compared to the time when admitted) (by hospitals)?

Republican hospitals



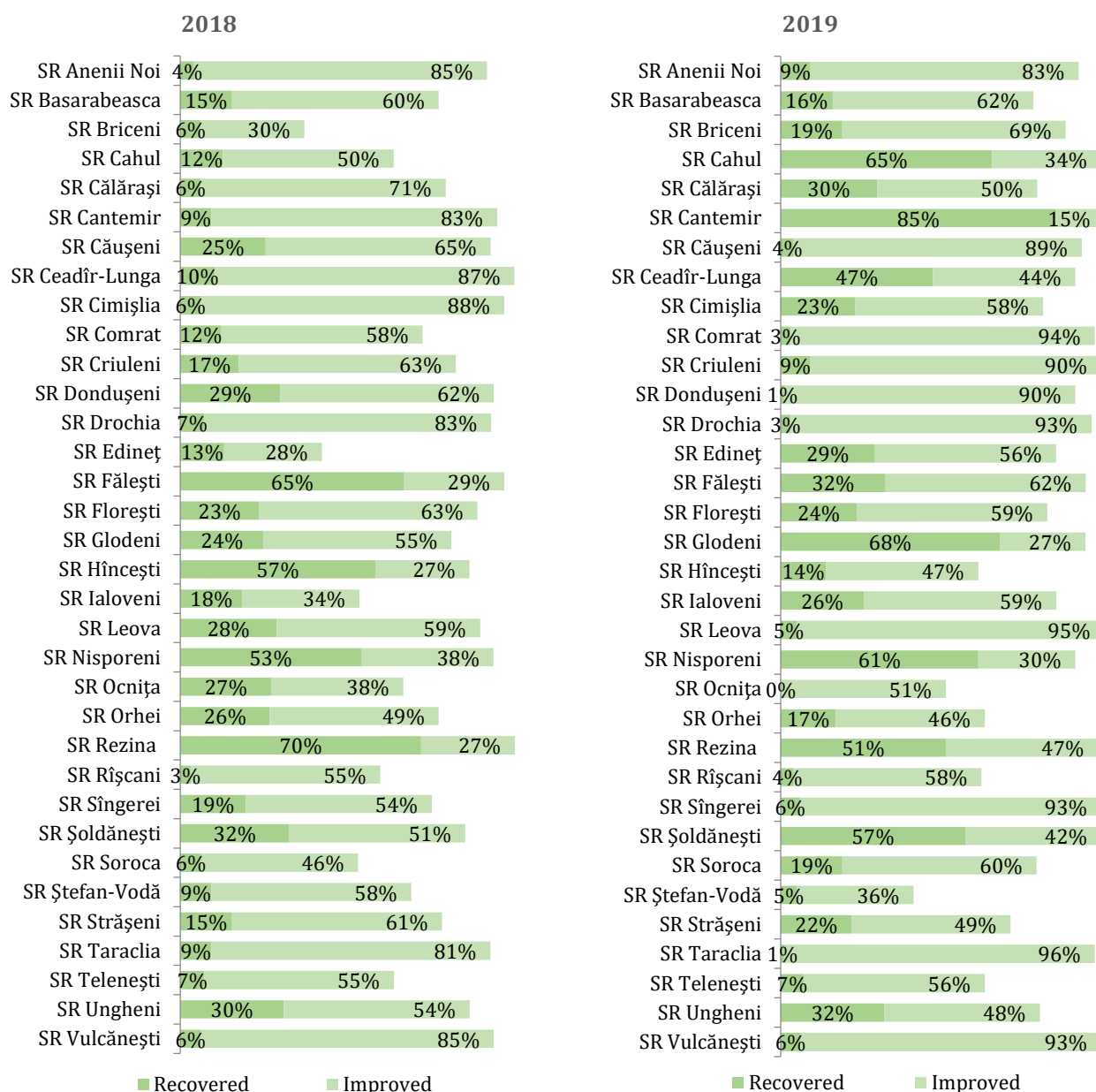
The highest rate of positive answers (*recovered, improved*) in republican hospitals is 99%, and the lowest rate is 42%.

Municipal hospital



The municipal hospitals showed the best rate of recovery - 30%, without significant differences compared to 2018 (32.6%).

District hospitals



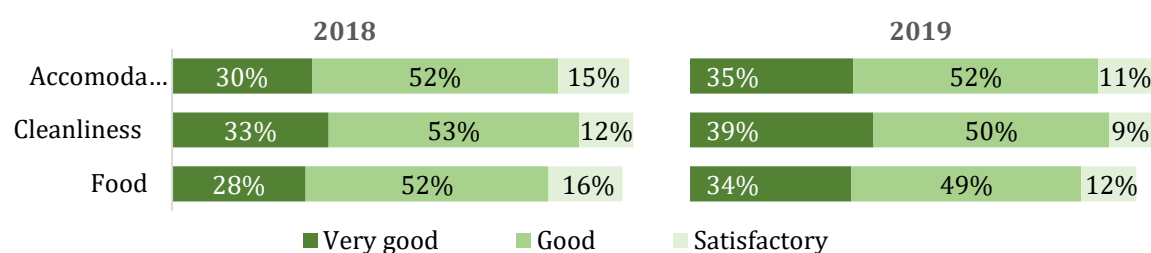
Among the district hospitals, the rates of positive answers vary from 41% to 100%, half of hospitals exceeding the 90% rate.

Satisfaction with hospital conditions

This dimension of patient satisfaction was evaluated by rating the food, cleanliness and accommodation conditions, using the following response scale: *very good* / *good* / *satisfactory* / *bad* / *very bad*. The response options *very good* and *good* were taken as positive answers.

In the respondents' opinion, hospital conditions are relatively good, especially with regard to *cleanliness*, with 89% (86% in 2018) positive answers, followed by *accommodation* with 87% (82% in 2018), and *food* - 83% (80% in 2018).

Figure 17. How do you rate hospital conditions during your stay in the hospital?



Cleanliness was rated higher in all types of hospitals, with about 98% positive responses. In 2018 the percentage of positive responses was about 90% for republican hospitals, 91% - municipal, 84% - district hospitals. *Food* was rated lower in *municipal and district* hospitals, with 95 % of *very good* and *good* responses. It should be mentioned that in 2018 *food* was positively rated by 86% of patients in republican hospitals, 84% - in municipal and 77% - in district hospitals.

Figure 18. How do you rate hospital conditions during your stay in the hospital (by type of hospital)?

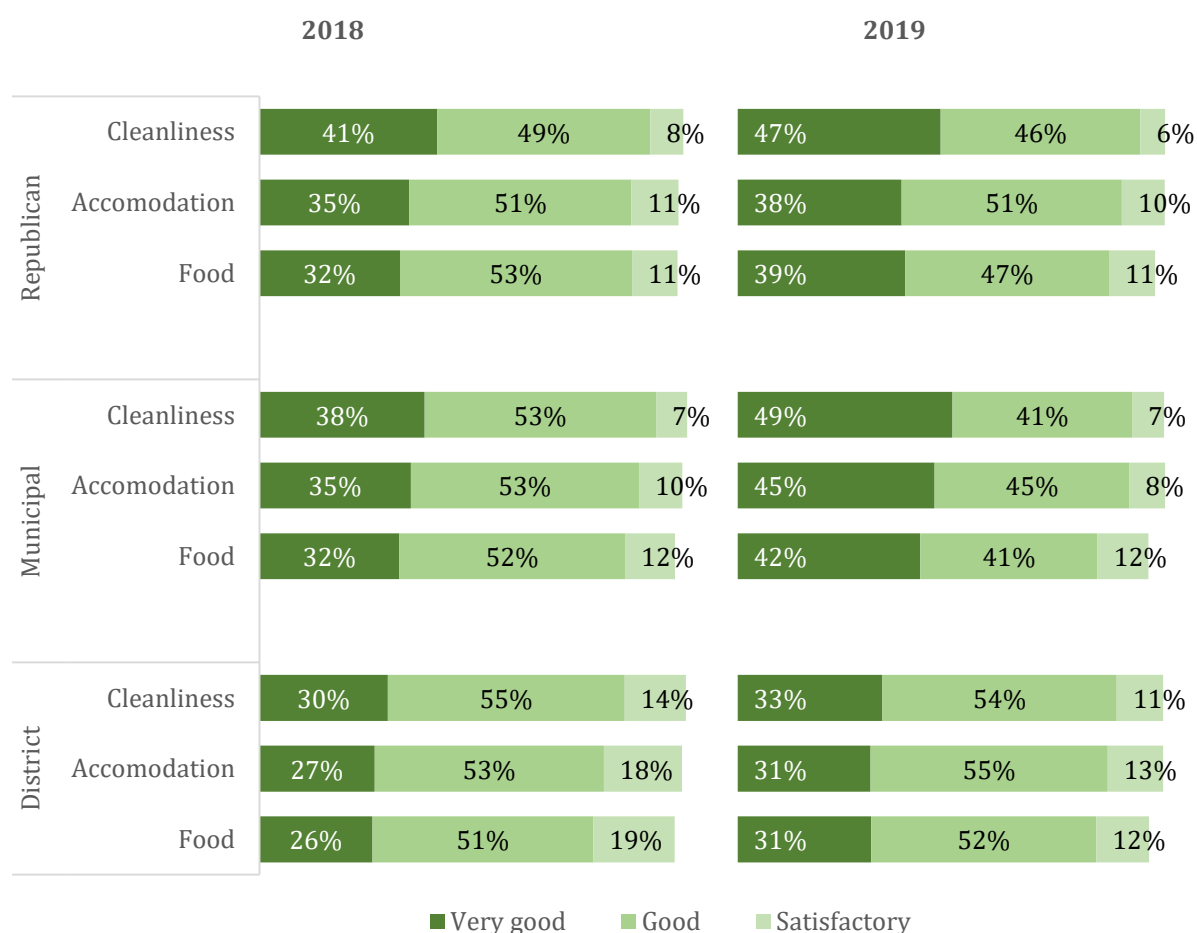


Table 9. During your stay in the hospital, how do you rate hospital conditions ... (by hospitals),%

Republican hospitals

	Accommodation	Cleanliness	Food	Average
2019				
IFP "Chiril Draganiuc"	84	89	87	87
Institute of Emergency Medicine	91	96	85	91
Institute of Cardiology	96	97	96	96
Institute of Neurology and Neurosurgery	86	99	94	93
Mother and Child Institute	83	88	83	85
Oncological Institute	96	96	92	95
SC of the MHLSP	85	85	63	78
SC of Traumatology and Orthopaedics	77	83	60	73
SCBI "T.Ciorba"	98	99	99	99
SCR "T. Mosneaga"	78	89	79	82
Hospital of Dermatology and Communicable Diseases	100	100	100	100
2018				
IFP "Chiril Draganiuc"	72	84	82	80
Institute of Emergency Medicine	84	92	77	84
Institute of Cardiology	86	94	83	88
Institute of Neurology and Neurosurgery	89	93	91	91
Mother and Child Institute	83	87	83	84
Oncological Institute	95	97	96	96
SC of the MHLSP	95	93	86	91
SC of Traumatology and Orthopaedics	72	88	85	82
SCBI "T.Ciorba"	97	98	96	97
SCR "T. Mosneaga"	100	100	98	99
Hospital of Dermatology and Communicable Diseases	67	62	64	64

Patients discharged from republican hospitals rated cleanliness and food the highest, with 93% and 85% respectively. The value of cleaning indicator increased by 33 pp compared to 2018, and the value of food indicator decreased insignificantly - 86% in 2018.

Municipal hospitals

	Accommodation	Cleanliness	Food	Average
2019				
Maternity Hospital no.2	96	97	95	96
SCM " Sf. Arhangel Mihail "	100	100	100	100
SCM Balti	90	90	85	88
SCM of Contagious Diseases for Children	93	92	88	91
SCM of Phthiisopneumology	78	82	78	79
SCM no.1	92	93	72	86

	Accommodation	Cleanliness	Food	Average
SCM no.4	93	92	84	90
SCM for Children "V.Ignatenco"	88	90	80	86
SCM for Children no.1	74	74	61	70
SCM "Sfanta Treime"	96	96	85	92
2018				
Maternity Hospital no.2	79	84	70	78
SCM " Sf. Arhangel Mihail "	100	100	100	100
SCM Balti	81	91	85	86
SCM of Contagious Diseases for Children	100	100	100	100
SCM of Phthisiopneumology	87	92	89	89
SCM no.1	96	96	95	96
SCM no.4	83	92	81	86
SCM for Children "V.Ignatenco"	90	94	69	84
SCM for Children no.1	78	73	70	74
SCM "Sfanta Treime"	80	90	83	84

In municipal hospitals, the highest rated indicator was accommodation - 90%, by 3 pp higher compared to 2018 (87%).

District hospital

	Accommodation	Cleanliness	Food	Average
2019				
SR Anenii Noi	92	96	97	95
SR Basarabasca	64	88	63	72
SR Briceni	80	85	87	84
SR Cahul	92	92	90	91
SR Calarasi	99	100	96	98
SR Cantemir	99	99	95	98
SR Causeni	100	99	100	100
SR Ceadir-Lunga	98	98	92	96
SR Cimislia	77	90	90	86
SR Comrat	84	85	70	80
SR Criuleni	92	92	92	92
SR Donduseni	93	94	90	92
SR Drochia	99	99	97	98
SR Edinet	82	95	84	87
SR Falesti	93	98	84	92
SR Floresti	77	75	82	78
SR Glodeni	95	96	94	95
SR Hincesti	93	93	92	93
SR Ialoveni	88	89	87	88
SR Leova	98	95	88	94
SR Nisporeni	63	62	81	69

	Accommodation	Cleanliness	Food	Average
SR Ocnita	97	100	92	96
SR Orhei	85	67	34	62
SR Riscani	92	93	94	93
SR Resin	94	95	90	93
SR Singerei	90	92	93	92
SR Soldanesti	99	99	99	99
SR Soroca	45	48	37	43
SR Stefan-Voda	20	19	14	18
SR Straseni	73	87	79	80
SR Taraclia	98	100	97	98
SR Telenesti	94	95	87	92
SR Ungheni	50	49	41	47
SR Vulcanesti	99	99	95	98
2018				
SR Anenii Noi	80	86	80	82
SR Basarabasca	74	84	55	71
SR Briceni	2	1	2	2
SR Cahul	81	92	89	87
SR Calarasi	93	99	90	94
SR Cantemir	86	90	84	87
SR Causeni	91	94	81	89
SR Ceadir-Lunga	98	99	100	99
SR Cimislia	98	100	96	98
SR Comrat	63	60	64	63
SR Criuleni	76	94	84	85
SR Donduseni	90	76	99	88
SR Drochia	95	98	98	97
SR Edinet	5	8	7	7
SR Falesti	87	97	78	87
SR Floresti	43	44	50	45
SR Glodeni	93	98	90	94
SR Hincesti	99	99	92	97
SR Ialoveni	78	85	64	76
SR Leova	80	94	80	85
SR Nisporeni	89	92	89	90
SR Ocnita	68	63	60	63
SR Orhei	85	76	66	76
SR Riscani	90	95	93	93
SR Resin	91	93	86	90
SR Singerei	94	95	94	94
SR Soldanesti	97	97	94	96
SR Soroca	55	76	68	66

	Accommodation	Cleanliness	Food	Average
SR Stefan-Voda	100	99	84	94
SR Straseni	80	95	70	82
SR Taraclia	77	94	90	87
SR Telenesti	98	98	95	97
SR Ungheni	76	95	78	83
SR Vulcanesti	82	93	63	79

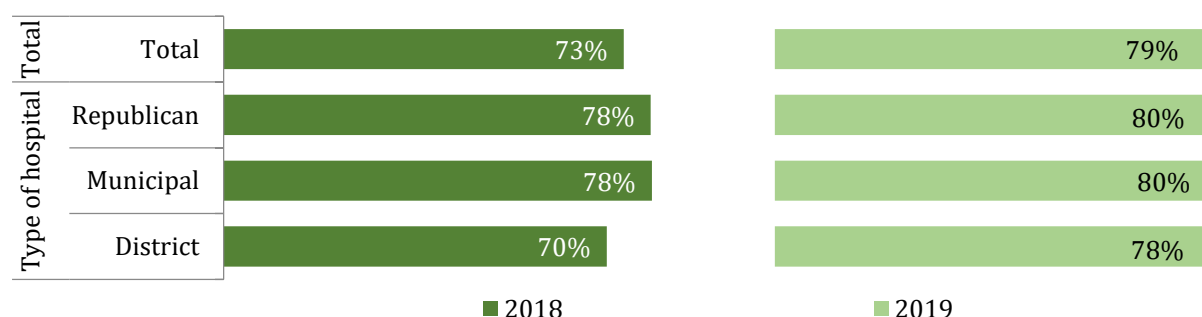
District hospitals were rated the lowest regarding hospital conditions, though with some growth compared to 2018: accommodation rating increased by 6 pp (85% in 2019 compared to 79% in 2018), cleanliness rating increased by 3 pp (87% in 2019 compared to 84% in 2018) and food rating increased by 5 pp (82% in 2019 compared to 77% in 2018).

Integrated indicator on hospital conditions

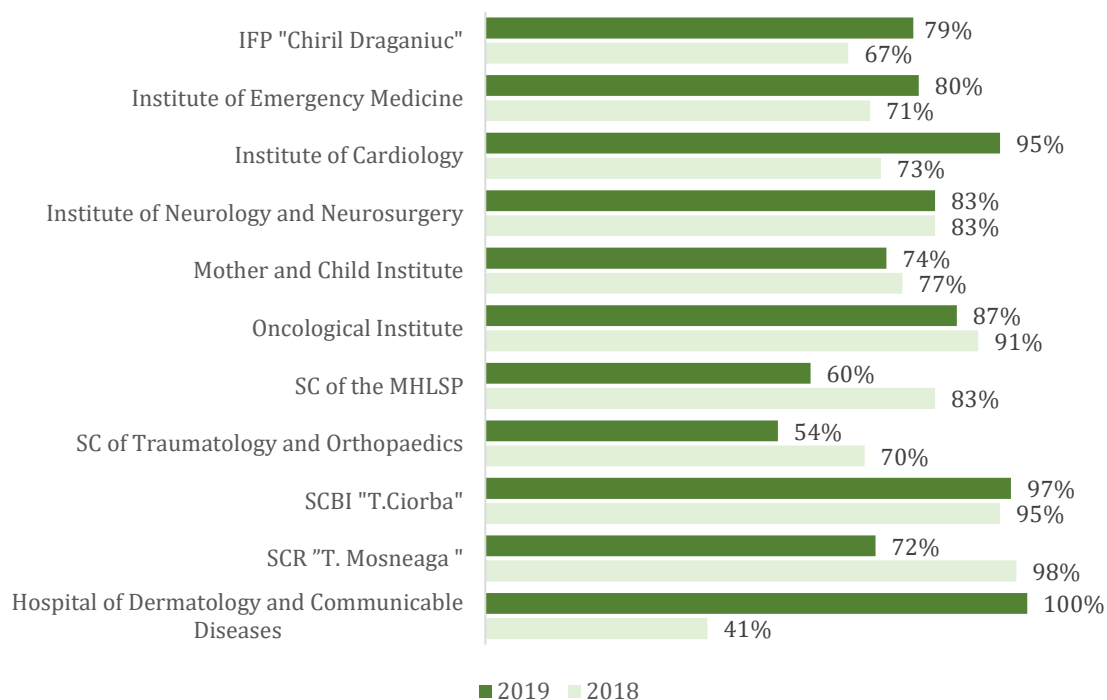
The integrated indicator on hospital conditions was assessed by summing qualified responses *always / often* to the following question: *How do you rate hospital conditions during your stay in the hospital in terms of: (1) accommodation, (2) cleanliness (3) food*, with the denominator comprising all responses regarding these three aspects.

Overall, the integrated indicator was rated higher than in the 2018 survey - 79% (73% in 2018), with 80% in republican and municipal hospitals (78% in 2018), and 78% in district hospitals (70% in 2018).

Figure 19. Integrated hospital conditions indicator

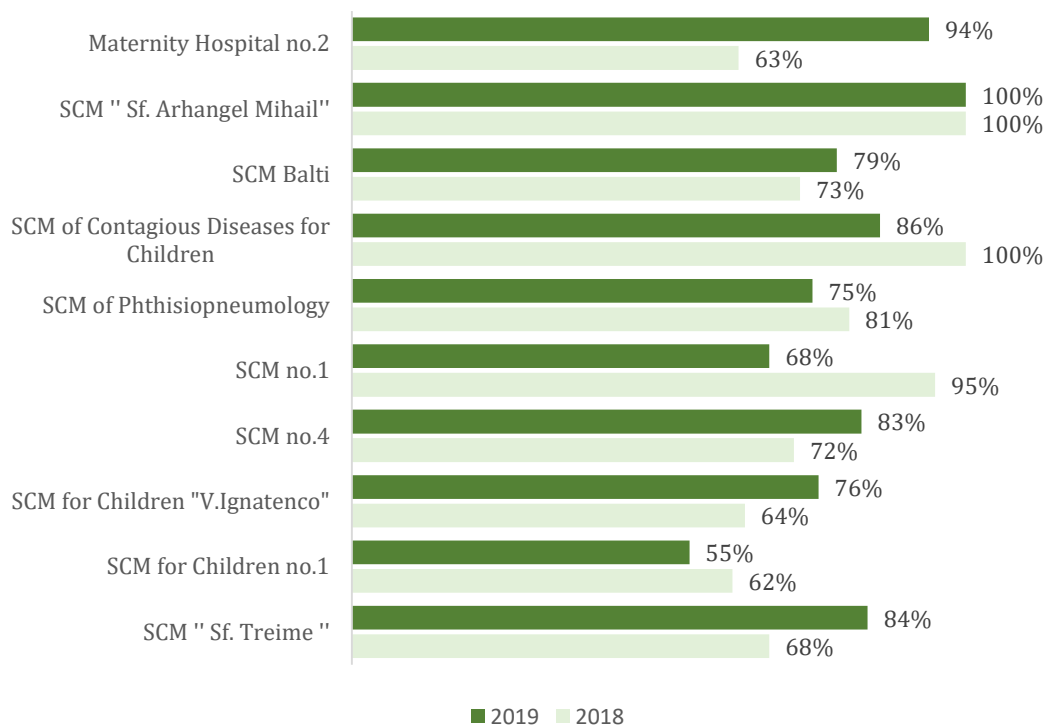


Republican hospitals



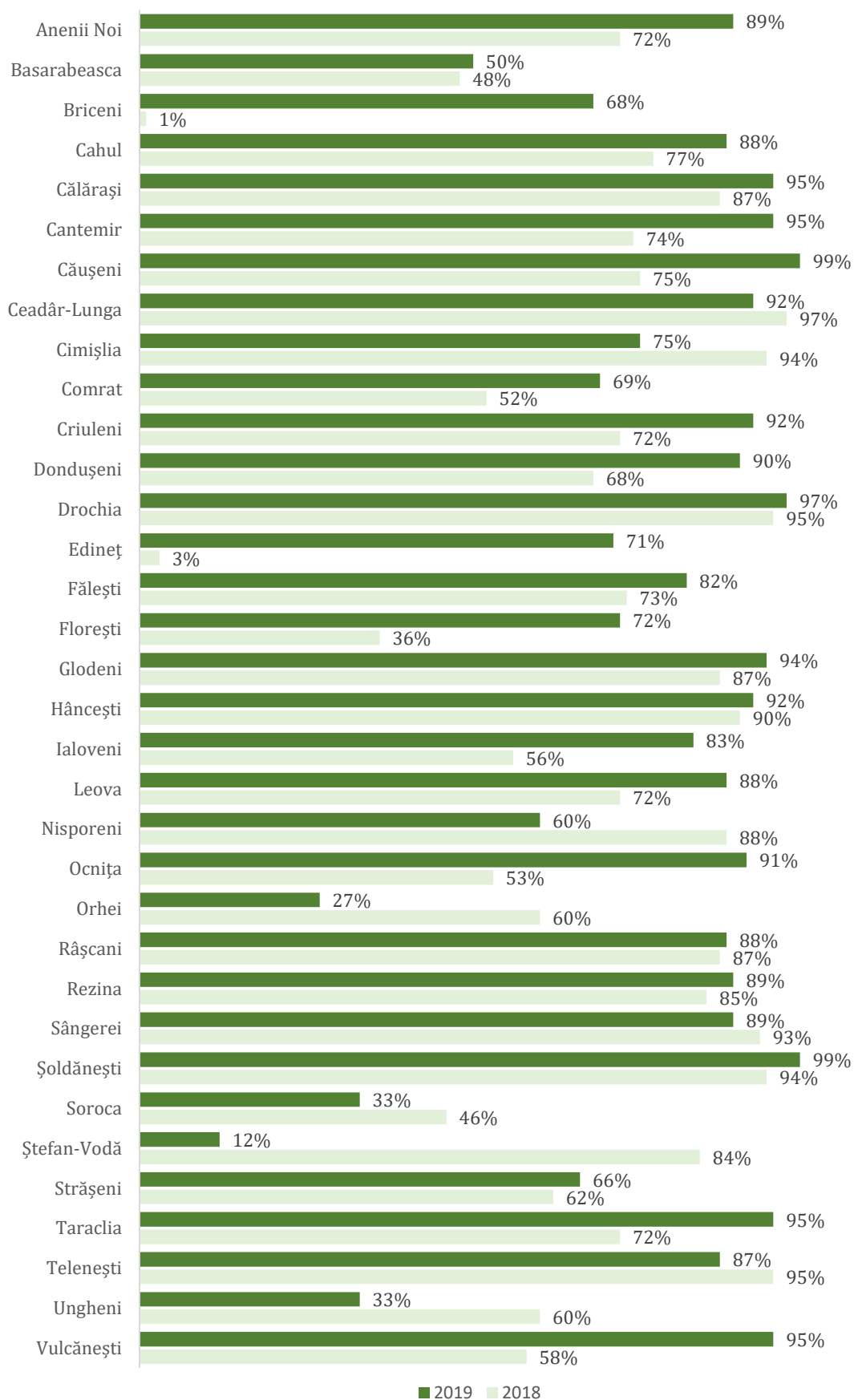
In more than half of the republican hospitals the hospital conditions indicator was rated at more than 80% for *always / often* response options.

Municipal hospitals



In municipal hospitals the value of the indicator was 80%, all hospitals showing values greater than 50%.

District hospitals



In district hospitals the value of the hospital conditions indicator is lower compared to republican and municipal hospitals - 78%, but it is by 8 pp higher than in 2018 (70%).

General score of the hospital

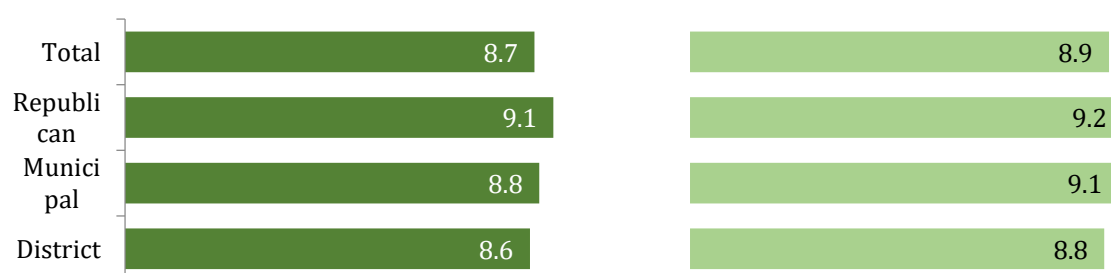
Patients were asked to rate the hospital on a scale from 0 to 10. Overall, the survey shows that on average the patients rated hospitals at a fairly good level, with increased number of positive responses relative to the 2018 survey. About 68% (64% in 2018) of all hospitals included in the survey scored 9-10 (0 – the worst, 10 – the best), 19% were scored 8 (in both surveys), 9% (13% in 2018) - 6-7, and only 2% (3% in 2018) were scored 5 and lower.

Figure 20. Using any number from 0 to 10, where 0 means that the hospital is the worst and 10 that the hospital is the best, how would you score this hospital during your stay? (distribution of hospitals according to the scoring)



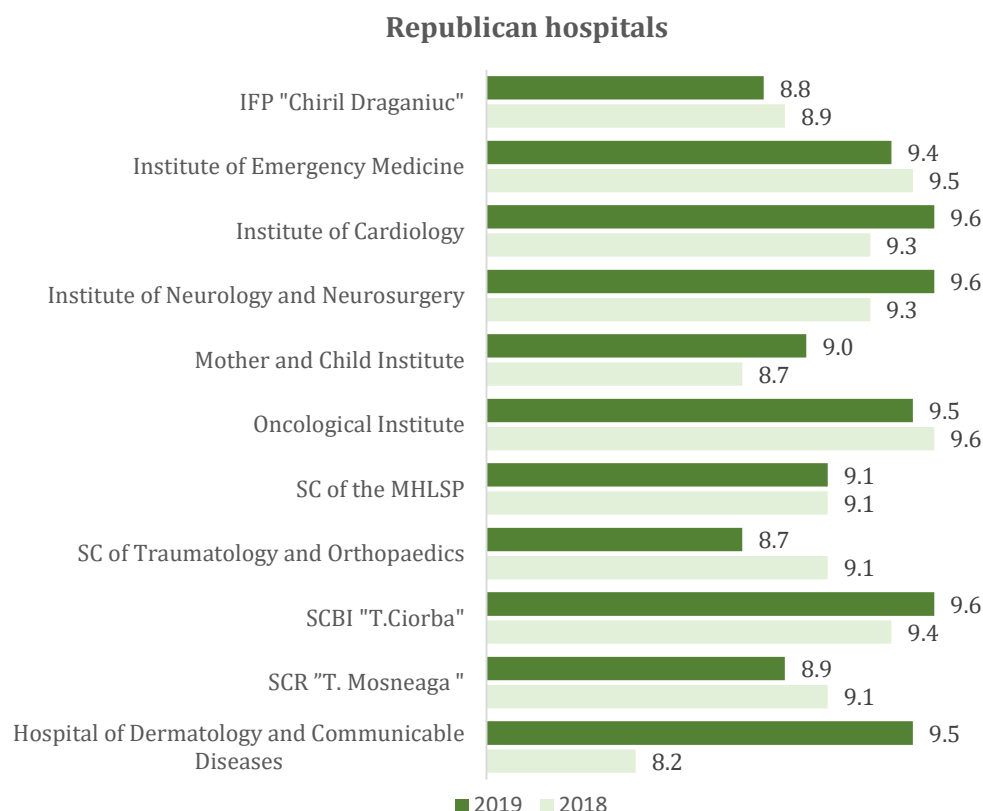
The positive trends in hospitals rating made by the patients relative to the 2018 survey can be noticed with reference to the average score. Thus, the average score for all hospitals is 8.9 (8.7 in 2018), republican hospitals being rated with the highest average score of 9.2 (9.1 points in 2018), municipal hospitals - with 9.1 (8.8 in 2018), district hospitals - with 8.8 (8.6 in 2018).

Figure 21. Using any number from 0 to 10, where 0 means that the hospital is the worst and 10 that the hospital is the best, how would you score this hospital during your stay?

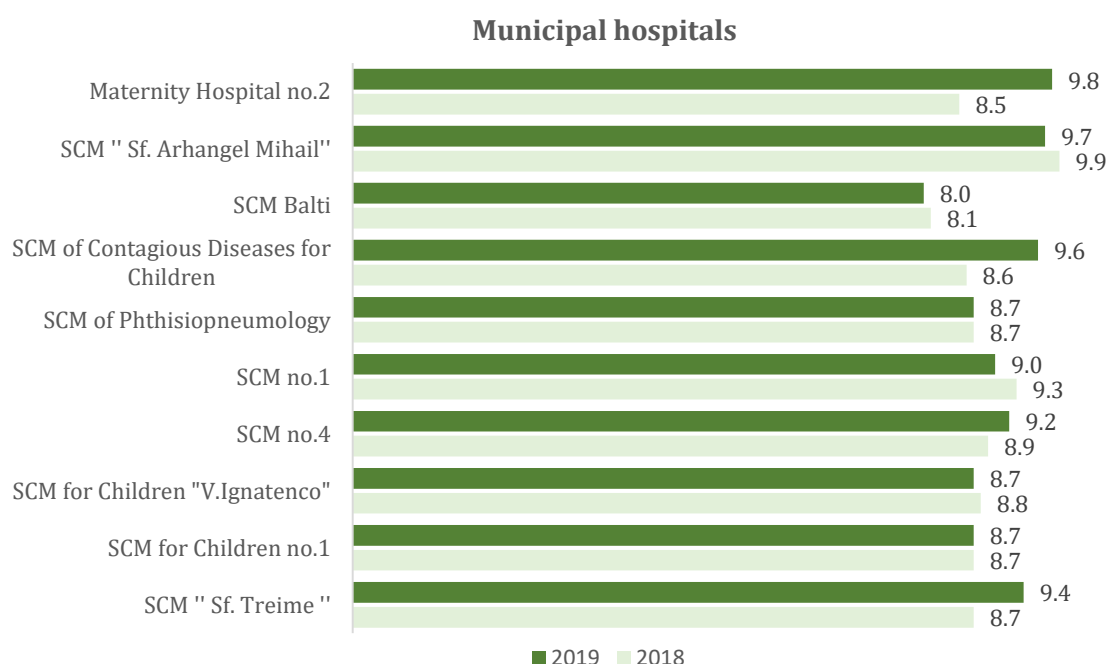


About 2/3 of the republican and municipal hospitals (48% in 2018) and 1/2 (29% in 2018) of the district hospitals were rated higher than 9.

Figure 22. Using any number from 0 to 10, where 0 means that the hospital is the worst and 10 that the hospital is the best, how would you score this hospital during your stay (by hospitals)?

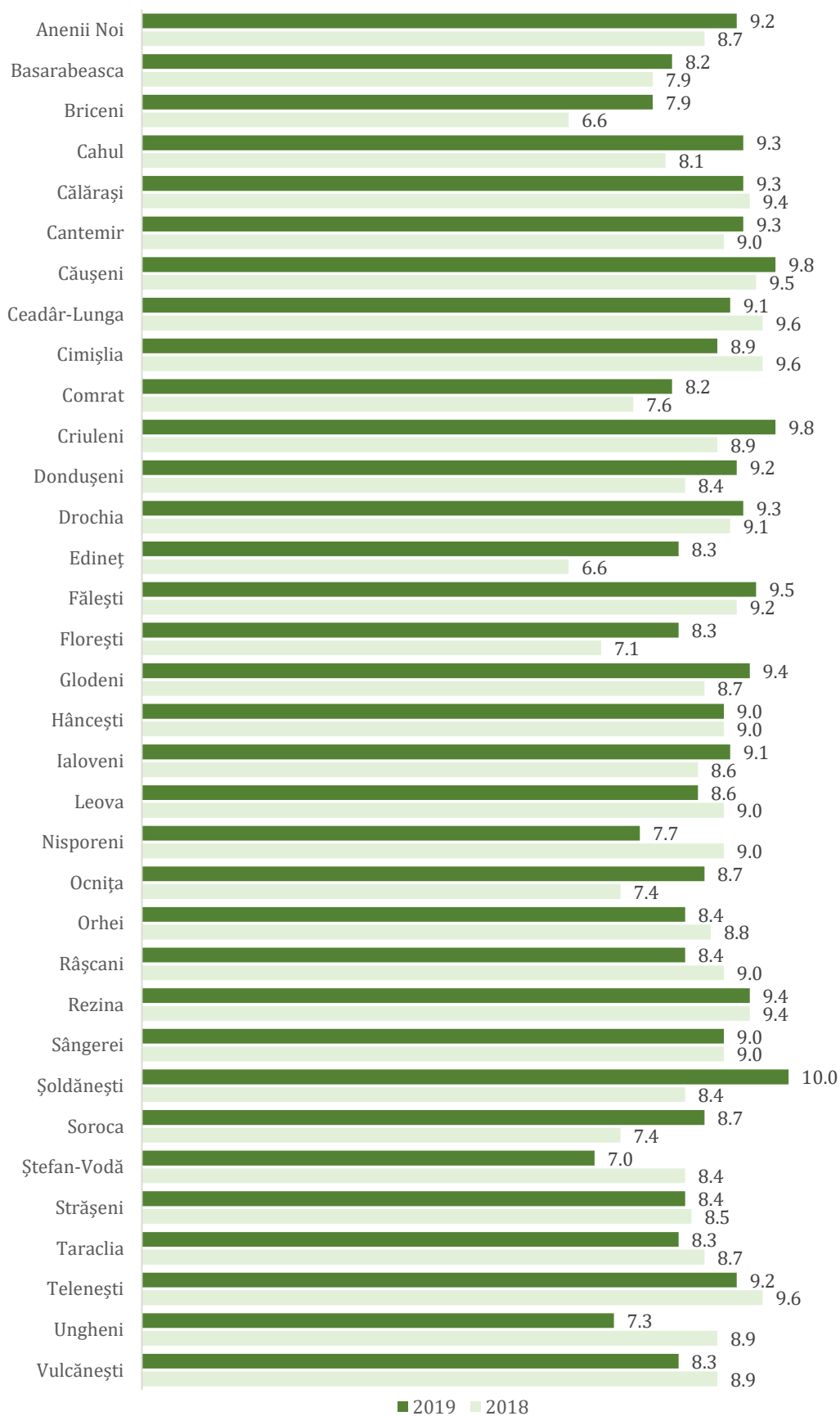


Republican hospitals were rated with the highest average score of 9.2 (9.1 points in 2018).



The average score assigned to municipal hospitals is 9.1 (8.8 în 2018).

District hospitals



The average score assigned to district hospitals is 8,8 (8,6 în 2018).

General satisfaction measured by the choice and recommendation of the hospital

Compared to the 2018 survey data, there is an increase in the general satisfaction with the hospital services, as measured by the choice of the hospital for further hospitalization or for recommending it to the nearest social circle.

Most of the respondents 92% (88% in 2018) would come again/recommend the same hospital, should the case be. Republican hospitals are the most recommended, where 96% (93% in 2018) of respondents would come again or recommended them to others, followed by municipal hospitals - 93% (90% in 2018), district hospitals being recommended by 90% of patients (87% in 2018).

Figure 23. Should you need to be hospitalized again, would you choose the same hospital and recommend it to family members, relatives, friends?

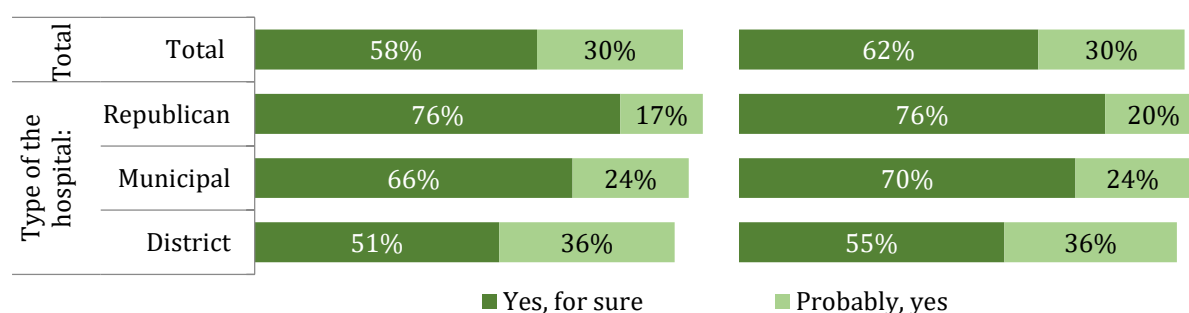
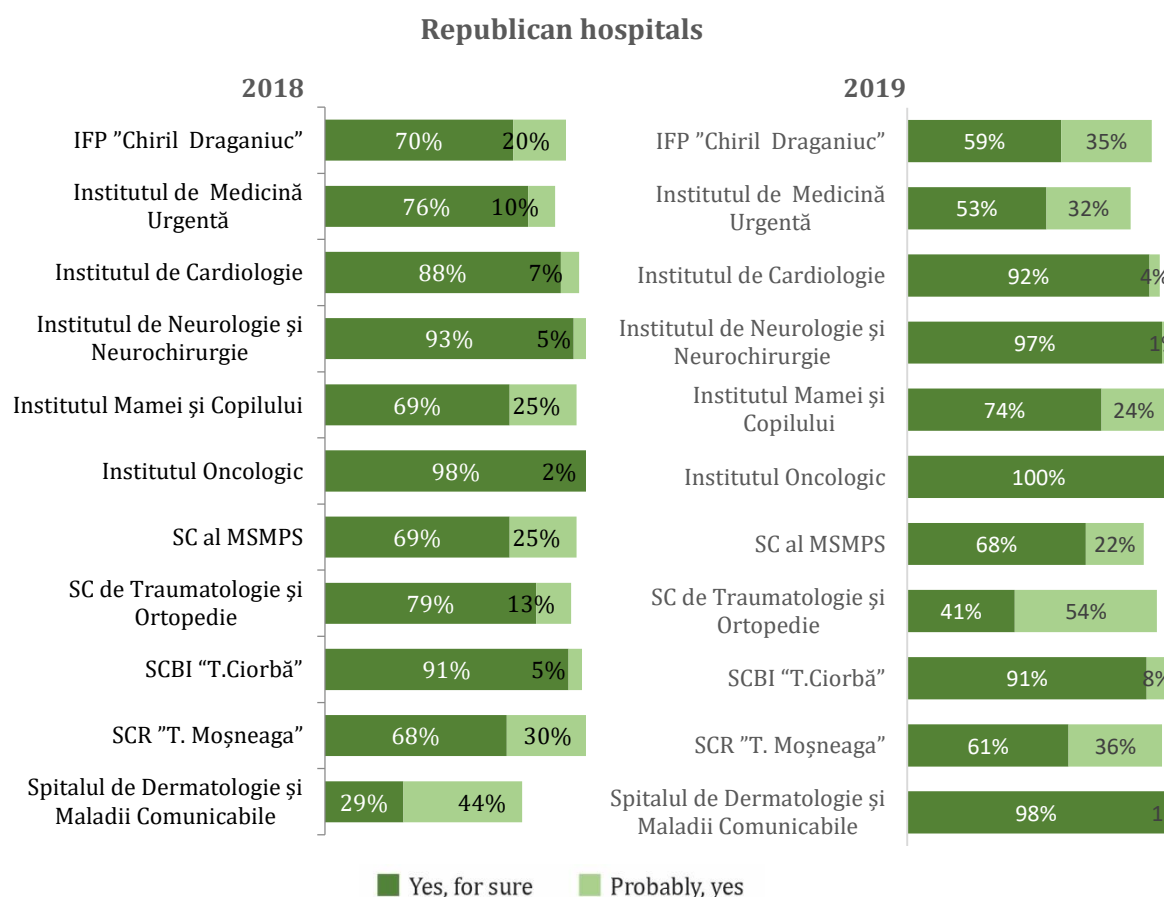
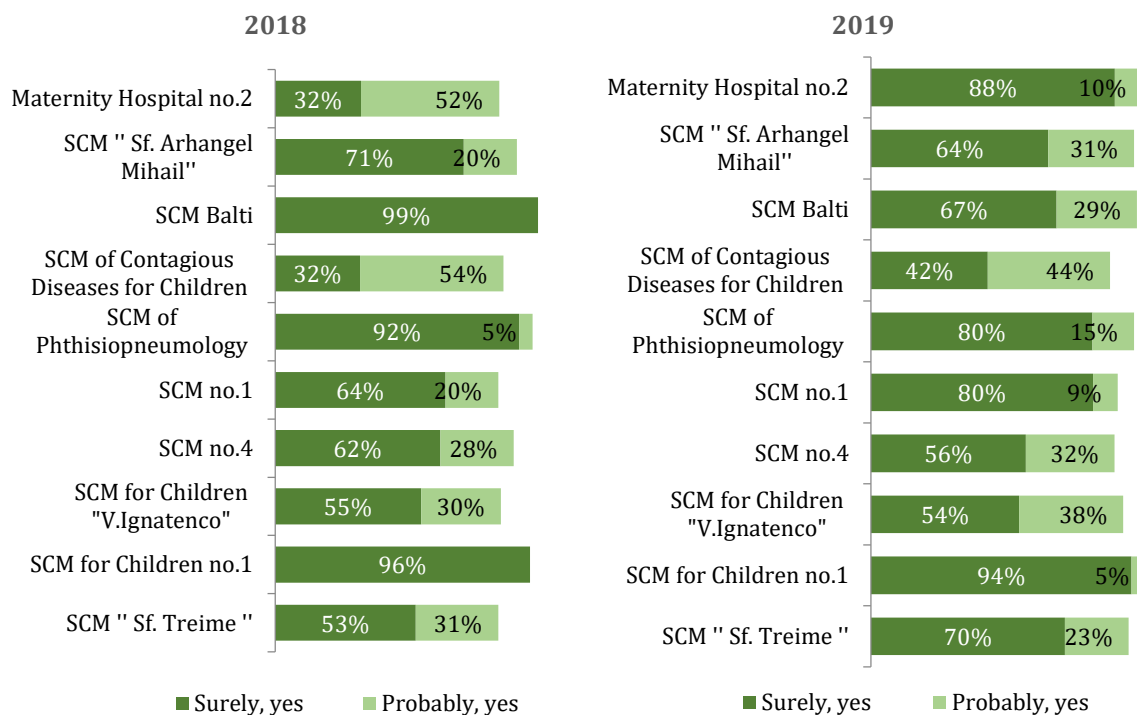


Figure 24. Should you need to be hospitalized again, would you choose the same hospital and recommend it to family members, relatives, friends (by hospitals)?



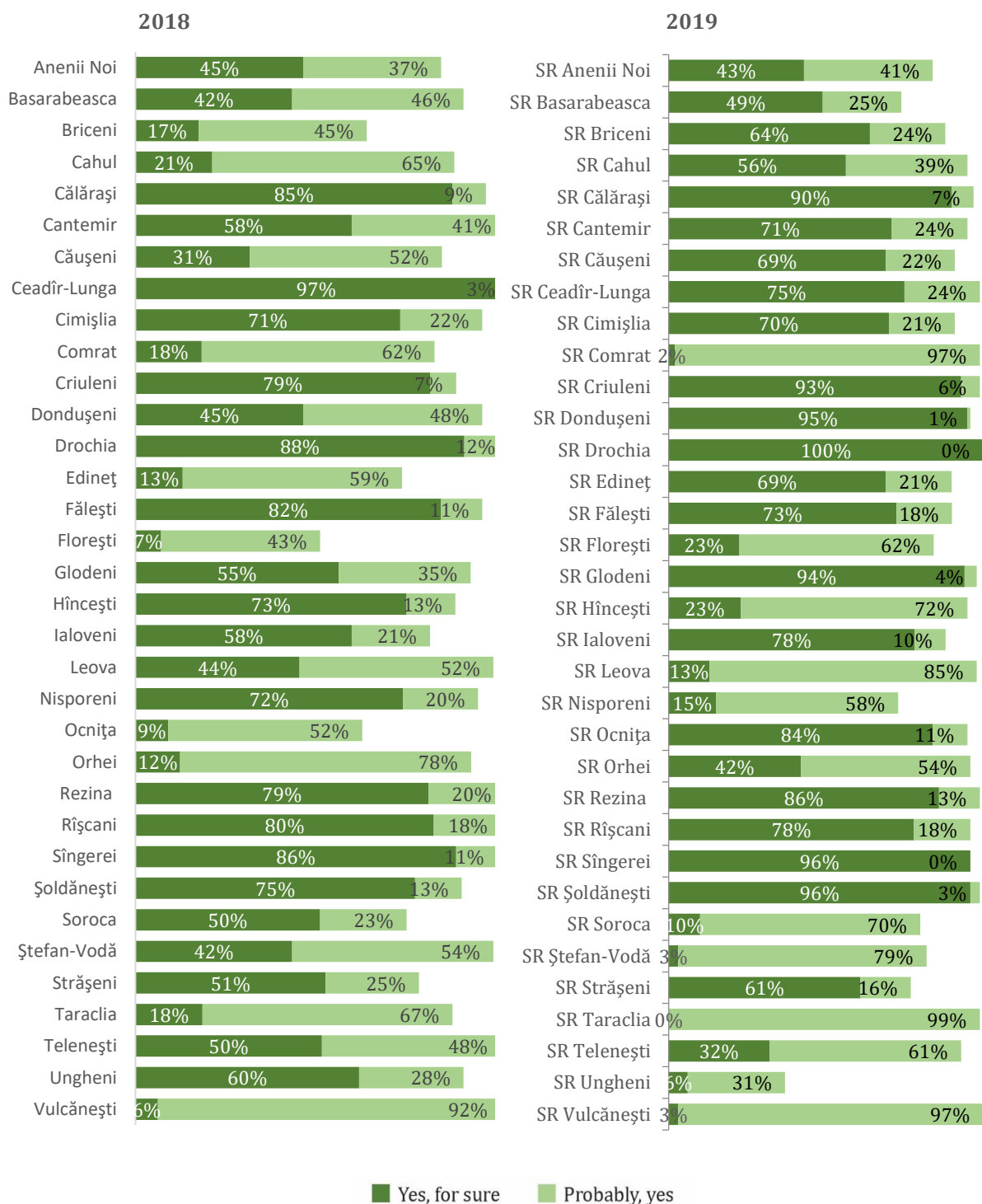
Republican hospitals are the most recommended, where 96% (93% in 2018) of respondents would come again or recommend them to others, with 10 of the 11 republican hospitals being rated with values greater than 90%.

Municipal hospitals



Municipal hospitals are recommended by 93% of patients, which is by 3 pp higher than in 2018 (90%).

District hospitals



District hospitals are recommended by 90% of patients, which is by 3p.p. higher than in 2018 (87%).

Proposals and suggestions for improving the quality of hospitals services and conditions

Each fourth respondent - 26%, said that it is necessary to improve *hospital infrastructure*, 21% mentioned *the list of available medicines*, 18% - *food quality*, 16% - *hygienic conditions*, 10% - *treatment conditions*.

Figure 25. What do you think needs to be improved in the hospital?

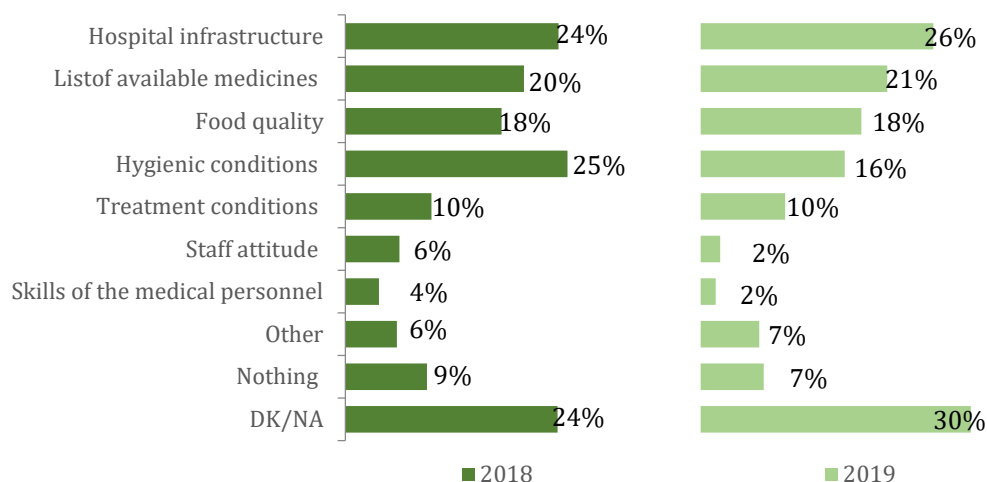
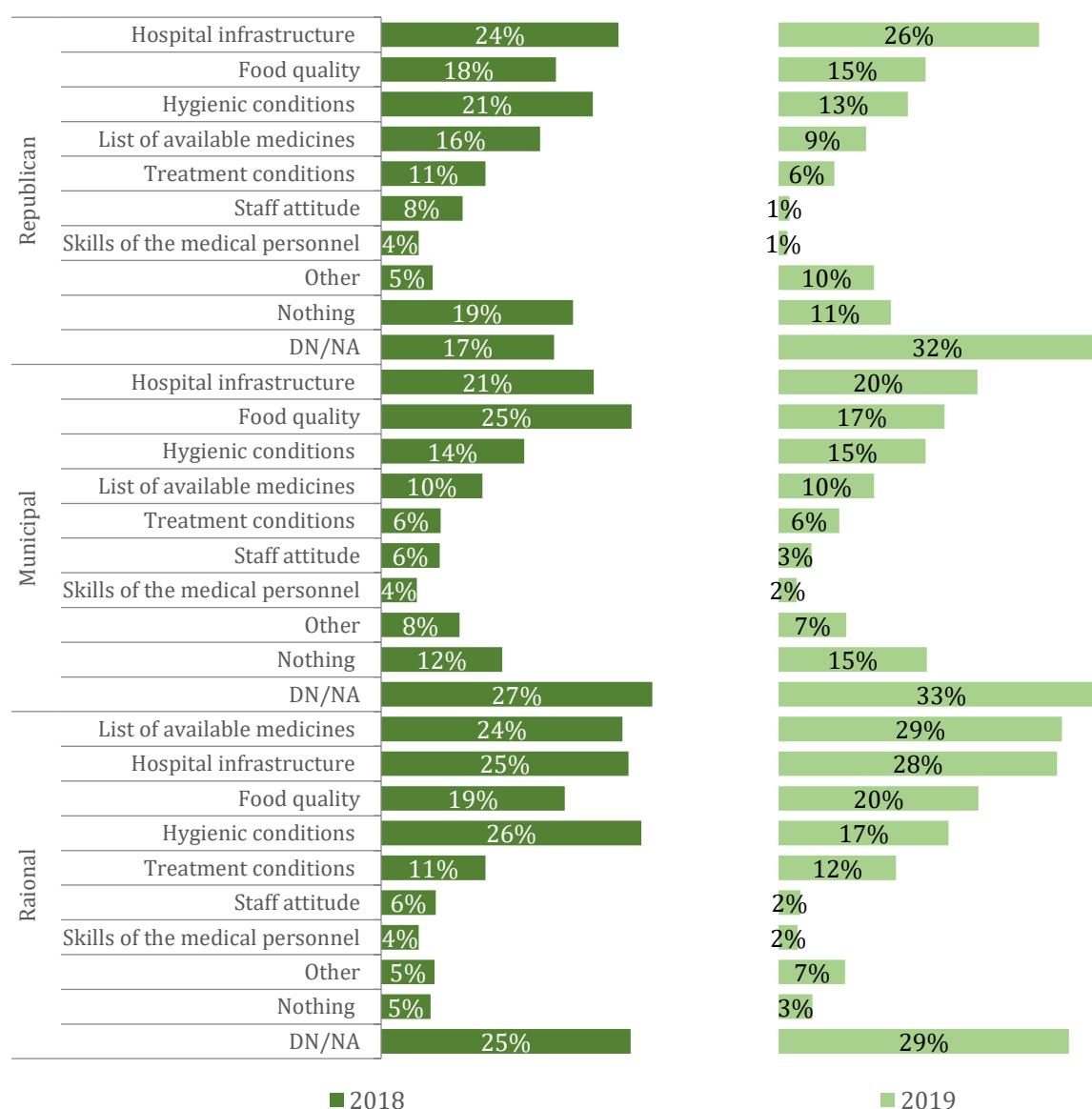


Figure 26. What do you think needs to be improved in the hospital (by type of hospital)?



The tables below show cumulative percentage of improvement needs in hospitals, only to show major trends.

Table 10. What do you think needs to be improved in the hospital (by hospitals)? %

Republican hospitals

	Staff attitude	Food quality	Hospital infrastructure	List of available medicines	Treatment conditions	Skills of the medical personnel	Hygienic conditions	Average
2019								
IFP "Chiril Draganiuc"	1	22	18	20	3	1	41	15
Institute of Emergency Medicine	1	20	24		2		5	7
Institute of Cardiology			12	4	16	3	1	5
Institute of Neurology and Neurosurgery		5	36	7	8		25	12
Mother and Child Institute	2	31	42	14	8	1	15	16
Oncological Institute	2	16	39	11	11		12	13
SC of the MHLSP		19	36	1	3	1	4	9
SC of Traumatology and Orthopaedics	2	19	32	4	3		17	11
SCBI "T.Ciorba"		4	16	10	2	1	3	5
SCR "T. Mosneaga "	5	22	29	23	5	3	17	15
Hospital of Dermatology and Communicable Diseases			2		1			
2018								
IFP "Chiril Draganiuc"	3	5	13	6	2	1	32	9
Institute of Emergency Medicine	5	11	22	3	1		35	11
Institute of Cardiology	9	29	59	15	2	3	25	20
Institute of Neurology and Neurosurgery	2	6	21	10	11	2	17	10
Mother and Child Institute	24	38	45	11	6	6	37	24
Oncological Institute		11	8	7	7		13	7
SC of the MHLSP	9	33	0	47	15	2	28	19
SC of Traumatology and Orthopaedics	18	22	55	38	7	4	31	25
SCBI "T.Ciorba"	1	6	5	2	2	1	3	3
SCR "T. Mosneaga "			6	23	45			11
Hospital of Dermatology and Communicable Diseases	20	34	29	14	15	23	15	22

In republican hospitals the highest cumulative percentage - about 26% - was accumulated by responses referring to the need to improve the hospital infrastructure, 18% - the quality of the food, about 13% - improvement of hygienic conditions.

Municipal hospital

	Staff attitude	Food quality	Hospital infrastructure	List of available medicines	Treatment conditions	Skills of the medical personnel	Hygienic conditions	Average
2019								
MaternityHospital no.2		2	5	10	8	2	22	7
SCM " Sf. Arhangel Mihail"		1		2			2	1
SCM Balti	5	12	36	21	5		16	14
SCM of Contagious Diseases for Children	1	13	13	2	1		6	5
SCM of Phthisiopneumology	8	10	34	2	5	3	46	15
SCM no.1	1	32	21	1	3	2	31	13
SCM no.4	2	4	27	22	23	7	9	13
SCM for Children "V.Ignatenco"	7	25	8	23	3	3	8	11
SCM for Children Nr.1	8	46	46	14	5		27	21
SCM " Sfanta Treime"	1	4	11	0	9	1		4
2018								
MaternityHospital no.2	10	16	14	10	8	9	54	17
SCM " Sf. Arhangel Mihail"			6		1		12	3
SCM Balti	4	4	39	20	7		17	13
SCM of Contagious Diseases for Children		1	5				12	3
SCM of Phthisiopneumology	11	5	24	10	6	9	30	14
SCM no.1	2	17	28	8	3	1	12	10
SCM no.4	12	21	44	36	11	6	21	22
SCM for Children "V.Ignatenco"	7	40	1	8	13	1	32	15
SCM for Children Nr.1	9	36	37	6	5	3	30	18
SCM " Sfanta Treime"	3	5	14	3	5	7	32	10

In municipal hospitals the highest cumulative percentage - about 20% - was accumulated by responses referring to the need to improve the hospital infrastructure, 17% - for hygienic conditions, and 15% - the quality of the food.

District hospitals

	Staff attitude	Food quality	Hospital infrastructure	List of available medicines	Treatment conditions	Skills of the medical personnel	Hygienic conditions	Average
2019								
SR Anenii Noi	1	8	7	7	3		31	8
SR Basarabasca	6	41	18	50	27	9	15	24
SR Briceni	1	2	30	16	13	1	8	10
SR Cahul	1	9	53	7	7	1	33	16
SR Calarasi		3	15	3	2	1	13	5
SR Cantemir		5	27	18	7		12	10
SR Causeni	1	7		3	1	1	13	4
SR Ceadir-Lunga	1	8	9	21	6	1	2	7
SR Cimisia	5	11	35	5	19	4	33	16
SR Comrat		90	59	57	10			31
SR Criuleni	2	1	32				13	7
SR Donduseni	5	15	8	76	26	13	5	21
SR Drochia	1	2	11	5	9		1	4
SR Edinet	3	6	13	12	4	1	17	8
SR Falesti	1	11	52	17	10			13
SR Floresti	17	36	19	45	15	2	49	26
SR Glodeni		1	16	32	25	1	1	11
SR Hincesti			28	20	1			7
SR Ialoveni	1	5	24	16	28	4	11	13
SR Leova	1	25	76	86	34	2	7	33
SR Nisporeni		10	76	24	3		40	22
SR Ocnita	1	13	21	68	5	2	4	16
SR Orhei	3	49	39	16	3	2	52	23
SR Riscani	3	5	40	9	1	1	12	10
SR Resin		16	12	41	3	1	20	13
SR Singerei		2	3		5		3	2

	Staff attitude	Food quality	Hospital infrastructure	List of available medicines	Treatment conditions	Skills of the medical personnel	Hygienic conditions	Average
SR Soldanesti			1	6			1	1
SR Soroca	3	12	10	7	10	3	41	12
SR Stefan-Voda		81	6	37	2		25	22
SR Straseni	2	9	44	1	3		66	18
SR Taraclia	3	78	71	90	51	1	4	43
SR Telenesti	2	16	7	66	8	9	21	18
SR Ungheni	11	30	14	17	13	5	27	17
SR Vulcanesti		79	77	92	50		1	43
2018								
SR Anenii Noi	2	15	4	25	4	2	12	9
SR Basarabasca	4	55	21	54	16		18	24
SR Briceni	2	9	49	30	31	8	34	23
SR Cahul	3	20	23	10	8	3	45	16
SR Calarasi	1	9	26	1			11	7
SR Cantemir	1	14	33	43	8	1	22	17
SR Causeni	3	31	9	10	4	3	14	10
SR Ceadir-Lunga	1	7	5	11	10	2	4	6
SR Cimisia	3	5	1	5	1	2	7	3
SR Comrat	5	7	7	23	29	8	25	15
SR Criuleni	4	4	54	20	9	3	14	15
SR Donduseni	3	8	26	51	5	1	52	21
SR Drochia		5	6	7	2		1	3
SR Edinet	3	12	51	34	37	14	52	29
SR Falesti	6	14	12	25	13	1	27	14
SR Floresti	35	41	12	39	29	1	62	31
SR Glodeni		9	14	9	23	2	23	12
SR Hincesti	3	4	32		7	2	28	11

	Staff attitude	Food quality	Hospital infrastructure	List of available medicines	Treatment conditions	Skills of the medical personnel	Hygienic conditions	Average
SR Ialoveni	30	43	60	33	12	15	50	35
SR Leova	4	24	33	61	13	2	11	21
SR Nisporeni	12	17	22	12	12	14	36	18
SR Ocnita	16	26	17	21	18	17	22	19
SR Orhei	5	14	25	14	5	9	31	15
SR Resin	5	40	11	28	5	2	37	18
SR Riscani			35	19	10	3	14	12
SR Singerei		4	49	3	2		21	11
SR Soldanesti	3	3	3	14	1	1	7	5
SR Soroca	23	38	73	11	4	6	67	32
SR Stefan-Voda		17	15	68	5		3	15
SR Straseni	4	24	31	6	8		53	18
SR Taraclia	4	25	32	44	9	3	24	20
SR Telenesti		15		33			24	10
SR Ungheni	3	28	13	17	9	3	26	14
SR Vulcanesti	1	44	45	45	7	2	15	23

According to the patients, most improvements are needed in district hospitals. Thus, about 29% of respondents consider that improvements are needed with reference to the list of available medicines, 28% - to hospital infrastructure, one in five respondents support the opinion that the quality of the food should be improved.

Annex 1. List of hospitals included in the study

No.	Name of medical institution	Nr. interviews
Republican institutions		
1	IFP "Chiril Draganiuc"	116
2	Institute of Emergency Medicine	100
3	Institute of Cardiology	102
4	Institute of Neurology and Neurosurgery	100
5	Mother and Child Institute	131
6	Oncological Institute	100
7	SC of the MHLSP	100
8	SC of Traumatology and Orthopaedics	101
9	SCBI "T.Ciorba"	100
10	SCR "T. Mosneaga "	102
11	Hospital of Dermatology and Communicable Diseases	100
Municipal institutions		
1	MaternityHospital no.2	101
2	SCM " Sf. Arhangel Mihail"	101
3	SCM Balti	100
4	SCM of Contagious Diseases for Children	103
5	SCM of Phthisiopneumology	102
6	SCM no.1	100
7	SCM no.4	101
8	SCM for Children "V.Ignatenco"	100
9	SCM for Children Nr.1	101
10	SCM " Sfanta Treime"	100
District institutions		
Intervention districts		
1	SR Cahul	101
2	SR Cantemir	100
3	SR Donduseni	100
4	SR Falesti	102
5	SR Glodeni	102
6	SR Nisporeni	100
7	SR Orhei	100
8	SR Soldanesti	100
9	SR Taraclia	100
Control districts		
1	SR Basarabasca	100
2	SR Causeni	100
3	SR Cimisia	100
4	SR Criuleni	100
5	SR Ocnita	100
6	SR Resin	100
7	SR Riscani	100
8	SR Soroca	100

No.	Name of medical institution	Nr. interviews
9	SR Straseni	100
Other districts		
1	SR Anenii Noi	100
2	SR Briceni	100
3	SR Calarasi	101
4	SR Ceadir-Lunga	100
5	SR Comrat	100
6	SR Drochia	100
7	SR Edinet	100
8	SR Floresti	102
9	SR Hincesti	100
10	SR Ialoveni	101
11	SR Leova	100
12	SR Singerei	101
13	SR Stefan-Voda	100
14	SR Telenesti	100
15	SR Ungheni	100
16	SR Vulcanesti	100
Total - 55		

Annex 2. Statistical tables, total data

Table 1: Sample structure

		Number	%
Type of hospital:	Republican	1152	20.7%
	Municipal	1009	18.1%
	District	3410	61.2%
District hospital:	Intervention hospitals	905	26.5%
	Control hospitals	900	26.4%
	Other hospitals	1605	47.1%
Respondent's age:	15-24 years old	499	9.0%
	25-34 years old	871	15.6%
	35-44 years old	554	9.9%
	45-54 years old	636	11.4%
	55-64 years old	1228	22.0%
	over 65 years old	1783	32.0%
Type of respondent:	Male	1935	34.7%
	Female	3636	65.3%
Place of residence	Large urban area (mun. Chisinau and mun. Balti)	1132	20.3%
	Small urban area (district center)	1323	23.7%
	Rural area	3116	55.9%

Table 2: Do you have health insurance/ policy of the National Health Insurance Company? %

		Yes	No	DK / NA
Total		92.0	5.6	2.4
Type of hospital:	Republican	92.1	6.9	1.0
	Municipal	89.9	9.6	0.5
	District	92.7	4.0	3.3
District hospital:	Intervention hospitals	92.8	3.8	3.4
	Control hospitals	91.8	4.0	4.2
	Other hospitals	93.1	4.1	2.8

Table 3: Did you receive clear and understandable information from your physician about your diagnosis / health problem? %

		I did not receive information	I received little and / or unclear information	I received general information (on average)	I received sufficient and clear information	I received very clear and detailed information	DN / NA
Total		0.5	1.0	5.1	29.8	63.2	0.4
Type of hospital:	Republican	0.1	0.3	2.8	17.0	79.3	0.5
	Municipal	1.2	1.5	7.1	29.1	60.7	0.4
	District	0.4	1.1	5.3	34.4	58.5	0.3

		I did not receive information	I received little and / or unclear information	I received general information (on average)	I received sufficient and clear information	I received very clear and detailed information	DN / NA
District hospital:	Intervention hospitals	0.3	0.6	1.2	28.3	69.6	0.0
	Control hospitals	0.8	1.6	4.9	29.3	62.7	0.8
	Other hospitals	0.2	1.2	7.8	40,6	49.9	0.2

Table 4: Did you receive clear and understandable information from your physician about your medical interventions/procedures? %

		I did not receive information	I received little and / or unclear information	I received general information (on average)	I received sufficient and clear information	I received very clear and detailed information	DN / NA
Total		0.6	1,3	7.8	27.2	8.	1.2
Type of hospital:	Republican	0.0	0.3	3.3	15,3	79.8	1,3
	Municipal	1,3	2.4	7.3	26.3	59.6	3,2
	District	0.5	1.4	9.5	31.6	56.5	0.6
District hospital:	Intervention hospitals	0.1	0.9	6,0	23.9	69	0.2
	Control hospitals:	1,3	2.7	6.7	31.1	57.2	1.0
	Other hospitals	0.3	0.9	13.1	36.1	49.0	0.5

Table 5: Did you receive clear and understandable information from your physician about your treatment? %

		I did not receive information	I received little and / or unclear information	I received general information (on average)	I received sufficient and clear information	I received very clear and detailed information	DN / NA
Total		0.6	1.6	7.5	26.8	61.6	1.8
Type of hospital:	Republican	0.0	0.5	2.3	15.7	79.9	1.6
	Municipal	1.5	2.0	6.7	27.3	57.9	4.7
	District	0.6	1.8	9.6	30.4	56,6	1.0
District hospitals:	Intervention hospitals	0.1	0.9	7.2	22.4	66 8.	0.6
	Control hospitals:	1,3	2.8	6.3	31	57.3	1.2
	Other hospitals	0.4	1.9	12.7	34.6	49.2	1.2

Table 6: Did you receive clear and understandable information from your physician about the risks and consequences of your treatment? %

		I did not receive information	I received little and / or unclear information	I received general information (on average)	I received sufficient and clear information	I received very clear and detailed information	DN / NA
Total		3.1	2.7	8.2	25.9	57.2	2.9
Type of hospital:	Republican	1.0	1.1	3.5	16.3	74.1	3.9
	Municipal	7.0	3.6	7.5	23.9	51.5	6.4
	District	2.6	3.0	10.1	29.8	53.2	1.4
District hospital:	Intervention hospitals	0.2	0.7	8.1	21.8	68.8	0.4
	Control hospitals:	5.9	5.6	8.0	27.0	51.1	2.4
	Other hospitals	2.1	2.9	12.3	35.8	45.5	1.4

Table 7: Did you receive clear and understandable information from your physician about the available treatment alternatives? %

		I did not receive information	I received little and / or unclear information	I received general information (on average)	I received sufficient and clear information	I received very clear and detailed information	DN / NA
Total		5.6	3.5	8.5	24.2	53.1	5.0
Type of hospital:	Republican	6.3	1.2	3.6	17.4	62.5	8.9
	Municipal	9.9	3.9	6.5	21.5	49.9	8.3
	District	4.1	4.2	10.8	27.3	50.8	2.8
District hospital:	Intervention hospitals	0.8	2.8	9.8	22.2	61.0	3.4
	Control hospitals:	8.8	5.1	8.2	25.8	49.7	2.4
	Other hospitals	3.4	4.5	12.8	31.0	45.7	2.6

Table 8: Have you received clear information from your doctor about your conclusions about the doctor's conclusions and recommendations for the future? ,%

		I did not receive information	I received little and / or unclear information	I received general information (on average)	I received sufficient and clear information	I received very clear and detailed information	DN / NA
Total		0.5	0.5	6.1	27.4	63.1	2.4
Type of hospital:	Republican	0.3	0.2	1.6	15.5	78.6	3.9
	Municipal	1.8	0.4	5.3	26.8	61.2	4.6
	District	0.3	0.7	7.9	31.6	58.4	1.2
District hospital:	Intervention hospitals	0.1	0.4	8.5	22.3	67.7	0.9
	Control hospitals:	0.7	1.2	3.9	31.4	60.8	2.0
	Other hospitals	0.1	0.5	9.8	36.9	51.8	0.9

Table 9: Did you take part in deciding about your treatment? %

		Yes	No	DK / NA
Total		85.0	12.3	2.7
Type of hospital:	Republican	84.2	12.8	3.0
	Municipal	82.3	14.9	2.9
	District	86.1	11.3	2.6
District hospital:	Intervention hospitals	95.0	3.9	1.1
	Control hospitals:	85.0	12.7	2.3
	Other hospitals	81.6	14.8	3.6

Table 10: During your stay at the hospital, how often have you been treated with benevolence and respect by physicians? %

		Never	Rarely	Sometimes	Often	Always	DK / NA
Total		0.0	0.2	1.1	14.9	83.4	0.4
Type of hospital:	Republican	0.0	0.0	0.3	4.0	95.2	0.5
	Municipal	0.1	0.3	1.0	9.7	88.2	0.7
	District	0.0	0.3	1.3	20.1	78.0	0.3
District hospital:	Intervention hospitals	0.0	0.1	0.7	14.4	84.2	0.7
	Control hospitals:	0.0	0.7	1.8	10.1	87.4	0.0
	Other hospitals	0.1	0.1	1.5	28.9	69.2	0.2

Table 11: During your stay at the hospital, how often have you been treated with benevolence and respect by medical nurses? %

		Never	Rarely	Sometimes	Often	Always	DK / NA
Total		0.1	0.2	1.6	15.2	82.4	0.6
Type of hospital:	Republican	0.0	0.0	0.3	4.6	94.4	0.7
	Municipal	0.0	0.2	1.9	9.7	87.1	1.1
	District	0.1	0.3	1.9	20.4	77.0	0.4
District hospital:	Intervention hospitals	0.0	0.1	0.4	15.1	83.6	0.7
	Control hospitals:	0.2	0.7	2.6	11.0	85.3	0.2
	Other hospitals	0.1	0.1	2.4	28.5	68.5	0.4

Table 12: During your hospital stay, how often have you been treated with benevolence and respect by the hospital attendants? %

		Never	Rarely	Sometimes	Often	Always	NO / NO
Total		0.1	0.2	2.0	16.6	80.3	0.7
Type of hospital:	Republican	0.0	0.1	1.0	6.9	91.2	0.8
	Municipal	0.0	0.1	1.4	9.9	86.9	1.7
	District	0.1	0.3	2.6	21.9	74.7	0.4

Type of hospital:	Intervention hospitals	0.0	0.2	1.1	17.1	80.9	0.7
	Control hospitals:	0.2	0.8	2.9	11.2	84.6	0.3
	Other hospitals	0.1	0.1	3.3	30.5	65.7	0.3

Table 13: During your stay in the hospital, did the physician take into consideration your and your family needs when deciding on your healthcare needs/appropriate post-hospital treatment and care plan? %

		Yes	No	DK / NA
Total		83.9	8.6	7.5
Type of hospital:	Republican	87.7	5.4	6.9
	Municipal	79.8	10.3	9.9
	District	83.8	9.2	6.9
District hospital:	Intervention hospitals	87.5	4.6	7.8
	Control hospitals:	84.2	10.7	5.1
	Other hospitals	81.6	11.0	7.4

Table 14: How do you assess your state of health at discharge from the hospital (compared to when admitted to the hospital)? %

		Worsened	No change	Improved a little	Improved	Recovered	DK / NA
Total		0.4	1.9	12.9	60.8	23.2	0.8
Type of hospital:	Republican	0.7	1.3	15.4	65.5	16.5	0.6
	Municipal	0.6	3.2	10.7	54.2	29.7	1.6
	District	0.3	1.7	12.7	61.1	23.5	0.6
District hospital:	Intervention hospitals	0.1	0.9	6.6	49.0	43.1	0.3
	Control hospitals:	0.6	2.4	17.2	62.7	16.4	0.7
	Other hospitals	0.3	1.7	13.6	67.2	16.5	0.7

Table 15: During your stay in the hospital, how do you rate hospital conditions? Accommodation, %

		Very good	Good	Satisfactory	Bad	Very bad	DK / NA
Total		34.7	52.0	11.4	0.8	0.8	0.3
Type of hospital:	Republican	37.7	50.7	9.8	0.5	0.9	0.4
	Municipal	45.3	44.8	8.2	1.0	0.4	0.3
	District	30.6	54.5	12.8	0.8	0.9	0.3
District hospital:	Intervention hospitals	40.6	50.3	7.8	0.6	0.7	0.1
	Control hospitals:	33.1	48.4	15.4	1.0	1.8	0.2
	Other hospitals	23.6	60.3	14.2	0.9	0.6	0.4

**Table 16: During your stay in the hospital, how do you rate hospital conditions?
Cleanliness ,%**

		Very good	Good	Satisfactory	Bad	Very bad	DK / NA
Total		39.0	50.0	9.1	0.8	0.8	0.4
Type of hospital:	Republican	46.7	45.9	5.7	0.3	0.7	0.7
	Municipal	49.4	41.3	7.4	0.9	0.7	0.3
	District	33.3	53.9	10.7	1.0	0.8	0.3
District hospital:	Intervention hospitals	42.0	47.7	9.0	0.4	0.7	0.2
	Control hospitals:	42.2	45.8	8.8	1.1	1.6	0.6
	Other hospitals	23.4	61.9	12.8	1.2	0.5	0.2

**Table 17: During your stay in the hospital, how do you rate hospital conditions?
Food, %**

		Very good	Good	Satisfactory	Bad	Very bad	DK / NA
Total		34.3	48.8	11.7	2.9	1.1	1.2
Type of hospital:	Republican	38.5	46.9	10.6	1.5	0.7	1.9
	Municipal	42.0	40.8	11.7	2.9	1.0	1.6
	District	30.7	51.8	12.1	3.5	1.2	0.8
District hospital:	Intervention hospitals	38.9	46.1	11.4	1.7	1.5	0.4
	Control hospitals:	36.0	45.9	12.7	2.2	1.9	1.3
	Other hospitals	23.1	58.4	12.1	5.2	0.6	0.7

Table 18: Using any number from 0 to 10, where 0 means that the hospital is the worst and 10 that the hospital is the best, how would you rate this hospital during your stay?

		Average	Median	STD Deviation
Total		8.9	9.0	1.2
Type of hospital:	Republican	9.2	10.0	1.1
	Municipal	9.1	9.0	1.2
	District	8.8	9.0	1.3
District hospital:	Intervention hospitals	9.0	9.0	1.1
	Control hospitals:	8.9	9.0	1.4
	Other hospitals	8.6	9.0	1.2

Table 19: Should you need to come again, would you choose this hospital and recommend it to family members, relatives, friends? %

		Surely, yes	Probably , yes.	Uncer tain	Probably , no	Categoricall y no	DK / NA
Total		61.8	30.2	3.4	1.4	0.8	2.4
Type of hospital:	Republican	75.6	20.0	1.2	0.3	0.4	2.4
	Municipal	69.5	23.6	3.2	1.3	0.8	1.7
	District	54.8	35.6	4.3	1.8	0.9	2.6
District hospital:	Interventio n hospitals	60.3	33.1	3.2	0.9	0.1	2.3
	Control hospitals:	66.7	22.4	4.4	2.0	2.2	2.2
	Other hospitals	45.0	44.4	4.8	2.3	0.5	3.0

Table 20: What would you like to improve in the hospital? %

		Attitude of the staff	Food quality	Hospital infrastructure	List of available medicines	Treatment conditions	Skills of the medical personnel	Hygienic conditions	Other	None	DK / NA
Total		2.2	18.1	26.2	21.0	9.5	1.7	16.2	6.6	7.1	30.4
Type of hospital:	Republican	1.1	14.8	26.2	8.8	5.6	0.9	13.0	9.6	11.3	31.9
	Municipal	3.3	14.8	20.0	9.6	6.1	1.8	16.7	6.8	14.9	32.7
	District	2.2	20.1	28.0	28.5	11.8	1.9	17.1	6.7	3.4	29.2
District hospital:	Intervention hospitals	1.4	19.7	38.0	31.7	14.6	2.0	16.4	11.0	0.2	25.1
	Control hospitals:	2.6	12.8	23.6	20.4	7.7	2.3	24.1	5.6	10.9	22.9
	Other hospitals	2.4	24.5	24.8	31.2	12.6	1.6	13.5	4.8	0.9	35.1

Table 21: Integrated indicators, %

		Information Indicator	Information Indicator. Total	Attitude indicator	Hospital conditions indicator
Total		73.1	72.3	96.1	78.7
Type of hospital:	Republican	76.7	75.9	97.7	80.0
	Municipal	63.7	62.6	95.3	80.1
	District	74.6	73.9	95.7	77.8
District hospital:	Intervention hospitals	82.5	81.4	97.7	81.2
	Control hospitals:	68.4	68.0	93.9	75.9
	Other hospitals	73.5	73.0	95.6	77.0

Annex 3. Statistical tables by each institution

Do you have health insurance / policy of the National Health Insurance Company ? %	Yes	No	DK / NA
Total	92.0	5.6	2.4
Subtotal Republican hospitals	92.4	6.7	0.9
IFP "Chiril Draganiuc"	69.8	30.2	
Institute of Emergency Medicine	93.0	6.0	1.0
Institute of Cardiology	100		
Institute of Neurology and Neurosurgery	99.0	1.0	
Mother and Child Institute	90.8	3.1	6.1
Oncological Institute	100		
SC of the MHLSP	98.0	2.0	
SC of Traumatology and Orthopaedics	89.0	11.0	
SCBI "T.Ciorba"	99.0	1.0	
SCR "T. Mosneaga "	93.1	4.0	3.0
Hospital of Dermatology and Communicable Diseases	85.0	15.0	
Subtotal municipal hospitals	89.9	9.6	0.5
Maternity Hospital no.2	93.1	6.9	
SCM " Sf. Arhangel Mihail"	95.0	4.0	1.0
SCM Balti	99.0	1.0	
SCM of Contagious Diseases for Children	99.0	1.0	
SCM of Phthisiopneumology	52.0	48.0	
SCM no.1	97.0	3.0	
SCM no.4	100		
SCM for Children "V.Ignatenco"	87.0	11.0	2.0
SCM for Children no.1	81.2	17.8	1.0
SCM " Sf. Treime "	96.0	3.0	1.0
Subtotal district hospitals	92.7	4.0	3.3
SR Anenii Noi	85.0	1.0	14.0
SR Basarabasca	92.0	8.0	
SR Briceni	81.0		19.0
SR Cahul	83.2	15.8	1.0
SR Calarasi	99.0	1.0	
SR Cantemir	91.1	8.0	1.0
SR Causeni	70.0		30.0
SR Ceadir-Lunga	94.0	6.0	
SR Cimislia	92.0	2.0	6.0
SR Comrat	100		
SR Criuleni	98.0	2.0	
SR Donduseni	99.0	1.0	
SR Drochia	100		
SR Edinet	93.0		7.0
SR Falesti	99.0		1.0
SR Floresti	83.3	16.7	
SR Glodeni	97.1		2.9
SR Hincesti	99.0		1.0

Do you have health insurance / policy of the National Health Insurance Company ? %	Yes	No	DK / NA
SR Ialoveni	99.0		1.0
SR Leova	97.0	3.0	
SR Nisporeni	96.0	4.0	
SR Ocnita	99.0	1.0	
SR Orhei	71.0	4.0	25.0
SR Resin	95.0	5.0	
SR Riscani	96.0	2.0	2.0
SR Singerei	98.0	1.0	1.0
SR Soldanesti	100		
SR Soroca	92.0	8.0	
SR Stefan-Voda	94.0	6.0	
SR Straseni	92.0	8.0	
SR Taraclia	99.0	1.0	
SR Telenesti	99.0	1.0	
SR Ungheni	72.0	26.0	2.0
SR Vulcanesti	96.0	4.0	

Did you receive clear and understandable information from your physician regarding your diagnosis / health problem? %	I did not receive information	I received little and / or unclear information	I received general information (on average)	I received sufficient and clear information	I received very clear and detailed information	DK / NA
Total	0.5	1.0	5.1	29.8	63.2	0.4
Subtotal Republican hospitals	0.1	0.3	2.7	16.5	79.9	0.5
IFP "Chiril Draganiuc"			6.0	37.1	56.0	0.9
Institute of Emergency Medicine			5.0	4.0	89.0	2.0
Institute of Cardiology	1.0	1.0	2.0	5.9	90.2	
Institute of Neurology and Neurosurgery			1.0	2.0	97.0	
Mother and Child Institute		0.8	3.8	26.0	67.9	1.5
Oncological Institute					100	
SC of the MHLSP			5.0	69.0	26.0	
SC of Traumatology and Orthopaedics		1.0	4.0	24.0	70.0	1.0
SCBI "T.Ciorba"			1.0	2.9	96.1	
SCR "T. Mosneaga "			2.0	5.0	93.1	
Hospital of Dermatology and Communicable Diseases				6.0	94.0	
Subtotal municipal hospitals	1.2	1.5	7.2	29.2	60.5	0.4
Maternity Hospital no.2			5.0	26.7	66.3	2.0
SCM " Sf. Arhangel Mihail"				8.9	91.1	
SCM Balti	1.0	7.0	30.0	49.0	13.0	

Did you receive clear and understandable information from your physician regarding your diagnosis / health problem? %	I did not receive information	I received little and / or unclear information	I received general information (on average)	I received sufficient and clear information	I received very clear and detailed information	DK / NA
SCM of Contagious Diseases for Children			2.9	6.8	90.3	
SCM of Phthisiopneumology			3.9	52.9	43.1	
SCM no.1			4.0	6.0	90.0	
SCM no.4	3.0	4.0	1.0	5.9	86.1	
SCM for Children "V.Ignatenco"	5.0	3.0	13.0	61.0	16.0	2.0
SCM for Children no.1		1.0	4.0	30.7	64.4	
SCM " Sf. Treime "	3.0		8.0	44.0	45.0	
Subtotal district hospitals	0.4	1.1	5.3	34.4	58.5	0.3
SR Anenii Noi		2.0	1.0	7.0	90.0	
SR Basarabasca	2.0	2.0	7.0	17.0	72.0	
SR Briceni		4.0	19.0	42.0	34.0	1.0
SR Cahul		1.0	2.0	11.9	85.1	
SR Calarasi	1.0	1.0	1.0	2.0	93.1	2.0
SR Cantemir				19.0	81.0	
SR Causeni	1.0	1.0		4.0	93.0	1.0
SR Ceadir-Lunga				13.0	87.0	
SR Cimislia			2.0	74.0	24.0	
SR Comrat				98.0	2.0	
SR Criuleni				1.0	99.0	
SR Donduseni		3.0	3.0	32.0	62.0	
SR Drochia				2.0	98.0	
SR Edinet	1.0	5.0	16.0	41.0	37.0	
SR Falesti				5.9	94.1	
SR Floresti		2.0	10.8	70.6	16.7	
SR Glodeni			1.0	10.8	88.2	
SR Hincesti					100	
SR Ialoveni					100	
SR Leova			2.0	59.0	39.0	
SR Nisporeni			1.0	47.0	52.0	
SR Ocnita	1.0		6.0	32.0	61.0	
SR Orhei	3.0	1.0	4.0	23.0	69.0	
SR Resin	1.0		2.0	12.0	84.0	1.0
SR Riscani	1.0	8.0	15.0	40.0	36.0	
SR Singerei				9.9	90.1	
SR Soldanesti				6.0	94.0	
SR Soroca		1.0	12.0	82.0	5.0	
SR Stefan-Voda	1.0	2.0	45.0	51.0		1.0
SR Straseni	1.0	2.0		2.0	90.0	5.0

Did you receive clear and understandable information from your physician regarding your diagnosis / health problem? %	I did not receive information	I received little and / or unclear information	I received general information (on average)	I received sufficient and clear information	I received very clear and detailed information	DK / NA
SR Taraclia				100		
SR Telenesti		4.0	10.0	65.0	21.0	
SR Ungheni			16.0	59.0	25.0	
SR Vulcanesti			1.0	96.0	3.0	

Did you receive clear and understandable information from your physician about your medical interventions / procedures? %	I did not receive information	I received little and / or unclear information	I received general information (on average)	I received sufficient and clear information	I received very clear and detailed information	DK / NA
Total	0.6	1.3	7.8	27.2	61.8	1.2
Subtotal republican hospitals		0.4	3.3	14.8	80.3	1.3
IFP "Chiril Draganiuc"			8.6	37.9	49.1	4.3
Institute of Emergency Medicine			4.0	3.0	92.0	1.0
Institute of Cardiology		2.9	3.9	3.9	87.3	2.0
Institute of Neurology and Neurosurgery			1.0	1.0	98.0	
Mother and Child Institute			2.3	21.4	74.8	1.5
Oncological Institute					100	
SC of the MHLSP			7.0	67.0	26.0	
SC of Traumatology and Orthopaedics		1.0	4.0	18.0	73.0	4.0
SCBI "T.Ciorba"			1.0	3.9	95.1	
SCR "T. Mosneaga "			4.0	4.0	92.1	
Hospital of Dermatology and Communicable Diseases				3.0	96.0	1.0
Subtotal municipal hospitals	1.3	2.4	7.4	26.3	59.5	3.2
Maternity Hospital no.2			5.9	17.8	71.3	5.0
SCM " Sf. Arhangel Mihail"				11.9	85.1	3.0
SCM Balti	2.0	15.0	25.0	36.0	22.0	
SCM of Contagious Diseases for Children				9.7	90.3	
SCM of Phthisiopneumology			3.9	52.9	43.1	
SCM no.1				8.0	80.0	12.0
SCM no.4	5.9	2.0	4.0	7.9	73.3	6.9
SCM for Children "V.Ignatenco"		7.0	23.0	44.0	21.0	5.0
SCM for Children no.1	2.0		4.0	29.7	64.4	

Did you receive clear and understandable information from your physician about your medical interventions / procedures? %	I did not receive information	I received little and / or unclear information	I received general information (on average)	I received sufficient and clear information	I received very clear and detailed information	DK / NA
SCM " Sf. Treime "	3.0		8.0	45.0	44.0	
Subtotal district I hospitals	0.5	1.4	9.5	29.9	58.0	0.6
SR Anenii Noi		1.0	2.0	4.0	92.0	1.0
SR Basarabasca	3.0	3.0	11.0	23.0	60.0	
SR Briceni		2.0	23.0	44.0	31.0	
SR Cahul		1.0	2.0	11.9	85.1	
SR Calarasi	1.0	1.0	1.0	2.0	92.1	3.0
SR Cantemir				19.0	81.0	
SR Causeni			4.0	3.0	92.0	1.0
SR Ceadir-Lunga				14.0	86.0	
SR Cimislia			2.0	75.0	23.0	
SR Comrat				98.0	1.0	1.0
SR Criuleni				1.0	99.0	
SR Donduseni		2.0	4.0	32.0	62.0	
SR Drochia				2.0	98.0	
SR Edinet	1.0	3.0	16.0	44.0	35.0	1.0
SR Falesti				4.9	95.1	
SR Floresti		2.0	18.6	65.7	13.7	
SR Glodeni		1.0	2.0	11.8	85.3	
SR Hincesti					100	
SR Ialoveni	2.0				97.0	1.0
SR Leova			67.0	33.0		
SR Nisporeni			1.0	48.0	51.0	
SR Ocnita	4.0	6.0	20.0	26.0	44.0	
SR Orhei	1.0	4.0	1.0	28.0	64.0	2.0
SR Resin	1.0		2.0	23.0	73.0	1.0
SR Riscani	1.0	10.0	11.0	44.0	34.0	
SR Singerei				10.9	89.1	
SR Soldanesti				4.0	96.0	
SR Soroca		4.0	10.0	83.0	2.0	1.0
SR Stefan-Voda	1.0	2.0	44.0	52.0		1.0
SR Straseni	3.0	1.0		2.0	88.0	6.0
SR Taraclia			44.0	56.0		
SR Telenesti		4.0	10.0	65.0	21.0	
SR Ungheni			19.0	58.0	23.0	
SR Vulcanesti			10.0	86.0	4.0	

Did you receive clear and understandable information from your physician about your treatment?	I did not receive information	I received little and / or unclear information	I received general information (on average)	I received sufficient and clear information	I received very clear and detailed information	DK / NA
Total	0.6	1.6	7.5	26.8	61.6	1.8
Subtotal republican hospitals		0.5	2.3	15.3	80.4	1.6
IFP "Chiril Draganiuc"		0.9	5.2	42.2	46.6	5.2
Institute of Emergency Medicine		1.0	1.0	4.0	92.0	2.0
Institute of Cardiology		3.9	3.9	2.9	87.3	2.0
Institute of Neurology and Neurosurgery			1.0	1.0	98.0	
Mother and Child Institute			0.8	19.8	77.1	2.3
Oncological Institute					100	
SC of the MHLSP			7.0	67.0	26.0	
SC of Traumatology and Orthopaedics			2.0	19.0	73.0	6.0
SCBI "T.Ciorba"				5.9	94.1	
SCR "T. Mosneaga "			4.0	4.0	92.1	
Hospital of Dermatology and Communicable Diseases				2.0	98.0	
Subtotal municipal hospitals	1.3	0.7	4.7	26.0	62.2	5.2
Maternity Hospital no.2		1.0	4.0	25.7	64.4	5.0
SCM " Sf. Arhangel Mihail"				10.9	85.1	4.0
SCM Balti	3.0	14.0	26.0	39.0	18.0	
SCM of Contagious Diseases for Children				7.8	92.2	
SCM of Phthisiopneumology			4.9	49.0	45.1	1.0
SCM no.1				5.0	73.0	22.0
SCM no.4	5.9	2.0	4.0	7.9	73.3	6.9
SCM for Children "V.Ignatenco"	2.0	3.0	16.0	49.0	25.0	5.0
SCM for Children no.1			5.0	34.7	57.4	3.0
SCM " Sf. Treime "	4.0		8.0	44.0	44.0	
Subtotal district hospitals	0.6	1.9	9.6	30.4	56.5	1.0
SR Anenii Noi	2.0	1.0	1.0	2.0	91.1	3.0
SR Basarabasca	1.0	5.0	11.0	21.0	61.0	1.0
SR Briceni		1.0	24.0	36.0	39.0	
SR Cahul		1.0	2.0	11.9	85.1	
SR Calarasi	1.0			1.0	98.0	
SR Cantemir				19.0	81.0	
SR Causeni		2.0	2.0	3.0	92.0	1.0
SR Ceadir-Lunga				14.0	86.0	
SR Cimislia			2.0	75.0	23.0	
SR Comrat				96.0	1.0	3.0
SR Criuleni				1.0	99.0	

Did you receive clear and understandable information from your physician about your treatment?	I did not receive information	I received little and / or unclear information	I received general information (on average)	I received sufficient and clear information	I received very clear and detailed information	DK / NA
SR Donduseni		2.0	4.0	32.0	62.0	
SR Drochia				2.0	98.0	
SR Edinet		2.0	11.0	45.0	40.0	2.0
SR Falesti				4.9	95.1	
SR Floresti		2.9	18.6	65.7	12.7	
SR Glodeni		1.0		12.7	85.3	1.0
SR Hincesti				3.0	97.0	
SR Ialoveni	2.0				97.0	1.0
SR Leova			74.0	23.0	3.0	
SR Nisporeni			1.0	48.0	51.0	
SR Ocnita	2.0	5.0	19.0	30.0	44.0	
SR Orhei	1.0	4.0	4.0	25.0	62.0	4.0
SR Resin	1.0		2.0	17.0	79.0	1.0
SR Riscani	1.0	8.0	10.0	47.0	34.0	
SR Singerei				10.9	89.1	
SR Soldanesti				3.0	97.0	
SR Soroca		4.0	11.0	83.0	1.0	1.0
SR Stefan-Voda	3.0	16.0	27.0	50.0		4.0
SR Straseni	7.0	1.0		2.0	83.0	7.0
Taraclia			54.0	46.0		
SR Telenesti		4.0	10.0	65.0	21.0	
SR Ungheni		1.0	20.0	58.0	16.0	5.0
SR Vulcanesti			17.0	79.0	4.0	

Did you receive clear and understandable information from your physician about the risks and consequences of your treatment? %	I did not receive information	I received little and / or unclear information	I received general information (on average)	I received sufficient and clear information	I received very clear and detailed information	DK / NA
Total	3.1	2.7	8.2	25.9	57.2	2.9
Subtotal republican hospitals	1.1	1.1	3.5	16.0	74.5	3.8
IFP "Chiril Draganiuc"			8.6	36.2	46.6	8.6
Institute of Emergency Medicine		2.0	1.0	6.0	85.0	6.0
Institute of Cardiology	6.9	2.0	2.0	2.9	81.4	4.9
Institute of Neurology and Neurosurgery			1.0		99.0	
Mother and Child Institute	0.8	1.5	0.8	17.6	74.8	4.6

Did you receive clear and understandable information from your physician about your treatment?	I did not receive information	I received little and / or unclear information	I received general information (on average)	I received sufficient and clear information	I received very clear and detailed information	DK / NA
Oncological Institute			1.0		99.0	
SC of the MHLSP			7.0	67.0	26.0	
SC of Traumatology and Orthopaedics	3.0	5.0	14.0	14.0	49.0	15.0
SCBI "T.Ciorba"		1.0		5.9	92.2	1.0
SCR "T. Mosneaga "	1.0	1.0	3.0	7.9	85.1	2.0
Hospital of Dermatology and Communicable Diseases				19.0	81.0	
Subtotal municipal hospitals	7.1	3.6	7.6	23.9	51.4	6.5
Maternity Hospital no.2			5.0	18.8	66.3	9.9
SCM " Sf. Arhangel Mihail"			3.0	8.9	85.1	3.0
SCM Balti	23.0	29.0	15.0	27.0	6.0	
SCM of Contagious Diseases for Children	1.9	1.0	1.0	5.8	88.3	1.9
SCM of Phthisiopneumology		1.0	4.9	49.0	44.1	1.0
SCM no.1			3.0	5.0	69.0	23.0
SCM no.4	36.6		1.0	6.9	40.6	14.9
SCM for Children "V.Ignatenco"	1.0	4.0	22.0	46.0	20.0	7.0
SCM for Children no.1	4.0	1.0	12.9	27.7	51.5	3.0
SCM " Sf. Treime "	4.0		8.0	44.0	43.0	1.0
Subtotal district hospitals	2.6	3.0	10.1	29.8	53.1	1.4
SR Anenii Noi		1.0	3.0	3.0	91.0	2.0
SR Basarabasca	2.0	5.0	17.0	25.0	50.0	1.0
SR Briceni		1.0	15.0	41.0	42.0	1.0
SR Cahul		1.0	2.0	11.9	85.1	
SR Calarasi	4.0	2.0	1.0	1.0	89.1	3.0
SR Cantemir				19.0	81.0	
SR Causeni		3.0	2.0	3.0	91.0	1.0
SR Ceadir-Lunga				16.0	84.0	
SR Cimislia	8.0			64.0	21.0	7.0
SR Comrat				96.0	1.0	3.0
SR Criuleni					100.0	
SR Donduseni		2.0	4.0	32.0	62.0	
SR Drochia				2.0	98.0	
SR Edinet	1.0		11.0	40.0	47.0	1.0
SR Falesti			1.0	4.9	93.1	1.0
SR Floresti		2.0	24.5	57.8	14.7	1.0
SR Glodeni			2.0	12.7	85.3	
SR Hincesti	1.0	1.0		47.0	51.0	
SR Ialoveni	19.8		1.0	1.0	74.3	4.0

Did you receive clear and understandable information from your physician about your treatment?	I did not receive information	I received little and / or unclear information	I received general information (on average)	I received sufficient and clear information	I received very clear and detailed information	DK / NA
SR Leova			72.0	27.0	1.0	
SR Nisporeni			1.0	47.0	51.0	1.0
SR Ocnita	15.0	17.0	23.0	27.0	18.0	
SR Orhei	2.0	3.0	4.0	26.0	63.0	2.0
SR Resin	2.0		4.0	18.0	74.0	2.0
SR Riscani	20.0	22.0	17.0	19.0	21.0	1.0
SR Singerei				10.9	89.1	
SR Soldanesti				2.0	98.0	
SR Soroca		2.0	9.0	85.0	1.0	3.0
SR Stefan-Voda	6.0	35.0	18.0	37.0		4.0
SR Straseni	6.0	1.0		2.0	84.0	7.0
SR Taraclia			59.0	41.0		
SR Telenesti		4.0	10.0	65.0	21.0	
SR Ungheni	1.0		22.0	53.0	20.0	4.0
SR Vulcanesti			20.0	76.0	4.0	

Did you receive clear and understandable information from your physician about available treatment alternatives? %	I did not receive information	I received little and / or unclear information	I received general information (on average)	I received sufficient and clear information	I received very clear and detailed information	DK / NA
Total	5.6	3.5	8.5	24.2	53.1	5.0
Subtotal republican hospitals	6.6	1.3	3.6	17.1	62.6	8.9
IFP "Chiril Draganiuc"			6.9	43.1	38.8	11.2
Institute of Emergency Medicine		5.0	2.0	7.0	78.0	8.0
Institute of Cardiology	24.5	1.0	2.0	3.9	60.8	7.8
Institute of Neurology and Neurosurgery				2.0	96.0	2.0
Mother and Child Institute	0.8		4.6	19.1	67.9	7.6
Oncological Institute					96.0	4.0
SC of the MHLSP			7.0	67.0	25.0	1.0
SC of Traumatology and Orthopaedics	39.0	8.0	5.0	4.0	22.0	22.0
SCBI "T.Ciorba"				6.9	89.2	3.9
SCR "T. Mosneaga "	2.0		4.0	6.9	82.2	5.0
Hospital of Dermatology and Communicable Diseases	6.0		8.0	28.0	33.0	25.0
Subtotal municipal hospitals	9.9	3.9	6.6	21.5	49.7	8.4

Did you receive clear and understandable information from your physician about available treatment alternatives? %	I did not receive information	I received little and / or unclear information	I received general information (on average)	I received sufficient and clear information	I received very clear and detailed information	DK / NA
Maternity Hospital no.2			3.0	17.8	62.4	16.8
SCM " Sf. Arhangel Mihail"			4.0	8.9	84.2	3.0
SCM Balti	39.0	27.0	14.0	12.0	7.0	1.0
SCM of Contagious Diseases for Children	1.9			5.8	89.3	2.9
SCM of Phthisiopneumology			4.9	47.1	43.1	4.9
SCM no.1	2.0		1.0	4.0	65.0	28.0
SCM no.4	48.5		1.0	4.0	32.7	13.9
SCM for Children "V.Ignatenco"		9.0	19.0	43.0	22.0	7.0
SCM for Children no.1	4.0	3.0	10.9	28.7	48.5	5.0
SCM " Sf. Treime "	4.0		8.0	44.0	43.0	1.0
Subtotal district hospitals	4.1	4.2	10.8	27.3	50.8	2.8
SR Anenii Noi		1.0	2.0	4.0	91.0	2.0
SR Basarabasca	7.0	5.0	25.0	21.0	42.0	
SR Briceni		2.0	21.0	33.0	39.0	5.0
SR Cahul		1.0	2.0	11.9	85.1	
SR Calarasi	3.0	2.0	1.0	1.0	91.1	2.0
SR Cantemir				19.0	81.0	
SR Causeni	2.0	1.0	4.0	2.0	90.0	1.0
SR Ceadir-Lunga				17.0	83.0	
SR Cimisia	11.0			63.0	20.0	6.0
SR Comrat				95.0	2.0	3.0
SR Criuleni					100.0	
SR Donduseni		2.0	4.0	32.0	62.0	
SR Drochia				2.0	98.0	
SR Edinet		1.0	12.0	41.0	38.0	8.0
SR Falesti	5.9	18.6	14.7	9.8	48.0	2.9
SR Floresti		2.0	22.5	54.9	20.6	
SR Glodeni		1.0	1.0	17.6	78.4	2.0
SR Hincesti	1.0	3.0	1.0	6.0	89.0	
SR Ialoveni	39.6			2.0	48.5	9.9
SR Leova			72.0	26.0	2.0	
SR Nisporeni			1.0	47.0	51.0	1.0
SR Ocnita	20.0	19.0	22.0	26.0	13.0	
SR Orhei	1.0	2.0	4.0	23.0	45.0	25.0
SR Resin	2.0		1.0	17.0	75.0	5.0
SR Riscani	32.0	19.0	13.0	15.0	21.0	
SR Singerei				9.9	88.1	2.0
SR Soldanesti				2.0	98.0	
SR Soroca		1.0	9.0	86.0	1.0	3.0

Did you receive clear and understandable information from your physician about available treatment alternatives? %	I did not receive information	I received little and / or unclear information	I received general information (on average)	I received sufficient and clear information	I received very clear and detailed information	DK / NA
SR Stefan-Voda	9.0	56.0	9.0	22.0		4.0
SR Straseni	5.0	1.0		2.0	85.0	7.0
SR Taraclia			62.0	38.0		
SR Telenesti		4.0	10.0	65.0	21.0	
SR Ungheni	1.0	1.0	30.0	46.0	16.0	6.0
SR Vulcanesti			24.0	72.0	4.0	

Did you receive clear and understandable information from your physician about physician's conclusions and recommendations for the future? %	I did not receive information	I received little and / or unclear information	I received general information (on average)	I received sufficient and clear information	I received very clear and detailed information	DK / NA
Total	0.5	0.5	6.1	27.4	63.1	2.4
Subtotal republican hospitals	0.3	0.2	1.6	15.2	78.9	3.8
IFP "Chiril Draganiuc"				40.5	52.6	6.9
Institute of Emergency Medicine		1.0		9.0	86.0	4.0
Institute of Cardiology	1.0		2.0	4.9	89.2	2.9
Institute of Neurology and Neurosurgery				1.0	99.0	
Mother and Child Institute	0.8		3.1	14.5	76.3	5.3
Oncological Institute					100.0	
SC of the MHLSP			7.0	69.0	23.0	1.0
SC of Traumatology and Orthopaedics	1.0	1.0	3.0	11.0	64.0	20.0
SCBI "T.Ciorba"				3.9	96.1	
SCR "T. Mosneaga "			2.0	10.9	85.1	2.0
Hospital of Dermatology and Communicable Diseases				3.0	97.0	
Subtotal municipal hospitals	1.8	0.4	5.3	26.8	61.2	4.6
Maternity Hospital no.2			3.0	13.9	71.3	11.9
SCM " Sf. Arhangel Mihail"				10.9	84.2	5.0
SCM Balti	1.0		12.0	60.0	27.0	
SCM of Contagious Diseases for Children		1.0		2.9	92.2	3.9
SCM of Phthisiopneumology			4.9	49.0	45.1	1.0
SCM no.1	1.0		2.0	3.0	91.0	3.0
SCM no.4	9.9		1.0	7.9	73.3	7.9
SCM for Children "V.Ignatenco"		3.0	19.0	48.0	22.0	8.0

SCM for Children no.1	2.0	3.0	28.7	62.4	4.0	
SCM " Sf. Treime "	4.0	8.0	44.0	43.0	1.0	
Subtotal district hospitals	0.3	0.7	7.9	31.6	58.3	1.2
SR Anenii Noi		1.0	2.0	4.0	92.0	1.0
SR Basarabasca	1.0	3.0	19.0	21.0	56.0	
SR Briceni			3.0	38.0	59.0	
SR Cahul		1.0	2.0	11.9	85.1	
SR Calarasi	1.0	1.0	1.0	2.0	93.1	2.0
SR Cantemir				19.0	81.0	
SR Causeni		1.0	1.0	6.0	92.0	
SR Ceadir-Lunga				15.0	85.0	
SR Cimisia				70.0	22.0	8.0
SR Comrat				96.0	1.0	3.0
SR Criuleni					100.0	
SR Donduseni		2.0	4.0	32.0	62.0	
SR Drochia				2.0	98.0	
SR Edinet			5.0	37.0	58.0	
SR Falesti		1.0	3.9	5.9	88.2	1.0
SR Floresti		2.0	10.8	64.7	22.5	
SR Glodeni			1.0	12.7	81.4	4.9
SR Hincesti			1.0	11.0	88.0	
SR Ialoveni	1.0				98.0	1.0
SR Leova			69.0	30.0	1.0	
SR Nisporeni			1.0	47.0	51.0	1.0
SR Ocnita			2.0	36.0	62.0	
SR Orhei	1.0		7.0	30.0	62.0	
SR Resin	2.0		1.0	12.0	83.0	2.0
SR Riscani		2.0	5.0	52.0	41.0	
SR Singerei				9.9	88.1	2.0
SR Soldanesti				2.0	97.0	1.0
SR Soroca		4.0	7.0	84.0	3.0	2.0
SR Stefan-Voda			11.0	89.0		
SR Straseni	3.0	1.0		2.0	88.0	6.0
SR Taraclia			58.0	41.0	1.0	
SR Telenesti		4.0	10.0	65.0	20.0	1.0
SR Ungheni			20.0	55.0	21.0	4.0
SR Vulcanesti			25.0	72.0	3.0	

Did you take part in making the decision about your treatment? %	Yes	No	DN/NA
Total	85.0	12.3	2.7
Subtotal nivel republican	84.3	12.7	3.0
IFP "Chiril Draganiuc"	64.7	27.6	7.8
Institutul de Medicină Urgenta	69.0	26.0	5.0
Institutul de Cardiologie	86.3	7.8	5.9
Institutul de Neurologie și Neurochirurgie	99.0	1.0	
Institutul Mamei și Copilului	88.5	9.2	2.3

Did you take part in making the decision about your treatment? %	Yes	No	DN/NA
Institutul Oncologic	98.0		2.0
SC al MSMPS	96.0	3.0	1.0
SC de Traumatologie și Ortopedie	50.0	43.0	7.0
SCBI "T. Ciorba"	98.0	1.0	1.0
SCR „T. Mosneaga”	79.2	19.8	1.0
Spitalul de Dermatologie și Maladii Comunicabile	99.0	1.0	
Subtotal nivel municipal	82.2	14.9	2.9
Maternitatea nr.2	89.1	5.9	5.0
SCM " Sf. Arhanghel Mihail"	100.0		
SCM Balti	49.0	51.0	
SCM de Boli Contagioase de Copii	88.3	9.7	1.9
SCM de Ftiziopneumologie	95.1	3.9	1.0
SCM nr.1	89.0	9.0	2.0
SCM nr.4	64.4	27.7	7.9
SCM de Copii "V. Ignatenco"	75.0	20.0	5.0
SCM de Copii nr.1	81.2	16.8	2.0
SCM "Sfinta Treime"	91.0	5.0	4.0
Subtotal nivel raional	85.9	11.5	2.6
SR Anenii Noi	95.0	2.0	3.0
SR Basarabeasca	74.0	26.0	
SR Briceni	65.0	26.0	9.0
SR Cahul	100.0		
SR Calarasi	90.1	5.0	5.0
SR Cantemir	100.0		
SR Căușeni	96.0	2.0	2.0
SR Ceadir-Lunga	99.0	1.0	
SR Comrat	98.0		2.0
SR Criuleni	98.0	2.0	
SR Cimislia	81.0	11.0	8.0
SR Donduseni	99.0	1.0	
SR Drochia	100.0		
SR Edinet	57.0	32.0	11.0
SR Falesti	89.2	10.8	
SR Floresti	30.4	69.6	
SR Glodeni	89.2	6.9	3.9
SR Hincești	59.0	40.0	1.0
SR Ialoveni	85.1	10.9	4.0
SR Leova	96.0	3.0	1.0
SR Nisporeni	99.0		1.0
SR Ocnita	87.0	12.0	1.0
SR Orhei	85.0	14.0	1.0
SR Rezina	90.0	8.0	2.0
SR Riscani	67.0	33.0	
SR Singerei	96.0	4.0	

Did you take part in making the decision about your treatment? %	Yes	No	DN/NA
SR Soldanesti	95.0	1.0	4.0
SR Sorocea	87.0	10.0	3.0
SR Stefan-Voda	71.0	27.0	2.0
SR Straseni	85.0	10.0	5.0
SR Taraclia	99.0	1.0	
SR Telenesti	99.0	1.0	
SR Ungheni	73.0	10.0	17.0
SR Vulcanesti	93.0	5.0	2.0

During your stay in the hospital, how often have you been treated with benevolence and respect by physicians? %	Never	Rarely	Sometimes	Often	Always	DN/NA
Total	0.2	1.1	14.9	83.4	0.4	
Subtotal republican hospitals	0.2	3.9	95.4	0.5		
IFP "Chiril Draganiuc"				6.0	91.4	2.6
Institute of Emergency Medicine				2.0	98.0	
Institute of Cardiology					99.0	1.0
Institute of Neurology and Neurosurgery			1.0		99.0	
Mother and Child Institute		1.5	7.6		90.1	0.8
Oncological Institute					100.0	
SC of the MHLSP				2.0	98.0	
SC of Traumatology and Orthopaedics				12.0	87.0	1.0
SCBI "T.Ciorba"				1.0	99.0	
SCR "T. Mosneaga "				6.9	93.1	
Hospital of Dermatology and Communicable Diseases				5.0	95.0	
Subtotal municipal hospitals	0.1	0.3	1.0	9.7	88.2	0.7
Maternity Hospital no.2				11.9	88.1	
SCM " Sf. Arhangel Mihail"				1.0	98.0	1.0
SCM Balti		1.0		4.0	95.0	
SCM of Contagious Diseases for Children				4.9	94.2	1.0
SCM of Phthisiopneumology		1.0	1.0	13.7	83.3	1.0
SCM no.1			1.0	5.0	93.0	1.0
SCM no.4			1.0		99.0	
SCM for Children "V.Ignatenco"	1.0	1.0	6.0	38.0	52.0	2.0
SCM for Children no.1				11.9	87.1	1.0
SCM " Sf. Treime "			1.0	7.0	92.0	
Subtotal district hospitals	0.0	0.3	1.4	20.1	77.9	0.3
SR Anenii Noi					100.0	
SR Basarabasca		1.0	6.0	14.0	79.0	
SR Briceni			1.0	29.0	70.0	
SR Cahul			4.0	13.9	82.2	
SR Calarasi				3.0	97.0	
SR Cantemir				9.0	91.0	
SR Causeni				1.0	99.0	

During your stay in the hospital, how often have you been treated with benevolence and respect by physicians? %	Never	Rarely	Sometimes	Often	Always	DN/NA
SR Ceadir-Lunga				4.0	96.0	
SR Cimisia		1.0		15.0	84.0	
SR Comrat				68.0	32.0	
SR Criuleni				1.0	99.0	
SR Donduseni				1.0	99.0	
SR Drochia	1.0				99.0	
SR Edinet			4.0	29.0	66.0	1.0
SR Falesti				2.0	98.0	
SR Floresti			4.9	45.1	50.0	
SR Glodeni				2.0	98.0	
SR Hincesti				1.0	99.0	
SR Ialoveni					100.0	
SR Leova		1.0		85.0	14.0	
SR Nisporeni				11.0	88.0	1.0
SR Ocnita					100.0	
SR Orhei		1.0	1.0	8.0	90.0	
SR Resin				5.0	95.0	
SR Riscani				2.0	98.0	
SR Singerei				3.0	97.0	
SR Soldanesti					95.0	5.0
SR Soroca		2.0	7.0	47.0	44.0	
SR Stefan-Voda			1.0	31.0	68.0	
SR Straseni		2.0	3.0	6.0	89.0	
SR Taraclia			1.0	83.0	16.0	
SR Telenesti				43.0	57.0	
SR Ungheni			12.0	45.0	40.0	3.0
SR Vulcanesti		2.0		77.0	21.0	

During your stay in the hospital, how often have you been treated with benevolence and respect by medical nurses? %	Never	Rarely	Sometimes	Often	Always	DN/NA
Total	0.1	0.2	1.6	15.2	82.4	0.6
Subtotal republican hospitals			0.4	4.5	94.4	0.7
IFP "Chiril Draganiuc"				6.9	88.8	4.3
Institute of Emergency Medicine				4.0	96.0	
Institute of Cardiology			1.0		98.0	1.0
Institute of Neurology and Neurosurgery					100.0	
Mother and Child Institute				9.2	90.1	0.8
Oncological Institute					100.0	
SC of the MHLSP				2.0	98.0	
SC of Traumatology and Orthopaedics			3.0	11.0	85.0	1.0
SCBI "T.Ciorba"				1.0	99.0	
SCR "T. Mosneaga "				4.0	96.0	

During your stay in the hospital, how often have you been treated with benevolence and respect by medical nurses? %	Never	Rarely	Sometimes	Often	Always	DN/NA
Hospital of Dermatology and Communicable Diseases				11.0	89.0	
Subtotal municipal hospitals		0.2	1.7	9.2	87.9	1.0
Maternity Hospital no.2			1.0	10.9	88.1	
SCM " Sf. Arhangel Mihail"				1.0	98.0	1.0
SCM Balti			1.0	5.0	94.0	
SCM of Contagious Diseases for Children				5.8	93.2	1.0
SCM of Phthisiopneumology		1.0	1.0	14.7	82.4	1.0
SCM no.1			1.0	4.0	94.0	1.0
SCM no.4			1.0		99.0	
SCM for Children "V.Ignatenco"		1.0	8.0	33.0	53.0	5.0
SCM for Children no.1			5.0	15.8	77.2	2.0
SCM " Sf. Treime "			1.0	7.0	92.0	
Subtotal district hospitals	0.1	0.3	1.9	20.4	76.9	0.4
SR Anenii Noi				1.0	99.0	
SR Basarabasca	2.0		5.0	14.0	79.0	
SR Briceni			5.0	34.0	61.0	
SR Cahul			3.0	14.9	82.2	
SR Calarasi				3.0	97.0	
SR Cantemir				9.0	91.0	
SR Causeni			1.0		99.0	
SR Ceadir-Lunga				4.0	96.0	
SR Cimislia		1.0		18.0	81.0	
SR Comrat				68.0	32.0	
SR Criuleni				1.0	99.0	
SR Donduseni				1.0	99.0	
SR Drochia	1.0				99.0	
SR Edinet			3.0	32.0	63.0	2.0
SR Falesti				1.0	99.0	
SR Floresti			6.9	36.3	55.9	1.0
SR Glodeni				3.9	96.1	
SR Hincesti				1.0	99.0	
SR Ialoveni			1.0		99.0	
SR Leova				83.0	17.0	
SR Nisporeni				12.0	87.0	1.0
SR Ocnita				1.0	99.0	
SR Orhei		1.0	1.0	10.0	88.0	
SR Resin				7.0	93.0	
SR Riscani				2.0	98.0	
SR Singerei				3.0	97.0	
SR Soldanesti				1.0	94.0	5.0
SR Soroca		3.0	15.0	49.0	31.0	2.0
SR Stefan-Voda			2.0	36.0	62.0	

During your stay in the hospital, how often have you been treated with benevolence and respect by medical nurses? %	Never	Rarely	Sometimes	Often	Always	DN/NA
SR Strasenii		2.0	2.0	7.0	89.0	
SR Taraclia				84.0	16.0	
SR Telenesti				43.0	57.0	
SR Ungheni			21.0	36.0	40.0	3.0
SR Vulcanesti		2.0		77.0	21.0	

During your stay in the hospital, how often have you been treated with benevolence and respect by hospital attendants? %	Never	Rarely	Sometimes	Often	Always	DN/NA
Total	0.1	0.2	2.0	16.6	80.3	0.7
Subtotal republican hospitals		0.1	0.9	6.8	91.5	0.7
IFP "Chiril Draganiuc"			0.9	13.8	81.0	4.3
Institute of Emergency Medicine				4.0	96.0	
Institute of Cardiology					99.0	1.0
Institute of Neurology and Neurosurgery			1.0	2.0	97.0	
Mother and Child Institute			2.3	10.7	85.5	1.5
Oncological Institute					100.0	
SC of the MHLSP				3.0	97.0	
SC of Traumatology and Orthopaedics			3.0	17.0	79.0	1.0
SCBI "T.Ciorba"		1.0		1.0	98.0	
SCR "T. Mosneaga "			3.0	6.9	90.1	
Hospital of Dermatology and Communicable Diseases				16.0	84.0	
Subtotal municipal hospitals		0.1	1.4	9.9	86.9	1.7
Maternity Hospital no.2				12.9	87.1	
SCM " Sf. Arhangel Mihail"				4.0	95.0	1.0
SCM Balti				4.0	96.0	
SCM of Contagious Diseases for Children				7.8	91.3	1.0
SCM of Phthisiopneumology			2.0	14.7	82.4	1.0
SCM no.1				6.0	93.0	1.0
SCM no.4			1.0	1.0	98.0	
SCM for Children "V.Ignatenco"			3.0	28.0	64.0	5.0
SCM for Children no.1		1.0	6.9	15.8	71.3	5.0
SCM " Sf. Treime "			1.0	5.0	91.0	3.0
Subtotal district hospitals	0.1	0.3	2.6	21.9	74.7	0.4
SR Anenii Noi			1.0		99.0	
SR Basarabasca	1.0	2.0	5.0	10.0	82.0	
SR Briceni			3.0	46.0	51.0	
SR Cahul			5.0	12.9	82.2	
SR Calarasi				3.0	97.0	
SR Cantemir				9.0	91.0	
SR Causeni				1.0	99.0	
SR Ceadir-Lunga				4.0	96.0	
SR Cimislia				19.0	81.0	
SR Comrat				68.0	32.0	

During your stay in the hospital, how often have you been treated with benevolence and respect by hospital attendants? %	Never	Rarely	Sometimes	Often	Always	DN/NA
SR Criuleni		1.0		1.0	98.0	
SR Donduseni				1.0	99.0	
SR Drochia	1.0				99.0	
SR Edinet			3.0	39.0	57.0	1.0
SR Falesti				2.0	98.0	
SR Floresti			10.8	40.2	48.0	1.0
SR Glodeni				2.9	97.1	
SR Hincesti				1.0	99.0	
SR Ialoveni			1.0	1.0	98.0	
SR Leova			1.0	82.0	17.0	
SR Nisporeni				12.0	87.0	1.0
SR Ocnita				1.0	99.0	
SR Orhei		2.0	5.0	31.0	62.0	
SR Resin			2.0	10.0	87.0	1.0
SR Riscani				2.0	98.0	
SR Singerei				3.0	97.0	
SR Soldanesti				1.0	94.0	5.0
SR Soroca	1.0	2.0	17.0	49.0	29.0	2.0
SR Stefan-Voda			10.0	46.0	44.0	
SR Straseni		2.0	2.0	8.0	88.0	
SR Taraclia				83.0	17.0	
SR Telenesti				43.0	57.0	
SR Ungheni			23.0	36.0	38.0	3.0
SR Vulcanesti		2.0		77.0	21.0	
SR Anenii Noi				90.0	4.0	6.0
SR Basarabasca				81.0	17.0	2.0
SR Briceni				63.0	21.0	16.0
SR Cahul				100.0		
SR Calarasi				97.0		3.0
SR Cantemir				100.0		
SR Causeni				91.0		9.0
SR Ceadir-Lunga				99.0		1.0
SR Cimislia				91.0	1.0	8.0
SR Comrat				95.0	1.0	4.0
SR Criuleni				100.0		
SR Donduseni				77.0		23.0
SR Drochia				98.0		2.0
SR Edinet				73.0	12.0	15.0
SR Falesti				79.4	20.6	
SR Floresti				26.5	69.6	3.9
SR Glodeni				77.5	10.8	11.8
SR Hincesti				75.0	7.0	18.0
SR Ialoveni				85.1	10.9	4.0

During your stay in the hospital, how often have you been treated with benevolence and respect by hospital attendants? %	Never	Rarely	Sometimes	Often	Always	DN/NA
SR Leova				99.0		1.0
SR Nisporeni				93.0		7.0
SR Ocnita				98.0	1.0	1.0
SR Orhei				82.0	10.0	8.0
SR Resin				85.0	4.0	11.0
SR Riscani				40.0	60.0	
SR Singerei				93.1		6.9
SR Soldanesti				79.0		21.0
SR Soroca				76.0	12.0	12.0
SR Stefan-Voda				53.0	43.0	4.0
SR Straseni				96.0	1.0	3.0
SR Taraclia				100.0		
SR Telenesti				98.0		2.0
SR Ungheni				63.0	6.0	31.0
SR Vulcanesti				98.0	1.0	1.0

During your stay in the hospital, did your doctor consider your and your family needs when deciding about your post-hospital health care needs/appropriate treatment and care plan? %	Yes	No	DK / NA
Total	83.9	8.6	7.5
Subtotal republican hospitals	87.5	5.5	7.1
IFP "Chiril Draganiuc"	90.5	0.9	8.6
Institute of Emergency Medicine	90.0	3.0	7.0
Institute of Cardiology	86.3	6.9	6.9
Institute of Neurology and Neurosurgery	99.0	1.0	
Mother and Child Institute	92.4	4.6	3.1
Oncological Institute	100.0		
SC of the MHLSP	78.0	14.0	8.0
SC of Traumatology and Orthopaedics	37.0	29.0	34.0
SCBI "T.Ciorba"	100.0		
SCR "T. Mosneaga "	95.0		5.0
Hospital of Dermatology and Communicable Diseases	94.0	1.0	5.0
Subtotal municipal hospitals	79.7	10.4	10.0
Maternity Hospital no.2	80.2	5.0	14.9
SCM " Sf. Arhangel Mihail"	96.0		4.0
SCM Balti	37.0	62.0	1.0
SCM of Contagious Diseases for Children	97.1	1.0	1.9
SCM of Phthisiopneumology	91.2	2.0	6.9
SCM no.1	100.0		
SCM no.4	65.3	26.7	7.9
SCM for Children "V.Ignatenco"	46.0	2.0	52.0
SCM for Children no.1	89.1	4.0	6.9
SCM " Sf. Treime "	95.0	1.0	4.0
Subtotal district hospitals	83.9	9.2	6.9

How do you assess your state of health at discharge from the hospital (compared to when admitted to the hospital)? %	Worsened	No change	Slightly improved	Improved	Recovered	DN/NA
Total	0.4	1.9	12.9	60.8	23.2	0.8
Subtotal republican hospitals	0.7	1.3	15.8	66.0	15.6	0.6
IFP "Chiril Draganiuc"	0.9		6.9	69.0	20.7	2.6
Institute of Emergency Medicine		1.0	24.0	60.0	15.0	
Institute of Cardiology	2.9	2.0	8.8	77.5	8.8	
Institute of Neurology and Neurosurgery	1.0	1.0	19.0	70.0	9.0	
Mother and Child Institute	0.8	0.8	3.8	45.0	48.1	1.5
Oncological Institute			20.0	74.0	6.0	
SC of the MHLSP	1.0	8.0	48.0	42.0		1.0
SC of Traumatology and Orthopaedics			8.0	72.0	20.0	
SCBI "T.Ciorba"		1.0	0.0	98.0	1.0	
SCR "T. Mosneaga "	1.0	1.0	29.7	67.3	1.0	
Hospital of Dermatology and Communicable Diseases			6.0	51.0	42.0	1.0
Subtotal municipal hospitals	0.6	3.2	10.8	54.2	29.7	1.6
Maternity Hospital no.2				5.0	93.1	2.0
SCM " Sf. Arhangel Mihail"				56.4	43.6	
SCM Balti	1.0	5.0	33.0	53.0	8.0	
SCM of Contagious Diseases for Children				87.4	12.6	
SCM of Phthisiopneumology		2.9	9.8	69.6	17.6	
SCM no.1			6.0	68.0	25.0	1.0
SCM no.4	4.0	10.9	21.8	55.4	5.9	2.0
SCM for Children "V.Ignatenco"		3.0	9.0	58.0	28.0	2.0
SCM for Children no.1			1.0	34.7	62.4	2.0
SCM " Sf. Treime "	1.0	10.0	27.0	54.0	1.0	7.0
Subtotal district hospitals	0.3	1.7	12.7	61.2	23.5	0.6
SR Anenii Noi		2.0	6.0	83.0	9.0	
SR Basarabasca	4.0	1.0	17.0	62.0	16.0	
SR Briceni	1.0	1.0	10.0	69.0	19.0	
SR Cahul				33.7	65.3	1.0
SR Calarasi		1.0	17.8	49.5	29.7	2.0
SR Cantemir				15.0	85.0	
SR Causeni		3.0	4.0	89.0	4.0	
SR Ceadir-Lunga			8.0	44.0	47.0	1.0
SR Cimislia		1.0	14.0	58.0	23.0	4.0
SR Comrat		1.0	2.0	94.0	3.0	
SR Criuleni			1.0	90.0	9.0	
SR Donduseni		1.0	8.0	90.0	1.0	
SR Drochia	3.0		1.0	93.0	3.0	
SR Edinet		2.0	12.0	56.0	29.0	1.0

How do you assess your state of health at discharge from the hospital (compared to when admitted to the hospital)? %	Worsened	No change	Slightly improved	Improved	Recovered	DN/NA
SR Falesti		1.0	2.9	61.8	32.4	2.0
SR Floresti	1.0	2.9	13.7	58.8	23.5	
SR Glodeni	1.0		4.9	26.5	67.6	
SR Hincesti		2.0	37.0	47.0	14.0	
SR Ialoveni		5.9	7.9	59.4	25.7	1.0
SR Leova				95.0	5.0	
SR Nisporeni			9.0	30.0	61.0	
SR Ocnita	1.0	6.0	41.0	51.0		1.0
SR Orhei		6.0	31.0	46.0	17.0	
SR Resin			1.0	47.0	51.0	1.0
SR Riscani		4.0	34.0	58.0	4.0	
SR Singerei			1.0	93.1	5.9	
SR Soldanesti			1.0	42.0	57.0	
SR Soroca		2.0	19.0	60.0	19.0	
SR Stefan-Voda		6.0	53.0	36.0	5.0	
SR Straseni		5.0	24.0	49.0	22.0	
SR Taraclia			3.0	96.0	1.0	
SR Telenesti		1.0	36.0	56.0	7.0	
SR Ungheni		2.0	11.0	48.0	32.0	7.0
SR Vulcanesti			1.0	93.0	6.0	

During your stay in the hospital, how do you rate the accommodation? %	Very good	Good	Satisfactory	Bad	Very bad	DK/NA
Total	34.7	52.0	11.4	0.8	0.8	0.3
Subtotal republican hospitals	37.4	51.2	9.8	0.5	0.7	0.4
IFP "Chiril Draganiuc"	29.3	54.3	12.9		0.9	2.6
Institute of Emergency Medicine	32.0	59.0	8.0	1.0		
Institute of Cardiology	43.1	52.9	2.0			2.0
Institute of Neurology and Neurosurgery	28.0	58.0	14.0			
Mother and Child Institute	50.4	32.8	9.2	0.8	6.9	
Oncological Institute	24.0	72.0	4.0			
SC of the MHLSP	13.0	72.0	14.0	1.0		
SC of Traumatology and Orthopaedics	15.0	62.0	23.0			
SCBI "T.Ciorba"	77.5	20.6	1.0	1.0		
SCR "T. Mosneaga "	20.8	57.4	19.8	2.0		
Hospital of Dermatology and Communicable Diseases	78.0	22.0				
Subtotal municipal hospitals	45.3	44.8	8.2	1.0	0.4	0.3
Maternity Hospital no.2	74.3	21.8	4.0			
SCM " Sf. Arhangel Mihail"	81.2	18.8				
SCM Balti	38.0	52.0	8.0	2.0		
SCM of Contagious Diseases for Children	49.5	43.7	4.9	1.0	1.0	
SCM of Phthisiopneumology	40.2	38.2	20.6	1.0		
SCM no.1	47.0	45.0	7.0	1.0		

During your stay in the hospital, how do you rate the accommodation? %	Very good	Good	Satisfactory	Bad	Very bad	DK/NA
SCM no.4	12.9	80.2	4.0		1.0	2.0
SCM for Children "V.Ignatenco"	32.0	56.0	6.0	5.0	1.0	
SCM " Sf. Treime"	52.0	44.0	4.0			
SCM for Children no.1	25.7	48.5	23.8		1.0	1.0
Subtotal district hospitals	30.6	54.5	12.9	0.8	0.9	0.3
SR Anenii Noi	13.0	79.0	8.0			
SR Basarabasca	28.0	36.0	33.0	1.0	2.0	
SR Briceni	4.0	76.0	16.0	2.0		2.0
SR Cahul	69.3	22.8	3.0	2.0	3.0	
SR Calarasi	41.6	57.4				1.0
SR Cantemir	89.0	10.0	1.0			
SR Causeni	25.0	75.0				
SR Ceadir-Lunga	81.0	17.0	2.0			
SR Cimislia	27.0	50.0	21.0	1.0	1.0	
SR Comrat	7.0	77.0	9.0	6.0		1.0
SR Criuleni	87.0	5.0			8.0	
SR Donduseni	1.0	92.0	6.0	1.0		
SR Drochia	37.0	62.0	1.0			
SR Edinet	27.0	55.0	16.0		2.0	
SR Falesti	25.5	67.6	6.9			
SR Floresti	5.9	70.6	20.6	2.9		
SR Glodeni	64.7	30.4	2.0		2.9	
SR Hincesti	89.0	4.0	4.0		1.0	2.0
SR Ialoveni	11.9	76.2	9.9	2.0		
SR Leova	3.0	95.0	2.0			
SR Nisporeni	2.0	61.0	37.0			
SR Ocnita	19.0	78.0	2.0	1.0		
SR Orhei	17.0	68.0	13.0	2.0		
SR Resin	45.0	49.0	3.0		3.0	
SR Riscani	36.0	56.0	8.0			
SR Singerei	32.7	57.4	3.0		5.9	1.0
SR Soldanesti	96.0	3.0				1.0
SR Soroca	15.0	30.0	51.0	3.0		1.0
SR Stefan-Voda		20.0	79.0	1.0		
SR Straseni	16.0	57.0	21.0	3.0	2.0	1.0
SR Taraclia		98.0	2.0			
SR Telenesti	14.0	80.0	6.0			
SR Ungheni	4.0	46.0	50.0			
SR Vulcanesti	7.0	92.0	1.0			

During your hospital stay, how do you rate the cleanliness ? %	Very good	Good	Satisfactory	Bad	Very bad	DK/NA
Total	39.0	50.0	9.1	0.8	0.8	0.4
Subtotal republican hospitals	46.6	46.2	5.7	0.3	0.6	0.7
IFP "Chiril Draganiuc"	31.9	56.9	6.0		1.7	3.4
Institute of Emergency Medicine	47.0	49.0	3.0			1.0
Institute of Cardiology	53.9	43.1	2.0			1.0
Institute of Neurology and Neurosurgery	42.0	57.0	1.0			
Mother and Child Institute	54.2	33.6	6.9		4.6	0.8
Oncological Institute	39.0	57.0	4.0			
SC of the MHLSP	12.0	73.0	15.0			
SC of Traumatology and Orthopaedics	20.0	63.0	17.0			
SCBI "T.Ciorba"	88.2	10.8				1.0
SCR "T. Mosneaga "	28.7	60.4	7.9	3.0		
Hospital of Dermatology and Communicable Diseases	96.0	4.0				
Subtotal municipal hospitals	49.4	41.3	7.4	0.9	0.7	0.3
Maternity Hospital no.2	79.2	17.8	3.0			
SCM " Sf. Arhangel Mihail"	85.1	14.9				
SCM Balti	40.0	50.0	9.0	1.0		
SCM of Contagious Diseases for Children	48.5	43.7	4.9	1.0	1.0	1.0
SCM of Phthisiopneumology	41.2	41.2	17.6			
SCM no.1	56.0	37.0	6.0	1.0		
SCM no.4	17.8	74.3	4.0	2.0	1.0	1.0
SCM for Children "V.Ignatenco"	49.0	41.0	4.0	3.0	3.0	
SCM for Children no.1	24.8	49.5	21.8	1.0	2.0	1.0
SCM " Sf. Treime "	52.0	44.0	4.0			
Subtotal district hospitals	34.0	52.8	11.0	1.0	0.8	0.3
SR Anenii Noi	14.0	82.0	4.0			
SR Basarabasca	59.0	29.0	6.0	3.0	2.0	1.0
SR Briceni	5.0	80.0	11.0	4.0		
SR Cahul	69.3	22.8	3.0	2.0	3.0	
SR Calarasi	49.5	50.5				
SR Cantemir	89.0	10.0	1.0			
SR Causeni	29.0	70.0	1.0			
SR Ceadir-Lunga	81.0	17.0	2.0			
SR Cimislia	29.0	61.0	9.0	1.0		
SR Comrat	7.0	78.0	14.0			1.0
SR Criuleni	88.0	4.0			8.0	
SR Donduseni	1.0	93.0	6.0			
SR Drochia	37.0	62.0	1.0			
SR Edinet	22.0	73.0	3.0	2.0		
SR Falesti	41.2	56.9	1.0			1.0
SR Floresti	4.9	69.6	19.6	5.9		
SR Glodeni	68.6	27.5	1.0		2.9	
SR Hincesti	73.0	20.0	4.0		1.0	2.0

During your hospital stay, how do you rate the cleanliness ? %	Very good	Good	Satisfactory	Bad	Very bad	DK/NA
SR Ialoveni	13.9	75.2	9.9		1.0	
SR Leova	2.0	93.0	5.0			
SR Nisporeni	3.0	59.0	38.0			
SR Ocnita	23.0	77.0				
SR Orhei	7.0	60.0	31.0	2.0		
SR Resin	52.0	43.0	2.0		3.0	
SR Riscani	51.0	42.0	6.0	1.0		
SR Singerei	34.7	57.4	1.0		5.9	1.0
SR Soldanesti	98.0	1.0				1.0
SR Soroca	14.0	34.0	46.0	2.0		4.0
SR Stefan-Voda		19.0	78.0	3.0		
SR Straseni	35.0	52.0	9.0	3.0	1.0	
SR Taraclia		100.0				
SR Telenesti	14.0	81.0	5.0			
SR Ungheni	7.0	42.0	47.0	4.0		
SR Vulcanesti	9.0	90.0	1.0			

During your stay in the hospital, how do you rate the food ?,%	Very good	Good	Satisfactory	Bad	Very bad	DK/NA
Total	34.3	48.8	11.7	2.9	1.1	1.2
Subtotal republican hospitals	38.4	46.9	10.7	1.5	0.6	1.9
IFP "Chiril Draganiuc"	36.2	50.9	8.6		1.7	2.6
Institute of Emergency Medicine	29.0	56.0	7.0	1.0		7.0
Institute of Cardiology	48.0	48.0	2.0			2.0
Institute of Neurology and Neurosurgery	37.0	57.0	6.0			
Mother and Child Institute	36.6	46.6	9.9	2.3	3.8	0.8
Oncological Institute	29.0	63.0	7.0	1.0		
SC of the MHLSP	7.0	56.0	33.0	2.0	1.0	1.0
SC of Traumatology and Orthopaedics	14.0	46.0	28.0	6.0		6.0
SCBI "T.Ciorba"	84.3	14.7	1.0			
SCR "T. Mosneaga "	15.8	63.4	14.9	4.0		2.0
Hospital of Dermatology and Communicable Diseases	86.0	14.0				
Subtotal municipal hospitals	42.0	40.9	11.7	2.9	1.0	1.6
Maternity Hospital no.2	70.3	24.8	5.0			
SCM " Sf. Arhangel Mihail"	81.2	18.8				
SCM Balti	30.0	55.0	13.0	2.0		
SCM of Contagious Diseases for Children	44.7	43.7	7.8	1.9	1.0	1.0
SCM of Phthisiopneumology	40.2	37.3	20.6	2.0		
SCM no.1	34.0	38.0	14.0	3.0		11.0
SCM no.4	16.8	67.3	5.0	5.9	4.0	1.0
SCM for Children "V.Ignatenco"	35.0	45.0	9.0	9.0	2.0	
SCM for Children no.1	21.8	39.6	29.7	5.0	3.0	1.0
SCM " Sf. Treime "	46.0	39.0	13.0			2.0
Subtotal district hospitals	30.7	51.8	12.1	3.5	1.2	0.8

During your stay in the hospital, how do you rate the food ?,%	Very good	Good	Satisfactory	Bad	Very bad	DK/NA
SR Anenii Noi	17.0	80.0	2.0			1.0
SR Basarabasca	23.0	40.0	26.0	9.0	1.0	1.0
SR Briceni	9.0	78.0	8.0	4.0		1.0
SR Cahul	70.3	19.8	5.0	2.0	3.0	
SR Calarasi	46.5	49.5	1.0	1.0	1.0	1.0
SR Cantemir	87.0	8.0	3.0	2.0		
SR Causeni	24.0	76.0				
SR Ceadir-Lunga	74.0	18.0	6.0	1.0	1.0	
SR Cimislia	32.0	58.0	7.0	2.0		1.0
SR Comrat	2.0	68.0	25.0	4.0		1.0
SR Criuleni	88.0	4.0			8.0	
SR Donduseni	1.0	89.0	10.0			
SR Drochia	35.0	62.0	3.0			
SR Edinet	19.0	65.0	14.0	2.0		
SR Falesti	22.5	61.8	13.7		1.0	1.0
SR Floresti	5.9	76.5	17.6			
SR Glodeni	65.7	28.4	1.0		2.9	2.0
SR Hincesti	88.0	4.0	3.0		1.0	4.0
SR Ialoveni	15.8	71.3	9.9	2.0		1.0
SR Leova		88.0	11.0	1.0		
SR Nisporeni	2.0	79.0	19.0			
SR Ocnita	21.0	71.0	7.0	1.0		
SR Orhei	3.0	31.0	48.0	11.0	7.0	
SR Resin	49.0	41.0	6.0		3.0	1.0
SR Riscani	50.0	44.0	6.0	0.0		
SR Singerei	32.7	60.4			5.9	1.0
SR Soldanesti	98.0	1.0				1.0
SR Soroca	10.0	27.0	52.0	2.0	3.0	6.0
SR Stefan-Voda		14.0	23.0	62.0	1.0	
SR Straseni	27.0	52.0	10.0	6.0	2.0	3.0
SR Taraclia		97.0	3.0			
SR Telenesti	13.0	74.0	12.0	1.0		
SR Ungheni	4.0	37.0	53.0	5.0		1.0
SR Vulcanesti	7.0	88.0	5.0			

Using any number from 0 to 10, where 0 means that the hospital is the worst and 10 that the hospital is the best, how would you score this hospital during your stay ?,%	0 The worst hospital	1	2	3	4	5	6	7	8	9	10 Best hospital	DK / NA
Total	0.1	0.1	0.2	0.3	1.3	1.9.	6.7	19.1	28.1	39.5	2.9	
IFP "Chiril Draganiuc"				1.7.	2.6		2.6	16.4	44.0	25.0		7.8
Institute of Emergency Medicine						2.0	2.0	10.0	21.0	61.0		4.0
Institute of Cardiology	1.0							4.9	16.7	72.5		4.9
Institute of Neurology and Neurosurgery							1.0	11.0	14.0	74.0		
Mother and Child Institute			1.5		0.8		2.3	21.4.	29.8	41.2		3.1
Oncological Institute					2.0			8.0	28.0	62.0		
SC of the MHLSP					2.0	1.0	4.0	17.0	22.0	48.0		6.0
SC of Traumatology and Orthopaedics					1.0		11.0		28.0	27.0		
SCBI "T.Ciorba"						1.0	2.0	7.8	13.7	74.5		1.0
SCR "T. Mosneaga "				1.0	3.0	1.0	4.0	17.8	32.7%	38.6.		2.0
Hospital of Dermatology and Communicable Diseases							1.0	4.0	38.0	57.0		
Maternity Hospital no.2									17.8	82.2		
SCM " Sf. Arhangel Mihail"								2.0	26.7	70.3		1.0
SCM Balti				1.0	6.0	7.0	14.0	31.0	26.0	13.0		2.0
SCM of Contagious Diseases for Children					1.0		1.9.	4.9	15.5	75.7		1.0
SCM of Phthisiopneumology						6.9	14.7.	20.6	15.7	42.2		
SCM no.1							7.0	19.0	35.0	34.0		5.0
SCM no.4	1.0				2.0		1.0	12.9	15.8	49.5.		17.8
SCM for Children "V.Ignatenco"						2.0	3.0	31.0	35.0	20.0		9.0
SCM for Children no.1					1.0	1.0	12.9	21.8	37.6	21.8		4.0
SCM " Sf. Treime "		1.0					1.0	12.0	19.0	58.0		9.0
SR Anenii Noi		1.0				1.0	3.0	10.0	39.0	(42.0)		4.0
SR Basarabasca				1.0	7.0	9.0	16.0	22.0	16.0	29.0		
SR Briceni			2.0		2.0	1.0	15.0	54.0	19.0	1.0		6.0
SR Cahul							1.0	11.9.	47.5	39.6 –		
SR Calarasi						1.0	3.0	9.9	30.7	44.6		10.9.
SR Cantemir								3.0	63.0	34.0		
SR Causeni					1.0	1.0	1.0	3.0	(23.0)	65.0		6.0

Using any number from 0 to 10, where 0 means that the hospital is the worst and 10 the hospital is the best, what grade would you give for qualifying this hospital during your stay?,%	0 The worst hospital	1	2	3	4	5	6	7	8	9	10 The best hospital	DK / NA
SR Ceadir-Lunga								1.0	15.0	62.0	22.0	
SR Cimislia							2.0	7.0	29.0	17.0	(42.0)	3.0
SR Comrat					2.0	2.0	2.0	21.0	24.0	39.0	10.0	
SR Criuleni						1.0			3.0	14.0	82.0	
SR Donduseni						3.0		2.0	17.0	21.0	56.0	1.0
SR Drochia									11.0	52.0	37.0	
SR Edinet					1.0	1.0	2.0	8.0	43.0	35.0	6.0	4.0
SR Falesti									15.7	22.5	59.8	2.0
SR Floresti						1.0	4.9	19.6	26.5	29.4	18.6.	
SR Glodeni						1.0	1.0	1.0	11.8	24.5	60.8	
SR Hincesti						1.0			19.0	56.0	22.0	2.0
SR Ialoveni			1.0	1.0	1.0	3.0		3.0	10.9.	13.9	60.4	5.9
SR Leova				1.0			1.0	2.0	47.0	32.0	16.0	1.0
SR Nisporeni				1.0		1.0	6.0	29.0	41.0	17.0		5.0
SR Ocnita			2.0		1.0		2.0	3.0	32.0	21.0	35.0	4.0
SR Orhei						3.0	5.0	10.0	25.0	36.0	18.0	3.0
SR Resin								1.0	15.0	25.0	57.0	2.0
SR Riscani						4.0	4.0	12.0	22.0	42.0	16.0	
SR Singerei						1.0		2.0	16.8	52.5.	25.7	2.0
SR Soldanesti										4.0	92.0	4.0
SR Soroca					1.0	2.0		8.0	29.0	27.0	29.0	4.0
SR Stefan-Voda					1.0	1.0	21.0	52.0	25.0			
SR Straseni	2.0		1.0		2.0	4.0	3.0	4.0	15.0	29.0	29.0	11.0
SR Taraclia						2.0	1.0	9.0	49.0	28.0	11.0	
SR Telenesti								5.0	12.0	39.0	44.0	
SR Ungheni						7.0	17.0	32.0	29.0	13.0	2.0	
SR Vulcanesti				2.0			1.0	13.0	47.0	22.0	15.0	

Using any number from 0 to 10, where 0 means that the hospital is the worst and 10 that the hospital is the best, how would you score this hospital during your stay?	Average	Median	STD Deviation
Total	8.9	9	1.2
Subtotal republican hospitals	9.2	9.6	1
IFP "Chiril Draganiuc"	8.8	9	1.2
Institute of Emergency Medicine	9.4	10	0.9
Institute of Cardiology	9.6	10	1
Institute of Neurology and Neurosurgery	9.6	10	0.7
Mother and Child Institute	9	9	1.2
Oncological Institute	9.5	10	0.9
SC of the MHLSP	9.1	10	1.1
SC of Traumatology and Orthopaedics	8.7	9	1.1
SCBI "T.Ciorba"	9.6	10	0.8
SCR "T. Mosneaga "	8.9	9	1.3
Hospital of Dermatology and Communicable Diseases	9.5	10	0.6
Subtotal municipal hospitals	9.1	9.4	1.0
Maternity Hospital no.2	9.8	10	0.4
SCM " Sf. Arhangel Mihail"	9.7	10	0.5
SCM Balti	8	8	1.4
SCM of Contagious Diseases for Children	9.6	10	0.8
SCM of Phthisiopneumology	8.7	9	1.3
SCM no.1	9	9	0.9
SCM no.4	9.2	10	1.5
SCM for Children "V.Ignatenco"	8.7	9	0.9
SCM for Children no.1	8.7	9	1.1
SCM " Sf. Treime "	9.4	10	1.2
Subtotal district I hospitals	8.8	8.9	1.0
SR Anenii Noi	9.2	9	1.1
SR Basarabasca	8.2	8	1.6
SR Briceni	7.9	8	1.1
SR Cahul	9.3	9	0.7
SR Calarasi	9.3	9.5	0.9
SR Cantemir	9.3	9	0.5
SR Causeni	9.6	10	0.8
SR Ceadir-Lunga	9.1	9	0.6
SR Cimislia	8.9	9	1.1
SR Comrat	8.2	8	1.2
SR Criuleni	9.8	10	0.7
SR Donduseni	9.2	10	1.1
SR Drochia	9.3	9	0.6
SR Edinet	8.3	8	1
SR Falesti	9.5	10	0.8
SR Floresti	8.3	8	1.2
SR Glodeni	9.4	10	0.9

Using any number from 0 to 10, where 0 means that the hospital is the worst and 10 that the hospital is the best, how would you score this hospital during your stay?	Average	Median	STD Deviation
SR Hincesti	9	9	0.8
SR Ialoveni	9.1	10	1.6
SR Leova	8.6	8	1
SR Nisporeni	7.7	8	1
SR Ocnita	8.7	9	1.5
SR Orhei	8.4	9	1.2
SR Resin	9.4	10	0.8
SR Riscani	8.4	9	1.2
SR Singerei	9	9	0.8
SR Soldanesti	10	10	0.2
SR Soroca	8.7	9	1.2
SR Stefan-Voda	7	7	0.8
SR Straseni	8.4	9	2.1
SR Taraclia	8.3	8	1
SR Telenesti	9.2	9	0.8
SR Ungheni	7.3	7	1.2
SR Vulcanesti	8.3	8	1.2

Should you need to be hospitalized again, would you choose the same hospital and recommend it to family members, relatives, friends ? %	Surely, yes	Probably, yes	Uncertain	Probably, no	Categorically, no	DK / NA
Total	61.8	30.2	3.4	1.4	0.8	2.4
Subtotal republican hospitals	75.9	19.7	1.2	0.4	0.5	2.5
IFP "Chiril Draganiuc"	58.6	34.5	3.4		0.9	2.6
Institute of Emergency Medicine	53.0	32.0	3.0	1.0		11.0
Institute of Cardiology	92.2	3.9	1.0			2.9
Institute of Neurology and Neurosurgery	97.0	1.0	1.0	1.0		
Mother and Child Institute	74.0	24.4	0.8	0.8		
Oncological Institute	100					
SC of the MHLSP	68.0	22.0	1.0		2.0	7.0
SC of Traumatology and Orthopaedics	41.0	54.0	3.0			2.0
SCBI "T.Ciorba"	91.2	7.8			1.0	
SCR "T. Mosneaga "	61.4	35.6		1.0	1.0	1.0
Hospital of Dermatology and Communicable Diseases	98.0	1.0				1.0
Subtotal municipal hospitals	69.5	23.6	3.2	1.3	0.8	1.7
Maternity Hospital no.2	88.1	9.9				2.0
SCM " Sf. Arhangel Mihail"	94.1	5.0				1.0
SCM Balti	64.0	31.0	5.0			
SCM of Contagious Diseases for Children	67.0	29.1	2.9			1.0
SCM of Phthisiopneumology	42.2	44.1	5.9	3.9	1.0	2.9
SCM no.1	80.0	15.0	5.0			
SCM no.4	80.2	8.9	1.0	1.0	6.9	2.0
SCM for Children "V.Ignatenco"	56.0	32.0	2.0	6.0		4.0
SCM for Children no.1	53.5	37.0	5.9	2.0		1.0
SCM " Sf. Treime "	70.0	23.0	4.0			3.0
Subtotal district hospitals	54.8	35.7	4.3	1.9	0.9	2.6
SR Anenii Noi	43.0	41.0	5.0	5.0	1.0	5.0

Should you need to be hospitalized again, would you choose the same hospital and recommend it to family members, relatives, friends ? %	Surely, yes	Probably, yes	Uncertain	Probably, no	Categorically, no	DK / NA
SR Basarabasca	49.0	25.0	16.0	8.0	2.0	
SR Briceni	64.0	24.0	7.0	3.0	1.0	1.0
SR Cahul	56.4	38.6	5.0			
SR Calarasi	90.1	6.9				3.0
SR Cantemir	71.0	24.0	1.0	1.0		3.0
SR Causeni	69.0	22.0	3.0		1.0	5.0
SR Ceadir-Lunga	75.0	24.0				1.0
SR Cimislia	70.0	21.0	5.0	1.0	2.0	1.0
SR Comrat	2.0	97.0		1.0		
SR Criuleni	93.0	6.0				1.0
SR Donduseni	95.0	1.0	1.0	2.0		1.0
SR Drochia	100					
SR Edinet	69.0	21.0	4.0		1.0	5.0
SR Falesti	72.5	17.6	3.9	1.0	1.0	3.9
SR Floresti	22.5	61.8	13.7	2.0		
SR Glodeni	94.1	3.9	1.0	1.0		
SR Hincesti	23.0	72.0	1.0	2.0		2.0
SR Ialoveni	78.2	9.9	2.0	400		5.9
SR Leova	13.0	85.0				2.0
SR Nisporeni	15.0	58.0	17.0	1.0		9.0
SR Ocnita	84.0	11.0		2.0	3.0	
SR Orhei	42.0	54.0		2.0		2.0
SR Resin	86.0	13.0	1.0			
SR Riscani	78.0	18.0	4.0			
SR Singerei	96.0			2.0		2.0
SR Soldanesti	96.0	3.0				1.0
SR Soroca	10.0	70.0	11.0	6.0		3.0
SR Stefan-Voda	3.0	79.0	16.0	1.0		1.0
SR Straseni	61.0	16.0		1.0	12.0	10.0
SR Taraclia		99.0				1.0
SR Telenesti	32.0	61.0	7.0			
SR Ungheni	6.0	31.0	21.0	17.0	5.0	20.0
SR Vulcanesti	3.0	97.0				

What would you think needs to be improved in the hospital ? %	Staff attitude	Food quality	Hospital infrastructure	List of available medicines	Treatment conditions	Skills of the medical personnel	Hygienic conditions	Other	NOTHING	DK / NA
Total	2.2	18.1	26.2	21.0	9.5	1.7	16.2	6.6	7.1	2.2
Subtotal republican hospitals	1.1	14.3	25.9	8.5	5.6	0.9	12.6	9.4	11.7	1.1
IFP "Chiril Draganiuc"	0.9	21.6	18.1	19.8	2.6	0.9	40.5	1.7	2.6	0.9
Institute of Emergency Medicine	1.0	20.0	24.0		2.0		5.0	17.0		1.0
Institute of Cardiology			11.8	3.9	15.7	2.9	1.0	11.9	1.0	
Institute of Neurology and Neurosurgery		5.0	36.0	7.0	8.0		25.0	2.0	29.0	
Mother and Child Institute	1.5	30.5	42.0	13.7	8.4	0.8	14.5	8.5	0.8	1.5
Oncological Institute	2.0	16.0	39.0	11.0	11.0		12.0	4.0	32.0	2.0
SC of the MHLSP		19.0	36.0	1.0	3.0	1.0	4.0	24.0	7.0	
SC of Traumatology and Orthopaedics	2.0	19.0	32.0	4.0	3.0		17.0	4.0		2.0
SCBI "T.Ciorba"		3.9	15.7	9.8	2.0	1.0	2.9	11.8	55.9	
SCR "T. Mosneaga "	5.0	21.8	28.7	22.8	5.0	3.0	16.8	17.0		5.0
Hospital of Dermatology and Communicable Diseases			2.0		1.0			1.0		
Subtotal municipal hospitals	3.3	14.8	20.0	9.7	6.2	1.8	16.6	6.8	14.9	3.3
Maternity Hospital no.2		2.0	5.0	9.9	7.9	2.0	21.8	1.0	36.6	
SCM " Sf. Arhangel Mihail"		1.0		2.0			2.0		18.8	
SCM Balti	5.0	12.0	36.0	21.0	5.0		16.0	3.0	32.0	5.0
SCM of Contagious Diseases for Children	1.0	12.6	12.6	1.9	1.0		5.8	3.0		1.0
SCM of Phthisiopneumology	7.8	9.8	34.3	2.0	4.9	2.9	46.1	17.8	20.6	7.8
SCM no.1	1.0	32.0	21.0	1.0	3.0	2.0	31.0	4.0	16.0	1.0
SCM no.4	2.0	4.0	26.7	21.8	22.8	6.9	8.9	3.0	1.0	2.0
SCM for Children "V.Ignatenco"	7.0	25.0	8.0	23.0	3.0	3.0	8.0	8.0	4.0	7.0
SCM for Children no.1	7.9	45.5	45.5	13.9	5.0		26.7	4.0		7.9
SCM " Sf. Treime "	1.0	4.0	11.0		9.0	1.0		24.0	20.0	1.0
Subtotal district hospitals	2.2	20.2	28.0	28.5	11.8	1.9	17.1	6.7	3.4	2.2
SR Anenii Noi	1.0	8.0	7.0	7.0	3.0		31.0			1.0
SR Basarabasca	6.0	41.0	18.0	50.0	27.0	9.0	15.0	3.0	1.0	6.0
SR Briceni	1.0	2.0	30.0	16.0	13.0	1.0	8.0	3.0		1.0

What would you think needs to be improved in the hospital ? %	Staff attitude	Food quality	Hospital infrastructure	List of available medicines	Treatment conditions	Skills of the medical personnel	Hygienic conditions	Other	NOTHING	DK / NA
SR Cahul	1.0	8.9	52.5	6.9	6.9	1.0	32.7	18.0		1.0
SR Calarasi		3.0	14.9	3.0	2.0	1.0	12.9	5.0	4.0	
SR Cantemir		5.0	27.0	18.0	7.0		12.0	13.0		
SR Causeni	1.0	7.0		3.0	1.0	1.0	13.0	1.0		1.0
SR Ceadir-Lunga	1.0	8.0	9.0	21.0	6.0	1.0	2.0	12.0	3.0	1.0
SR Cimisia	5.0	11.0	35.0	5.0	19.0	4.0	33.0	21.0	2.0	5.0
SR Comrat		90.0	59.0	57.0	10.0			14.0		
SR Criuleni	2.0	1.0	32.0				13.0	6.0	53.0	2.0
SR Donduseni	5.0	15.0	8.0	76.0	26.0	13.0	5.0	12.0		5.0
SR Drochia	1.0	2.0	11.0	5.0	9.0		1.0	10.0		1.0
SR Edinet	3.0	6.0	13.0	12.0	4.0	1.0	17.0	1.0	1.0	3.0
SR Falesti	1.0	10.8	52.0	16.7	9.8			8.9		1.0
SR Floresti	16.7	36.3	18.6	45.1	14.7	2.0	49.0			16.7
SR Glodeni		1.0	15.7	32.4	24.5	1.0	1.0	40.4		
SR Hincesti			28.0	20.0	1.0			1.0		
SR Ialoveni	1.0	5.0	23.8	15.8	27.7	4.0	10.9			1.0
SR Leova	1.0	25.0	76.0	86.0	34.0	2.0	7.0	2.0		1.0
SR Nisporeni		10.0	76.0	24.0	3.0		40.0	7.0		
SR Ocnita	1.0	13.0	21.0	68.0	5.0	2.0	4.0			1.0
SR Orhei	3.0	49.0	39.0	16.0	3.0	2.0	52.0	1.0	1.0	3.0
SR Resin		16.0	12.0	41.0	3.0	1.0	20.0	2.0	1.0	
SR Riscani	3.0	5.0	40.0	9.0	1.0	1.0	12.0	10.0	41.0	3.0
SR Singerei	0.0	2.0	3.0		5.0		3.0	18.9	0.0	0.0
SR Soldanesti			1.0	6.0			1.0		1.0	
SR Soroca	3.0	12.0	10.0	7.0	10.0	3.0	41.0			3.0
SR Stefan-Voda		81.0	6.0	37.0	2.0		25.0			
SR Straseni	2.0	9.0	44.0	1.0	3.0		66.0	10.0		2.0
SR Taraclia	3.0	78.0	71.0	90.0	51.0	1.0	4.0	1.0		3.0
SR Telenesti	2.0	16.0	7.0	66.0	8.0	9.0	21.0		6.0	2.0
SR Ungheni	11.0	30.0	14.0	17.0	13.0	5.0	27.0	1.0	1.0	11.0
SR Vulcanesti		79.0	77.0	92.0	50.0		1.0	5.0		

	Age (years old),%						Gender		Place of residence		
	15-24	25-34	35-44	45-54	55-64	over 65	Male	Female	Large urban area (mun. Chisinau and mun. Balti)	Small urban area (district center)	Rural area
Total	9.0	15.6	9.9	11.4	22.0	32.0	34.7	65.3	20.3	23.7	55.9
IFP "Chiril Draganiuc"	4.3	10.3	25.9	25.9	19.8	13.8	63.8	36.2	12.9	31.9	55.2
Institute of Emergency Medicine	7.0	12.0	11.0	15.0	15.0	40.0	34.0	66.0	42.0	25.0	33.0
Institute of Cardiology		1.0	2.0	8.8	38.2	50.0	55.9	44.1	23.5	17.6	58.8
Institute of Neurology and Neurosurgery	3.0	3.0	7.0	21.0	31.0	35.0	44.0	56.0	16.0	22.0	62.0
Mother and Child Institute	20.6	50.4	25.2	2.3	0.8	0.8	8.4	91.6	24.4	38.2	37.4
Oncological Institute	1.0	7.0	5.0	20.0	34.0	33.0	47.0	53.0	24.0	19.0	57.0
SC of the MHLSP	2.0	1.0	4.0	9.0	29.0	55.0	47.0	53.0	100.0		
SC of Traumatology and Orthopaedics	0.0	11.0	16.0	19.0	38.0	16.0	48.0	52.0	29.0	20.0	51.0
SCBI "T.Ciorba"	5.9	7.8	10.8	9.8	43.1	22.5	29.4	70.6	44.1	13.7	42.2
SCR "T. Mosneaga "	6.9	6.9	6.9	25.7	36.6	16.8	43.6	56.4	13.9	27.7	58.4
Hospital of Dermatology and Communicable Diseases	9.0	19.0	14.0	20.0	26.0	12.0	43.0	57.0	37.0	44.0	19.0
Maternity Hospital no.2	21.8	62.4	15.8				1.0	99.0	70.3	22.8	6.9
SCM " Sf. Arhangel Mihail"	1.0	3.0	10.9	11.9	30.7	42.6	35.6	64.4	62.4	15.8	21.8
SCM Balti	5.0	12.0	8.0	10.0	23.0	42.0	37.0	63.0	53.0	5.0	42.0
SCM of Contagious Diseases for Children	6.8	67.0	21.4	3.9		1.0	3.9	96.1	81.6	4.9	13.6
SCM of Phthisiopneumology	1.0	24.5	27.5	21.6	13.7	11.8	68.6	31.4	60.8	17.6	21.6
SCM no.1	21.0	55.0	18.0	3.0	1.0	2.0		100.0	80.0	9.0	11.0
SCM no.4						100.0	31.7	68.3	86.1	2.0	11.9
SCM for Children "V.Ignatenco"	37.0	32.0	20.0	9.0	2.0		26.0	74.0	78.0	13.0	9.0
SCM for Children no.1	16.8	59.4	17.8	3.0	1.0	2.0	5.9	94.1	76.2	9.9	13.9
SCM " Sf. Treime "	2.0	5.0	9.0	8.0	29.0	47.0	40.0	60.0	99.0	1.0	
SR Anenii Noi	5.0	12.0	7.0	8.0	27.0	41.0	31.0	69.0		18.0	82.0
SR Basarabasca	3.0	8.0	6.0	13.0	26.0	44.0	27.0	73.0		55.0	45.0
SR Briceni	6.0	12.0	6.0	13.0	21.0	42.0	28.0	72.0		25.0	75.0
SR Cahul	8.2	9.3	7.2	13.4	29.9	32.0	41.2	58.8		30.9	69.1
SR Calarasi	7.0	16.0	4.0	16.0	22.0	35.0	27.0	73.0		24.0	76.0

	Age (years old),%						Gender		Place of residence		
	15-24	25-34	35-44	45-54	55-64	over 65	Male	Female	Large urban area (mun. Chisinau and mun. Balti)	Small urban area (district center)	Rural area
SR Cantemir	14.0	14.0	6.0	13.0	23.0	30.0	23.0	77.0		6.0	94.0
SR Causeni	15.8	22.8	12.9	5.0	20.8	22.8	15.8	84.2		16.8	83.2
SR Ceadir-Lunga	4.0	9.0	8.0	14.0	27.0	38.0	41.0	59.0		49.0	51.0
SR Cimislia	9.0	19.0	10.0	14.0	22.0	26.0	43.0	57.0		28.0	72.0
SR Comrat	3.0	7.9	16.8	16.8	25.7	29.7	39.6	60.4		45.5	54.5
SR Criuleni	12.0	16.0	6.0	13.0	28.0	25.0	43.0	57.0		11.0	89.0
SR Donduseni	6.0	9.0	6.0	11.0	33.0	35.0	33.0	67.0		25.0	75.0
SR Drochia	10.8	10.8	16.7	8.8	27.5	25.5	45.1	54.9		37.3	62.7
SR Edinet	9.8	10.8	7.8	5.9	26.5	39.2	22.5	77.5		27.5	72.5
SR Falesti	14.0	12.0	8.0	11.0	15.0	40.0	26.0	74.0		31.0	69.0
SR Floresti	3.0	3.0	7.9	9.9	22.8	53.5	37.6	62.4		9.9	90.1
SR Glodeni	6.1	11.1	15.2	13.1	22.2	32.3	39.4	60.6		20.2	79.8
SR Hincesti	9.1	2.0	12.1	13.1	28.3	35.4	47.5	52.5		22.2	77.8
SR Ialoveni	14.0	15.0	7.0	8.0	30.0	26.0	15.0	85.0		19.0	81.0
SR Leova	8.0	16.0	9.0	10.0	28.0	29.0	40.0	60.0		38.0	62.0
SR Nisporeni	13.1	10.1	10.1	4.0	13.1	49.5	21.2	78.8		27.3	72.7
SR Ocnita	14.7	10.8	9.8	8.8	18.6	37.3	33.3	66.7		16.7	83.3
SR Orhei	13.0	11.0	12.0	11.0	26.0	27.0	28.0	72.0		16.0	84.0
SR Resin	14.6	32.0	13.6	5.8	10.7	23.3	25.2	74.8		35.9	64.1
SR Riscani	3.0	10.0	4.0	15.0	32.0	36.0	33.0	67.0		20.0	80.0
SR Singerei	8.0	15.0	9.0	10.0	20.0	38.0	38.0	62.0		20.0	80.0
SR Soldanesti	7.7	8.7	7.7	20.2	27.9	27.9	35.6	64.4		24.0	76.0
SR Soroca	13.1	14.1	13.1	6.1	17.2	36.4	25.3	74.7		31.3	68.7
SR Stefan-Voda	8.0	16.0	7.0	11.0	29.0	29.0	29.0	71.0		20.0	80.0
SR Straseni	15.0	22.0	11.0	6.0	17.0	29.0	19.0	81.0		35.0	65.0
SR Taraclia	5.0	17.0	8.0	8.0	30.0	32.0	28.0	72.0		51.0	49.0
SR Telenesti	3.0	9.0	5.0	18.0	29.0	36.0	31.0	69.0		8.0	92.0
SR Ungheni	8.0	14.0	21.0	13.0	22.0	22.0	33.0	67.0		25.0	75.0
SR Vulcanesti		9.0	4.0	7.0	34.0	46.0	37.0	63.0		62.0	38.0



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