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PATIENT EXIT SURVEY: 2018 RESULTS



Chisinau 2018

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Abbreviations

IFP Phthisiopneumology Institute

SC Clinical Hospital

SCBI Clinical Hospital for Infectious Diseases

SCM Municipal Clinical Hospital

SC of MSMPS Clinical Hospital of the Ministry of Health, Labor and Social Protection

SCR Republican Clinical Hospital

SR District Hospital

Key Findings of the hospital exit poll

The degree of satisfaction with hospital services is high in the Republic of Moldova:

- Patients rated all hospitals with a high average score of 8.7 out of 10 possible points.
- The republican level hospitals are rated with the highest average score of 9.1 points, the municipal hospitals with 8.8, the district hospitals with 8.6.
- About 48% of republican and municipal hospitals and 29% of district hospitals were rated higher than 9.

Table 1: Top hospitals, according to the general score assigned by patients

District hospitals	Score	Municipal hospitals	Score	Republican hospitals	Score
SR Ceadir-Lunga	9.6	SCM " Sf. Arhanghel Mihail "	9.9	Oncology Institute	9.6
SR Telenesti	9.6	SCM no.1	9.3	Emergency Medicine Institute	9.5
SR Cimisia	9.6	SCM no.4	8.9	SCBI "T. Ciorba"	9.4
SR Causeni	9.5	SCM for Children "V. Ignatenco "	8.8	Neurology and Neurosurgery Institute	9.3
Calarasi SR Rezina	9.4	SCM "Sfanta Treime"	8.7	Cardiology Institute	9.3

Table 2: Top hospitals, according to the proportion of patients recommending this hospital or who would come again to this hospital

District hospitals	%	Municipal hospitals	%	Republican hospitals	%
SR Ceadir-Lunga	100	SCM Infectious Disease for Children	99	Oncology Institute	100
SR Drochia	100	SCM no.1	97	SCR "T. Mosneaga "	98
SR Rezina	99	SCM " Sf. Arhanghel Mihail "	96	Neurology and Neurosurgery Institute	98
SR Cantemir	99	SCM Balti	91	SCBI "T. Ciorba"	96
SR Riscani SR Telenesti SR Vulcanesti	98	SCM for Children "V. Ignatenco "	90	Cardiology Institute	95

The integrated patient information indicator is 64.4%. It includes the response options *very clear and detailed information* and *clear and sufficient information* regarding the following six aspects: (1) diagnosis, (2) medical interventions and procedures during hospitalization; (3) treatment, (4) risks and consequences thereof, (5) available treatment options, (6) the physician's conclusions and recommendations. Indicator variation is very high: from 99% in some hospitals to 2.8% in others.

Table 3: Top hospitals, according to degree of satisfaction with information received by patients

District hospitals	%	Municipal hospitals	%	Republican hospitals	%
SR Drochia	97	SCM " Sf. Arhanghel Mihail "	99	SC of MSMPS	98
SR Cantemir Calarasi	94	SCM of Contagious Disease for Children	99	SCBI "T. Ciorba"	96
SR Ceadir-Lunga	93	SCM no. 1 for Children "V. Ignatenco"	97	Emergency Medicine Institute	88
SR Cimisia	92	SCM Ftiziopneumology	81	Oncology Institute	79
SR Anenii Noi SR Hincesti	91	SCM " Sfanta Treime"	75	Mother and Child Institute	75

Most patients considered that they were engaged in decision-making: 76% of the patients mentioned that they were involved in decisions about the type of treatment to be received, with more frequent level of involvement of patients of municipal hospitals. There is a wide variation in responses between 100% and 26% of affirmative responses depending on the hospital.

Table 4: Top hospitals, according to the extent of patients' involvement in decision-making regarding treatment

District hospitals	%	Municipal hospitals	%	Republican hospitals	%
SR Hincesti	100	SCM for Children "V. Ignatenco "	99	SCBI "T. Ciorba"	100
SR Telenesti	98	SCM of Infectious Disease for Children		SC of MSMPS	99
SR Soldanesti Calarasi	97	SCM " Sf. Arhanghel Mihail "	97	Oncology Institute	97
		SCM no.1	90	Neurology and Neurosurgery Institute	80
SR Anenii Noi SR Cimisia	96	SCM of Phthisiopneumology	87	Emergency Medicine Institute	72

The integrated indicator of positive and respectful attitude of medical staff towards the patient is 91.5% of the affirmative responses about the three categories of medical staff: (1) physicians, (2) nurses and (3) hospital attendants, with variation between 47% and 100%.

Table 5: Top hospitals, according to the proportion of patients who have been treated with positive and respect attitude always and often by all medical staff

District hospitals	%	Municipal hospitals	%	Republican hospitals	%
SR Telenesti SR Singerei SR Glodeni	100	SCM Infectious Disease for Children SCM no.1	100	Oncology Institute	100
Stefan Voda SR Cantemir SR Soldanesti Calarasi SR You make it	99			SCBI "T. Ciorba"	99
SR Ceadir-Lunga SR Cimisia SR Anenii Noi SR Riscani SR Drochia	98			SCR "T. Mosneaga "	98
SR Rezina SR Leova SR Straseneni SR Criuleni	97			Neurology and Neurosurgery Institute	97
SR Hincesti	96	SCM Phthisiopneumology SCM "Sfanta Treime"	96	IFP "Chiril Draganiuc" SC Traumatology and Orthopedics	96

Provision with a treatment plan after discharge is high: in 82.9% of cases, the physician took into account personal and family needs when deciding on the healthcare needs and drafting an appropriate treatment and care plan at the time of discharge from the hospital. At the same time, one in ten respondents did not agree statement, and the lowest average proportion was accounted for the district hospitals group.

Table 6: Top hospitals, according to the proportion of patients who received a treatment plan after discharge

District hospitals	%	Municipal hospitals	%	Republican hospitals	%
SR Taraclia SR Cantemir SR Drochia	99	SCM no.1	99	Oncology Institute	100
SR Telenesti SR Leova Calarasi	98	SCM " Sf. Arhanghel Mihail "		SCBI "T. Ciorba"	
SR Hincesti SR Straseneni	97	SCM for Children "V. Ignatenco "		SC of MSMPS	97
SR Soroca	96	SCM of Phthisiopneumology		Cardiology Institute	94
SR Anenii Noi	92	SCM Infectious Disease for Children	90	Institute of Neurology and Neurosurgery	

The degree of satisfaction with hospital conditions (quality of food, accommodation and cleanliness) was positively assessed by 73% of respondents, with variations between 1% and 100%.

Table 7: Top hospitals, according to hospital conditions (accommodation, food, cleaning)

District hospitals	%	Municipal hospitals	%	Republican hospitals	%
SR Ceadir-Lunga	97	SCM of Contagious Disease for Children SCM " Sf. Arhanghel Mihail "	100	SCR "T. Mosneaga "	98
SR Telenesti SR Drochia	95	SCM no.1	95	SCBI "T. Ciorba"	95
SR Soldanesti SR Cimisia	94	SCM Phthisiopneumology	81	SC of MSMPS Neurology and Neurosurgery Institute	83
SR Singerei	93	SCM Balti	73	Mother and Child Institute	77
SR Hincesti	90	SCM no.4	72		

The availability of the health insurance policy among the beneficiaries of hospital services on average is good: about 94% of respondents stated that they were covered by mandatory health insurance. The best coverage is among respondents discharged from district hospitals, with 96% affirmative answers, and lowest at 90% among respondents discharged from Republican hospitals. A lower proportion of health insurance policy holders is among beneficiaries of the health services in the district hospitals in Stefan Voda, Ocnita, Falesti and Soroca.

Certain improvements are needed in hospitals:

- One in four respondents said it was necessary to improve hygiene conditions and hospital infrastructure.
- One in five - the list of available medicines and the quality of food.
- One in ten - the attitude of the staff.

Table 8: Top hospitals, where improvements are needed

District hospitals	%	Municipal hospitals	%	Republican hospitals	%
SR Basarabasca	99	Maternity Hospital no.2	90	Dermatology and Communicable Diseases Hospital	90
SR Leova	97	SCM Phthisiopneumology	78	Mother and Child Institute	77
SR Floresti	96	SCM no.4	66	SC of MSMPS	74
SR Donduseni	95	SCM Balti	64	SC Traumatology and Orthopedics	73
SR Vulcanesti	94	SCM for Children "V. Ignatenco "	62	SCR "T. Mosneaga "	72

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

The Center for Health Policies and Analyzes (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 purpose of the project is to support the Government's effort to improve health governance, increase the efficiency of 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 health care institution means, and be able to make better decisions regarding the choice of health care and quality of care to demand. The project has four components:

1. Promoting monitoring of hospitals performance

The primary 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 users of health services 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 concerned hospitals were distributed to the citizens, and for other districts, the cards are accessible on www.spitale.md, which is used as an information and transparency platform.

Table 9: 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 set up participatory monitoring mechanisms, among which is assessment by the patient of satisfaction with the quality of medical services received. Thus, two satisfaction assessment exercises are planned for patients discharged from 55 public hospitals.

2. Strengthen performance based payment system through social audits of primary healthcare institutions;

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 primary health care institutions chosen randomly. 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 is accessible on www.spitale.md.

3. Create an enabling environment for informed public dialogue in health

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. Facilitate knowledge and learning to enhance effectiveness of social accountability interventions

The aim 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.

Aligned to the importance and relevancy of efficient use of resources by 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.

Patient satisfaction with 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).

Patient 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's 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 are approaching more and more 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 administrated 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 patient satisfaction assessment.

Purpose and objectives of the survey

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

The objectives of the survey are:

1. Validate the original questionnaire to make it a self-administration universal instrument;
2. Evaluate patient satisfaction regarding the quality of interaction and communication with physicians and medical staff;
3. Assess patient satisfaction with information about health status, participation in decision-making and training on post-discharge conduct;
4. Assess patient's satisfaction with hospital conditions, including quality of food, hygiene conditions, endowments;
5. Evaluate suggestions made by discharged patients regarding issues that need improvement under the open questions section.

The results of this survey will be used to inform hospital services users about the performance of hospitals in a certain radius from where they live so that they can use this information to make better decisions about choosing a healthcare facility and quality of care to require from the facility.

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 to receiving high scores for patient satisfaction, to improve the quality of hospital services and to help differentiate their institution from competitors.

Methodology

Sample size: 5524 interviews with patients discharged from the 55 hospitals (district, municipal and Republican) according to Annex 1.

Table 10: Distribution of the sample

Variables		#	%
Type of hospital	Republican	1110	20.1
	Municipal	1005	18.2
	District	3409	61.7
District hospitals	Intervention districts	899	26.4
	Control districts	806	23.6
	Other districts	1704	50.0
Age of respondents	15-24 years	470	8.5
	25-34 years	882	16.0
	35-44 years	623	▼ 11.3
	45-54 years	635	11.5
	55-64 years	1251	22.6
	over 65 years	1663	30.1
Gender of respondents:	Male	1826	33.1
	Female	3698	66.9
Place of residence:	Large urban (Chisinau mun. and Balti mun.)	1049	19.0
	Small urban (district center)	1248	22.6
	Rural	3227	58.4

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

Representation: the sample is representative for the adult population of the Republic of Moldova, with a maximum of +1.32% error margin.

Data collection period: 20 March - 23 May 2018. The questionnaires were filled in at discharge from the healthcare institution. The average time to complete the questionnaire was 7-8 minutes.

Method of data collection: Questionnaire based face-to-face interviews.

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

Sample size: 5524 interviews, 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.

Survey population: survey among discharged patients in public hospitals, adult population of 15 years and older, 33% men, 67% women; 58% from rural areas, 42% from urban areas, including 19% residents of Chisinau and Balti municipalities (large cities), 23% residents of district centers (small towns).

Tool: questionnaire on paper. The questionnaire was prepared on the basis of existing questionnaires used in other similar surveys or in healthcare institutions. The questionnaire was piloted on a micro-sample of 15 persons, of which five were from a republican hospital, five from a municipal hospital and five from a district hospital.

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

Ethical considerations: the survey participants completed the questionnaires voluntarily and anonymously.

Data validation, internal control:

The correctness of the survey was ensured through:

a. Validation of all questionnaires by checking how the questionnaires were filled in and the correlation of answers to different items in the questionnaire. This procedure started in the pilot study and was carried throughout the data collection process.

b. Verification by phone of at least 20% interviews

This verification allowed to assess the following aspects of the interviewing process:

- duration of the interview;
- coverage of all sections of the questionnaire;
- use of the most appropriate language for interviewing;
- respondent's appreciation of the interviewer's behavior.

c. reviewing of all files, unconditionally contacting the "suspects" (e.g. only elderly people were interviewed, etc.).

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

- gender
- age
- type of hospital,
- residence.

Results of the exit poll

Coverage with compulsory health insurance

The availability of the health insurance policy among the beneficiaries of hospital services was assessed. On average, about 94% of respondents stated that they had health insurance policy. The best coverage with compulsory health insurance was among the respondents in district hospitals, with 96% affirmative answers, fewer, 90% affirmative answers were given by respondents in republican hospitals.

Figure 1. Do you have health insurance/policy from the National Health Insurance Company, total?

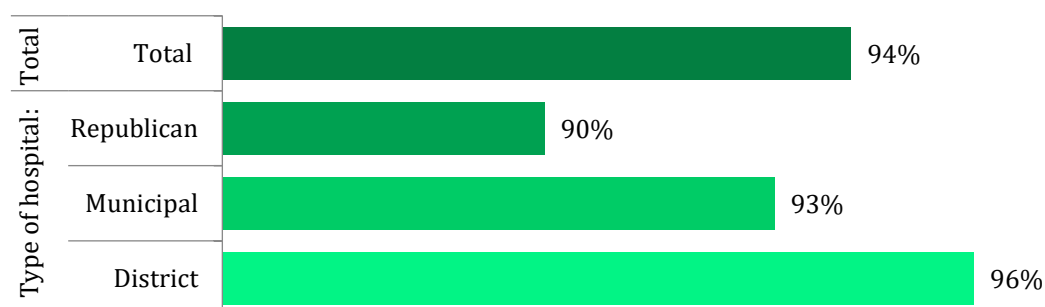
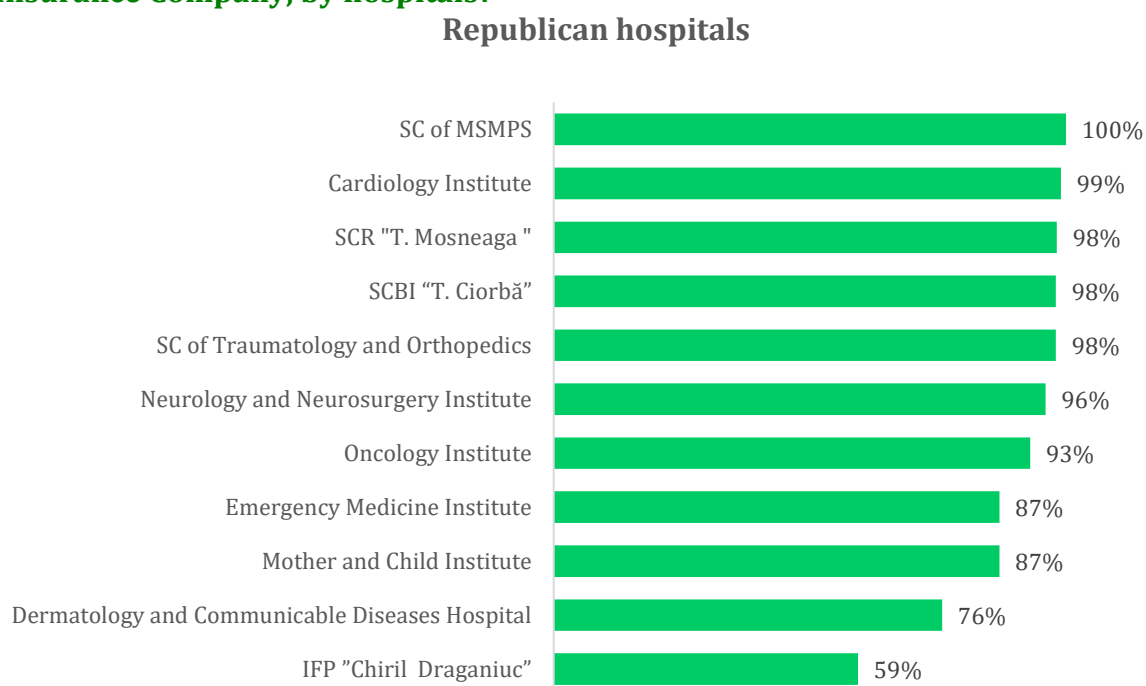
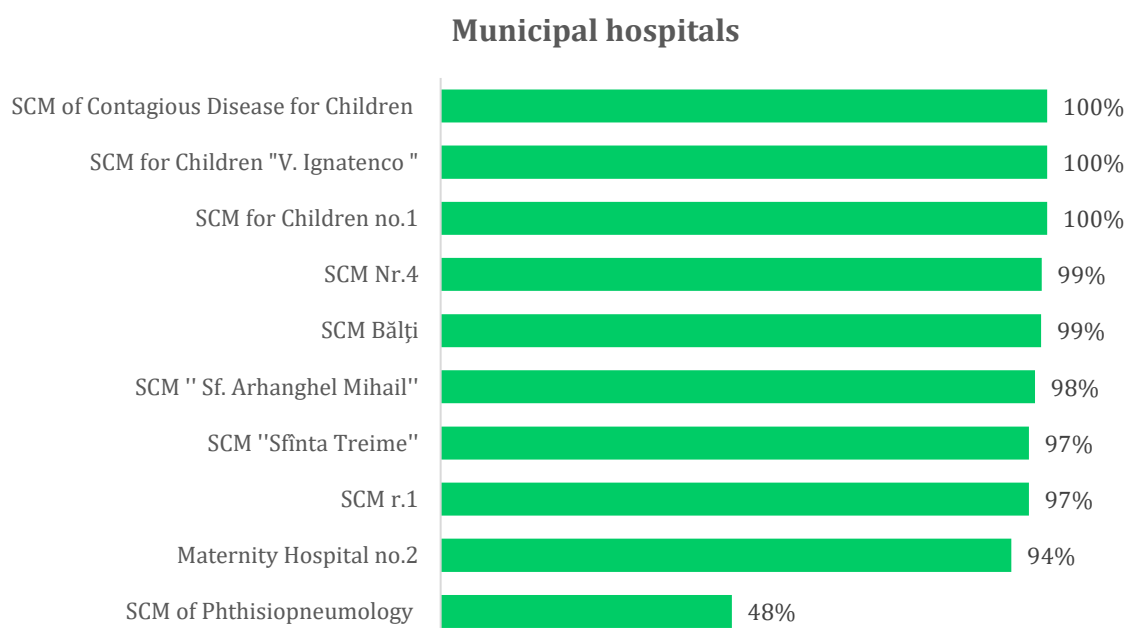


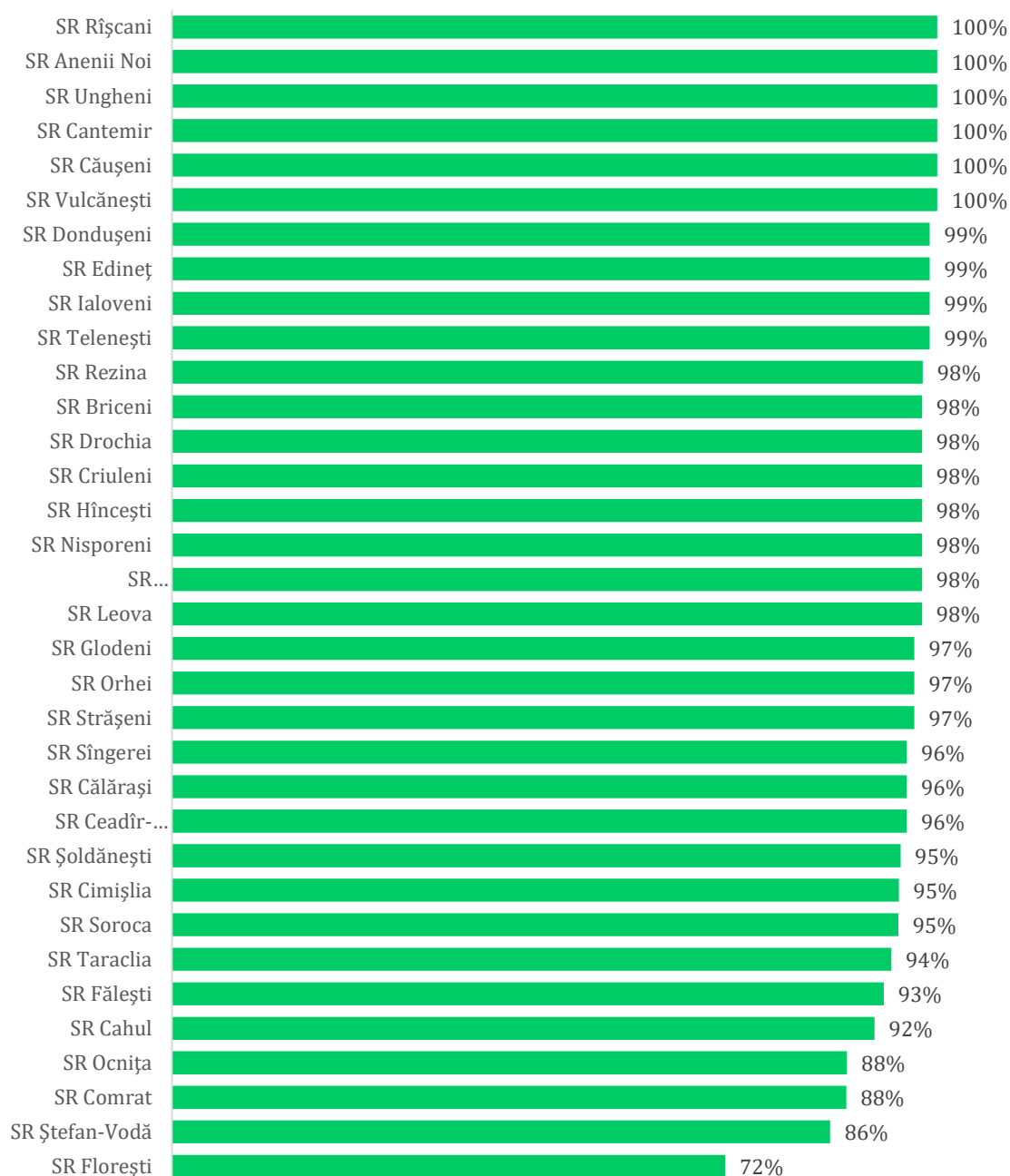
Figure 2. Do you have health insurance/policy from the National Health Insurance Company, by hospitals?





Both at the republican and municipal level, the lowest coverage with compulsory health insurance is among the beneficiaries of the services provided by the phthisiopneumology hospitals, namely 48% (SCT of Phthisiopneumology) and 59% (IFP "Chiril Draganiuc"), and by the Dermatology and Communicable Diseases Hospital, with 76% 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.

District hospitals



In district hospitals, fewer health insurance policy holders were found among the beneficiaries of health services in Florești district hospital, with 72% affirmative answers, Ștefan Vodă with 86%, Comrat and Ocnita with 88%.

Patient information

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

1. Interventions and medical procedures
2. Treatment

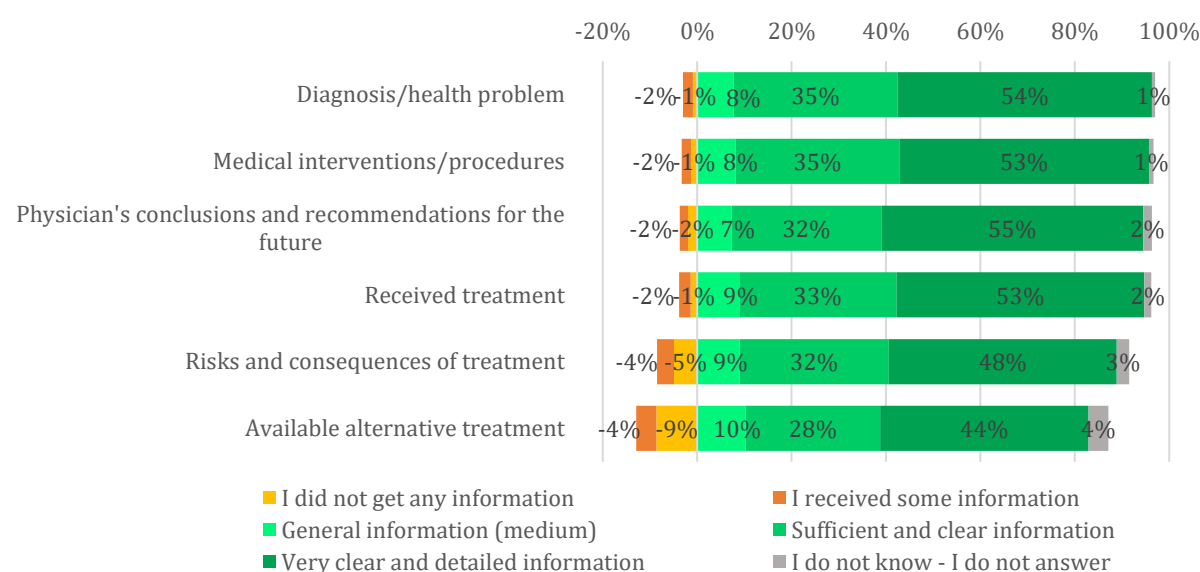
3. Diagnosis and treated health problem
4. Risks and consequences of the treatment
5. Available alternative treatment
6. Conclusions and recommendations made by the physician for the future

The possible answer scale:

- Very clear and detailed information
- Sufficient and clear information
- General information (medium)
- I received some information
- I did not get any information
- I do not know - I do not answer

Most hospital services beneficiaries reported that they had received the necessary information from the physician. In four of the six response options the share of *sufficient and clear information/very clear and detailed information* was higher than 85% (*Diagnosis/health issue, Medical interventions/procedures, Physician's conclusions and recommendations for the future, Treatment received*). Fewer affirmative responses, 72%, were provided for Available alternative treatment, and Risks and consequences of treatment - 80%.

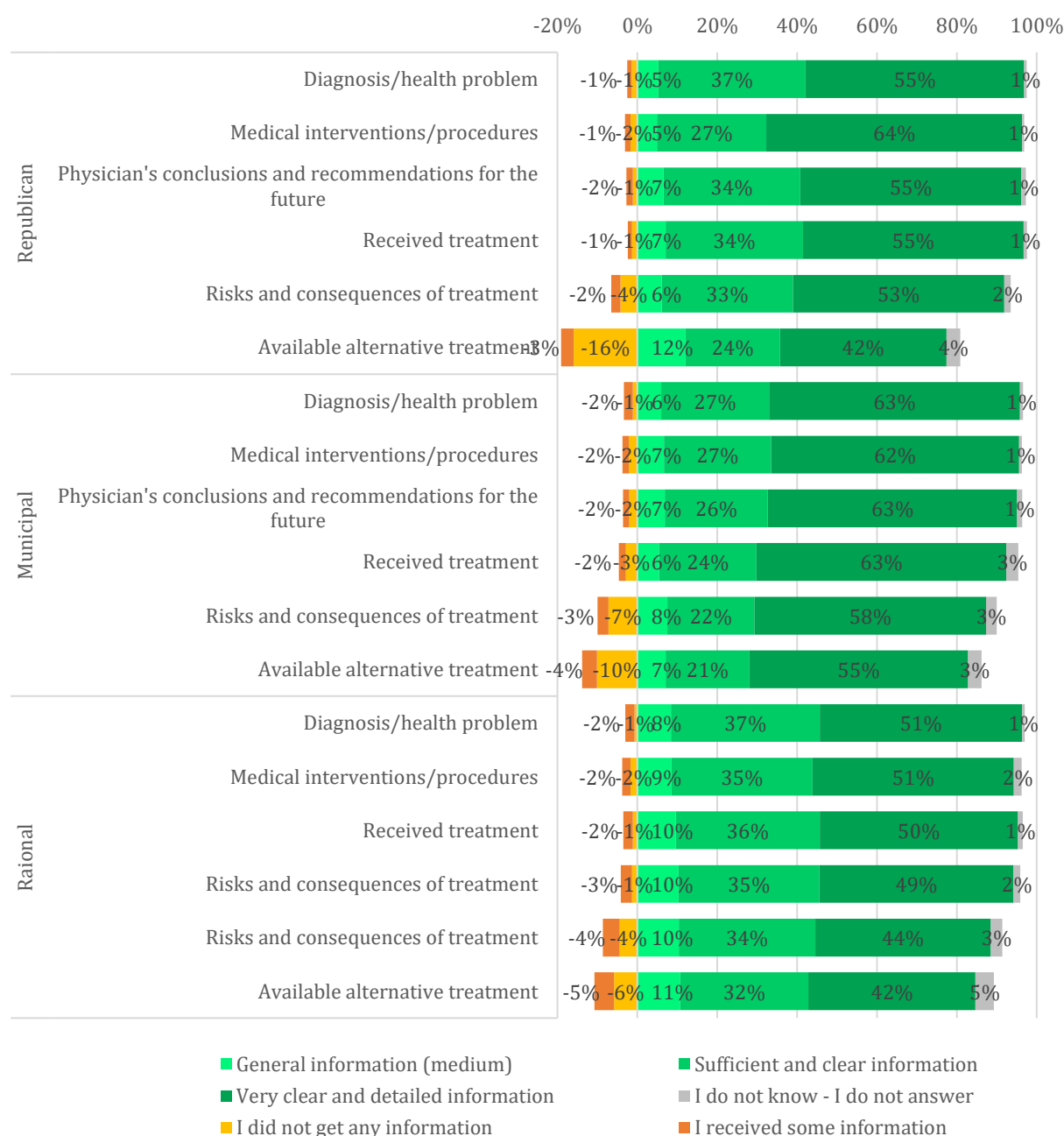
Figure 3. Have you received clear and understandable information from your physician about...?



Respondents from Republican hospitals proved to be better informed about medical interventions and medical procedures - 92% of response options *information is sufficient and clear / very clear and detailed*, and 90% of similar responses to Treatment received and Diagnosis/Health problem.

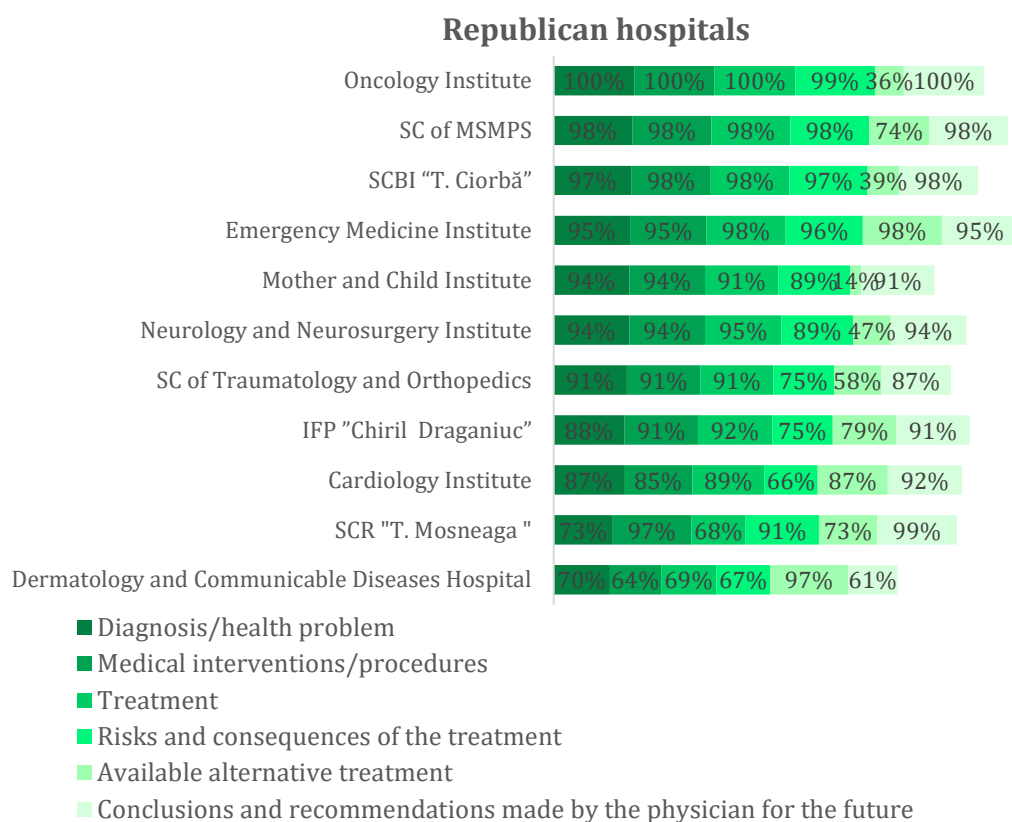
In municipal and district hospitals respondents proved to be better informed about Diagnosis / Health problem, with about 90% affirmative answers. In all types of hospitals respondents were least informed about Available alternative treatment: 65% in Republican hospitals, 76% in municipal, 74% in district hospitals.

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

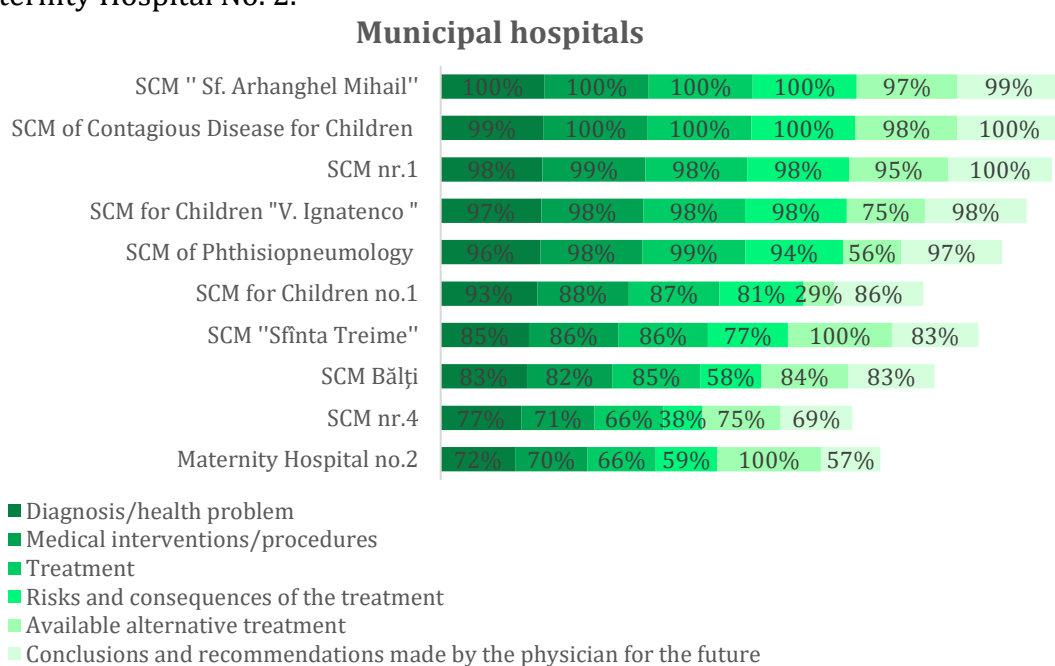


Among Republican hospitals, the most informed respondents were the patients discharged from the SC MSMPS, where about 98% of respondents rated the information received with reference to all six aspects of the assessment survey as *sufficient and clear/very clear and detailed*. Less informed proved to be patients discharged from the Dermatology and Communicable Diseases Hospital.

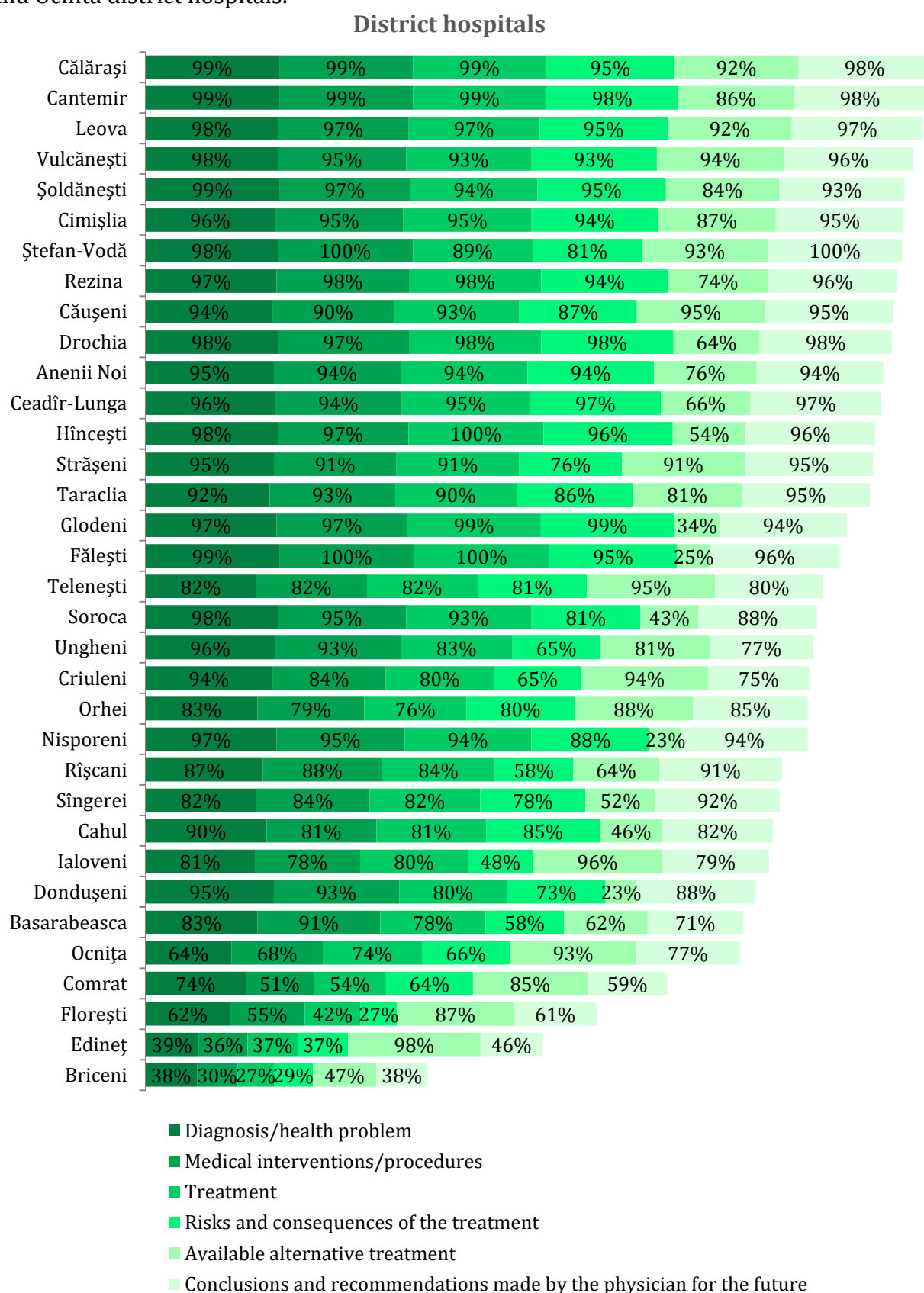
Figure 5. Have you received clear and understandable information from your physician about... (by hospitals, total responses *sufficient and clear information/very clear and detailed information*)?



Among municipal hospitals, the most informed respondents were the patients discharged from the SCM "Sf. Archangel Mihail" and SCM of Contagious Diseases for Children, where almost 99% of respondents stated that they received *sufficient and clear information / very clear and detailed information* with reference to all six aspects proposed in the assessment survey. Less informed proved to be the patients discharged from SCM no.4 and Maternity Hospital No. 2.



Among the district hospitals, the top five hospitals with the highest share of patients who self-assessed themselves as informed were Calarasi, Cantemir, Leova, Vulcanesti and Soldanesti, and the least informed patients were in the Briceni, Edinet Floresti, Comrat and Ocnita district hospitals.



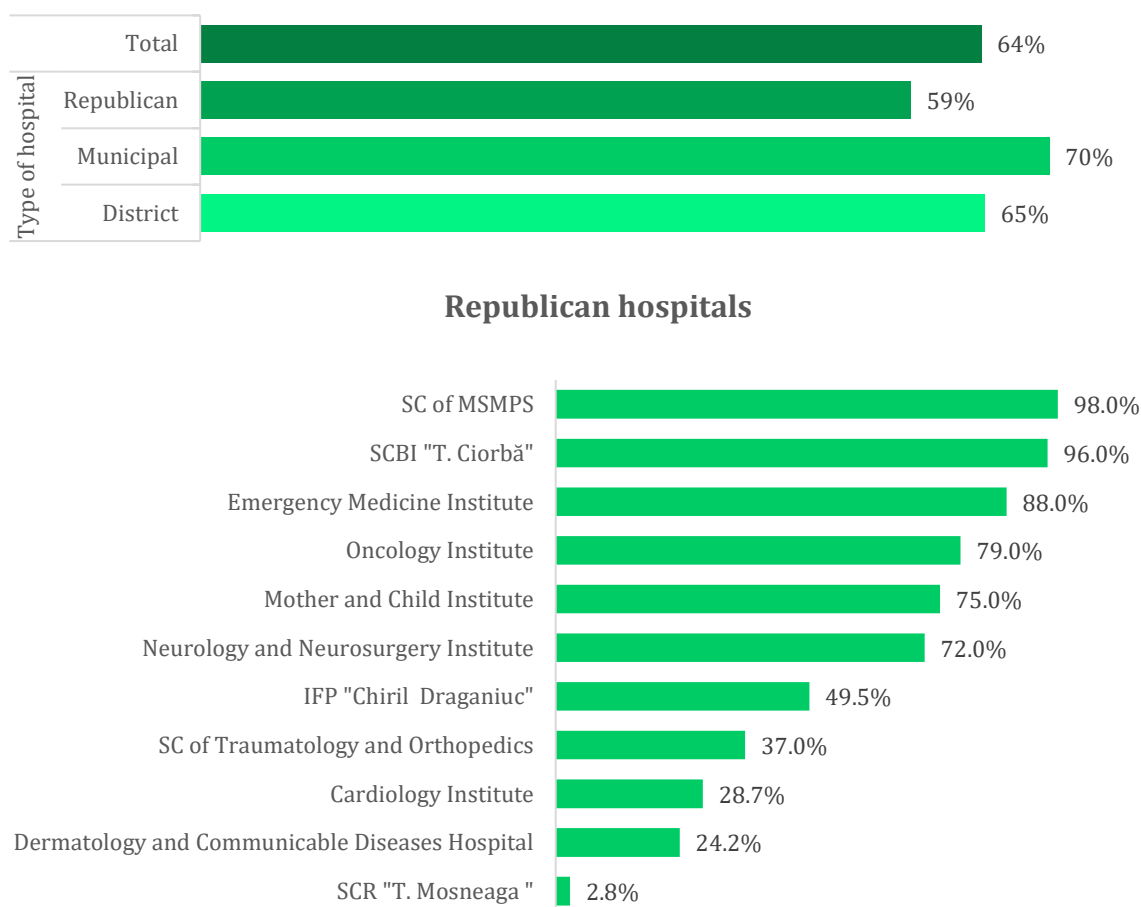
Integrated information indicator

The Integrated Indicator of Patient Information summed up all response options *very clear and detailed information* and *sufficient and clear information* for the 6 information aspects, with the denominator comprising all responses regarding the following six aspects:

- Interventions and medical procedures
- Treatment
- Diagnosis and treated health problem
- Risks and consequences of the treatment
- Available treatment alternatives
- Conclusions and recommendations made by the physician for the future

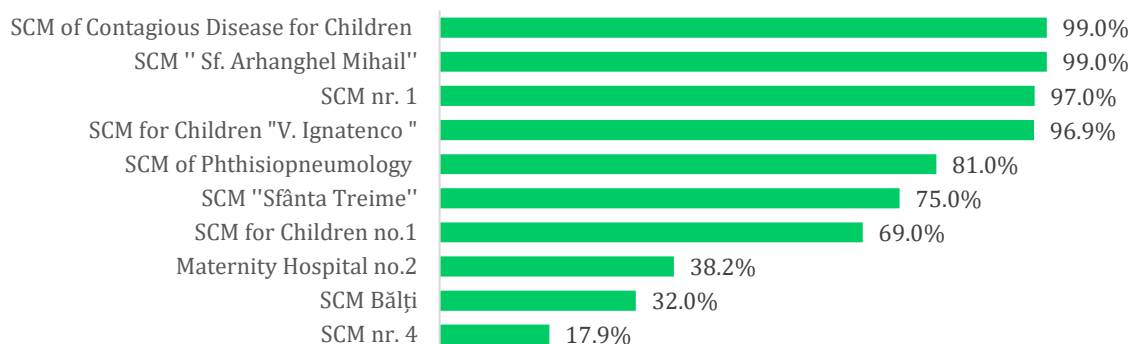
Overall, patient information was rated at 64%, in Republican hospitals 59%, in municipal hospitals 70% and 65% in district hospitals.

Figure 6. Integrated information indicator



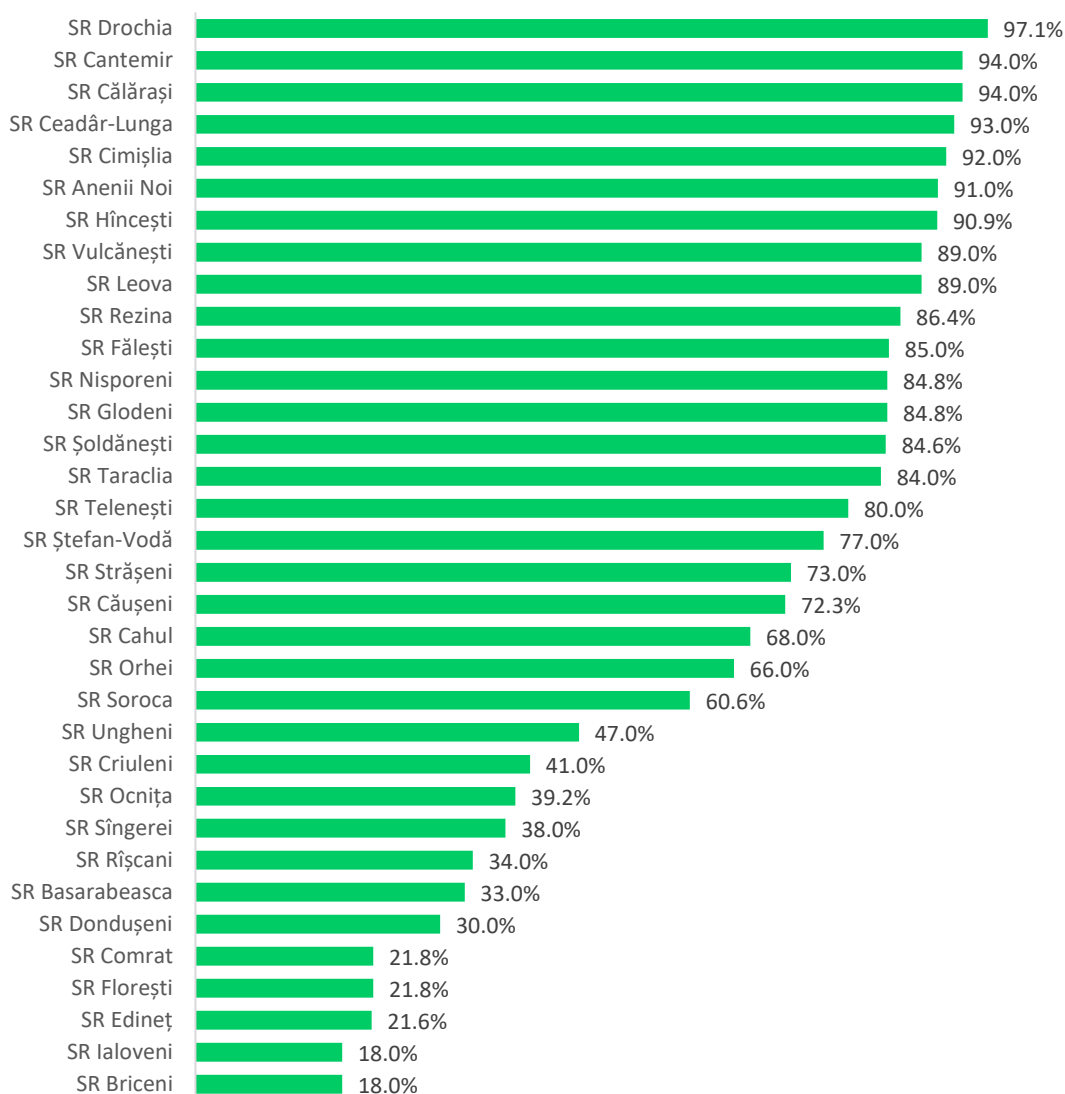
The collected data show that among Republican hospitals the most informed patients in mentioned above were in SC of MSMPS - 98%, followed by the SCBI "T. Ciorba"- 96%. The lowest patient information rate was reported in the Republican Clinical Hospital - 2.8% and in the Dermatology and Communicable Diseases Hospital - 24.2%.

Municipal hospitals



Among municipal hospitals, the best informed in all 6 aspects proved to be the patients of SCM Infectious Diseases for Children and SCM "Sf. Archangel Mihail" - 99%. The lowest patient information rate was recorded in the SCM no.4 - 18% and SCM Balti - 32%.

District hospitals



Among district hospitals, the best informed patients in all 6 aspects were in SR Drochia - 97%, followed by SR Cantemir and SR Calarasi - 94%. The lowest information rate was in SR Briceni and SR Ialoveni - 18%.

Patient's participation in clinical decision making

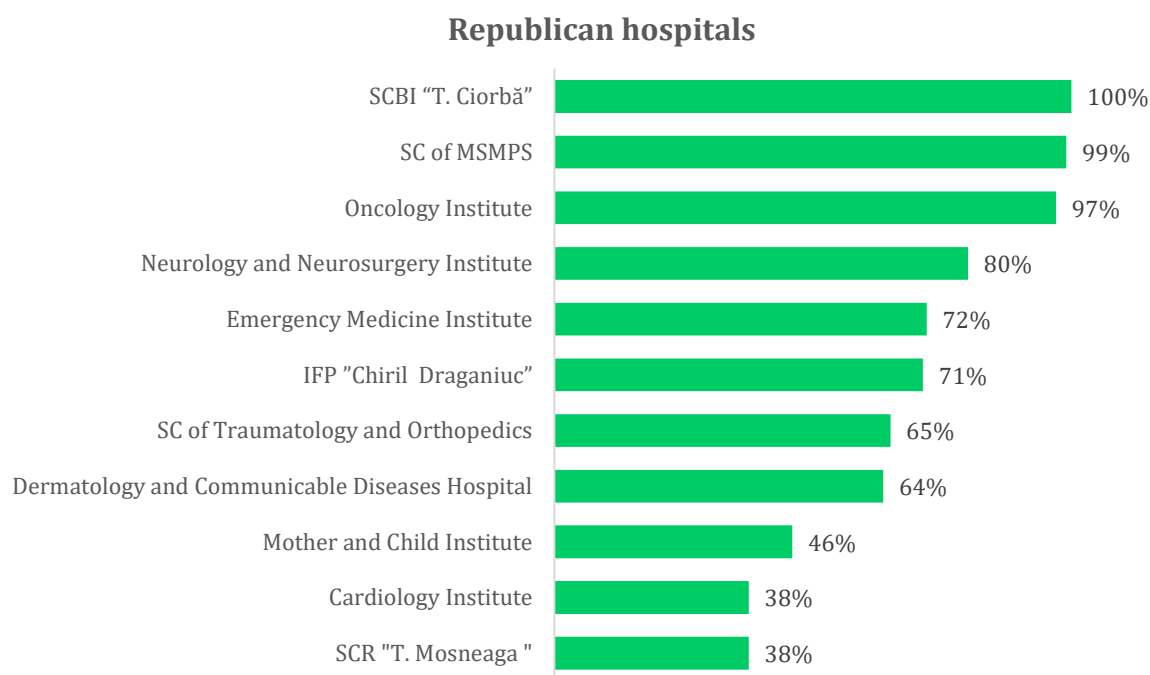
The majority, 76% of the respondents stated that they took part in the decision making on the type of treatment to receive, with a higher share of 80% among the patients discharged from municipal hospitals, 70% in Republican hospitals, and 76% on average in district hospitals.

Figure 7. Did you take part in deciding about the treatment (Yes answer)?



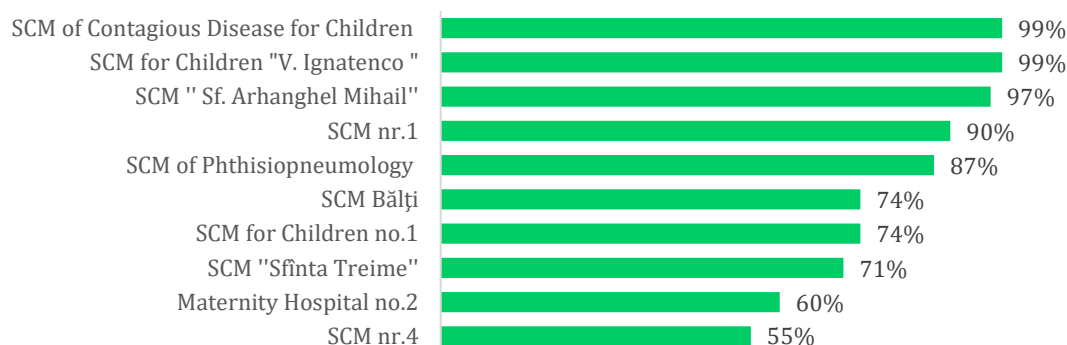
In about one third of Republican, municipal and district hospitals, the majority of respondents (over 90%) stated that they participated in deciding on the treatment they were to receive.

Figure 8. Did you take part in deciding about the treatment, by hospitals (Yes answer)?



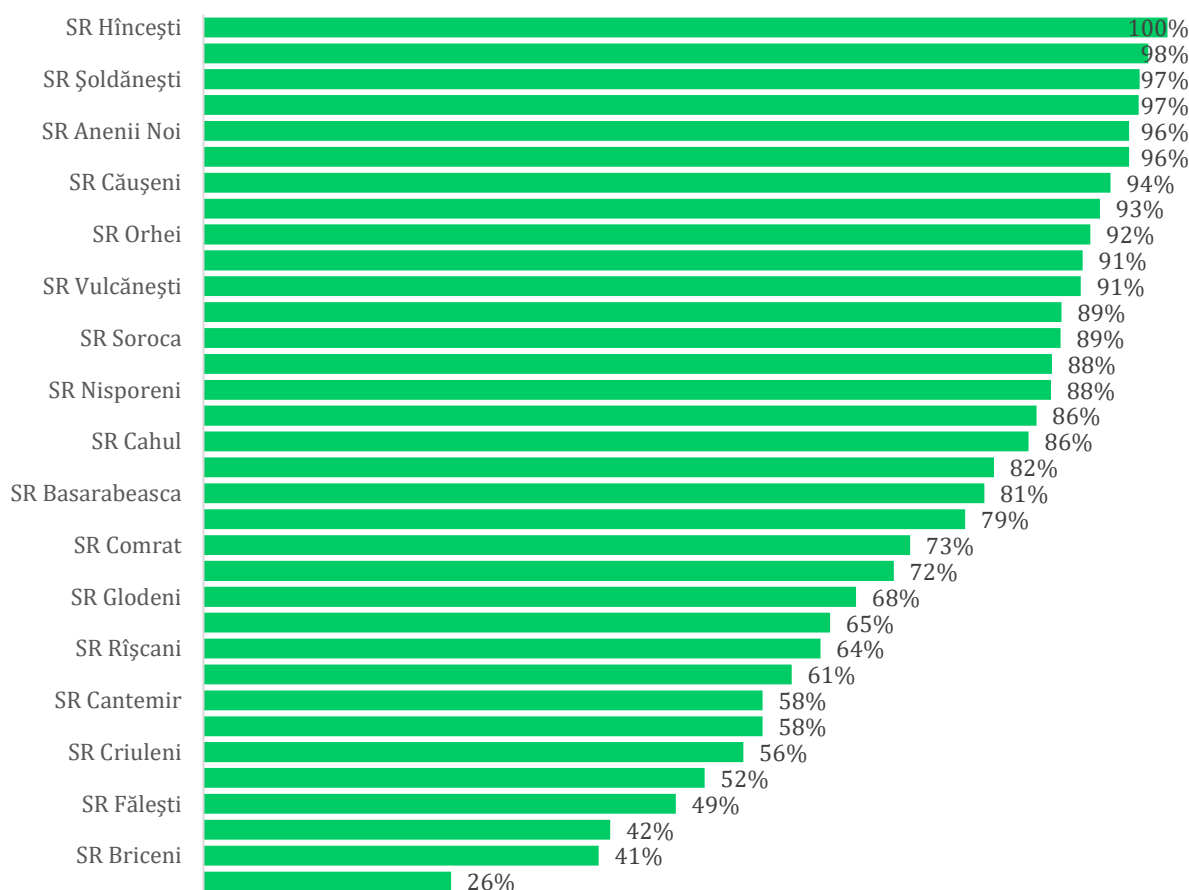
Among the Republican hospitals, most frequently affirmative responses to the question about patient's participation in treatment related decision making were received from patients discharged from the SCBI "Toma Ciorba" (100%) and SC MSMPS (99%). At the other extreme were the patients discharged from the Republican Clinical Hospital and the Cardiology Institute (38% affirmative answers), the Mother and Child Institute (46%).

Municipal hospitals



Among the municipal hospitals, most frequently affirmative responses to the question about patient's participation in treatment related decision making were received from patients discharged from the of SCM for Contagious Diseases for Children and SCM for Children "V. Ignatenco " - 99%. At the other extreme were the patients from SCM no. 4 (55%) and Maternity Hospital no. 2(60%).

District hospitals



Among the district hospitals, in one third of hospitals over 90% of patients took part in decision making, with the highest participation in SR Hincesti (100%), Telenesti (98%), Soldanesti and Calarasi (97%). The lowest participation in treatment related decision-making was among the patients in Floresti (26%), Briceni (41%), Edinet (42%) district hospitals.

The attitude of medical staff towards patients

Attitude towards patient was assessed by the following question: *During your stay in the hospital, how often you have been treated with benevolence and respect by (1) physician, (2) nurses (3) hospital attendants*, with the following response options based on the frequency scale - *always/often/sometimes/rarely/never*.

Overall, over 90% of respondents stated they were *often/always* treated with positive attitude and respect by medical staff: 96% by doctors, 95% by nurses, and 93% by hospital attendants.

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 towards the patients is better in the republican and municipal hospitals than in district hospitals. Also, in all types of hospitals, hospital attendants were rated as having the lowest frequencies of positive attitude towards patients (*always treated with benevolence*).

So, the response answer always respectful attitude from physicians was received in 85% in Republican hospitals, 83% of municipal hospitals and 78% of district hospitals. Nurses always treated patients with respect and benevolence in 82% in Republican and municipal hospitals, and 78% in district hospitals. Nurses had a respectful attitude always in 79% in Republican and municipal hospitals, and 74% at district hospitals.

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

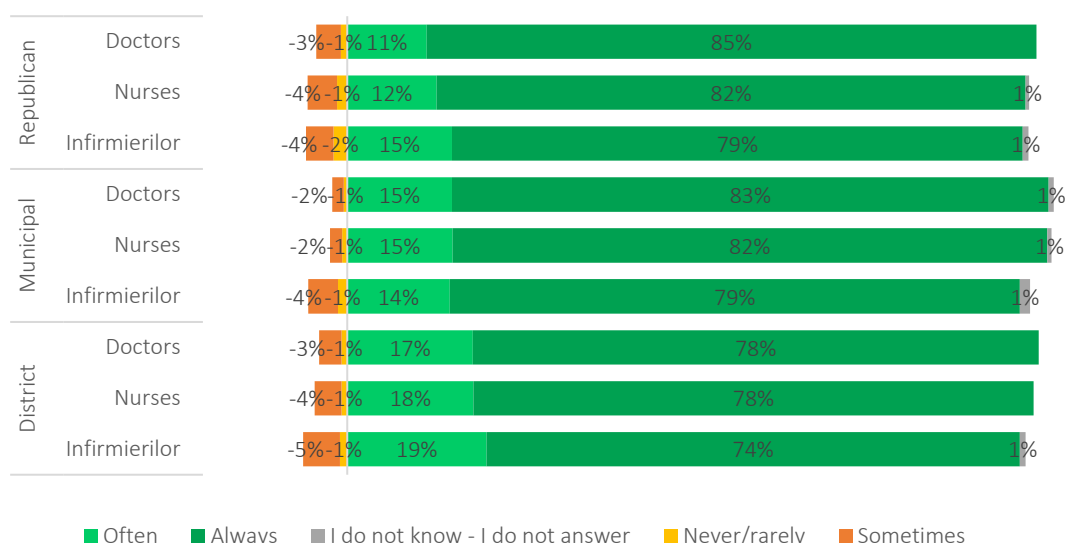
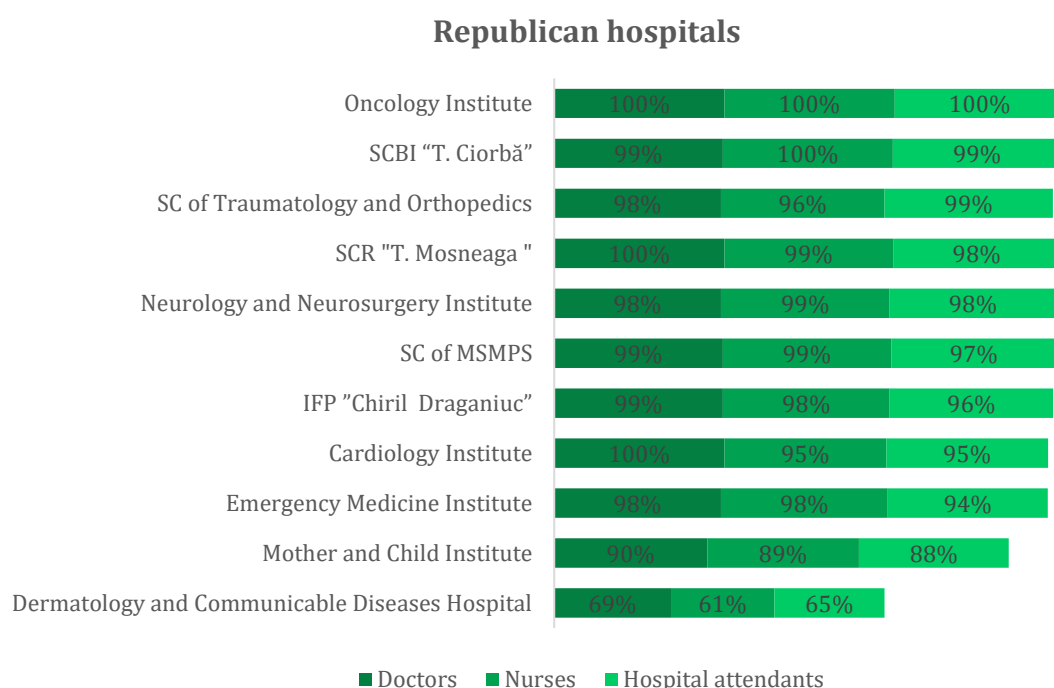


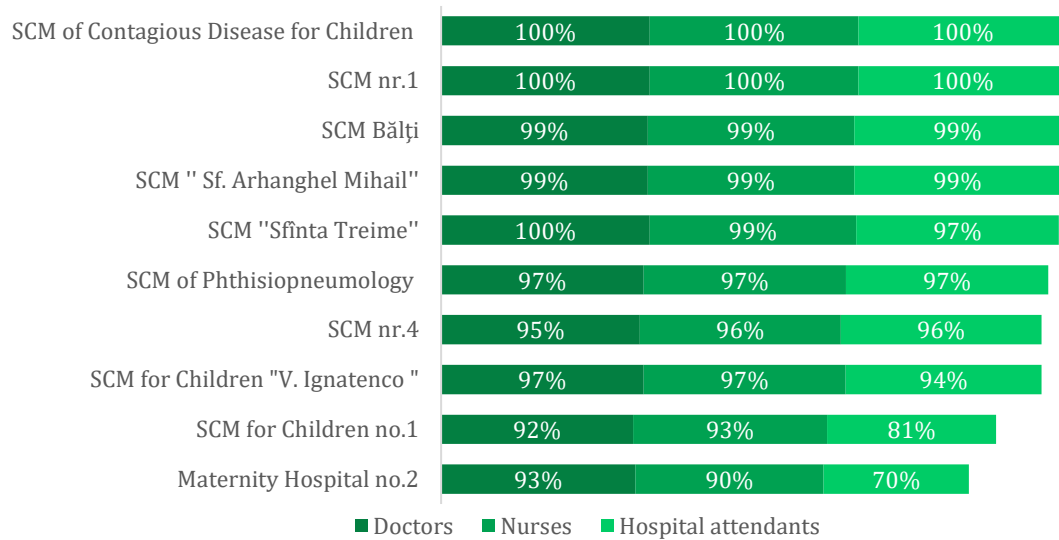
Figure 11. During your stay in the hospital, how often have you been treated with benevolence and respect by ... (hospitals, total responses "often, always")?



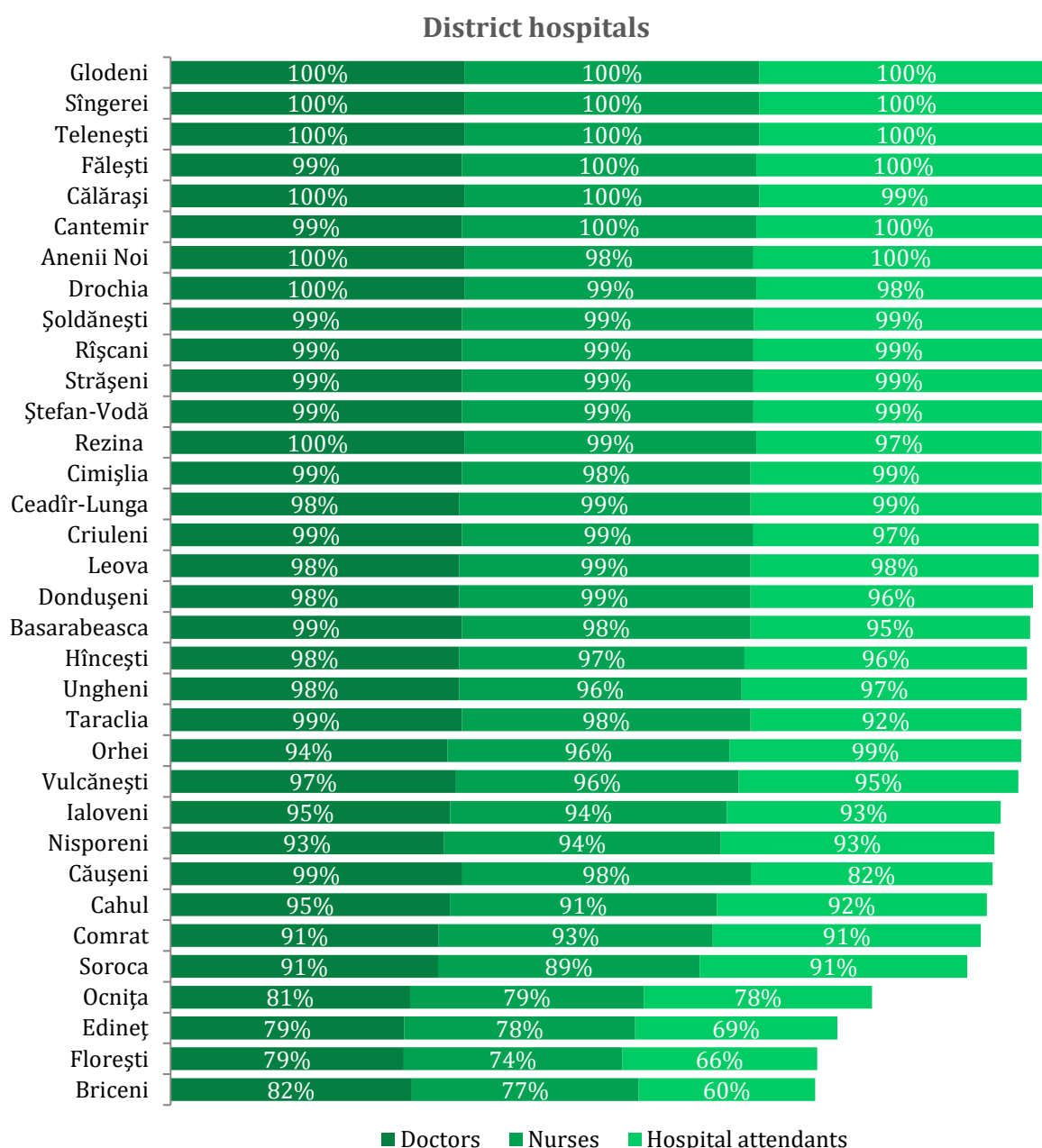
In most republican hospitals patients were treated with benevolence and respect, with a 100% rate in the Oncology Institute.

Respectful and positive attitude towards patients from medical staff showed the lowest levels in the Dermatology and Communicable Diseases Hospital: 69% doctors, 61% nurses and 65% hospital attendants.

Municipal hospitals



Among municipal hospitals, the SCM of Contagious Diseases for Children and the SCM no.1 showed 100% rate of treating the patients with benevolence and respect. Respectful and positive attitude towards patients from the medical staff showed the least levels at Maternity Hospital no.2.



Among district hospitals, the rate of patients who consider that they have been treated with benevolence exceeding 95% was recorded in 24 hospitals, therefore, the four hospitals where this rates is below 80% stand out: Briceni, Floresti, Edinet, Ocnita.

Integrated indicator of positive and respectful attitude towards the patient

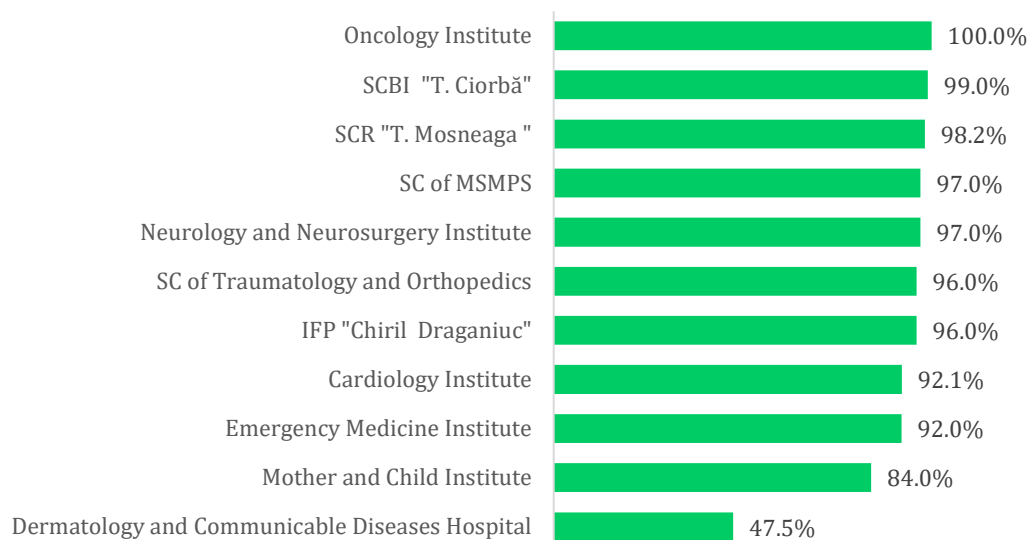
The integrated indicator of positive attitude and respect for the patient was assessed by summing up the qualified responses *always/often* to the following question: *During your stay in hospital, how often you have been treated with benevolence and respect by: (1) physicians, (2) nurses (3) medical attendants*, with the denominator comprising all responses regarding all three categories.

Overall, the integrated indicator of positive and respectful attitude was 92%, with 92% for republican hospitals, 92% for municipal and 91% for district hospitals. For most public healthcare institutions, the value of this indicator was above 90%.

Figure 12. The integrated indicator of positive and respectful attitude

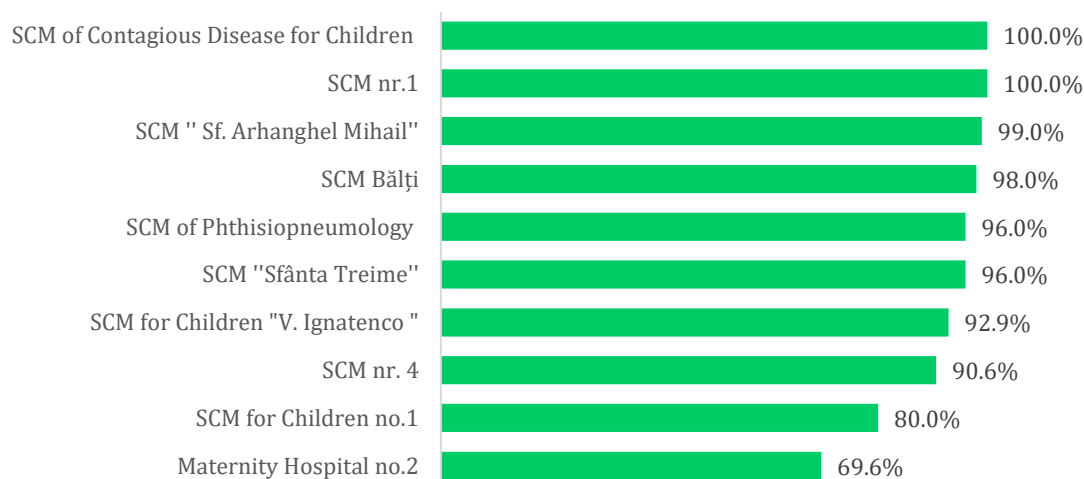


Republican hospitals

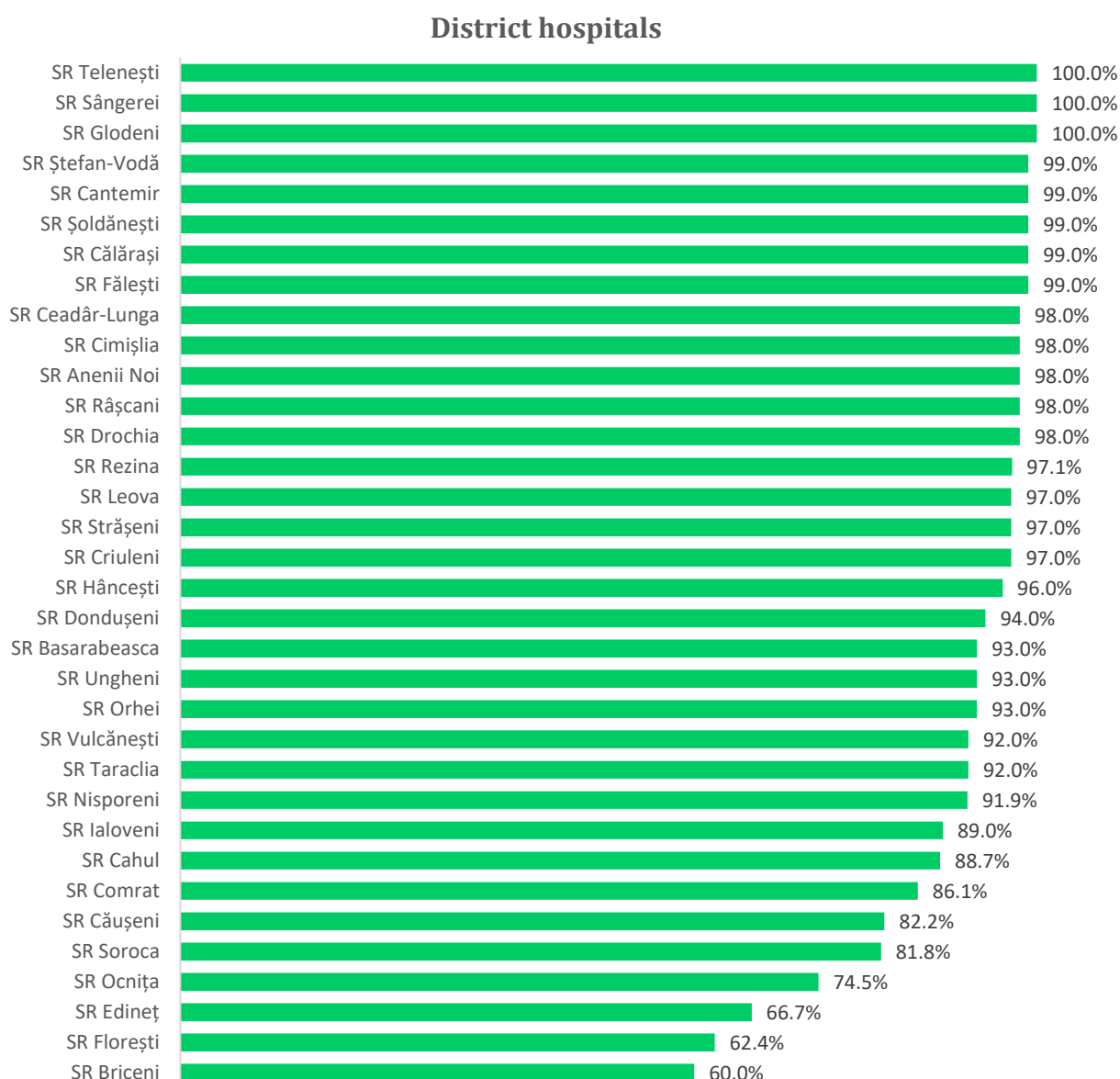


Among the republican hospitals the highest value of the positive and respectful attitude indicator was recorded at the Oncology Institute - 100%, followed by the SCBI "Toma Ciorba" -99%, while the lowest value was recorded at the Dermatology and Communicable Diseases Hospital - 47.5%.

Municipal hospitals



Among municipal hospitals the highest value of the positive and respectful attitude indicator was recorded at the SCM of Contagious Diseases for Children and SCM no.1 - 100%, and the lowest values were recorded at Maternity Hospital no.2 – 69.6%, and SCM for Children no.1 – 80%.



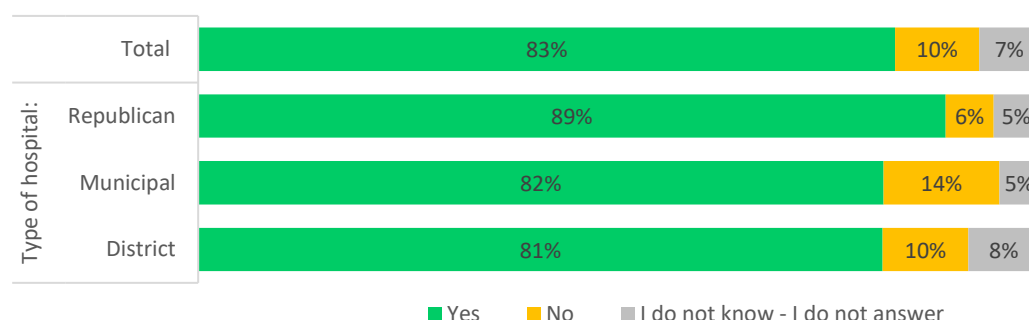
Among district hospitals, the highest value of the positive and respectful attitude indicator was recorded at SR Telenesti, SR Singerei, SR Glodeni - 100%, and the lowest values were recorded in SR Briceni - 60 % and SR Floresti - 62.4%.

Continuity of treatment after discharge from the hospital

An important aspect of the hospital services quality is the ability of the hospital medical staff to develop a post-hospital healthcare plan and a liaison with other healthcare levels, especially primary healthcare. This aspect was assessed with the help of the following question: *During your stay in the hospital, did the physician take into consideration your and your family needs when deciding on your medical/appropriate post hospital treatment and care plan?*

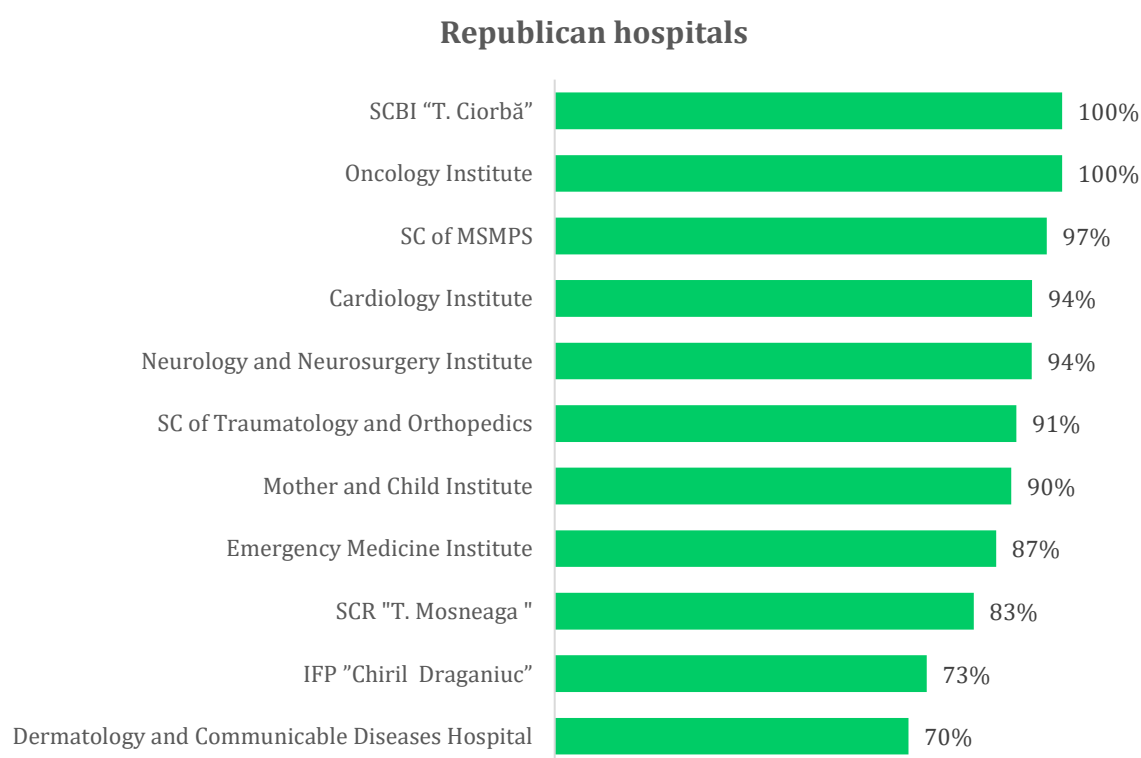
Of all respondents, circa 83% gave a positive response to this question, and one in ten persons denied. More frequently, these needs were taken into consideration in case of patients discharged from republican hospitals - 89% affirmative answers, followed by 82% of patients from municipal hospitals and 81% of patients from district hospitals.

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



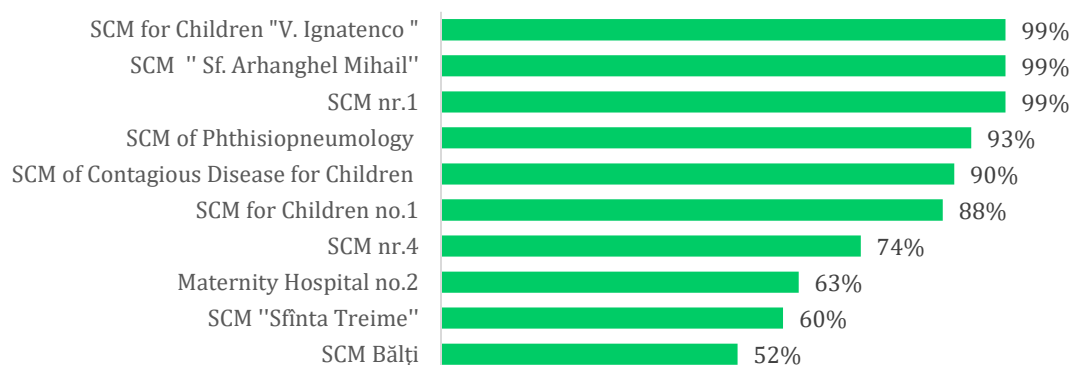
In more than half of the republican, municipal and district hospitals, over 90% of respondents stated that the physician took into account the patient's and family's needs when deciding on the necessary care and recommendations after discharge.

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



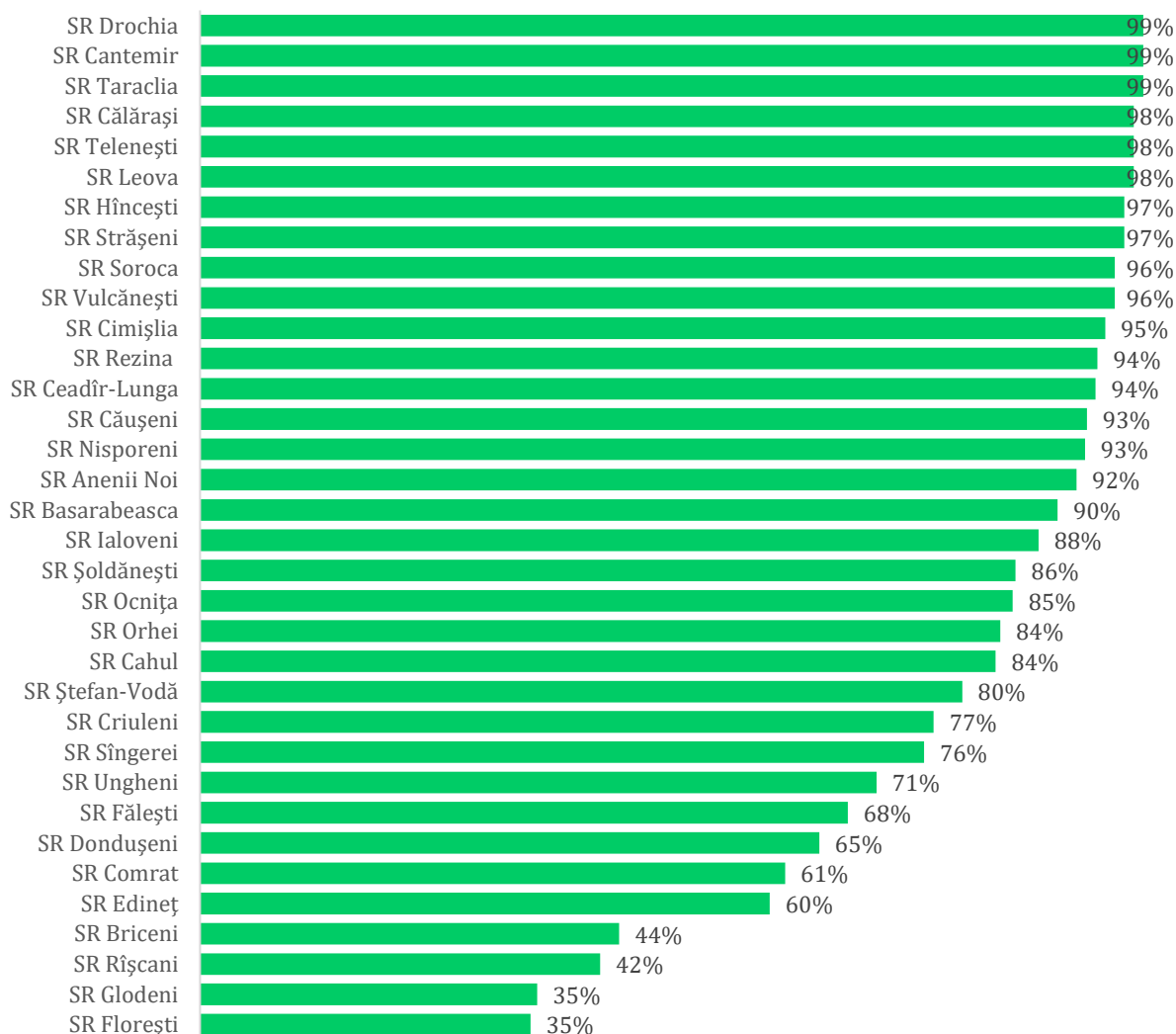
Among republican hospitals, 100% of respondents stated that the physician took into consideration the the patient's and the family needs when deciding on the needed post-hospital care and recommendations in SCBI "T. Ciorba" and the Oncology Institute. The Dermatology and Communicable Diseases Hospital was rated the lowest for this aspect of assessment - 70%.

Municipal hospitals



Among the municipal hospitals, the highest rate of 99% of respondents who stated that the physician took into account their and family needs when deciding on the post-hospital care and recommendations was recorded in the SCM for Children "V. Ignatenco", SCM " Sf. Arhanghel Mihail "and SCM no.1. SCM Balti was rated the lowest for this this aspect of assessment -52%, followed by SCM "Sfanta Treime" - 60%.

District hospitals



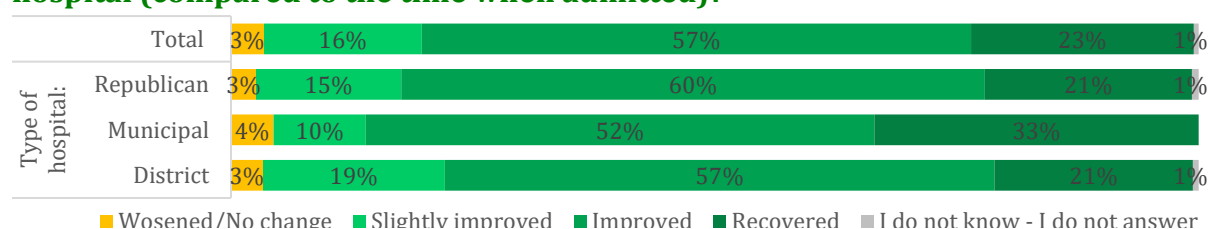
In more than half district hospitals more than 90% of the discharged patients answered affirmatively, less in Floresti (35% affirmative answers), Riscani (42%), Glodeni (44 %) and Edinet (60%).

Self-assessment of treatment outcome at discharge from hospital

Patients were asked to assess their state of health at the time of discharge relative to the time when they were admitted, using the following scale of response options: *recovered* / *improved* / *slightly improved* / *no change* / *worsened*.

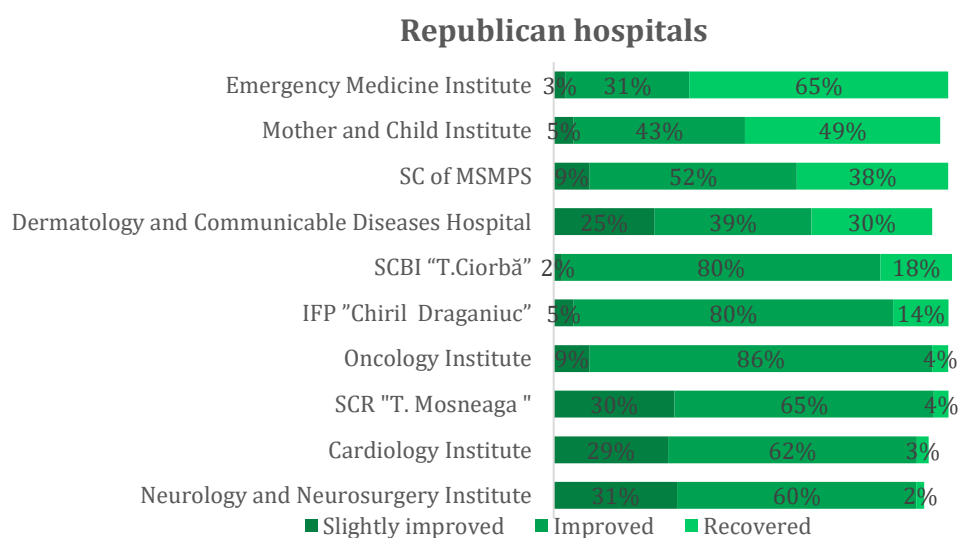
At discharge from the hospital, 23% of respondents said they had recovered, about 57% had their health improved, 16% - slightly improved and only 3% considered their state of health unchanged or worsened. A better health condition at the time of discharge was declared by the patients in municipal hospitals, with 33% *recovered* response option.

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



The distribution of respondents' responses by hospitals denotes a relatively good opinions in relation to all hospitals. Of course, the state of health at discharge also depends on the type of prevailing diseases with which the patients are hospitalized, given the fact that most municipal and Republican hospitals are specialized, there is a significant variation between acute and chronic diseases.

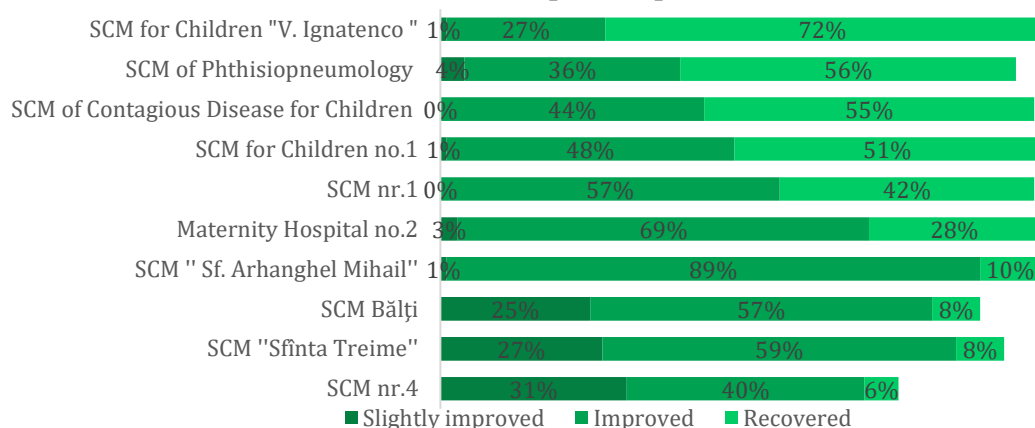
Figure 16. How do you assess your health at the time of discharge from the hospital (compared to the time when admitted) (by hospitals)?



Among Republican hospitals, the highest positive response rates were given by respondents in the SCBI "T. Ciorba" - 100%, and the highest rate of response option *recovered* was in the Emergency Hospital - 65%.

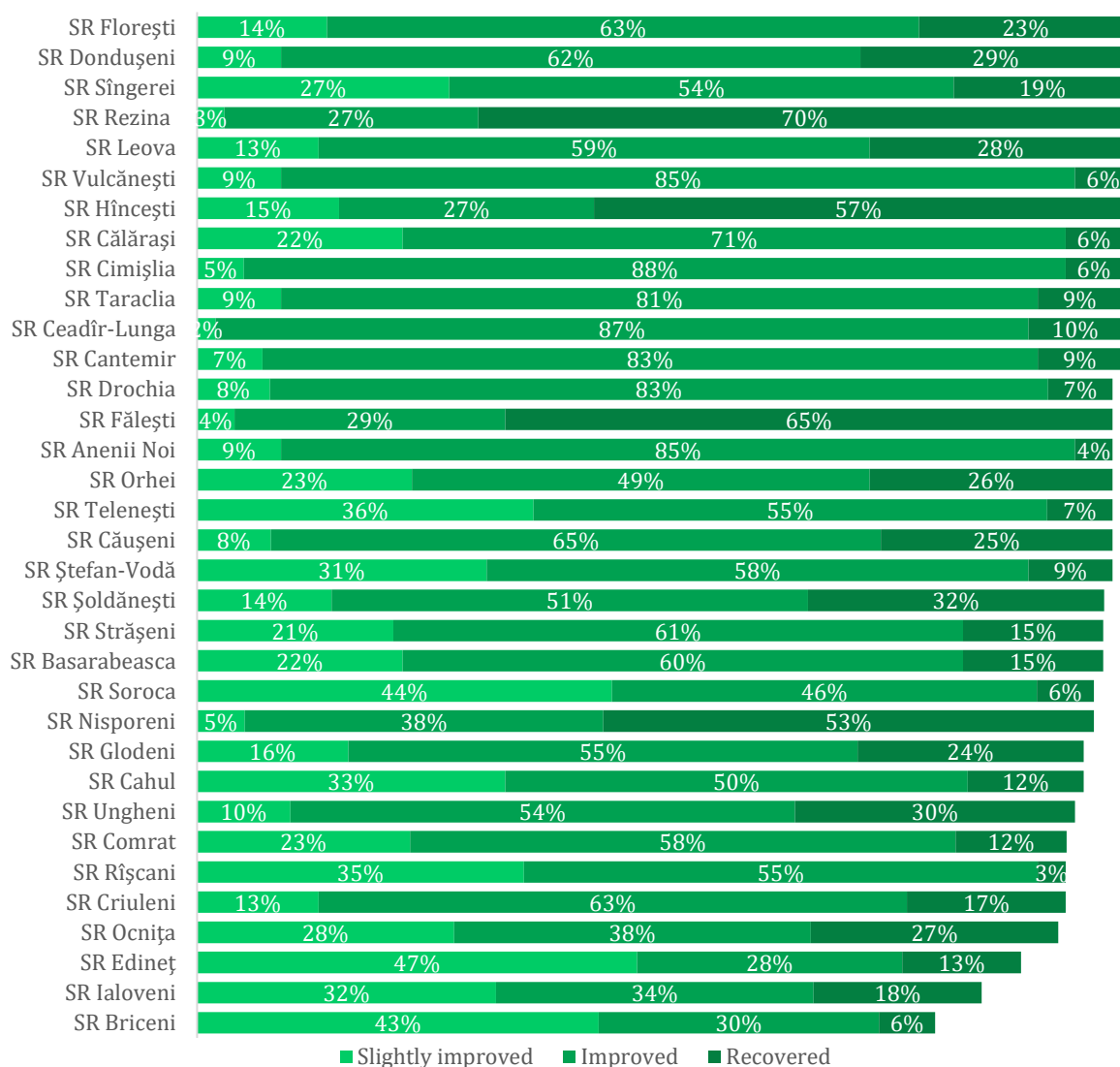
Less positive answers were given in the Neurology and Neurosurgery Institute - 93%, and only 2% of response option *recovered*.

Municipal hospitals



Among municipal hospitals the highest rate of positive answers was in the SCM for Children "V. Ignatenco", SCM for Children no.1, SCM "Sf. Archangel Mihail" and Maternity Hospital no.2 - 100%, and the highest rate of response *option recovered* was at SCM for Children "V. Ignatenco " - 72%. Smaller rate of positive answers was in SCM no.4 - 76%, and only 6% of response option *recovered*.

District hospitals

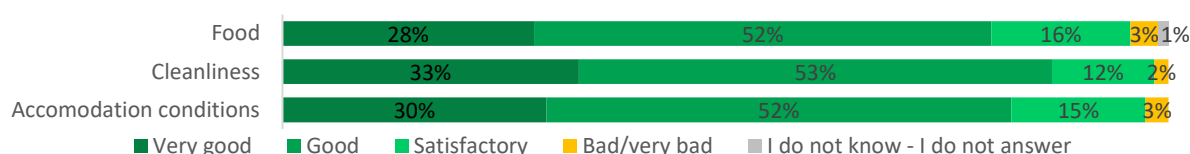


Satisfaction with hospital conditions

This category of patient satisfaction was assessed by rating the food, cleanliness and accommodation conditions using the following scale of response options: *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 86% positive answers, followed by *accommodation* (82%), and *food* 80%.

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 90% of positive responses for Republican and municipal hospitals, 84% - for district hospitals. *Food* was rated lower in municipal hospitals, with 84% of *very good* and *good* responses, and 77% in district hospitals.

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

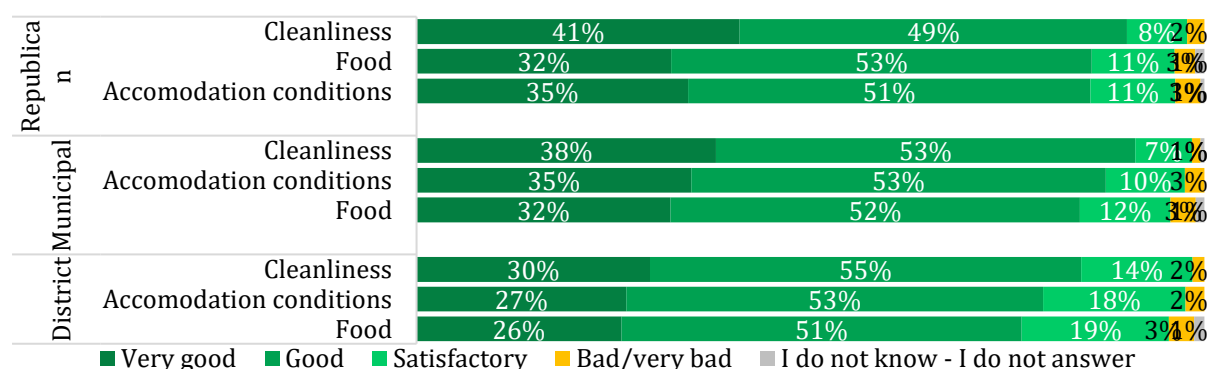
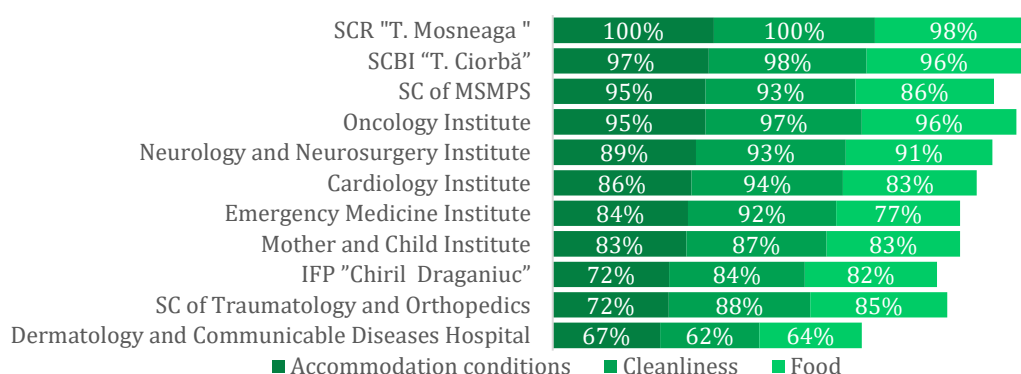


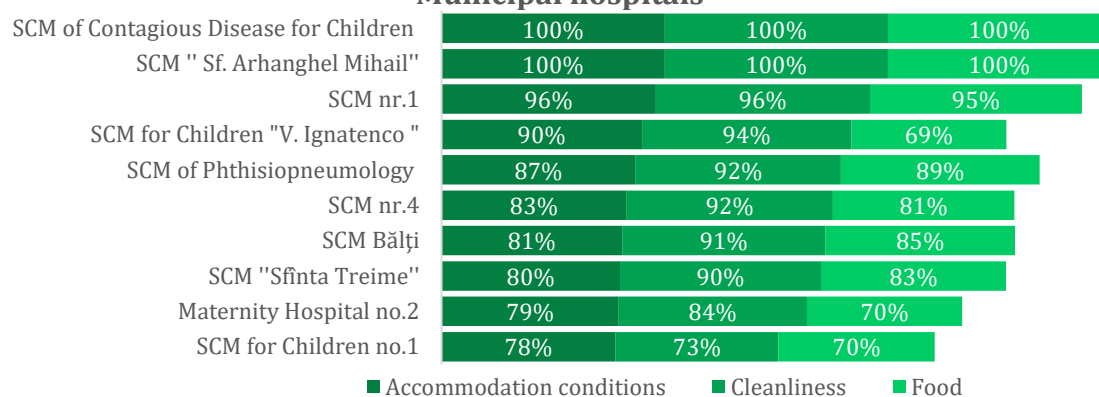
Figure 19. During your stay in the hospital, how do you rate the hospitalization conditions ... (on hospitals)?

Republican hospitals



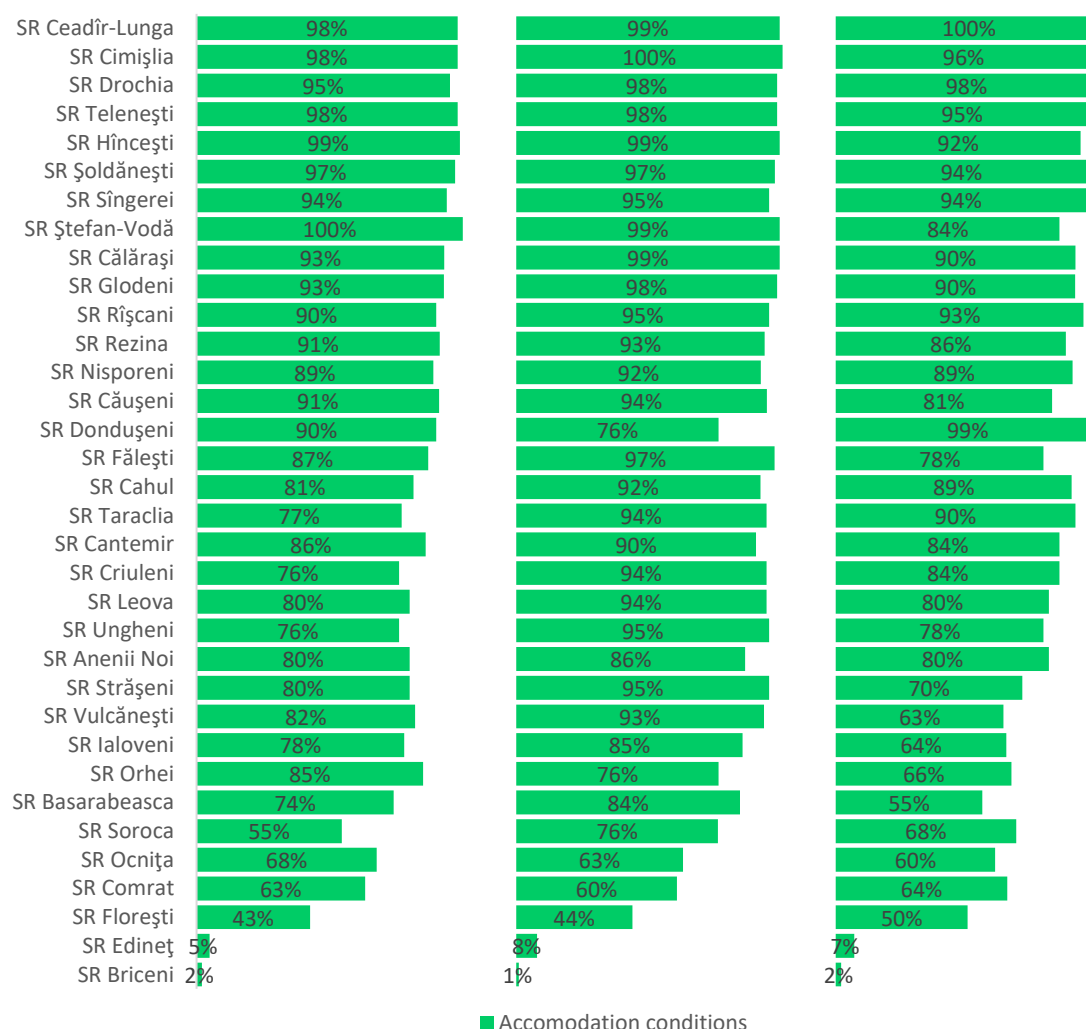
Among republican hospitals the conditions (accommodation, cleanliness, food) were rated the highest (100% of *very good* and *good* responses) in the Republican Clinical Hospital. At the other extreme, hospital conditions were rated the lowest, with a bit over 60% positive answers at the Dermatology and Communicable Diseases Hospital.

Municipal hospitals



Among the municipal hospitals the conditions (accommodation, cleaning, food) were rated the highest (100% of *very good* and *good* responses) in SCM "Sf. Archangel Mihail" and SCM of Contagious Disease for Children. At the other extreme, hospital conditions were rated the lowest in the SCM for Children no.1.

District hospitals



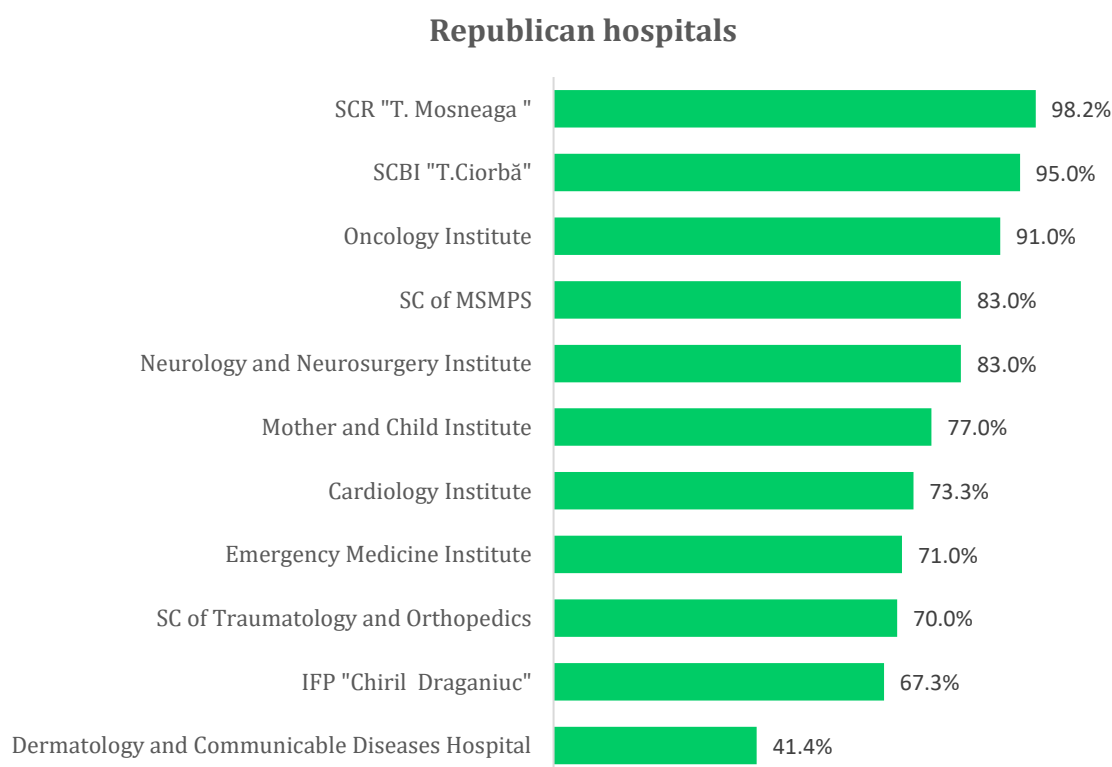
Among the district hospitals, Ceadir-Lunga, Cimisia, Drochia, Telenesti were rated the highest (over 95% for all three aspects), Floresti - 50%, and Briceni and Edinet were rated the lowest – with less than 10%.

Integrated indicator on hospital conditions

The integrated hospital conditions indicator 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.

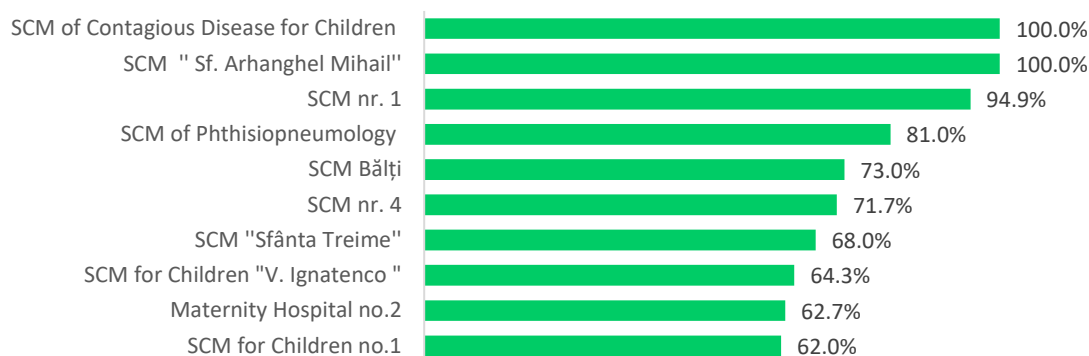
Overall, the integrated indicator was rated at 73%, republican and municipal hospitals at 78%, and district hospitals at 70%.

Figure 20. Integrated indicator on hospital conditions



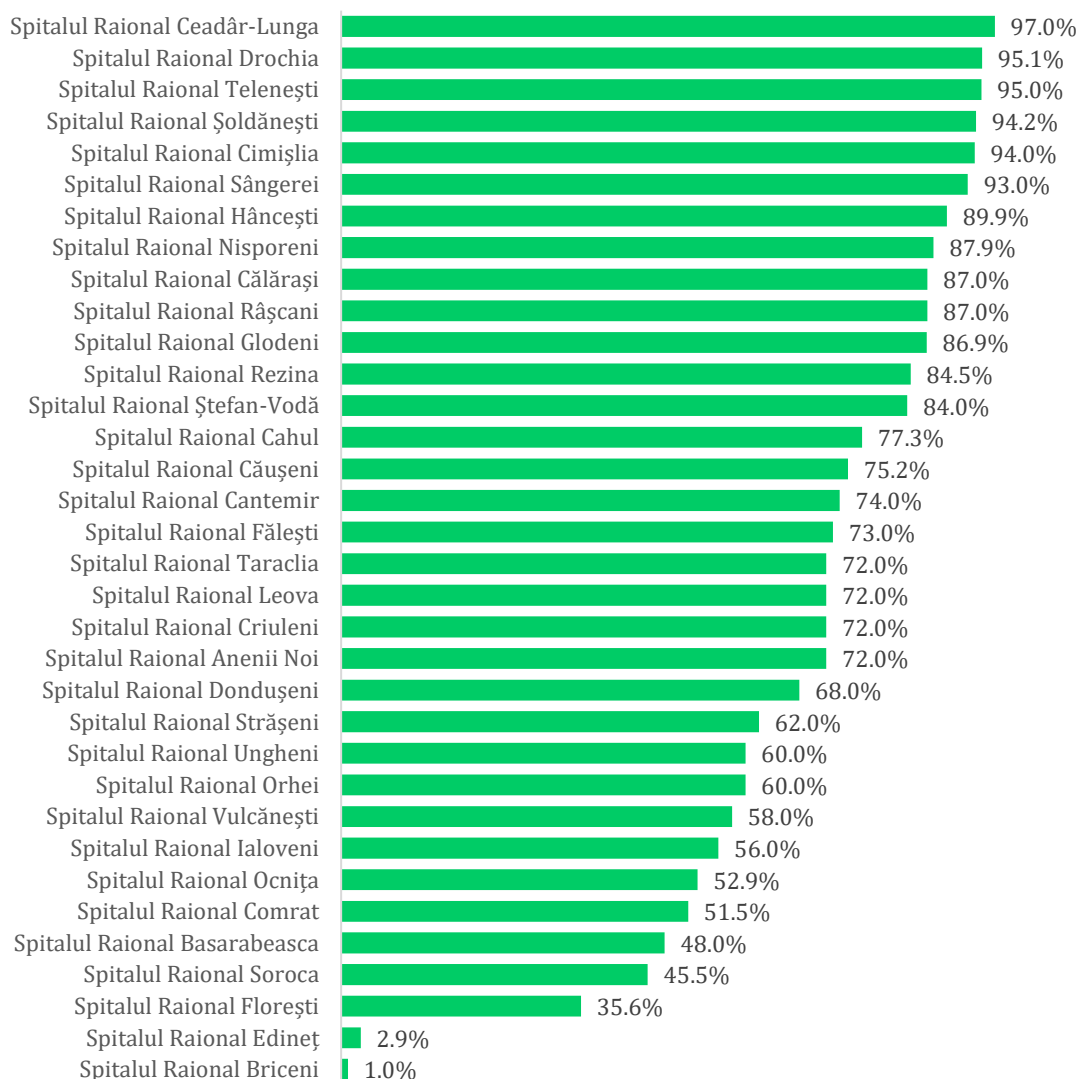
Among republican hospitals the highest value of the integrated indicator on hospital conditions was at the Republican Clinical Hospital - 98.2%, followed by the SCBI "Toma Ciorba" - 95%, and the lowest value was at the Dermatology and Communicable Diseases Hospital - 41.4%.

Municipal hospitals



Among municipal hospitals, the highest value of the integrated hospital conditions indicator was at the SCM of Contagious Diseases for Children and SCM "Sf. Archangel Mihail " - 100%, and the lowest value was at SCM for Children no.1 - 62%.

District hospitals

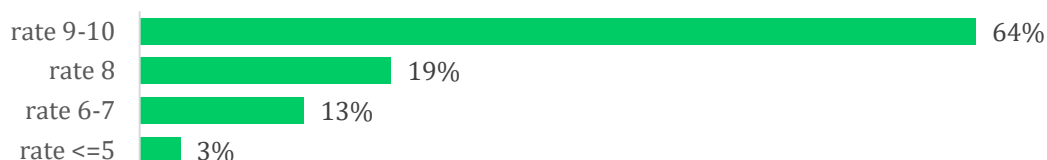


Among district hospitals, the highest value of the integrated hospital conditions indicator was at the SR Drochia - 97%, and the lowest value was at SR Briceni - 1%.

General hospital score

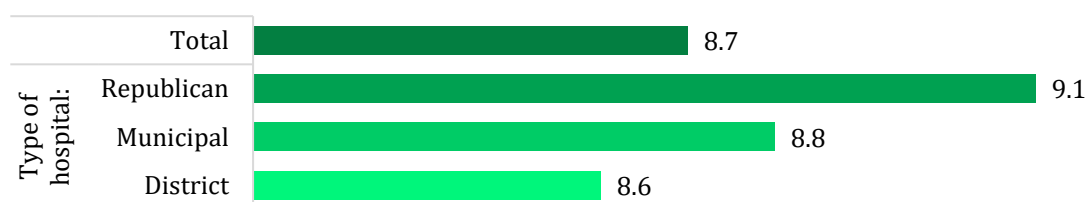
Patients were asked to rate the hospital on a scale from 0 to 10. The results show that on average the patients rated hospitals at a fairly good level. Approximately 64% of all hospitals included in the survey were rated 9-10 (0 – the worst, 10 - the best), 19% were rated 8, 13% - were rated 6-7, and only 3% were rated 5 and below.

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 rate this hospital during your stay? (distribution of hospitals according to the rating)



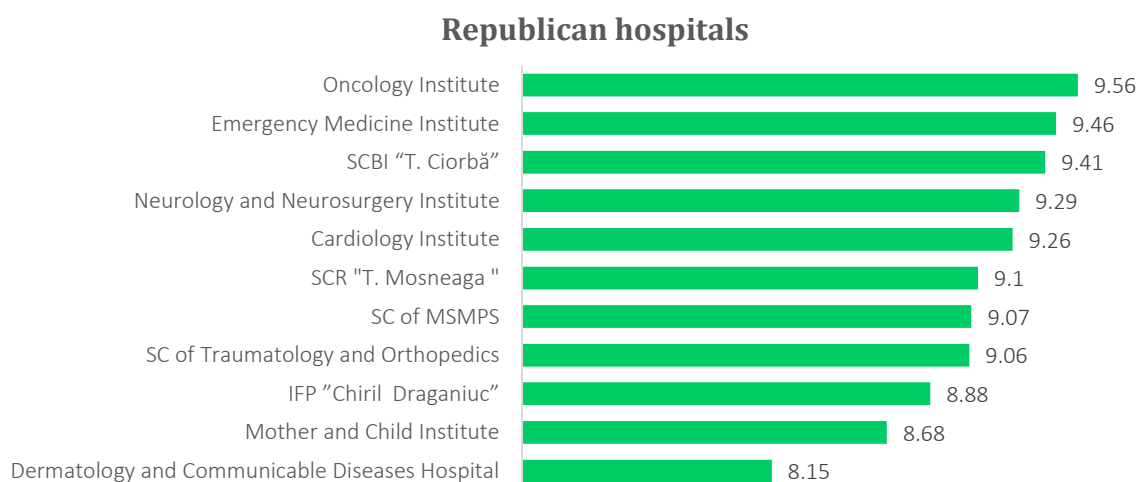
The average score of hospitals is 8.7, the highest average score of Republican hospitals is 9.1, municipal hospitals is 8.8, district hospitals is 8.6.

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 rate the qualification of this hospital during your stay?



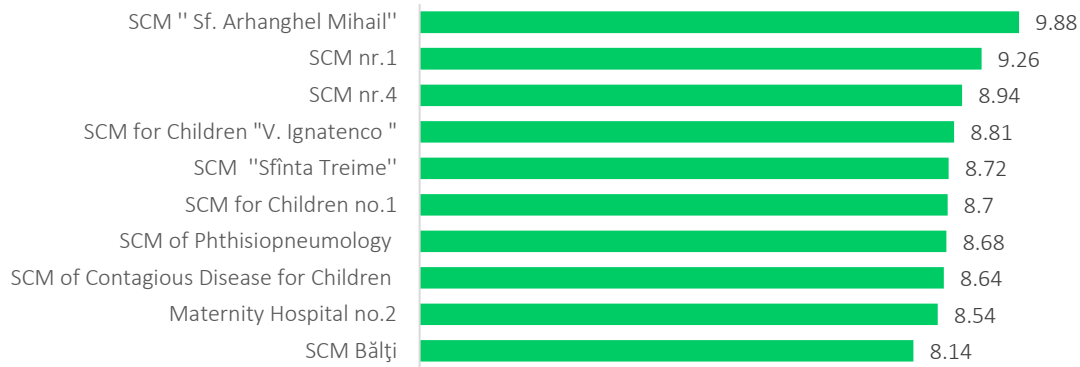
Some 48% of the republican and municipal hospitals and 29% of the district hospitals were rated higher than 9.

Figure 23. 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 the qualification of this hospital during your stay (by hospitals)?



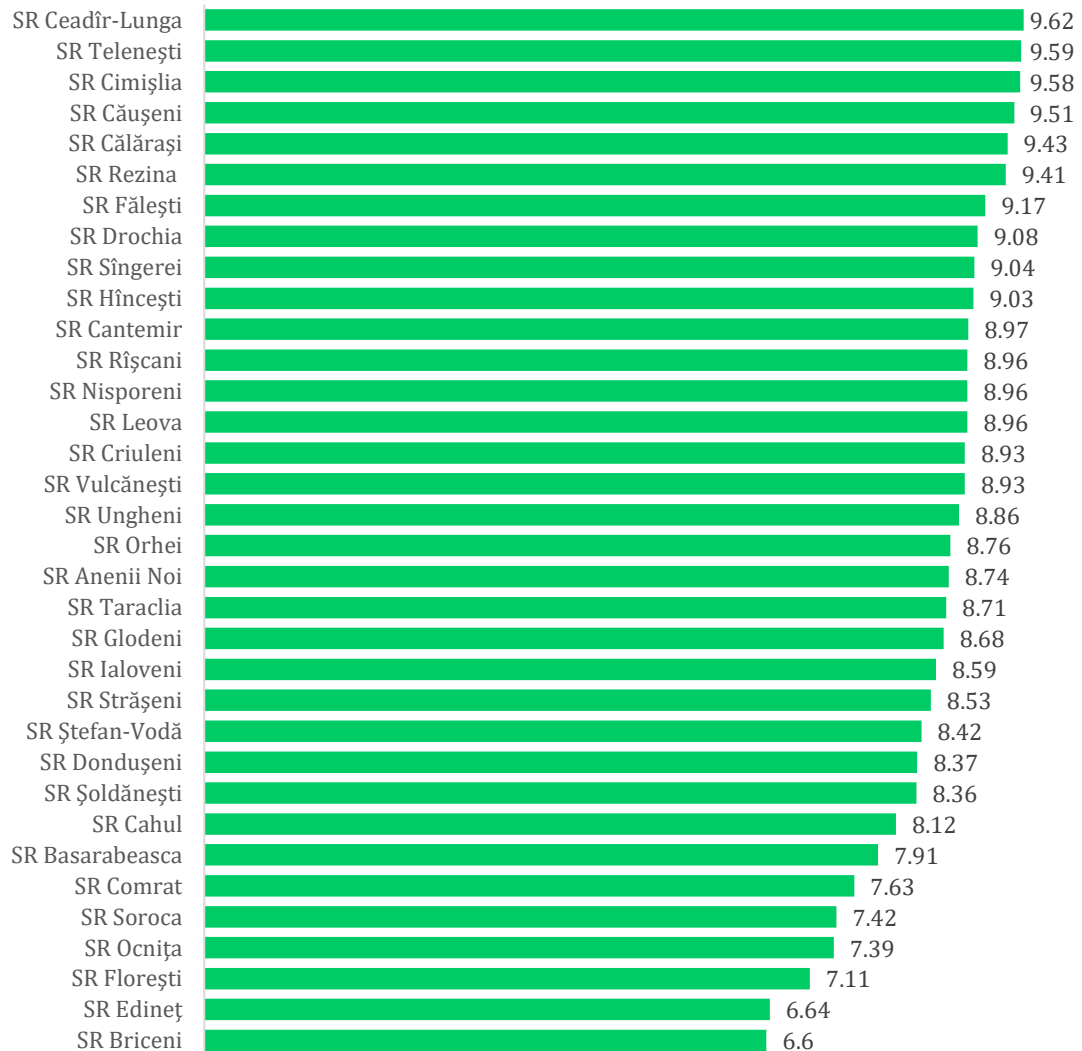
The highest rated among republican hospital was the Oncology Institute - 9.56, the lowest rated was the Dermatology and Communicable Diseases Hospital - 8.15.

Municipal hospitals



The highest rated among municipal hospitals was the SCM "Sf. Archangel Mihail" - 9.88, and the lowest rated was SCM Balti - 8.14.

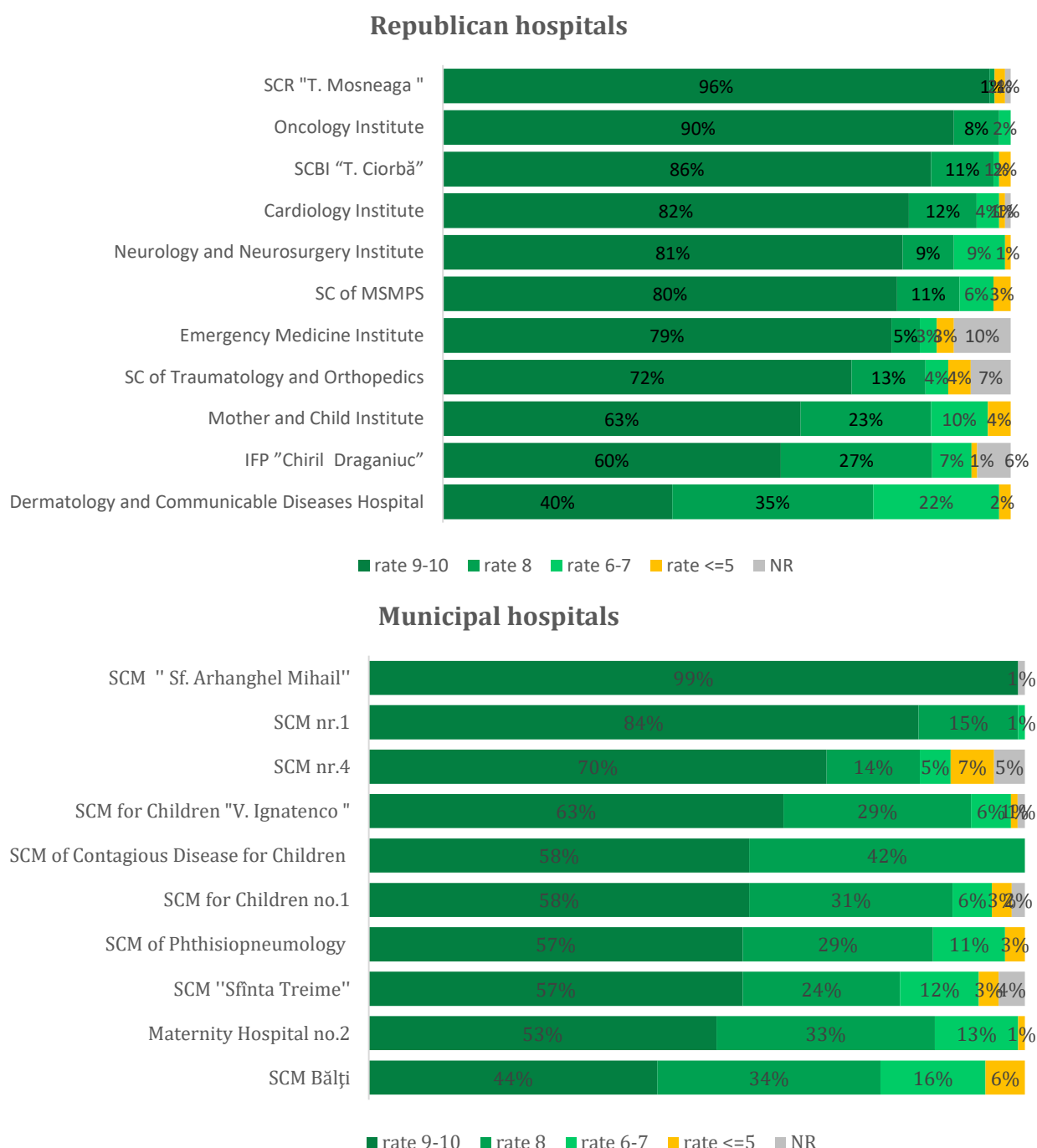
District hospitals



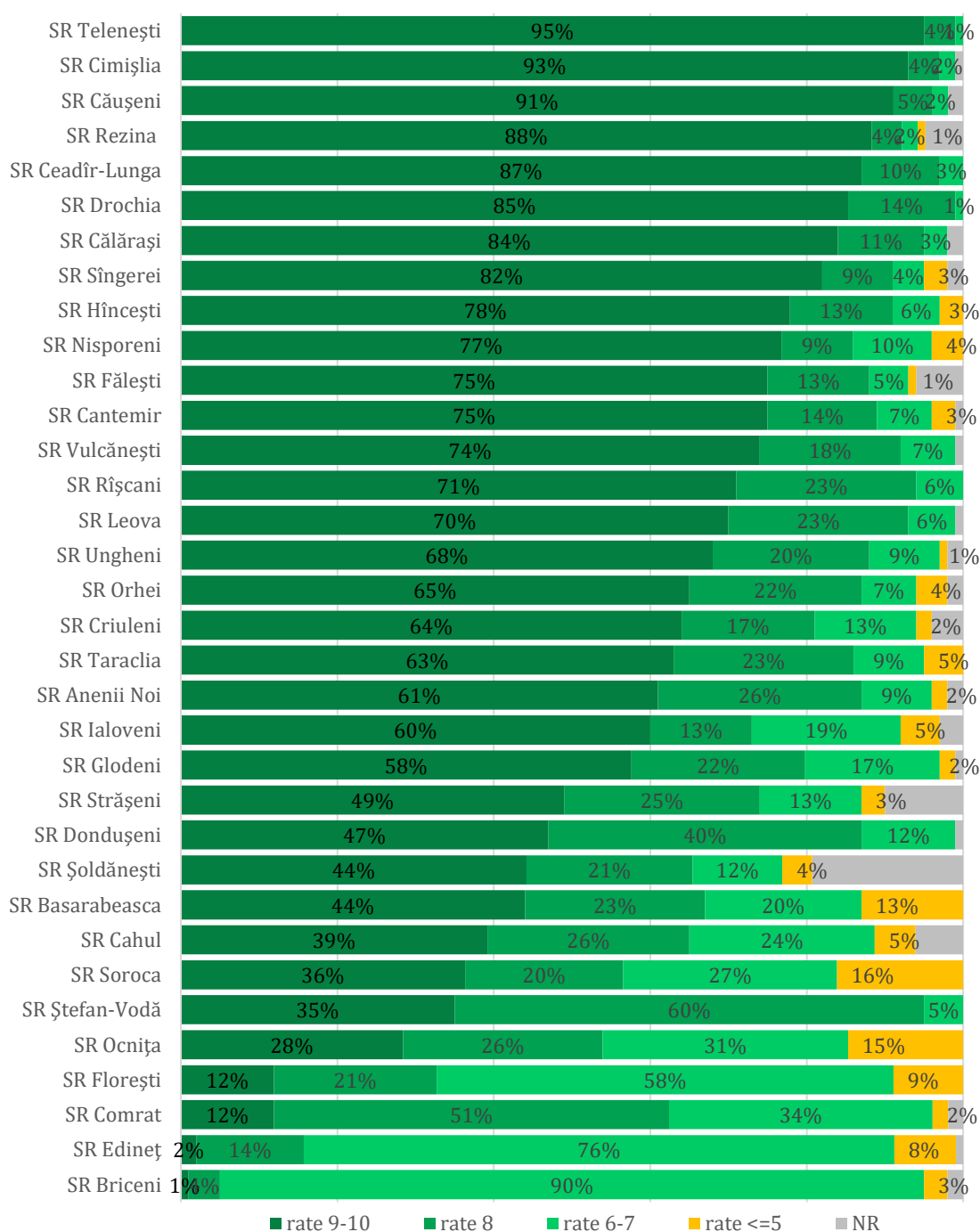
Among the district hospitals 29% were rated above 9, SR Ceadir-Lunga was rated the highest - 9.62, followed by SR Telenesti - 9.59, and SR Cimislia- 9.58. Other 50% of hospitals were rated 8 to 9, and 21% - between 6 and 8. The lowest average was for the following hospitals: SR Briceni - 6.6 and SR Edinet - 6.64 points.

The figure below shows the distribution of the respondents according to the grades allocated to each hospital, included in the questionnaires.

Figure 24. 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 the qualification of this hospital during your stay (by hospitals, distribution of respondents)?



District hospitals



Overall satisfaction with hospital measured by the choice and recommendation of the hospital

The majority of respondents (88%) would come again/recommend the same hospital should the need be, yet there is still a share of about 8% of those who are uncertain or who would not recommend, would not come again to the same hospital. Republican hospitals are the most recommended, where 93% would come again or recommend to others, followed by municipal hospitals (90%), the district hospitals would be recommended by 87% of patients.

Figure 25. Should you need to be hospitalized again, would you choose the same hospital and recommend it to family members, relatives, friends?

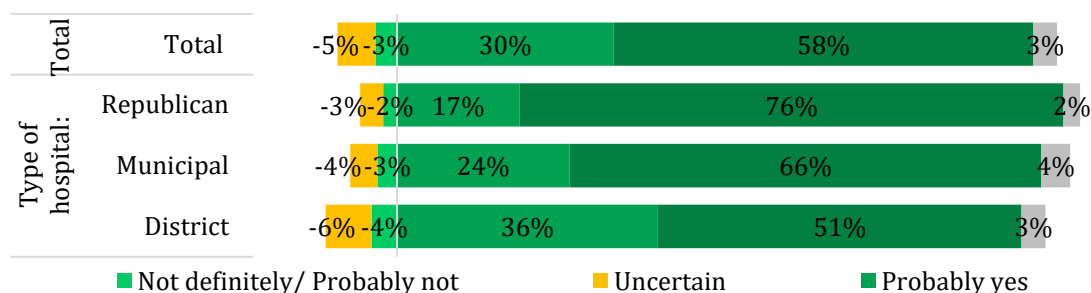
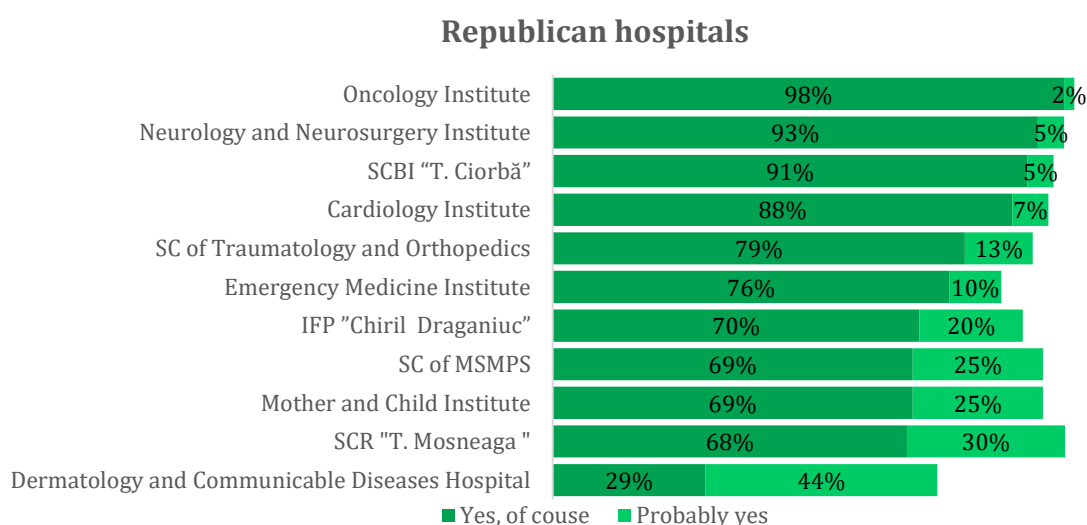
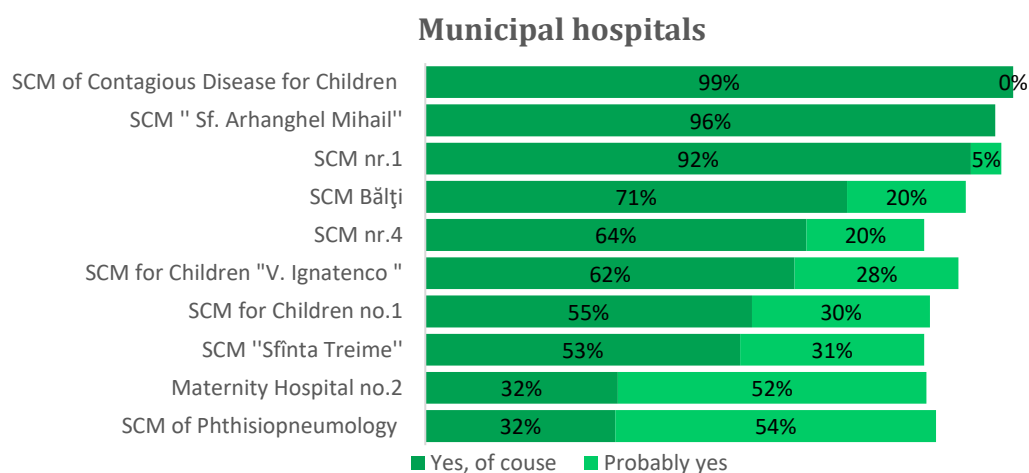


Figure 26. Should you need to be hospitalized again, would you choose the same hospital and recommend it to family members, relatives, friends (by hospitals)?

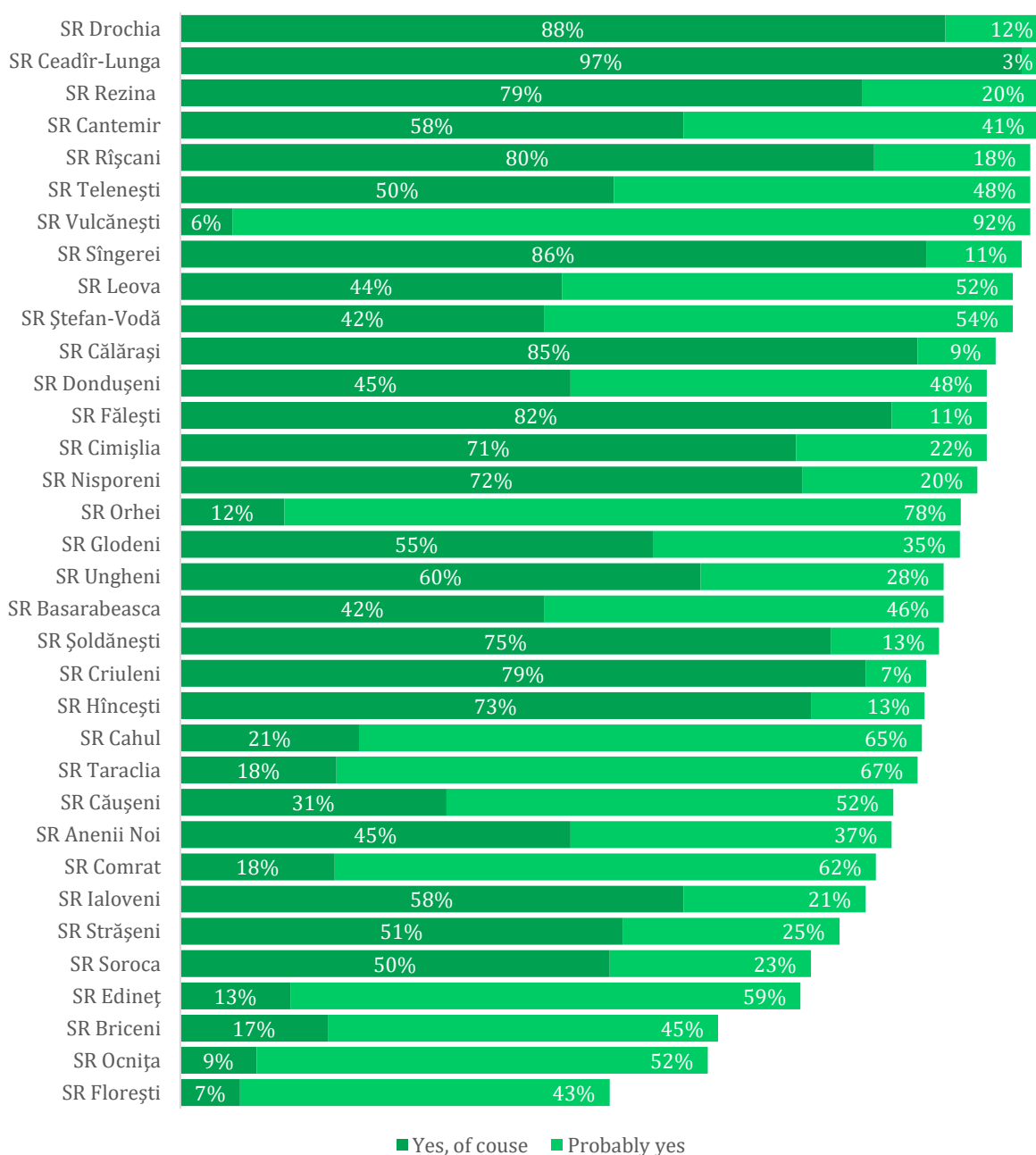


About two-thirds of republican hospitals have accumulated more than 90% positive scores. Among republican hospitals, the Oncology Institute was rated the highest with 100% positive scores, another 1/3 of the hospitals were positively rated below 90%, with the lowest rating of 73% in the Dermatology and Communicable Diseases Hospital.



Among municipal hospitals, the most recommended was the SCM of Contagious Diseases for Children (99%), and the lowest rating of 84% was achieved by SCM no. 4.

District hospitals

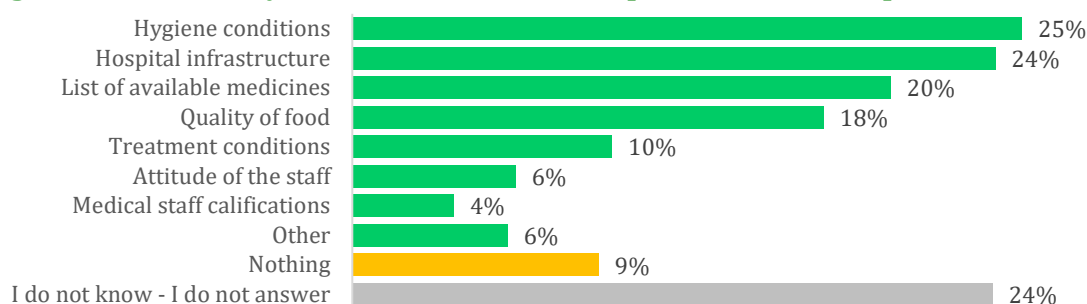


Among the district hospitals 50% were positively scored in more than 90%, 29% hospitals gained 80% - 90% of positive assessments, 21% - below 80%, with the lowest share of 50% of those who mentioned that would choose that hospital/would recommend it if necessary. The most recommended district hospitals with 100% positive assessments were SR Drochia and SR Ceadir Lunga, and the hospitals recommended by the smallest number of patients were SR Floresti (50%), SR Ocnita (61%) and SR Briceni (62%).

Suggestions for improving quality of service and conditions in hospitals

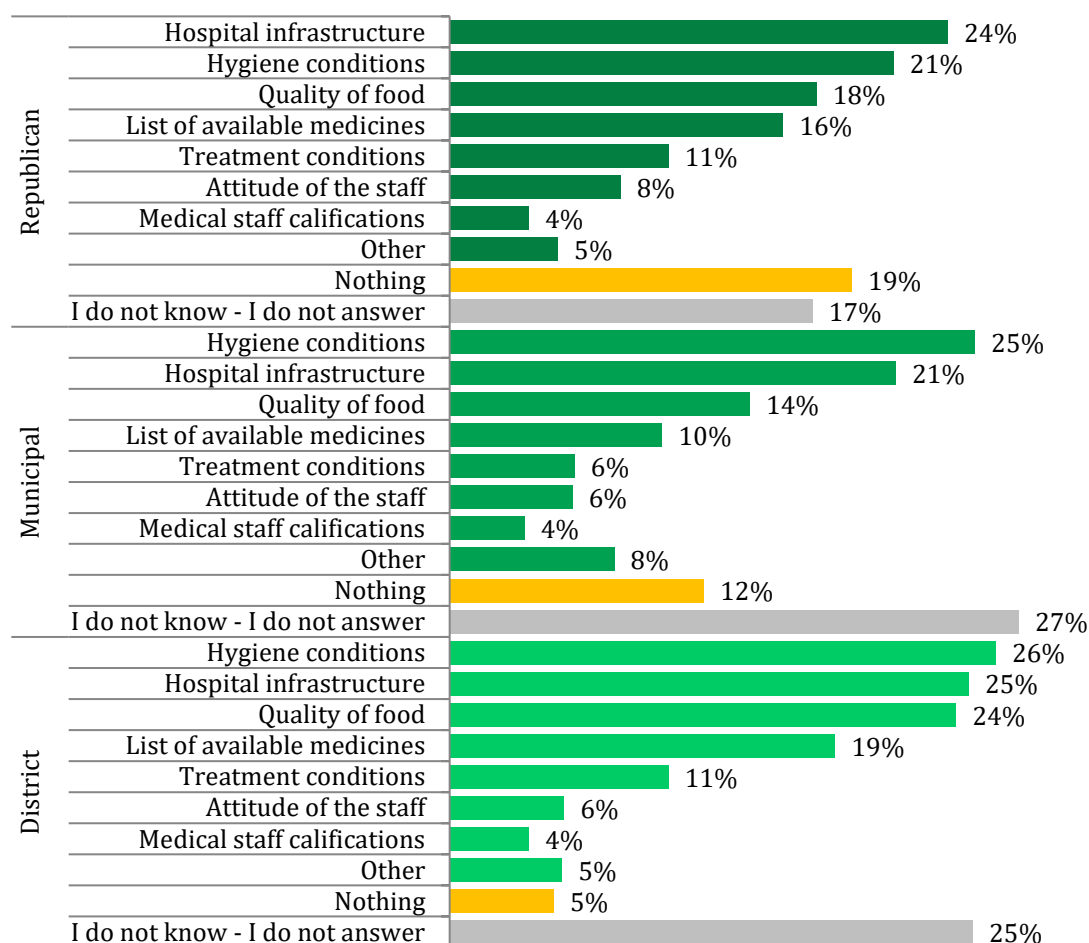
Every fourth respondent mentioned that it is necessary to improve *hygiene conditions and hospital infrastructure*, 20% mentioned *the list of available medicines*, 18% - *quality of food*, 10% - *the attitude of the staff*.

Figure 27. What do you think needs to be improved in the hospital?



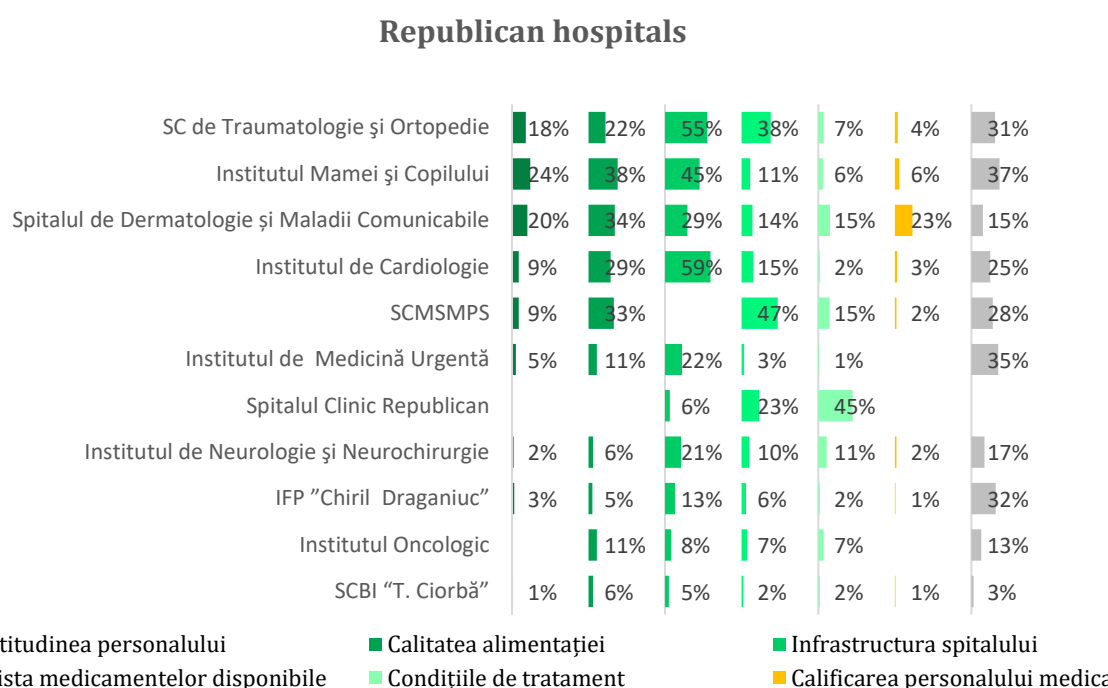
Depending on the type of the hospital the respondents had different opinions regarding the needed improvements. In Republican hospitals *infrastructure* accounted for the largest share of aggregated answers - about 24% of respondents think improvement is needed, about 21% of respondents opt for improvement of *hygienic conditions*, 18% - for *quality of food*. In municipal hospitals 25% of respondents think that *hygienic conditions* need to be improved, 21% - *hospital infrastructure*, 14% - *quality of food*. In the respondents' opinion, more improvements are needed in district hospitals. Thus, circa ¼ of respondents consider that improvements are needed in *hygienic conditions*, *hospital infrastructure*, *list of available medicines*, one in five respondents said that food quality should be improved.

Figure 28. What do you think needs to be improved in the hospital (by type of hospital)?

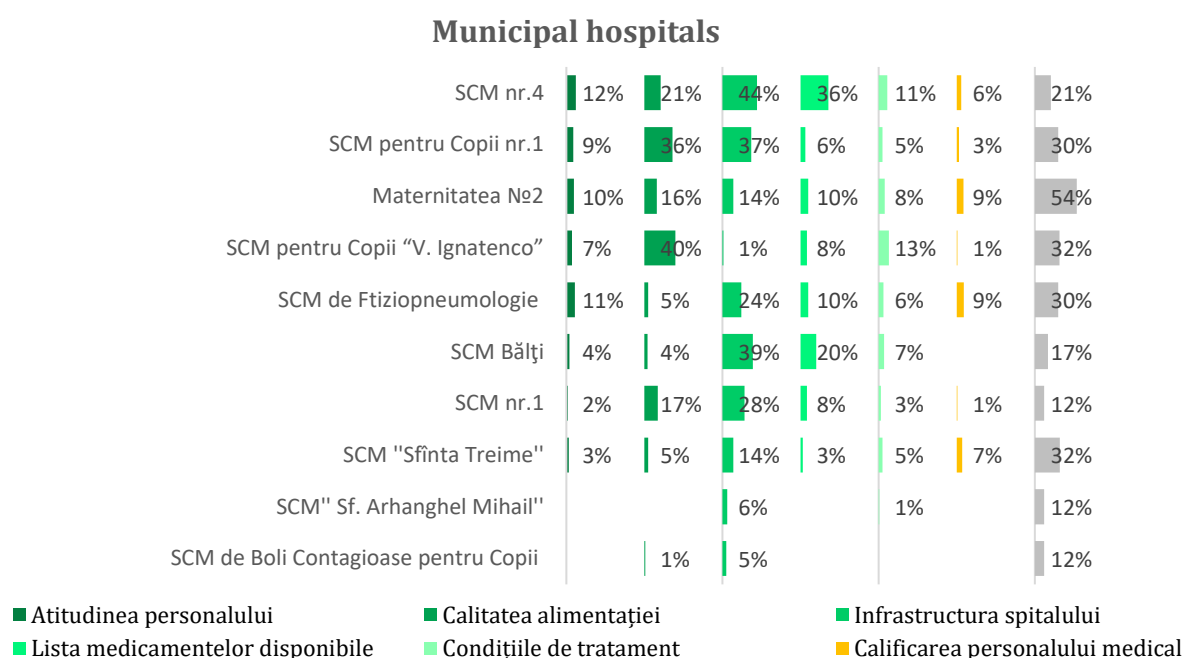


The diagram below shows aggregated proportions of improvements needs in hospitals, to indicate major trends.

Figure 29. What do you think needs to be improved in the hospital (by hospitals)?

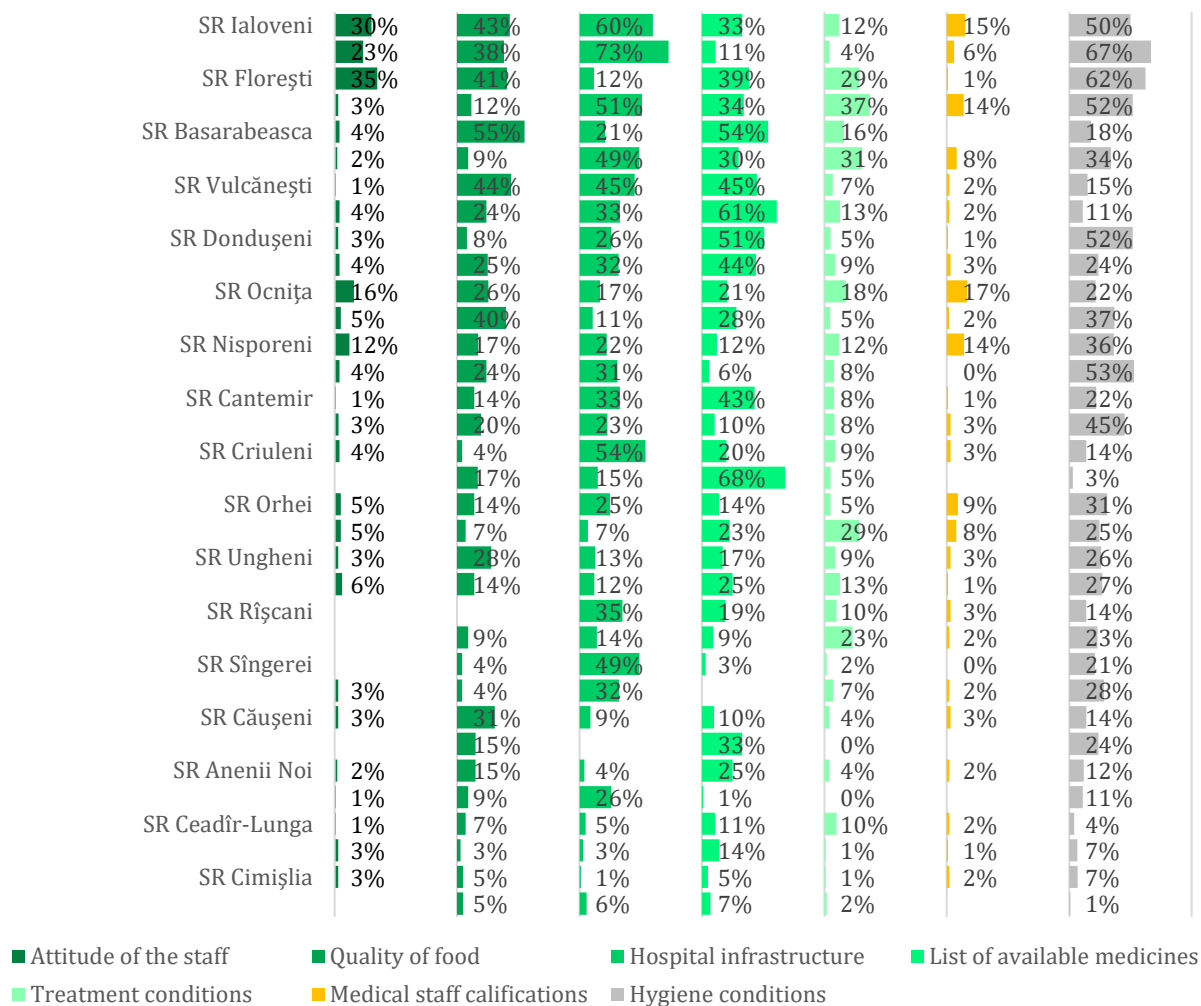


In the group of republican hospitals, in the respondents opinion, most improvements in various fields are needed in the SC of Traumatology and Orthopedics, Mother and Child Institute, Dermatology and Communicable Diseases Hospital.



In the group of municipal hospitals, in the respondents` opinion, most improvements in various fields are needed in the SCM no.4, SCM for Children no.1 and Maternity Hospital no.2.

District hospitals



In the district hospitals, in the respondents opinion, mostly needing improvements are the district hospitals Ialoveni, Soroca, Floresti and Edinet.

Annex 1. List of hospitals included in the survey

No.	The name of the healthcare institution	No. of interviews
Republican institutions		
1	SCR "T. Mosneaga "	109
2	Mother and Child Institute	100
3	Cardiology Institute	101
4	Oncology Institute	100
5	IFP "Chiril Draganiuc"	101
6	SC of Traumatology and Orthopedics	100
7	SCBI "T. Ciorba"	100
8	Dermatology and Communicable Diseases Hospital	99
9	Institute of Neurology and Neurosurgery	100
10	SC of MSMPS	100
11	Emergency Medicine Institute	100
Municipal institutions		
1	SCM no.1	99
2	SCM " Sf. Arhanghel Mihail "	100
3	SCM " Sfanta Treime "	100
4	SCM no.4	106
5	SCM for Children no.1	100
6	SCM for Children "V. Ignatenco"	98
7	SCM of Contagious Disease for Children	100
8	Maternity Hospital no.2	102
9	SCM of Phthisiopneumology	100
10	SCM Balti	100
District institutions		
<i>Intervention districts</i>		
1	SR Donduseni	100
2	SR Falesti	100
3	SR Glodeni	99
4	SR Nisporeni	99
5	SR Orhei	100
6	SR Soldanesti	104
7	SR Cahul	97
8	SR Cantemir	100
9	SR Taraclia	100
<i>Control districts</i>		
1	SR Soroca	99
2	SR Ocnita	102
3	SR Riscani	100
4	SR Criuleni	100
5	SR Rezina	103
6	SR Straseni	100
7	SR Causeni	101
8	SR Cimisia	100

9	SR Basarabasca	100
<i>Other districts</i>		
1	SR Drochia	102
2	SR Floresti	101
3	SR Singerei	100
4	SR Anenii Noi	100
5	SR Calarasi	100
6	SR Hincesti	99
7	SR Ialoveni	100
8	SR Telenesti	100
9	SR Ungheni	100
10	SR Leova	100
11	SR Stefan-Voda	100
12	SR Comrat	101
13	SR Ceadir-Lunga	100
14	SR Vulcanesti	100
15	SR Briceni	100
16	SR Edinet	102
Total - 55		

Annex 2 Statistic tables, total data

Table 1: Sample structure

		Number	%
Type of hospital:	Republican	1110	20.1%
	Municipal	1005	18.2%
	District	3409	61.7%
District hospitals:	Intervention hospitals	899	26.4%
	Control hospitals	806	23.6%
	Other hospitals	1704	50.0%

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

		Yes	No	DK / NA
Total		94.2%	5.2%	.6%
Type of hospital:	Republican	90.2%	9.3%	.5%
	Municipal	93.2%	6.7%	.1%
	District	95.8%	3.4%	.8%

Table 3: Have you received clear and understandable information from your physician about the diagnosis/health problem you have treated?

		I did not get any information	I received some and / or unclear information	I have received general information (average)	I have received sufficient and clear information	I have received very clear and detailed information	DK / NA
Total		0.9%	2.1%	7.7%	34.8%	53.8%	0.7%
Type of hospital:	Republican	1.3%	1.1%	7.1%	34.4%	55.2%	0.9%
	Municipal	1.1%	2.3%	6.0%	27.0%	62.9%	0.8%
	District	0.7%	2.3%	8.4%	37.3%	50.7%	0.6%

Table 4: Have you received clear and understandable information from your physician about the medical interventions/medical procedures that you have followed?

		I did not get any information	I received some and / or unclear information	I have received general information (average)	I have received sufficient and clear information	I have received very clear and detailed information	DK / NA
Total		1.3%	2.0%	8.2%	34.6%	52.9%	1.0%
Type of hospital:	Republican	1.4%	1.1%	5.3%	36.8%	54.8%	0.6%
	Municipal	2.1%	1.6%	6.7%	26.8%	62.2%	0.7%
	District	1.1%	2.4%	9.6%	36.1%	49.6%	1.2%

Table 5: Have you received clear and understandable information from your physician about your treatment?

		I did not get any information	I received some and / or unclear information	I have received general information (average)	I have received sufficient and clear information	I have received very clear and detailed information	DK / NA
Total		1.4%	2.4%	8.9%	33.3%	52.5%	1.5%
Type of hospital:	Republican	1.1%	1.6%	6.5%	34.3%	55.4%	1.1%
	Municipal	2.0%	1.6%	6.9%	25.8%	62.5%	1.3%
	District	1.3%	2.8%	10.3%	35.2%	48.6%	1.7%

Table 6: Have you received clear and understandable information from your physician about the risks and consequences of treatment?

		I did not get any information	I received some and / or unclear information	I have received general information (average)	I have received sufficient and clear information	I have received very clear and detailed information	DK / NA
Total		4.9%	3.6%	9.0%	31.6%	48.3%	2.6%
Type of hospital:	Republican	4.2%	2.3%	6.1%	32.8%	52.9%	1.6%
	Municipal	7.2%	2.8%	7.5%	21.9%	58.0%	2.7%
	District	4.4%	4.2%	10.4%	34.1%	43.9%	2.9%

Table 7: Have you received clear and understandable information from your physician about the available treatment alternatives?

		I did not get any information	I received some and / or unclear information	I have received general information (average)	I have received sufficient and clear information	I have received very clear and detailed information	DK / NA
Total		8.6%	4.3%	10.3%	28.4%	44.1%	4.2%
Type of hospital:	Republican	15.9%	3.2%	12.1%	23.6%	41.7%	3.5%
	Municipal	10.1%	3.7%	7.1%	21.0%	54.7%	3.4%
	District	5.8%	4.9%	10.7%	32.1%	41.8%	4.6%

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

		I did not get any information	I received some and / or unclear information	I have received general information (average)	I have received sufficient and clear information	I have received very clear and detailed information	DK / NA
Total		1.9%	1.8%	7.3%	31.7%	55.4%	1.8%
Type of hospital:	Republican	1.7%	1.4%	4.9%	27.4%	64.1%	0.5%
	Municipal	2.9%	1.7%	5.5%	24.4%	62.6%	3.0%
	District	1.7%	2.1%	8.6%	35.3%	50.5%	1.9%

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

		Yes	No	DK / NA
Total		75.7%	20.1%	4.1%
Type of hospital:	Republican	69.6%	20.7%	9.6%
	Municipal	80.3%	15.6%	4.1%
	District	76.4%	21.2%	2.4%

Table 10: During your stay in the hospital, how often have you been treated with benevolence and respect by the medical staff?

		Never	Rarely	Sometimes	Often	Always	DK / NR
Total		0.2%	0.6%	2.9%	15.6%	80.4%	0.4%
Type of hospital:	Republican	0.1%	0.8%	3.4%	11.0%	84.5%	0.2%
	Municipal	0.1%	0.4%	1.6%	14.5%	82.7%	0.7%
	District	0.2%	0.6%	3.1%	17.4%	78.4%	0.4%

Table 11: During your stay in the hospital. how often have you been treated with benevolence and respect by the nurses?

		Never	Rarely	Sometimes	Often	Always	DK / NR
Total		0.2%	0.7%	3.4%	16.0%	79.3%	0.5%
Type of hospital:	Republican	0.2%	1.2%	4.1%	12.4%	81.6%	0.5%
	Municipal		0.7%	1.7%	14.6%	82.4%	0.6%
	District	0.2%	0.6%	3.7%	17.5%	77.6%	0.4%

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

		Never	Rarely	Sometimes	Often	Always	DK / NR
Total		0.3%	0.9%	4.6%	17.4%	75.9%	0.9%
Type of hospital:	Republican	0.5%	1.4%	3.8%	14.5%	79.1%	0.8%
	Municipal		1.3%	4.1%	14.2%	79.0%	1.4%
	District	0.3%	0.7%	5.1%	19.3%	73.9%	0.8%

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

		Yes	No	DK / NA
Total		82.9%	10.0%	7.1%
Type of hospital:	Republican	88.9%	5.7%	5.4%
	Municipal	81.5%	13.8%	4.7%
	District	81.4%	10.2%	8.4%

Table 14: How do you assess your health at discharge from the hospital (as compared to hospital admission)?

		Worsened	No change	Improved a little	Improved	Recovered	DK / NR
Total		0.6%	2.8%	16.3%	56.7%	23.0%	0.5%
Type of hospital:	Republican	0.6%	2.0%	15.0%	60.3%	21.4%	0.7%
	Municipal	0.8%	3.6%	9.5%	52.4%	33.4%	0.3%
	District	0.5%	2.8%	18.8%	56.8%	20.5%	0.6%

Table 15: How do you rate hospital conditions during your stay in the hospital? Accommodation

		Very good	Good	Satisfactory	Bad	Very bad	DK / NA
Total		29.7%	52.3%	15.1%	1.9%	0.7%	0.4%
Type of hospital:	Republican	34.5%	51.1%	10.8%	2.1%	1.1%	0.5%
	Municipal	34.8%	52.5%	10.0%	1.5%	1.0%	0.2%
	District	26.5%	52.7%	18.0%	2.0%	0.4%	0.4%

Table 16: How do you rate hospital conditions during your stay in hospital? Cleanliness

		Very good	Good	Satisfactorily	Bad	Very bad	DK / NA
Total		33.3%	53.2%	11.5%	1.1%	0.5%	0.4%
Type of hospital:	Republican	40.9%	49.0%	7.6%	1.2%	1.0%	0.4%
	Municipal	38.0%	53.2%	7.2%	0.6%	0.5%	0.5%
	District	29.5%	54.5%	14.1%	1.2%	0.3%	0.4%

Table 17: How do you rate hospital conditions during your stay in hospital? Food

		Very good	Good	Satisfactorily	Bad	Bad for you!	DK / NA
Total		28.4%	51.6%	15.7%	2.3%	0.8%	1.2%

Type of hospital:	Republican	32.3%	53.4%	10.5%	1.5%	1.1%	1.2%
	Municipal	32.2%	51.9%	11.5%	2.2%	1.0%	1.1%
	District	26.0%	50.8%	18.7%	2.6%	0.6%	1.3%

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

		Average	Median	STD Deviation
Total		8.7	9	1.4
Type of hospital:	Republican	9.1	9	1.3
	Municipal	8.8	9	1.2
	District	8.6	9	1.4

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

		Yes, of course	Probably yes	Uncertain	Probably not	Definitely not	DK / NA
Total		58.3%	30.1%	5.3%	2.0%	1.0%	3.3%
Type of hospital:	Republican	75.5%	17.0%	3.2%	1.0%	0.9%	2.3%
	Municipal	65.6%	24.0%	3.8%	1.5%	1.2%	4.0%
	District	50.5%	36.2%	6.4%	2.5%	1.0%	3.3%

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

		Attitude of the staff	Quality of the food	Hospital infrastructure	List of available medicines	Treatment conditions	Qualification of the medical staff	Hygiene Conditions	Other	Nothing	DK / NA
Total		6.1%	17.6%	24.0%	20.1%	9.7%	3.8%	25.0%	5.8%	9.2%	23.9%
Type of hospital:	Republican	8.2%	17.6%	23.9%	16.0%	10.5%	3.8%	21.3%	5.2%	19.3%	17.4%
	Municipal	5.9%	14.4%	21.4%	10.2%	6.0%	3.6%	25.2%	7.9%	12.2%	27.3%
	District	5.5%	18.5%	24.9%	24.3%	10.5%	3.8%	26.2%	5.4%	5.0%	25.1%

Annex 3. Statistic tables by each institution

Do you have health insurance/policy from the National Health Insurance Company?	Yes	No	DK / NA
Total	94.0%	5.4%	0.7%
Subtotal Republican level	90.2%	9.3%	0.5%
SCR "T. Mosneaga "	98.2%		1.8%
Mother and Child Institute	87.0%	13.0%	
Cardiology Institute	99.0%		1.0%
Oncology Institute	93.0%	7.0%	
IFP "Chiril Draganiuc"	59.4%	40.6%	
SC of Traumatology and Orthopedics	98.0%	2.0%	
SCBI "T. Ciorba"	98.0%	2.0%	
Dermatology and Communicable Diseases Hospital	75.8%	24.2%	
Neurology and Neurosurgery Institute	96.0%	4.0%	
SC of MSMPS	100%		
Emergency Medicine Institute	87.0%	10.0%	3.0%
Subtotal municipal level	93.2%	6.7%	0.1%
SCM no.1	97.0%	2.0%	1.0%

SCM " Sf. Arhanghel Mihail "	98.0%	2.0%	
SCM " Sfanta Treime"	97.0%	3.0%	
SCM no.4	99.1%	.9%	
SCM for Children no.1	100%		
SCM for Children "V. Ignatenco "	100%		
SCM of Contagious Disease for Children	100%		
Maternity Hospital no.2	94.1%	5.9%	
SCM of Phthiisopneumology	48.0%	52.0%	
SCM Balti	99.0%	1.0%	
Subtotal district level	95.8%	3.4%	0.8%
SR Briceni	98.0%	1.0%	1.0%
SR Donduseni	99.0%		1.0%
SR Drochia	98.0%	2.0%	
SR Edinet	99.0%	1.0%	
SR Falesti	93.0%	7.0%	
SR Floresti	72.3%	26.7%	1.0%
SR Glodeni	97.0%	2.0%	1.0%
SR Ocnita	88.2%	11.8%	
SR Riscani	100%		
SR Singerei	96.0%	4.0%	
SR Soroca	94.9%	3.0%	2.0%
SR Anenii Noi	100%		
SR Calarasi	96.0%	1.0%	3.0%
SR Criuleni	98.0%	2.0%	
SR Hincesti	98.0%	2.0%	
SR Ialoveni	99.0%	1.0%	
SR Nisporeni	98.0%	2.0%	
SR Orhei	97.0%	3.0%	
SR Rezina	98.1%	1.9%	
SR Straseni	97.0%	3.0%	
SR Soldanesti	95.2%	4.8%	
SR Telenesti	99.0%		1.0%
SR Ungheni	100%		
SR Basarabasca	98.0%	2.0%	
SR Cahul	91.8%	6.2%	2.1%
SR Cantemir	100%		
SR Causeni	100%		
SR Cimislia	95.0%	2.0%	3.0%
SR Leova	98.0%	2.0%	
SR Stefan-Voda	86.0%	14.0%	
SR Taraclia	94.0%	5.0%	1.0%
SR Comrat	88.1%	3.0%	8.9%
SR Ceadir-Lunga	96.0%	2.0%	2.0%
SR Vulcanesti	100%		

Did you receive clear and understandable information from your physician regarding your diagnosis / health problem that you have treated?	I did not receive any information	I received some and / or unclear information	I received general information (average)	I received sufficient and clear information	I received very clear and detailed information	DK / NA
Total	0.9%	2.1%	7.7%	34.8%	53.8%	0.7%
Subtotal Republican level	1.3%	1.1%	7.1%	34.4%	55.2%	0.9%
SCR "T. Mosneaga "			23.9%	67.9%	5.5%	2.8%
Mother and Child Institute		1.0%	4.0%	11.0%	83.0%	1.0%
Cardiology Institute	4.0%	2.0%	5.9%	54.5%	32.7%	1.0%
Oncology Institute					100%	
IFP "Chiril Draganiuc"	2.0%	1.0%	6.9%	30.7%	57.4%	2.0%

SC of Traumatology and Orthopedics	5.0%		4.0%	38.0%	53.0%	
SCBI "T. Ciorba"		1.0%	2.0%	17.0%	80.0%	
Dermatology and Communicable Diseases Hospital	1.0%	4.0%	25.3%	35.4%	34.3%	
Neurology and Neurosurgery Institute	2.0%	1.0%	3.0%	72.0%	22.0%	
SC of MSMPS		1.0%	1.0%	36.0%	62.0%	
Emergency Medicine Institute		1.0%	1.0%	13.0%	82.0%	3.0%
Subtotal municipal level	1.1%	2.3%	6.0%	27.0%	62.9%	0.8%
SCM no.1					98.0%	2.0%
SCM " Sf. Arhanghel Mihail "					100%	
SCM " Sfanta Treime"		5.0%	10.0%	41.0%	44.0%	
SCM no.4	8.5%	7.5%	5.7%	40.6%	36.8%	0.9%
SCM for Children no.1		1.0%	5.0%	37.0%	56.0%	1.0%
SCM for Children "V. Ignatenco "		1.0%	2.0%	25.5%	71.4%	
SCM of Contagious Disease for Children				1.0%	98.0%	1.0%
Maternity Hospital no.2		2.0%	23.5%	54.9%	16.7%	2.9%
SCM of Phthisiopneumology			4.0%	19.0%	77.0%	
SCM Balti	2.0%	6.0%	9.0%	49.0%	34.0%	
Subtotal district level	0.7%	2.3%	8.4%	37.3%	50.7%	0.6%
SR Briceni	3.0%	19.0%	38.0%	35.0%	3.0%	2.0%
SR Donduseni			5.0%	72.0%	23.0%	
SR Drochia		1.0%	1.0%	35.3%	62.7%	
SR Edinet	2.9%	19.6%	38.2%	38.2%	1.0%	
SR Falesti			1.0%	7.0%	92.0%	
SR Floresti		5.9%	31.7%	51.5%	10.9%	
SR Glodeni			3.0%	8.1%	88.9%	
SR Ocnita	4.9%	4.9%	26.5%	33.3%	30.4%	
SR Riscani		2.0%	11.0%	55.0%	32.0%	
SR Singerei		1.0%	12.0%	45.0%	37.0%	5.0%
SR Soroca		1.0%	1.0%	11.1%	86.9%	
SR Anenii Noi		3.0%	1.0%	90.0%	5.0%	1.0%
SR Calarasi	1.0%			1.0%	98.0%	
SR Criuleni	2.0%		4.0%	5.0%	89.0%	
SR Hincesti	1.0%		1.0%	10.1%	87.9%	
SR Ialoveni	1.0%	11.0%	7.0%	55.0%	26.0%	
SR Nisporeni		1.0%	2.0%	18.2%	78.8%	
SR Orhei	2.0%	1.0%	14.0%	65.0%	18.0%	
SR Rezina			2.9%	21.4%	75.7%	
SR Straseni			2.0%	7.0%	88.0%	3.0%
SR Soldanesti			1.0%	5.8%	93.3%	
SR Telenesti		1.0%	16.0%	47.0%	35.0%	1.0%
SR Ungheni	1.0%	2.0%		11.0%	85.0%	1.0%
SR Basarabasca	1.0%		16.0%	45.0%	38.0%	
SR Cahul	3.1%	2.1%	5.2%	18.6%	71.1%	
SR Cantemir			1.0%	44.0%	55.0%	
SR Causeni			1.0%	68.3%	25.7%	5.0%
SR Cimislia		1.0%	3.0%	91.0%	5.0%	
SR Leova			2.0%	59.0%	39.0%	
SR Stefan-Voda			2.0%	16.0%	82.0%	
SR Taraclia			8.0%	51.0%	41.0%	
SR Comrat		1.0%	23.8%	65.3%	8.9%	1.0%
SR Ceadir-Lunga		1.0%	3.0%	30.0%	66.0%	
SR Vulcanesti			2.0%	51.0%	47.0%	

Did you receive clear and understandable information from your physician about your medical interventions / medical procedures that you have followed?	I did not receive any information	I received some and / or unclear information	I received general information (average)	I received sufficient and clear information	I received very clear and detailed information	DK / NA
Total	1.3%	2.0%	8.2%	34.6%	52.9%	1.0%
Subtotal Republican level	1.4%	1.1%	5.3%	36.8%	54.8%	0.6%
SCR "T. Mosneaga "			2.8%	91.7%	5.5%	
Mother and Child Institute			6.0%	10.0%	84.0%	
Cardiology Institute	5.9%	2.0%	5.9%	50.5%	34.7%	1.0%
Oncology Institute					100%	
IFP "Chiril Draganiuc"		2.0%	4.0%	34.7%	56.4%	3.0%
SC of Traumatology and Orthopedics	6.0%	1.0%	2.0%	41.0%	50.0%	
SCBI "T. Ciorba"			2.0%	15.0%	83.0%	
Dermatology and Communicable Diseases Hospital	2.0%	5.1%	29.3%	33.3%	30.3%	
Neurology and Neurosurgery Institute	1.0%		4.0%	77.0%	17.0%	1.0%
SC of MSMPS		1.0%	1.0%	35.0%	63.0%	
Emergency Medicine Institute		1.0%	2.0%	12.0%	83.0%	2.0%
Subtotal municipal level	2.1%	1.6%	6.7%	26.8%	62.2%	0.7%
SCM no.1					99.0%	1.0%
SCM "Sf. Arhanghel Mihail "					100%	
SCM " Sfanta Treime"	1.0%	2.0%	11.0%	46.0%	40.0%	
SCM no.4	17.0%	7.5%	3.8%	34.9%	35.8%	0.9%
SCM for Children no.1	1.0%		8.0%	33.0%	55.0%	3.0%
SCM for Children "V. Ignatenco "			2.0%	26.5%	71.4%	
SCM of Contagious Disease for Children				1.0%	99.0%	
Maternity Hospital no.2		2.0%	26.5%	52.9%	16.7%	2.0%
SCM of Phthisiopneumology		1.0%	1.0%	21.0%	77.0%	
SCM Balti	1.0%	3.0%	14.0%	51.0%	31.0%	
Subtotal district level	1.1%	2.4%	9.6%	36.1%	49.6%	1.2%
SR Briceni	3.0%	19.0%	45.0%	29.0%	1.0%	3.0%
SR Donduseni			7.0%	47.0%	46.0%	
SR Drochia		1.0%	1.0%	35.3%	61.8%	1.0%
SR Edinet	1.0%	22.5%	39.2%	34.3%	2.0%	1.0%
SR Falesti				6.0%	94.0%	
SR Floresti	2.0%	2.0%	40.6%	48.5%	6.9%	
SR Glodeni			3.0%	11.1%	85.9%	
SR Ocnita		4.9%	22.5%	44.1%	23.5%	4.9%
SR Riscani		1.0%	11.0%	48.0%	40.0%	
SR Singerei		1.0%	8.0%	47.0%	37.0%	7.0%
SR Soroca		3.0%	2.0%	16.2%	78.8%	
SR Anenii Noi		2.0%	3.0%	89.0%	5.0%	1.0%
SR Calarasi	1.0%			1.0%	98.0%	
SR Criuleni	11.0%	3.0%	1.0%	6.0%	78.0%	1.0%
SR Hincesti			3.0%	12.1%	84.8%	
SR Ialoveni	10.0%	7.0%	5.0%	59.0%	19.0%	
SR Nisporeni		1.0%	2.0%	9.1%	85.9%	2.0%
SR Orhei	1.0%	1.0%	16.0%	61.0%	18.0%	3.0%
SR Rezina			1.9%	21.4%	76.7%	
SR Straseni	3.0%		2.0%	5.0%	86.0%	4.0%
SR Soldanesti		1.0%	1.9%	36.5%	60.6%	
SR Telenesti		1.0%	17.0%	47.0%	35.0%	
SR Ungheni	1.0%	2.0%	1.0%	14.0%	79.0%	3.0%
SR Basarabasca			9.0%	57.0%	34.0%	
SR Cahul	2.1%	2.1%	13.4%	10.3%	71.1%	1.0%

SR Cantemir		1.0%	43.0%	56.0%	
SR Causeni		1.0%	47.5%	42.6%	8.9%
SR Cimislia	2.0%	3.0%	88.0%	7.0%	
SR Leova		3.0%	60.0%	37.0%	
SR Stefan-Voda			20.0%	80.0%	
SR Taraclia	1.0%	6.0%	51.0%	42.0%	
SR Comrat	2.0%	46.5%	43.6%	6.9%	1.0%
SR Ceadir-Lunga	1.0%	1.0%	4.0%	28.0%	66.0%
SR Vulcanesti		5.0%	51.0%	44.0%	

Did you receive clear and understandable information from your physician about your treatment?	I did not receive any information	I received some and / or unclear information	I received general information (average)	I received sufficient and clear information	I received very clear and detailed information	DK / NA
Total	1.4%	2.4%	8.9%	33.3%	52.5%	1.5%
Subtotal Republican level	1.1%	1.6%	6.5%	34.3%	55.4%	1.1%
SCR "T. Mosneaga "			24.8%	64.2%	3.7%	7.3%
Mother and Child Institute		1.0%	5.0%	9.0%	82.0%	3.0%
Cardiology Institute	4.0%	3.0%	4.0%	54.5%	34.7%	
Oncology Institute					100%	
IFP "Chiril Draganiuc"	1.0%	2.0%	4.0%	27.7%	64.4%	1.0%
SC of Traumatology and Orthopedics	6.0%	1.0%	2.0%	44.0%	47.0%	
SCBI "T. Ciorba"		1.0%	1.0%	13.0%	85.0%	
Dermatology and Communicable Diseases Hospital		7.1%	24.2%	29.3%	39.4%	
Neurology and Neurosurgery Institute	1.0%	1.0%	3.0%	83.0%	12.0%	
SC of MSMPS		1.0%	1.0%	36.0%	62.0%	
Emergency Medicine Institute		1.0%	1.0%	14.0%	84.0%	
Subtotal municipal level	2.0%	1.6%	6.9%	25.8%	62.5%	1.3%
SCM no.1					98.0%	2.0%
SCM " Sf. Arhanghel Mihail "					100%	
SCM " Sfanta Treime"	1.0%	2.0%	11.0%	45.0%	41.0%	
SCM no.4	17.0%	4.7%	11.3%	30.2%	35.8%	0.9%
SCM for Children no.1	1.0%	1.0%	8.0%	28.0%	59.0%	3.0%
SCM for Children "V. Ignatenco "			2.0%	26.5%	71.4%	
SCM of Contagious Disease for Children				1.0%	99.0%	
Maternity Hospital no.2		2.0%	25.5%	50.0%	15.7%	6.9%
SCM of Phthisiopneumology			1.0%	29.0%	70.0%	
SCM Balti		6.0%	9.0%	47.0%	38.0%	
Subtotal district level	1.3%	2.8%	10.3%	35.2%	48.6%	1.7%
SR Briceni	4.0%	21.0%	45.0%	25.0%	2.0%	3.0%
SR Donduseni			20.0%	60.0%	20.0%	
SR Drochia		1.0%		35.3%	62.7%	1.0%
SR Edinet	2.0%	18.6%	42.2%	35.3%	2.0%	
SR Falesti				6.0%	94.0%	
SR Floresti	4.0%	13.9%	40.6%	29.7%	11.9%	
SR Glodeni			1.0%	14.1%	84.8%	
SR Ocnita	2.0%	3.9%	16.7%	44.1%	29.4%	3.9%

SR Riscani		1.0%	15.0%	44.0%	40.0%	
SR Singerei		1.0%	5.0%	43.0%	39.0%	12.0%
SR Soroca	1.0%	3.0%	3.0%	16.2%	76.8%	
SR Anenii Noi		3.0%	2.0%	90.0%	4.0%	1.0%
SR Calarasi	1.0%			1.0%	98.0%	
SR Criuleni	14.0%	4.0%	1.0%	4.0%	76.0%	1.0%
SR Hincesti				16.2%	83.8%	
SR Ialoveni	10.0%	5.0%	5.0%	58.0%	22.0%	
SR Nisporeni			3.0%	10.1%	83.8%	3.0%
SR Orhei	1.0%	2.0%	20.0%	59.0%	17.0%	1.0%
SR Rezina			1.0%	18.4%	79.6%	1.0%
SR Straseni	2.0%	1.0%	2.0%	4.0%	87.0%	4.0%
SR Soldanesti			2.9%	28.8%	65.4%	2.9%
SR Telenesti		1.0%	17.0%	47.0%	35.0%	
SR Ungheni	1.0%	2.0%		16.0%	67.0%	14.0%
SR Basarabeasca		3.0%	19.0%	40.0%	38.0%	
SR Cahul	2.1%	2.1%	12.4%	8.2%	73.2%	2.1%
SR Cantemir			1.0%	44.0%	55.0%	
SR Causeni				57.4%	35.6%	6.9%
SR Cimislia		2.0%	3.0%	89.0%	6.0%	
SR Leova			3.0%	58.0%	39.0%	
SR Stefan-Voda			11.0%	25.0%	64.0%	
SR Taraclia	1.0%	5.0%	4.0%	47.0%	43.0%	
SR Comrat		1.0%	44.6%	44.6%	8.9%	1.0%
SR Ceadir-Lunga	1.0%	1.0%	3.0%	30.0%	65.0%	
SR Vulcanesti			7.0%	48.0%	45.0%	

Did you receive clear and understandable information from your physician about the risks and consequences of the treatment?	I did not receive any information	I received some and / or unclear information	I received general information (average)	I received sufficient and clear information	I received very clear and detailed information	DK / NA
Total	4.9%	3.6%	9.0%	31.6%	48.3%	2.6%
Subtotal Republican level	4.2%	2.3%	6.1%	32.8%	52.9%	1.6%
SCR "T. Mosneaga "			7.3%	48.6%	42.2%	1.8%
Mother and Child Institute		2.0%	3.0%	10.0%	79.0%	6.0%
Cardiology Institute	20.8%	3.0%	8.9%	47.5%	18.8%	1.0%
Oncology Institute					99.0%	1.0%
IFP "Chiril Draganiuc"	2.0%	14.9%	5.0%	29.7%	45.5%	3.0%
SC of Traumatology and Orthopedics	18.0%	1.0%	5.0%	42.0%	33.0%	1.0%
SCBI "T. Ciorba"			3.0%	17.0%	80.0%	
Dermatology and Communicable Diseases Hospital	2.0%	3.0%	28.3%	35.4%	31.3%	
Neurology and Neurosurgery Institute	4.0%	1.0%	3.0%	81.0%	8.0%	3.0%
SC of MSMPS		1.0%	1.0%	37.0%	61.0%	
Emergency Medicine Institute			3.0%	11.0%	85.0%	1.0%
Subtotal municipal level	7.2%	2.8%	7.5%	21.9%	58.0%	2.7%

SCM no.1				1.0%	97.0%	2.0%
SCM " Sf. Arhanghel Mihail "					100%	
SCM " Sfanta Treime"		6.0%	16.0%	44.0%	33.0%	1.0%
SCM no.4	46.2%	3.8%	7.5%	26.4%	11.3%	4.7%
SCM for Children no.1	4.0%	3.0%	6.0%	29.0%	52.0%	6.0%
SCM for Children "V. Ignatenco "			2.0%	26.5%	71.4%	
SCM of Contagious Disease for Children				1.0%	99.0%	
Maternity Hospital no.2		4.9%	25.5%	42.2%	16.7%	10.8%
SCM of Phthisiopneumology	1.0%	1.0%	2.0%	20.0%	74.0%	2.0%
SCM Balti	18.0%	9.0%	15.0%	28.0%	30.0%	
Subtotal district level	4.4%	4.2%	10.4%	34.1%	43.9%	2.9%
SR Briceni	3.0%	21.0%	40.0%	28.0%	1.0%	7.0%
SR Donduseni			25.0%	50.0%	23.0%	2.0%
SR Drochia		1.0%		36.3%	61.8%	1.0%
SR Edinet	2.9%	19.6%	38.2%	35.3%	2.0%	2.0%
SR Falesti	5.0%			6.0%	89.0%	
SR Floresti	5.0%	29.7%	38.6%	21.8%	5.0%	
SR Glodeni			1.0%	22.2%	76.8%	
SR Ocnita	1.0%	5.9%	20.6%	36.3%	29.4%	6.9%
SR Riscani	12.0%	16.0%	14.0%	23.0%	35.0%	
SR Singerei			4.0%	42.0%	36.0%	18.0%
SR Soroca	6.1%	4.0%	7.1%	22.2%	58.6%	2.0%
SR Anenii Noi		3.0%	2.0%	89.0%	5.0%	1.0%
SR Calarasi	4.0%			1.0%	94.0%	1.0%
SR Criuleni	27.0%	3.0%	2.0%	6.0%	59.0%	3.0%
SR Hincesti	3.0%		1.0%	12.1%	83.8%	
SR Ialoveni	43.0%	4.0%	4.0%	37.0%	11.0%	1.0%
SR Nisporeni	1.0%	1.0%	3.0%	7.1%	80.8%	7.1%
SR Orhei	2.0%	3.0%	13.0%	66.0%	14.0%	2.0%
SR Rezina			5.8%	20.4%	73.8%	
SR Straseni	19.0%	1.0%		3.0%	73.0%	4.0%
SR Soldanesti		1.0%	2.9%	31.7%	63.5%	1.0%
SR Telenesti		1.0%	17.0%	47.0%	34.0%	1.0%
SR Ungheni	1.0%	4.0%	7.0%	26.0%	39.0%	23.0%
SR Basarabasca	2.0%	16.0%	24.0%	34.0%	24.0%	
SR Cahul	3.1%	2.1%	8.2%	11.3%	73.2%	2.1%
SR Cantemir			2.0%	43.0%	55.0%	
SR Causeni			1.0%	49.5%	37.6%	11.9%
SR Cimislia		2.0%	4.0%	88.0%	6.0%	
SR Leova			5.0%	61.0%	34.0%	
SR Stefan-Voda	5.0%		14.0%	21.0%	60.0%	
SR Taraclia	3.0%	3.0%	7.0%	45.0%	41.0%	1.0%
SR Comrat		1.0%	33.7%	54.5%	9.9%	1.0%
SR Ceadir-Lunga	2.0%		1.0%	34.0%	63.0%	
SR Vulcanesti			7.0%	49.0%	44.0%	

Did you receive clear and understandable information from your physician about the available treatment alternatives?	I did not receive any information	I received some and / or unclear information	I received general information (average)	I received sufficient and clear information	I received very clear and detailed information	DK / NA
Total	8.6%	4.3%	10.3%	28.4%	44.1%	4.2%
Subtotal Republican level	15.9%	3.2%	12.1%	23.6%	41.7%	3.5%
SCR "T. Mosneaga "		4.6%	70.6%	13.8%		11.0%
Mother and Child Institute	5.0%		3.0%	10.0%	77.0%	5.0%
Cardiology Institute	55.4%	1.0%	6.9%	25.7%	9.9%	1.0%
Oncology Institute	17.0%				79.0%	4.0%
IFP "Chiril Draganiuc"	16.8%	18.8%	3.0%	28.7%	29.7%	3.0%
SC of Traumatology and Orthopedics	57.0%		2.0%	19.0%	20.0%	2.0%
SCBI "T. Ciorba"			3.0%	16.0%	81.0%	
Dermatology and Communicable Diseases Hospital	11.1%	9.1%	33.3%	30.3%	16.2%	
Neurology and Neurosurgery Institute	12.0%	1.0%	3.0%	68.0%	6.0%	10.0%
SC of MSMPS		1.0%	1.0%	36.0%	62.0%	
Emergency Medicine Institute	1.0%		2.0%	13.0%	82.0%	2.0%
Subtotal municipal level	10.1%	3.7%	7.1%	21.0%	54.7%	3.4%
SCM no.1	1.0%				97.0%	2.0%
SCM " Sf. Arhanghel Mihail "				1.0%	99.0%	
SCM " Sfanta Treime"		8.0%	16.0%	43.0%	32.0%	1.0%
SCM no.4	57.5%	2.8%	6.6%	20.8%	8.5%	3.8%
SCM for Children no.1	6.0%	1.0%	8.0%	31.0%	44.0%	10.0%
SCM for Children "V. Ignatenco "			2.0%	26.5%	71.4%	
SCM of Contagious Disease for Children				1.0%	99.0%	
Maternity Hospital no.2		2.9%	27.5%	40.2%	15.7%	13.7%
SCM of Phthysiopneumology	5.0%	5.0%	3.0%	20.0%	64.0%	3.0%
SCM Balti	29.0%	17.0%	7.0%	26.0%	21.0%	
Subtotal district level	5.8%	4.9%	10.7%	32.1%	41.8%	4.6%
SR Briceni	5.0%	28.0%	34.0%	22.0%	1.0%	10.0%
SR Donduseni		1.0%	35.0%	44.0%	20.0%	
SR Drochia		1.0%		36.3%	61.8%	1.0%
SR Edinet	5.9%	26.5%	40.2%	21.6%	2.9%	2.9%
SR Falesti	10.0%	2.0%		7.0%	80.0%	1.0%
SR Floresti	3.0%	26.7%	36.6%	30.7%	3.0%	
SR Glodeni		3.0%	4.0%	26.3%	66.7%	
SR Ocnita	2.0%	8.8%	16.7%	38.2%	25.5%	8.8%
SR Riscani	19.0%	19.0%	10.0%	22.0%	30.0%	
SR Singerei			1.0%	28.0%	15.0%	56.0%
SR Soroca	7.1%	5.1%	8.1%	28.3%	47.5%	4.0%
SR Anenii Noi		4.0%	3.0%	87.0%	5.0%	1.0%
SR Calarasi	4.0%				94.0%	2.0%

SR Criuleni	39.0%		3.0%	4.0%	50.0%	4.0%
SR Hincesti	1.0%		3.0%	15.2%	80.8%	
SR Ialoveni	62.0%	5.0%	8.0%	19.0%	4.0%	2.0%
SR Nisporeni	2.0%		2.0%	6.1%	81.8%	8.1%
SR Orhei	2.0%	2.0%	14.0%	63.0%	11.0%	8.0%
SR Rezina			5.8%	18.4%	72.8%	2.9%
SR Straseni	9.0%	1.0%		7.0%	77.0%	6.0%
SR Soldanesti		1.0%	1.9%	24.0%	71.2%	1.9%
SR Telenesti		1.0%	17.0%	47.0%	34.0%	1.0%
SR Ungheni	14.0%		5.0%	19.0%	43.0%	19.0%
SR Basarabasca	7.0%	20.0%	27.0%	23.0%	23.0%	
SR Cahul	4.1%		8.2%	13.4%	72.2%	2.1%
SR Cantemir			5.0%	42.0%	53.0%	
SR Causeni				45.5%	41.6%	12.9%
SR Cimislia		4.0%	4.0%	87.0%	5.0%	
SR Leova			7.0%	61.0%	32.0%	
SR Stefan-Voda	1.0%	3.0%	15.0%	23.0%	58.0%	
SR Taraclia		3.0%	11.0%	44.0%	41.0%	1.0%
SR Comrat			31.7%	52.5%	13.9%	2.0%
SR Ceadir-Lunga	2.0%	1.0%	3.0%	33.0%	61.0%	
SR Vulcanesti			4.0%	53.0%	43.0%	

Did you receive clear and understandable information from your physician about the physician's conclusions and recommendations for the future?	I did not receive any information	I received some and / or unclear information	I received general information (average)	I received sufficient and clear information	I received very clear and detailed information	DK / NA
Total	1.9%	1.8%	7.3%	31.7%	55.4%	1.8%
Subtotal Republican level	1.7%	1.4%	4.9%	27.4%	64.1%	0.5%
SCR "T. Mosneaga "				9.2%	89.9%	0.9%
Mother and Child Institute	4.0%	2.0%	3.0%	4.0%	87.0%	
Cardiology Institute	2.0%		5.0%	36.6%	55.4%	1.0%
Oncology Institute					100%	
IFP "Chiril Draganiuc"	1.0%	3.0%	3.0%	36.6%	54.5%	2.0%
SC of Traumatology and Orthopedics	8.0%	2.0%	3.0%	45.0%	42.0%	
SCBI "T. Ciorba"			2.0%	12.0%	86.0%	
Dermatology and Communicable Diseases Hospital	3.0%	6.1%	30.3%	24.2%	36.4%	
Neurology and Neurosurgery Institute	1.0%		5.0%	84.0%	10.0%	
SC of MSMPS		1.0%	1.0%	36.0%	62.0%	
Emergency Medicine Institute		1.0%	2.0%	15.0%	80.0%	2.0%
Subtotal municipal level	2.9%	1.7%	5.5%	24.4%	62.6%	3.0%
SCM no.1					100%	
SCM " Sf. Arhanghel Mihail "	1.0%				99.0%	
SCM " Sfanta Treime"		4.0%	12.0%	48.0%	35.0%	1.0%
SCM no.4	20.8%	3.8%	4.7%	43.4%	25.5%	1.9%
SCM for Children no.1	3.0%	2.0%	4.0%	23.0%	63.0%	5.0%

SCMfor Children "V. Ignatenco "	2.0%	26.5%	71.4%			
SCM of Contagious Disease for Children		1.0%	99.0%			
Maternity Hospital no.2	2.9%	20.6%	41.2%	15.7%	19.6%	
SCM of Phthisiopneumology	1.0%		16.0%	81.0%	2.0%	
SCM Balti	2.0%	4.0%	11.0%	43.0%	40.0%	
Subtotal district level	1.7%	2.1%	8.6%	35.3%	50.5%	1.9%
SR Briceni	2.0%	12.0%	45.0%	37.0%	1.0%	3.0%
SR Donduseni	2.0%		9.0%	49.0%	39.0%	1.0%
SR Drochia		1.0%		37.3%	60.8%	1.0%
SR Edinet	1.0%	10.8%	42.2%	44.1%	2.0%	
SR Falesti	4.0%			6.0%	90.0%	
SR Floresti		8.9%	29.7%	52.5%	8.9%	
SR Glodeni			4.0%	23.2%	70.7%	2.0%
SR Ocnita	1.0%	3.9%	12.7%	39.2%	38.2%	4.9%
SR Riscani		5.0%	4.0%	43.0%	48.0%	
SR Singerei			5.0%	36.0%	56.0%	3.0%
SR Soroca	2.0%	3.0%	7.1%	18.2%	69.7%	
SR Anenii Noi		2.0%	3.0%	89.0%	5.0%	1.0%
SR Calarasi	1.0%			1.0%	97.0%	1.0%
SR Criuleni	18.0%	2.0%	3.0%	5.0%	70.0%	2.0%
SR Hincesti	2.0%		2.0%	12.1%	83.8%	
SR Ialoveni	10.0%	4.0%	7.0%	66.0%	13.0%	
SR Nisporeni			3.0%	6.1%	87.9%	3.0%
SR Orhei		1.0%	13.0%	68.0%	17.0%	1.0%
SR Rezina			2.9%	12.6%	83.5%	1.0%
SR Straseni				8.0%	87.0%	5.0%
SR Soldanesti	1.0%	1.0%	1.9%	17.3%	76.0%	2.9%
SR Telenesti	1.0%	1.0%	17.0%	47.0%	33.0%	1.0%
SR Ungheni	3.0%	1.0%	2.0%	12.0%	65.0%	17.0%
SR Basarabeasca	3.0%	10.0%	16.0%	25.0%	46.0%	
SR Cahul	3.1%	2.1%	6.2%	12.4%	69.1%	7.2%
SR Cantemir			2.0%	41.0%	57.0%	
SR Causeni			1.0%	41.6%	53.5%	4.0%
SR Cimislia			5.0%	89.0%	6.0%	
SR Leova			3.0%	64.0%	33.0%	
SR Stefan-Voda				18.0%	82.0%	
SR Taraclia	2.0%	1.0%	2.0%	52.0%	43.0%	
SR Comrat			37.6%	45.5%	13.9%	3.0%
SR Ceadir-Lunga	1.0%		2.0%	29.0%	68.0%	
SR Vulcanesti			4.0%	51.0%	45.0%	

Did you take part in deciding about the treatment?	Yes	No	DK / NA
Total	75.7%	20.1%	4.1%
Subtotal Republican level	69.6%	20.7%	9.6%
SCR "T. Mosneaga "	37.6%	2.8%	59.6%
Mother and Child Institute	46.0%	47.0%	7.0%

Cardiology Institute	37.6%	59.4%	3.0%
Oncology Institute	97.0%		3.0%
IFP "Chiril Draganiuc"	71.3%	21.8%	6.9%
SC of Traumatology and Orthopedics	65.0%	35.0%	
SCBI "T. Ciorba"	100%		
Dermatology and Communicable Diseases Hospital	63.6%	36.4%	
Neurology and Neurosurgery Institute	80.0%	11.0%	9.0%
SC of MSMPS	99.0%	1.0%	
Emergency Medicine Institute	72.0%	15.0%	13.0%
Subtotal municipal level	80.3%	15.6%	4.1%
SCM no.1	89.9%	5.1%	5.1%
SCM " Sf. Arhanghel Mihail "	97.0%	1.0%	2.0%
SCM " Sfanta Treime"	71.0%	27.0%	2.0%
SCM no.4	54.7%	44.3%	0.9%
SCM for Children no.1	74.0%	22.0%	4.0%
SCMfor Children "V. Ignatenco "	99.0%		1.0%
SCM of Contagious Disease for Children	99.0%		1.0%
Maternity Hospital no.2	59.8%	18.6%	21.6%
SCM of Phthisiopneumology	87.0%	10.0%	3.0%
SCM Balti	74.0%	26.0%	
Subtotal district level	76.4%	21.2%	2.4%
SR Briceni	41.0%	53.0%	6.0%
SR Donduseni	65.0%	33.0%	2.0%
SR Drochia	91.2%	6.9%	2.0%
SR Edinet	42.2%	51.0%	6.9%
SR You make it	49.0%	51.0%	
SR Floresti	25.7%	74.3%	
SR Glodeni	67.7%	29.3%	3.0%
SR Ocnita	71.6%	26.5%	2.0%
SR Riscani	64.0%	35.0%	1.0%
SR Singerei	93.0%		7.0%
SR Soroca	88.9%	10.1%	1.0%
SR Anenii Noi	96.0%	3.0%	1.0%
SR Calarasi	97.0%	1.0%	2.0%
SR Criuleni	56.0%	43.0%	1.0%
SR Hincesti	100%		
SR Ialoveni	52.0%	48.0%	
SR Nisporeni	87.9%	7.1%	5.1%
SR Orhei	92.0%	8.0%	
SR Rezina	86.4%	11.7%	1.9%
SR Straseni	88.0%	9.0%	3.0%
SR Soldanesti	97.1%		2.9%
SR Telenesti	98.0%	2.0%	
SR Ungheni	79.0%	13.0%	8.0%
SR Basarabasca	81.0%	19.0%	

SR Cahul	85.6%	9.3%	5.2%
SR Cantemir	58.0%	42.0%	
SR Causeni	94.1%	2.0%	4.0%
SR Cimislia	96.0%	3.0%	1.0%
SR Leova	61.0%	38.0%	1.0%
SR Stefan-Voda	58.0%	41.0%	1.0%
SR Taraclia	89.0%	11.0%	
SR Comrat	73.3%	13.9%	12.9%
SR Ceadir-Lunga	82.0%	18.0%	
SR Vulcanesti	91.0%	9.0%	

During your stay in the hospital, how often have you been treated with benevolence and respect by physicians?	Never	Rarely	Sometimes	Often	Always	DK / NR
Total	0.2%	0.6%	2.9%	15.6%	80.4%	0.4%
Subtotal Republican level	0.1%	0.8%	3.4%	11.0%	84.5%	0.2%
SCR "T. Mosneaga "				6.4%	93.6%	
Mother and Child Institute		3.0%	6.0%	15.0%	75.0%	1.0%
Cardiology Institute				5.9%	94.1%	
Oncology Institute				1.0%	99.0%	
IFP "Chiril Draganiuc"		1.0%		24.8%	74.3%	
SC of Traumatology and Orthopedics		1.0%	1.0%	8.0%	90.0%	
SCBI "T. Ciorba"			1.0%	3.0%	96.0%	
Dermatology and Communicable Diseases Hospital	1.0%	3.0%	27.3%	34.3%	34.3%	
Neurology and Neurosurgery Institute			1.0%		98.0%	1.0%
SC of MSMPS		1.0%		16.0%	83.0%	
Emergency Medicine Institute			2.0%	7.0%	91.0%	
Subtotal municipal level	0.1%	0.4%	1.6%	14.5%	82.7%	0.7%
SCM no.1				8.1%	91.9%	
SCM " Sf. Arhanghel Mihail "					99.0%	1.0%
SCM " Sfanta Treime "				10.0%	90.0%	
SCM no.4	0.9%	1.9%	1.9%	13.2%	82.1%	
SCM for Children no.1		1.0%	2.0%	14.0%	78.0%	5.0%
SCM for Children "V. Ignatenco "		1.0%	2.0%	19.4%	77.6%	
SCM of Contagious Disease for Children					100%	
Maternity Hospital no.2			5.9%	57.8%	35.3%	1.0%
SCM of Phthisiopneumology			3.0%	13.0%	84.0%	
SCM Balti			1.0%	9.0%	90.0%	
Subtotal district level	0.2%	0.6%	3.1%	17.4%	78.4%	0.4%
SR Briceni		3.0%	13.0%	57.0%	25.0%	2.0%
SR Donduseni			2.0%	47.0%	51.0%	
SR Drochia				1.0%	99.0%	
SR Edinet		1.0%	18.6%	57.8%	21.6%	1.0%
SR Falesti			1.0%	3.0%	96.0%	
SR Floresti		1.0%	19.8%	59.4%	19.8%	

SR Glodeni				26.3%	73.7%	
SR Ocnita	2.9%	2.0%	13.7%	36.3%	45.1%	
SR Riscani			1.0%	8.0%	91.0%	
SR Singerei				6.0%	94.0%	
SR Soroca	1.0%	4.0%	4.0%	9.1%	81.8%	
SR Anenii Noi				1.0%	99.0%	
SR Calarasi				1.0%	99.0%	
SR Criuleni			1.0%	5.0%	94.0%	
SR Hincesti		1.0%	1.0%	5.1%	92.9%	
SR Ialoveni	1.0%	2.0%	2.0%	16.0%	79.0%	
SR Nisporeni	1.0%	1.0%	1.0%	3.0%	89.9%	4.0%
SR Orhei		3.0%	3.0%	10.0%	84.0%	
SR Rezina				6.8%	93.2%	
SR Straseni			1.0%	4.0%	95.0%	
SR Soldanesti		1.0%		3.8%	95.2%	
SR Telenesti				43.0%	57.0%	
SR Ungheni			2.0%	6.0%	92.0%	
SR Basarabasca			1.0%	23.0%	76.0%	
SR Cahul	1.0%	1.0%	2.1%	16.5%	78.4%	1.0%
SR Cantemir			1.0%	12.0%	87.0%	
SR Causeni				14.9%	84.2%	1.0%
SR Cimislia					99.0%	1.0%
SR Leova			2.0%	16.0%	82.0%	
SR Stefan-Voda				2.0%	97.0%	1.0%
SR Taraclia			1.0%	12.0%	87.0%	
SR Comrat			8.9%	66.3%	24.8%	
SR Ceadir-Lunga			1.0%	2.0%	96.0%	1.0%
SR Vulcanesti		1.0%	2.0%	9.0%	88.0%	

During your stay in the hospital, how often have you been treated with benevolence and respect by nurses?	Never	Rarely	Sometimes	Often	Always	DK / NR
Total	0.2%	0.7%	3.4%	16.0%	79.3%	0.5%
Subtotal Republican level	0.2%	1.2%	4.1%	12.4%	81.6%	0.5%
SCR "T. Mosneaga "				21.1%	78.0%	0.9%
Mother and Child Institute		1.0%	9.0%	20.0%	69.0%	1.0%
Cardiology Institute		1.0%	3.0%	4.0%	91.1%	1.0%
Oncology Institute				1.0%	99.0%	
IFP "Chiril Draganiuc"		1.0%		22.8%	75.2%	1.0%
SC of Traumatology and Orthopedics		2.0%	2.0%	9.0%	87.0%	
SCBI "T. Ciorba"				5.0%	95.0%	
Dermatology and Communicable Diseases Hospital	2.0%	7.1%	30.3%	25.3%	35.4%	
Neurology and Neurosurgery Institute				1.0%	98.0%	1.0%
SC of MSMPS		1.0%		15.0%	84.0%	
Emergency Medicine Institute			1.0%	12.0%	86.0%	1.0%

Subtotal municipal level	0.7%		1.7%	14.6%	82.4%	0.6%
SCM no.1				8.1%	91.9%	
SCM " Sf. Arhanghel Mihail "					99.0%	1.0%
SCM "Sfanta Treime"	1.0%			9.0%	90.0%	
SCM no.4	0.9%		2.8%	15.1%	81.1%	
SCM for Children no.1			3.0%	25.0%	68.0%	4.0%
SCM for Children "V. Ignatenco "	1.0%		2.0%	20.4%	76.5%	
SCM of Contagious Disease for Children					100%	
Maternity Hospital no.2	2.9%		5.9%	53.9%	36.3%	1.0%
SCM of Physiopneumology	1.0%		2.0%	11.0%	86.0%	
SCM Balti			1.0%	3.0%	96.0%	
Subtotal district level	0.2%	0.6%	3.7%	17.5%	77.6%	0.4%
SR Briceni	4.0%		17.0%	56.0%	21.0%	2.0%
SR Donduseni			1.0%	56.0%	43.0%	
SR Drochia				1.0%	98.0%	1.0%
SR Edinet	2.0%		18.6%	57.8%	20.6%	1.0%
SR Falesti				5.0%	95.0%	
SR Floresti	2.0%		23.8%	56.4%	17.8%	
SR Glodeni				27.3%	72.7%	
SR Ocnita	2.9%	1.0%	15.7%	36.3%	43.1%	1.0%
SR Riscani			1.0%	7.0%	92.0%	
SR Singerei				6.0%	94.0%	
SR Soroca	2.0%		9.1%	9.1%	79.8%	
SR Anenii Noi	1.0%		1.0%	2.0%	96.0%	
SR Calarasi				2.0%	98.0%	
SR Criuleni			1.0%	5.0%	94.0%	
SR Hincesti	1.0%		2.0%	5.1%	91.9%	
SR Ialoveni	3.0%		3.0%	13.0%	81.0%	
SR Nisporeni	1.0%		1.0%	7.1%	86.9%	4.0%
SR Orhei	1.0%		3.0%	15.0%	81.0%	
SR Rezina				9.7%	89.3%	1.0%
SR Straseni			1.0%	7.0%	92.0%	
SR Soldanesti	1.0%			2.9%	96.2%	
SR Telenesti				43.0%	57.0%	
SR Ungheni	1.0%	1.0%	2.0%	6.0%	90.0%	
SR Basarabasca			2.0%	21.0%	77.0%	
SR Cahul	1.0%	1.0%	6.2%	8.2%	82.5%	1.0%
SR Cantemir				13.0%	87.0%	
SR Causeni				16.8%	81.2%	2.0%
SR Cimislia			1.0%	1.0%	97.0%	1.0%
SR Leova			1.0%	16.0%	83.0%	
SR Stefan-Voda				2.0%	97.0%	1.0%
SR Taraclia			2.0%	7.0%	91.0%	
SR Comrat			6.9%	62.4%	30.7%	
SR Ceadir-Lunga			1.0%	2.0%	97.0%	

SR Vulcanesti	4.0%	9.0%	87.0%			
During your stay in the hospital, how often have you been treated with benevolence and respect by hospital attendants?	Never	Rarely	Sometimes	Often	Always	DK / NR
Total	0.3%	0.9%	4.6%	17.4%	75.9%	0.9%
Subtotal Republican level	0.5%	1.4%	3.8%	14.5%	79.1%	0.8%
SCR "T. Mosneaga "				30.3%	67.9%	1.8%
Mother and Child Institute	2.0%	2.0%	7.0%	17.0%	71.0%	1.0%
Cardiology Institute			3.0%	5.0%	90.1%	2.0%
Oncology Institute				1.0%	99.0%	
IFP "Chiril Draganiuc"		1.0%	2.0%	20.8%	75.2%	1.0%
SC of Traumatology and Orthopedics			1.0%	9.0%	90.0%	
SCBI "T.Ciorba"			1.0%	2.0%	97.0%	
Dermatology and Communicable Diseases Hospital	1.0%	11.1%	23.2%	38.4%	26.3%	
Neurology and Neurosurgery Institute			1.0%	1.0%	97.0%	1.0%
SC of MSMPS	1.0%	1.0%	1.0%	19.0%	78.0%	
Emergency Medicine Institute	1.0%		3.0%	15.0%	79.0%	2.0%
Subtotal municipal level		1.3%	4.1%	14.2%	79.0%	1.4%
SCM no.1				8.1%	91.9%	
SCM " Sf. Arhanghel Mihail "					99.0%	1.0%
SCM " Sfanta Treime"		1.0%	2.0%	11.0%	86.0%	
SCM no.4		0.9%	2.8%	17.0%	79.2%	
SCM for Children no.1		4.0%	9.0%	19.0%	62.0%	6.0%
SCM of Children "V. Ignatenco "		2.0%	4.1%	17.3%	76.5%	
SCM of Contagious Disease for Children				1.0%	99.0%	
Maternity Hospital no.2		3.9%	19.6%	51.0%	18.6%	6.9%
SCM of Phthisiopneumology		1.0%	2.0%	14.0%	83.0%	
SCM Balti			1.0%	3.0%	96.0%	
Subtotal district level	0.3%	0.7%	5.1%	19.3%	73.9%	0.8%
SR Briceni		5.0%	33.0%	50.0%	10.0%	2.0%
SR Donduseni	1.0%		3.0%	71.0%	25.0%	
SR Drochia			1.0%	2.0%	96.1%	1.0%
SR Edinet		2.0%	27.5%	52.0%	16.7%	2.0%
SR Falesti				1.0%	99.0%	
SR Floresti		5.9%	27.7%	49.5%	16.8%	
SR Glodeni				25.3%	74.7%	
SR Ocnita		2.0%	19.6%	32.4%	45.1%	1.0%
SR Riscani			1.0%	9.0%	90.0%	
SR Singerei				6.0%	94.0%	
SR Soroca	2.0%	1.0%	6.1%	9.1%	81.8%	
SR Anenii Noi				3.0%	97.0%	
SR Calarasi			1.0%	2.0%	97.0%	
SR Criuleni			3.0%	5.0%	92.0%	
SR Hincesti		1.0%	3.0%	8.1%	87.9%	

SR Ialoveni	2.0%	5.0%	14.0%	79.0%	
SR Nisporeni	1.0%	1.0%	1.0%	6.1%	86.9% 4.0%
SR Orhei		1.0%	36.0%	63.0%	
SR Rezina		1.9%	8.7%	88.3%	1.0%
SR Straseni		1.0%	7.0%	92.0%	
SR Soldanesti	1.0%		1.9%	97.1%	
SR Telenesti			43.0%	57.0%	
SR Ungheni	2.0%		1.0%	5.0%	92.0%
SR Basarabeasca	3.0%		2.0%	29.0%	66.0%
SR Cahul	1.0%	1.0%	5.2%	10.3%	81.4% 1.0%
SR Cantemir			13.0%	87.0%	
SR Causeni		5.0%	40.6%	41.6%	12.9%
SR Cimislia			2.0%	97.0%	1.0%
SR Leova		2.0%	18.0%	80.0%	
SR Stefan-Voda			2.0%	97.0%	1.0%
SR Taraclia		8.0%	5.0%	87.0%	
Comrat		8.9%	67.3%	23.8%	
SR Ceadir-Lunga		1.0%	3.0%	96.0%	
SR Vulcanesti	1.0%	3.0%	17.0%	78.0%	1.0%

During your stay in the hospital, did the doctor take into consideration your and your family needs when deciding on your medical / appropriate post-hospital treatment and care plan?	Yes	No	DK / NA
Total	82.9%	10.0%	7.1%
Subtotal Republican level	88.9%	5.7%	5.4%
SCR "T. Mosneaga "	82.6%		17.4%
Mother and Child Institute	90.0%	5.0%	5.0%
Institute of Cardiology	94.1%	5.0%	1.0%
Oncology Institute	100%		
IFP "Chiril Draganiuc"	73.3%	8.9%	17.8%
SC of Traumatology and Orthopedics	91.0%	8.0%	1.0%
SCBI "T.Ciorba"	100%		
Hospital for Dermatology and Communicable Diseases	69.7%	28.3%	2.0%
Institute of Neurology and Neurosurgery	94.0%	1.0%	5.0%
SC of MSMPS	97.0%	1.0%	2.0%
Institute of Emergency Medicine	87.0%	6.0%	7.0%
Subtotal municipal level	81.5%	13.8%	4.7%
SCM no.1	99.0%	1.0%	
SCM " Sf. Arhanghel Mihail "	99.0%		1.0%
SCM " Sfanta Treime"	60.0%	37.0%	3.0%
SCM no.4	73.6%	22.6%	3.8%
Children's SCM no.1	88.0%	7.0%	5.0%
SCM of Children "V. Ignatenco "	99.0%		1.0%
SCM of Contagious Disease for Children	90.0%		10.0%
Maternity Hospital no.2	62.7%	16.7%	20.6%
SCM of Phthisiopneumology	93.0%	5.0%	2.0%
SCM Balti	52.0%	48.0%	
Subtotal district level	81.4%	10.2%	8.4%
SR Briceni	44.0%	34.0%	22.0%
SR Donduseni	65.0%	6.0%	29.0%
SR Drochia	99.0%		1.0%
SR Edinet	59.8%	13.7%	26.5%
SR Falesti	68.0%	29.0%	3.0%
SR Floresti	34.7%	61.4%	4.0%
SR Glodeni	35.4%	47.5%	17.2%
SR Ocnita	85.3%	8.8%	5.9%
SR Riscani	42.0%	58.0%	
SR Singerei	76.0%		24.0%
SR Soroca	96.0%	2.0%	2.0%
SR Anenii Noi	92.0%	1.0%	7.0%
SR Calarasi	98.0%		2.0%
SR Criuleni	77.0%	23.0%	
SR Hincesti	97.0%		3.0%
SR Ialoveni	88.0%	8.0%	4.0%
SR Nisporeni	92.9%	1.0%	6.1%

SR Orhei	84.0%	5.0%	11.0%
SR Rezina	94.2%	1.0%	4.9%
SR Straseni	97.0%		3.0%
SR Soldanesti	85.6%		14.4%
SR Telenesti	98.0%		2.0%
SR Ungheni	71.0%	2.0%	27.0%
SR Basarabasca	90.0%	10.0%	
SR Cahul	83.5%	6.2%	10.3%
SR Cantemir	99.0%	1.0%	
SR Causeni	93.1%		6.9%
SR Cimisia	95.0%		5.0%
SR Leova	98.0%	1.0%	1.0%
SR Stefan-Voda	80.0%	4.0%	16.0%
SR Taraclia	99.0%	1.0%	
SR Comrat	61.4%	15.8%	22.8%
SR Ceadir-Lunga	94.0%	3.0%	3.0%
SR Vulcanesti	96.0%	4.0%	

How do you assess your health at discharge from the hospital (compared to the time when admitted to the hospital)?	Worsened	No change	Improved a little	Improved	Recovered	DK / NR
Total	0.6%	2.8%	16.3%	56.7%	23.0%	0.5%
Subtotal Republican level	0.6%	2.0%	15.0%	60.3%	21.4%	0.7%
SCR "T. Mosneaga "			30.3%	65.1%	3.7%	0.9%
Mother and Child Institute	2.0%		5.0%	43.0%	49.0%	1.0%
Cardiology Institute	2.0%	4.0%	28.7%	62.4%	3.0%	
Oncology Institute		1.0%	9.0%	86.0%	4.0%	
IFP "Chiril Draganiuc"		1.0%	5.0%	80.2%	13.9%	
SC of Traumatology and Orthopedics	1.0%	5.0%	15.0%	63.0%	11.0%	5.0%
SCBI "T.Ciorba"			2.0%	80.0%	18.0%	
Dermatology and Communicable Diseases Hospital		5.1%	25.3%	39.4%	30.3%	
Neurology and Neurosurgery Institute	1.0%	5.0%	31.0%	60.0%	2.0%	1.0%
SC of MSMPS		1.0%	9.0%	52.0%	38.0%	
Emergency Medicine Institute	1.0%		3.0%	31.0%	65.0%	
Subtotal municipal level	0.8%	3.6%	9.5%	52.4%	33.4%	0.3%
SCM no.1		1.0%		56.6%	42.4%	
SCM " Sf. Arhanghel Mihail "			1.0%	89.0%	10.0%	
SCM " Sfanta Treime"	1.0%	5.0%	27.0%	59.0%	8.0%	
SCM no.4	2.8%	19.8%	31.1%	39.6%	5.7%	0.9%
SCM for Children no.1			1.0%	48.0%	51.0%	
SCM for Children "V. Ignatenco "			1.0%	26.5%	72.4%	
SCM of Contagious Disease for Children				44.0%	55.0%	1.0%
Maternity Hospital no.2			2.9%	68.6%	28.4%	
SCM of Phthisiopneumology	1.0%	3.0%	4.0%	36.0%	56.0%	
SCM Balti	3.0%	6.0%	25.0%	57.0%	8.0%	1.0%
Subtotal district level	0.5%	2.8%	18.8%	56.8%	20.5%	0.6%
SR Briceni	1.0%	19.0%	43.0%	30.0%	6.0%	1.0%
SR Donduseni			9.0%	62.0%	29.0%	
SR Drochia	1.0%		7.8%	83.3%	6.9%	1.0%
SR Edinet		11.8%	47.1%	28.4%	12.7%	
SR Falesti		2.0%	4.0%	29.0%	65.0%	
SR Floresti			13.9%	63.4%	22.8%	
SR Glodeni		5.1%	16.2%	54.5%	24.2%	
SR Ocnita		7.8%	27.5%	38.2%	26.5%	
SR Riscani		7.0%	35.0%	55.0%	3.0%	
SR Singerei			27.0%	54.0%	19.0%	
SR Soroca		4.0%	44.4%	45.5%	6.1%	
SR Anenii Noi	1.0%	1.0%	9.0%	85.0%	4.0%	
SR Calarasi			22.0%	71.0%	6.0%	1.0%
SR Criuleni		7.0%	13.0%	63.0%	17.0%	
SR Hincesti		1.0%	15.2%	27.3%	56.6%	
SR Ialoveni	6.0%	10.0%	32.0%	34.0%	18.0%	
SR Nisporeni		1.0%	5.1%	38.4%	52.5%	3.0%

SR Orhei	1.0%	1.0%	23.0%	49.0%	26.0%	
SR Rezina			2.9%	27.2%	69.9%	
SR Straseni	2.0%	1.0%	21.0%	61.0%	15.0%	
SR Soldanesti		1.0%	14.4%	51.0%	31.7%	1.9%
SR Telenesti	1.0%	1.0%	36.0%	55.0%	7.0%	
SR Ungheni		3.0%	10.0%	54.0%	30.0%	3.0%
SR Basarabasca	2.0%	1.0%	22.0%	60.0%	15.0%	
SR Cahul		4.1%	33.0%	49.5%	12.4%	1.0%
SR Cantemir		1.0%	7.0%	83.0%	9.0%	
SR Causeni		1.0%	7.9%	65.3%	24.8%	1.0%
SR Cimisia			5.0%	88.0%	6.0%	1.0%
SR Leova			13.0%	59.0%	28.0%	
SR Stefan-Voda		2.0%	31.0%	58.0%	9.0%	
SR Taraclia	1.0%		9.0%	81.0%	9.0%	
SR Comrat		3.0%	22.8%	58.4%	11.9%	4.0%
SR Ceadir-Lunga			2.0%	87.0%	10.0%	1.0%
SR Vulcanesti			9.0%	85.0%	6.0%	

How do you rate accommodation during your stay in the hospital?	Very good	Good	Satisfactory	Bad	Very bad	DK / NA
Total	29.7%	52.3%	15.1%	1.9%	0.7%	0.4%
Subtotal Republican level	34.5%	51.1%	10.8%	2.1%	1.1%	0.5%
SCR "T. Mosneaga "	61.5%	38.5%				
Mother and Child Institute	24.0%	59.0%	12.0%	2.0%	2.0%	1.0%
Cardiology Institute	32.7%	53.5%	11.9%	2.0%		
Oncology Institute	47.0%	48.0%	5.0%			
IFP "Chiril Draganiuc"	13.9%	58.4%	25.7%	1.0%	1.0%	
SC of Traumatology and Orthopedics	23.0%	49.0%	23.0%	4.0%		1.0%
SCBI "T.Ciorba"	40.0%	57.0%	1.0%	1.0%	1.0%	
Dermatology and Communicable Diseases Hospital	17.2%	49.5%	22.2%	7.1%	4.0%	
Neurology and Neurosurgery Institute	49.0%	40.0%	9.0%	2.0%		
SC of MSMPS	28.0%	67.0%	4.0%	1.0%		
Emergency Medicine Institute	41.0%	43.0%	6.0%	3.0%	4.0%	3.0%
Subtotal municipal level	34.8%	52.5%	10.0%	1.5%	1.0%	0.2%
SCM no.1	38.4%	57.6%	4.0%			
SCM " Sf. Arhanghel Mihail "	100%					
SCM " Sfanta Treime"	30.0%	50.0%	17.0%	2.0%	1.0%	
SCM no.4	17.0%	66.0%	12.3%	4.7%		
SCM for Children no.1	29.0%	49.0%	11.0%	2.0%	8.0%	1.0%
SCM for Children "V. Ignatenco "	37.8%	52.0%	4.1%	4.1%	1.0%	1.0%
SCM of Contagious Disease for Children	20.0%	80.0%				
Maternity Hospital no.2	17.6%	61.8%	20.6%			
SCM of Phthisiopneumology	40.0%	47.0%	13.0%			
SCM Balti	20.0%	61.0%	17.0%	2.0%		
Subtotal district level	26.5%	52.7%	18.0%	2.0%	0.4%	0.4%

SR Briceni		2.0%	78.0%	18.0%	1.0%	1.0%
SR Donduseni	14.0%	76.0%	10.0%			
SR Drochia	13.7%	81.4%	3.9%			1.0%
SR Edinet	1.0%	3.9%	81.4%	11.8%		2.0%
SR Falesti	41.0%	46.0%	13.0%			
SR Floresti	11.9%	30.7%	52.5%	4.0%		1.0%
SR Glodeni	43.4%	49.5%	5.1%		2.0%	
SR Ocnita	22.5%	45.1%	26.5%	2.9%	2.9%	
SR Riscani	40.0%	50.0%	10.0%			
SR Singerei	26.0%	68.0%	5.0%		1.0%	
SR Soroca	14.1%	40.4%	36.4%	7.1%	2.0%	
SR Anenii Noi		80.0%	20.0%			
SR Calarasi	56.0%	37.0%	6.0%	1.0%		
SR Criuleni	12.0%	64.0%	22.0%	2.0%		
SR Hincesti	94.9%	4.0%	1.0%			
SR Ialoveni	29.0%	49.0%	14.0%	6.0%	2.0%	
SR Nisporeni	36.4%	52.5%	10.1%			1.0%
SR Orhei	20.0%	65.0%	13.0%	1.0%		1.0%
SR Rezina	58.3%	33.0%	8.7%			
SR Straseni	16.0%	64.0%	19.0%	1.0%		
SR Soldanesti	86.5%	10.6%		1.0%		1.9%
SR Telenesti	13.0%	85.0%	2.0%			
SR Ungheni	20.0%	56.0%	24.0%			
SR Basarabasca	20.0%	54.0%	24.0%	1.0%	1.0%	
SR Cahul	17.5%	63.9%	15.5%			3.1%
SR Cantemir	24.0%	62.0%	11.0%	2.0%		1.0%
SR Causeni	18.8%	72.3%	8.9%			
SR Cimislia	8.0%	90.0%	2.0%			
SR Leova	30.0%	50.0%	20.0%			
SR Stefan-Voda	13.0%	87.0%				
SR Taraclia	10.0%	67.0%	17.0%	4.0%	2.0%	
SR Comrat	6.9%	56.4%	32.7%	2.0%		2.0%
SR Ceadir-Lunga	72.0%	26.0%	2.0%			
SR Vulcanesti	11.0%	71.0%	16.0%	2.0%		

How do you rate cleanliness during your stay in the hospital?	Very good	Good	Satisfactory	Bad	Very bad	DK / NA
Total	33.3%	53.2%	11.5%	1.1%	0.5%	0.4%
Subtotal Republican level	40.9%	49.0%	7.6%	1.2%	1.0%	0.4%
SCR "T. Mosneaga "	99.1%	0.9%				
Mother and Child Institute	24.0%	63.0%	9.0%	1.0%	1.0%	2.0%
Cardiology Institute	21.8%	72.3%	4.0%	2.0%		
Oncology Institute	51.0%	46.0%	3.0%			
IFP "Chiril Draganiuc"	14.9%	69.3%	14.9%		1.0%	
SC of Traumatology and Orthopedics	26.0%	62.0%	9.0%	2.0%		1.0%
SCBI "T.Ciorba"	47.0%	51.0%		2.0%		
Dermatology and Communicable Diseases Hospital	27.3%	34.3%	28.3%	5.1%	4.0%	1.0%
Neurology and Neurosurgery Institute	50.0%	43.0%	7.0%			
SC of MSMPS	23.0%	70.0%	6.0%	1.0%		
Emergency Medicine Institute	61.0%	31.0%	3.0%		5.0%	
Subtotal municipal level	38.0%	53.2%	7.2%	0.6%	0.5%	0.5%
SCM no.1	38.4%	57.6%	4.0%			
SCM " Sf. Arhanghel Mihail "	100%					
SCM " Sfanta Treime"	30.0%	60.0%	10.0%			
SCM no.4	22.6%	69.8%	5.7%	1.9%		
SCM for Children no.1	30.0%	43.0%	17.0%	3.0%	5.0%	2.0%
SCM for Children "V. Ignatenco "	42.9%	51.0%	3.1%	1.0%		2.0%
SCM of Contagious Disease for Children	20.0%	80.0%				
Maternity Hospital no.2	25.5%	58.8%	14.7%			1.0%
SCM of Phthisiopneumology	41.0%	51.0%	8.0%			
SCM Balti	31.0%	60.0%	9.0%			
Subtotal district level	29.5%	54.5%	14.1%	1.2%	0.3%	0.4%
SR Briceni		1.0%	87.0%	10.0%		2.0%
SR Donduseni	13.0%	63.0%	24.0%			
SR Drochia	22.5%	75.5%	1.0%			1.0%
SR Edinet	1.0%	6.9%	85.3%	5.9%		1.0%
SR Falesti	64.0%	33.0%	3.0%			
SR Floresti	4.0%	39.6%	44.6%	9.9%		2.0%
SR Glodeni	47.5%	50.5%	1.0%		1.0%	
SR Ocnita	22.5%	40.2%	29.4%	4.9%	2.9%	
SR Riscani	45.0%	50.0%	5.0%			
SR Singerei	29.0%	66.0%	4.0%		1.0%	
SR Soroca	15.2%	60.6%	22.2%		2.0%	
SR Anenii Noi		86.0%	14.0%			
SR Calarasi	70.0%	29.0%	1.0%			
SR Criuleni	13.0%	81.0%	6.0%			
SR Hincesti	87.9%	11.1%		1.0%		
SR Ialoveni	25.0%	60.0%	11.0%	3.0%	1.0%	
SR Nisporeni	41.4%	50.5%	6.1%	1.0%		1.0%
SR Orhei	13.0%	63.0%	24.0%			
SR Rezina	58.3%	35.0%	6.8%			

SR Straseni	26.0%	69.0%	4.0%	1.0%	
SR Soldanesti	89.4%	7.7%		1.0%	1.9%
SR Telenesti	13.0%	85.0%	2.0%		
SR Ungheni	37.0%	58.0%	4.0%	1.0%	
SR Basarabasca	28.0%	56.0%	15.0%	1.0%	
SR Cahul	21.6%	70.1%	8.2%		
SR Cantemir	24.0%	66.0%	7.0%	2.0%	1.0%
SR Causeni	22.8%	71.3%	5.0%		1.0%
SR Cimisia	8.0%	92.0%			
SR Leova	31.0%	63.0%	6.0%		
SR Stefan-Voda	13.0%	86.0%	1.0%		
SR Taraclia	16.0%	78.0%	6.0%		
SR Comrat	10.9%	49.5%	36.6%	1.0%	2.0%
SR Ceadir-Lunga	73.0%	26.0%	1.0%		
SR Vulcanesti	16.0%	77.0%	7.0%		

How do you rate food during your stay in the hospital?	Very good	Good	Satisfactory	Bad	Very bad	DK / NA
Total	28.4%	51.6%	15.7%	2.3%	0.8%	1.2%
Subtotal Republican level	32.3%	53.4%	10.5%	1.5%	1.1%	1.2%
SCR "T. Mosneaga "	33.9%	64.2%	1.8%			
Mother and Child Institute	24.0%	59.0%	11.0%	1.0%	2.0%	3.0%
Cardiology Institute	17.8%	65.3%	13.9%	3.0%		
Oncology Institute	45.0%	51.0%	4.0%			
IFP "Chiril Draganiuc"	15.8%	66.3%	15.8%	1.0%	1.0%	
SC of Traumatology and Orthopedics	31.0%	54.0%	10.0%	3.0%		2.0%
SCBI "T.Ciorba"	45.0%	51.0%	2.0%	2.0%		
Dermatology and Communicable Diseases Hospital	22.2%	41.4%	26.3%	5.1%	4.0%	1.0%
Neurology and Neurosurgery Institute	48.0%	43.0%	7.0%	1.0%	1.0%	
SC of MSMPS	29.0%	57.0%	14.0%			
Emergency Medicine Institute	43.0%	34.0%	11.0%	1.0%	4.0%	7.0%
Subtotal municipal level	32.2%	51.9%	11.5%	2.2%	1.0%	1.1%
SCM no.1	37.4%	57.6%	4.0%			1.0%
SCM " Sf. Arhanghel Mihail "	100%					
SCM " Sfanta Treime"	29.0%	54.0%	11.0%	2.0%	1.0%	3.0%
SCM no.4	18.9%	62.3%	13.2%	3.8%		1.9%
SCM for Children no.1	25.0%	45.0%	16.0%	5.0%	7.0%	2.0%
SCM for Children "V. Ignatenco "	24.5%	44.9%	20.4%	9.2%	1.0%	
SCM of Contagious Disease for Children	3.0%	97.0%				
Maternity Hospital no.2	13.7%	55.9%	29.4%			1.0%
SCM of Phthisiopneumology	46.0%	43.0%	8.0%	2.0%	1.0%	
SCM Balti	26.0%	59.0%	13.0%			2.0%
Subtotal district level	26.0%	50.8%	18.7%	2.6%	0.6%	1.3%
SR Briceni		2.0%	75.0%	20.0%	1.0%	2.0%
SR Donduseni	57.0%	42.0%				1.0%
SR Drochia	24.5%	73.5%	1.0%			1.0%

SR Edinet	1.0%	5.9%	69.6%	17.6%	2.0%	3.9%
SR Falesti	37.0%	41.0%	15.0%	2.0%	2.0%	3.0%
SR Floresti	9.9%	39.6%	39.6%	6.9%		4.0%
SR Glodeni	39.4%	50.5%	9.1%		1.0%	
SR Ocnita	19.6%	40.2%	27.5%	6.9%	5.9%	
SR Riscani	44.0%	49.0%	7.0%			
SR Singerei	26.0%	68.0%	5.0%		1.0%	
SR Soroca	15.2%	52.5%	25.3%	6.1%	1.0%	
SR Anenii Noi		80.0%	18.0%	1.0%		1.0%
SR Calarasi	50.0%	40.0%	6.0%	1.0%	1.0%	2.0%
SR Criuleni	14.0%	70.0%	12.0%		1.0%	3.0%
SR Hincesti	70.7%	21.2%	8.1%			
SR Ialoveni	15.0%	49.0%	29.0%	5.0%	1.0%	1.0%
SR Nisporeni	36.4%	52.5%	6.1%	1.0%	3.0%	1.0%
SR Orhei	9.0%	57.0%	33.0%			1.0%
SR Rezina	46.6%	39.8%	12.6%	1.0%		
SR Straseni	16.0%	54.0%	16.0%	8.0%	2.0%	4.0%
SR Soldanesti	83.7%	10.6%	3.8%			1.9%
SR Telenesti	13.0%	82.0%	5.0%			
SR Ungheni	23.0%	55.0%	14.0%	3.0%		5.0%
SR Basarabasca	12.0%	43.0%	40.0%	2.0%		3.0%
SR Cahul	20.6%	68.0%	9.3%			2.1%
SR Cantemir	23.0%	61.0%	13.0%	2.0%		1.0%
SR Causeni	14.9%	66.3%	16.8%			2.0%
SR Cimislia	2.0%	94.0%	4.0%			
SR Leova	25.0%	55.0%	19.0%	1.0%		
SR Stefan-Voda	13.0%	71.0%	16.0%			
SR Taraclia	29.0%	61.0%	10.0%			
SR Comrat	9.9%	54.5%	33.7%			2.0%
SR Ceadir-Lunga	72.0%	28.0%				
SR Vulcanesti	9.0%	54.0%	34.0%	3.0%		

Using any number from 0 to 10, where 0 means that the hospital is the worst and the 10 that the hospital is the best, how would you rate the qualification of this hospital during your stay?	0 The worst hospital	1	2	3	4	5	6	7	8	9	10 The best hospital	DK / NA
Total	0.1%	0.2%	0.2%	0.2%	0.6%	1.8%	3.7%	8.8%	19.1%	28.0%	35.5%	2.1%
SCR "T. Mosneaga "		1.8%							0.9%	70.6%	25.7%	0.9%
Mother and Child Institute						4.0%		10.0%	23.0%	36.0%	27.0%	
Cardiology Institute			1.0%				3.0%	1.0%	11.9%	26.7%	55.4%	1.0%
Oncology Institute								2.0%	8.0%	22.0%	68.0%	
IFP "Chiril Draganiuc"						1.0%	1.0%	5.9%	26.7%	24.8%	34.7%	5.9%
SC of Traumatology and Orthopedics				1.0%	2.0%	1.0%		4.0%	13.0%	25.0%	47.0%	7.0%
SCBI "T. Ciorba"			1.0%			1.0%		1.0%	11.0%	21.0%	65.0%	
Dermatology and Communicable Diseases Hospital	1.0%				1.0%		8.1%	14.1%	35.4%	23.2%	17.2%	
Neurology and Neurosurgery Institute						1.0%	3.0%	6.0%	9.0%	18.0%	63.0%	
SC of MSMPS				1.0%		2.0%	4.0%	2.0%	11.0%	32.0%	48.0%	
Emergency Medicine Institute						3.0%	1.0%	2.0%	5.0%	14.0%	65.0%	10.0%
SCM no.1								1.0%	15.2%	40.4%	43.4%	
SCM " Sf. Arhanghel Mihail "										12.0%	87.0%	1.0%
SCM " Sfanta Treime"					1.0%	2.0%	2.0%	10.0%	24.0%	21.0%	36.0%	4.0%
SCM no.4	0.9%		1.9%			3.8%		4.7%	14.2%	17.0%	52.8%	4.7%
Children's SCM no.1					1.0%	2.0%	1.0%	5.0%	31.0%	30.0%	28.0%	2.0%
SCM for Children "V. Ignatenco "						1.0%		6.1%	28.6%	36.7%	26.5%	1.0%
SCM of Contagious Disease for Children									42.0%	52.0%	6.0%	
Maternity Hospital no.2						1.0%		12.7%	33.3%	36.3%	16.7%	
SCM of Phthisiopneumology				1.0%		2.0%	2.0%	9.0%	29.0%	22.0%	35.0%	
SCM Balti		1.0%		1.0%		4.0%	6.0%	10.0%	34.0%	28.0%	16.0%	
SR Briceni						3.0%	40.0%	50.0%	4.0%		1.0%	2.0%
SR Donduseni								12.0%	40.0%	45.0%	2.0%	1.0%
SR Drochia								1.0%	13.7%	61.8%	23.5%	
SR Edinet			1.0%			6.9%	35.3%	40.2%	13.7%	1.0%	1.0%	1.0%
SR Falesti		1.0%					2.0%	3.0%	13.0%	26.0%	49.0%	6.0%
SR Floresti					2.0%	6.9%	18.8%	39.6%	20.8%	6.9%	5.0%	

SR Glodeni				2.0%	7.1%	10.1%	22.2%	17.2%	40.4%	1.0%
SR Ocnita	2.9%	1.0%	2.0%	8.8%	5.9%	25.5%	25.5%	20.6%	7.8%	
SR Riscani						6.0%	23.0%	40.0%	31.0%	
SR Singerei				3.0%	1.0%	3.0%	9.0%	48.0%	34.0%	2.0%
SR Soroca	1.0%	4.0%	4.0%	7.1%	10.1%	17.2%	20.2%	23.2%	13.1%	
SR Anenii Noi	1.0%			1.0%	1.0%	8.0%	26.0%	29.0%	32.0%	2.0%
SR Calarasi					1.0%	2.0%	11.0%	24.0%	60.0%	2.0%
SR Criuleni				2.0%	2.0%	11.0%	17.0%	18.0%	46.0%	4.0%
SR Hincesti		1.0%		2.0%	3.0%	3.0%	13.1%	32.3%	45.5%	
SR Ialoveni		1.0%	3.0%	1.0%	4.0%	15.0%	13.0%	20.0%	40.0%	3.0%
SR Nisporeni			2.0%	2.0%	1.0%	9.1%	9.1%	32.3%	44.4%	
SR Orhei	1.0%	1.0%		2.0%	1.0%	6.0%	22.0%	29.0%	36.0%	2.0%
SR Rezina			1.0%		1.0%	1.0%	3.9%	35.9%	52.4%	4.9%
SR Straseni				3.0%	1.0%	12.0%	25.0%	27.0%	22.0%	10.0%
SR Soldanesti			1.9%	1.9%	4.8%	6.7%	21.2%	29.8%	14.4%	19.2%
SR Telenesti						1.0%	4.0%	30.0%	65.0%	
SR Ungheni		1.0%			2.0%	7.0%	20.0%	35.0%	33.0%	2.0%
SR Basarabasca			5.0%	8.0%	6.0%	14.0%	23.0%	27.0%	17.0%	
SR Cahul			2.1%	3.1%	2.1%	21.6%	25.8%	23.7%	15.5%	6.2%
SR Cantemir		1.0%		2.0%	3.0%	4.0%	14.0%	33.0%	42.0%	1.0%
SR Causeni					1.0%	1.0%	5.0%	31.7%	59.4%	2.0%
SR Cimisia					1.0%	1.0%	4.0%	27.0%	66.0%	1.0%
SR Leova					2.0%	4.0%	23.0%	37.0%	33.0%	1.0%
SR Stefan-Voda					1.0%	4.0%	60.0%	22.0%	13.0%	
SR Taraclia			2.0%	3.0%	2.0%	7.0%	23.0%	27.0%	36.0%	
SR Comrat			1.0%	1.0%	9.9%	23.8%	50.5%	9.9%	2.0%	2.0%
SR Ceadir-Lunga					1.0%	2.0%	10.0%	8.0%	79.0%	
SR Vulcanesti					2.0%	5.0%	18.0%	47.0%	27.0%	1.0%

Using any number from 0 to 10, where 0 means that the hospital is the worst and the 10 that the hospital is the best, how would you rate the qualification of this hospital during your stay?	Average	Median	STD Deviation
Total	8.73	9.00	1.39
Subtotal Republican level	9.1	9.00	1.3
SCR "T. Mosneaga "	9.10	9.00	1.21
Mother and Child Institute	8.68	9.00	1.21
Cardiology Institute	9.26	10.00	1.19
Oncology Institute	9.56	10.00	.73
IFP "Chiril Draganiuc"	8.88	9.00	1.08
SC of Traumatology and Orthopedics	9.06	10.00	1.39
SCBI "T.Ciorba"	9.41	10.00	1.14
Dermatology and Communicable Diseases Hospital	8.15	8.00	1.48
Neurology and Neurosurgery Institute	9.29	10.00	1.15
SC of MSMPS	9.07	9.00	1.31
Emergency Medicine Institute	9.46	10.00	1.14
Subtotal municipal level	8.8	9.00	1.2
SCM no.1	9.26	9.00	.75
SCM " Sf. Arhanghel Mihail "	9.88	10.00	.33
SCM " Sfanta Treime"	8.72	9.00	1.33
SCM no.4	8.94	10.00	1.75
SCM for Children no.1	8.70	9.00	1.19
SCM for Children "V. Ignatenco "	8.81	9.00	.97
SCM of Contagious Disease for Children	8.64	9.00	.59
Maternity Hospital no.2	8.54	9.00	.98
SCM of Phthisiopneumology	8.68	9.00	1.33
SCM Balti	8.14	8.00	1.54
Subtotal district level	8.6	9.00	1.4
SR Briceni	6.60	7.00	.71
SR Donduseni	8.37	8.00	.72
SR Drochia	9.08	9.00	.64
SR Edinet	6.64	7.00	1.02
SR Falesti	9.17	10.00	1.28
SR Floresti	7.11	7.00	1.26
SR Glodeni	8.68	9.00	1.39
SR Ocnita	7.39	8.00	1.86
SR Riscani	8.96	9.00	.89
SR Singerei	9.04	9.00	1.07
SR Soroca	7.42	8.00	2.10
SR Anenii Noi	8.74	9.00	1.33
SR Calarasi	9.43	10.00	.85
SR Criuleni	8.93	9.00	1.28
SR Hincesti	9.03	9.00	1.30
SR Ialoveni	8.59	9.00	1.64
SR Nisporeni	8.96	9.00	1.35
SR Orhei	8.76	9.00	1.54

SR Rezina	9.41	10.00	.91
SR Straseni	8.53	9.00	1.22
SR Soldanesti	8.36	9.00	1.38
SR Telenesti	9.59	10.00	.62
SR Ungheni	8.86	9.00	1.23
SR Basarabasca	7.91	8.00	1.69
SR Cahul	8.12	8.00	1.37
SR Cantemir	8.97	9.00	1.31
SR Causeni	9.51	10.00	.73
SR Cimisia	9.58	10.00	.72
SR Leova	8.96	9.00	.96
SR Stefan-Voda	8.42	8.00	.81
SR Taraclia	8.71	9.00	1.40
SR Comrat	7.63	8.00	.98
SR Ceadir-Lunga	9.62	10.00	.83
SR Vulcaneati	8.93	9.00	.92

Should you need to be hospitalized again, would you choose this hospital and recommend it to family members, relatives, friends?	Yes, of course	Probably, yes	Uncertain	Probably not	Definitely Not	DK / NA
Total	58.3%	30.1%	5.3%	2.0%	1.0%	3.3%
Subtotal Republican level	75.5%	17.0%	3.2%	1.0%	0.9%	2.3%
SCR "T. Mosneaga "	67.9%	30.3%				1.8%
Mother and Child Institute	69.0%	25.0%	4.0%			2.0%
Cardiology Institute	88.1%	6.9%		2.0%	1.0%	2.0%
Oncology Institute	98.0%	2.0%				
IFP "Chiril Draganiuc"	70.3%	19.8%	3.0%	2.0%		5.0%
SC of Traumatology and Orthopedics	79.0%	13.0%	4.0%		2.0%	2.0%
SCBI "T.Ciorba"	91.0%	5.0%	1.0%	1.0%	1.0%	1.0%
Dermatology and Communicable Diseases Hospital	29.3%	44.4%	18.2%	5.1%	2.0%	1.0%
Neurology and Neurosurgery Institute	93.0%	5.0%			2.0%	
SC of MSMPS	69.0%	25.0%	3.0%	1.0%	2.0%	
Emergency Medicine Institute	76.0%	10.0%	3.0%			11.0%
Subtotal municipal level	65.6%	24.0%	3.8%	1.5%	1.2%	4.0%
SCM no.1	91.9%	5.1%	1.0%			2.0%
SCM " Sf. Arhanghel Mihail "	96.0%					4.0%
SCM " Sfanta Treime"	53.0%	31.0%	7.0%	1.0%	5.0%	3.0%
SCM no.4	64.2%	19.8%	1.9%	1.9%	4.7%	7.5%
SCM for Children no.1	55.0%	30.0%	9.0%	4.0%		2.0%
SCM for Children "V. Ignatenco "	62.2%	27.6%		2.0%		8.2%
SCM of Contagious Disease for Children	99.0%					1.0%
Maternity Hospital no.2	32.4%	52.0%	5.9%	1.0%		8.8%
SCM of Phthisiopneumology	32.0%	54.0%	9.0%	4.0%		1.0%
SCM Balti	71.0%	20.0%	4.0%	1.0%	2.0%	2.0%
Subtotal district level	50.5%	36.2%	6.4%	2.5%	1.0%	3.3%
SR Briceni	17.0%	45.0%	22.0%	4.0%		12.0%
SR Donduseni	45.0%	48.0%	6.0%			1.0%
SR Drochia	88.2%	11.8%				
SR Edinet	12.7%	58.8%	22.5%	1.0%	2.0%	2.9%
SR Falesti	82.0%	11.0%	4.0%	1.0%	1.0%	1.0%
SR Floresti	6.9%	42.6%	30.7%	18.8%	1.0%	
SR Glodeni	54.5%	35.4%	8.1%	1.0%		1.0%
SR Ocnita	8.8%	52.0%	26.5%	7.8%	3.9%	1.0%
SR Riscani	80.0%	18.0%		1.0%		1.0%
SR Singerei	86.0%	11.0%				3.0%
SR Soroca	49.5%	23.2%	22.2%	3.0%	1.0%	1.0%
SR Anenii Noi	45.0%	37.0%	9.0%	3.0%	3.0%	3.0%
SR Calarasi	85.0%	9.0%	1.0%	1.0%		4.0%
SR Criuleni	79.0%	7.0%	2.0%	6.0%	2.0%	4.0%
SR Hincesti	72.7%	13.1%	7.1%	3.0%		4.0%
SR Ialoveni	58.0%	21.0%	9.0%	7.0%	4.0%	1.0%

SR Nisporeni	71.7%	20.2%	1.0%	2.0%	5.1%	
SR Orhei	12.0%	78.0%	1.0%		5.0%	4.0%
SR Rezina	78.6%	20.4%	1.0%			
SR Straseni	51.0%	25.0%	6.0%	5.0%	3.0%	10.0%
SR Soldanesti	75.0%	12.5%	1.9%		10.6%	
SR Telenesti	50.0%	48.0%	2.0%			
SR Ungheni	60.0%	28.0%	4.0%	2.0%	3.0%	3.0%
SR Basarabasca	42.0%	46.0%	6.0%	2.0%	4.0%	
SR Cahul	20.6%	64.9%	7.2%	3.1%	4.1%	
SR Cantemir	58.0%	41.0%	1.0%			
SR Causeni	30.7%	51.5%	1.0%		16.8%	
SR Cimisia	71.0%	22.0%	2.0%		1.0%	4.0%
SR Leova	44.0%	52.0%	1.0%	2.0%	1.0%	
SR Stefan-Voda	42.0%	54.0%	2.0%	1.0%	1.0%	
SR Taraclia	18.0%	67.0%	8.0%	3.0%	3.0%	1.0%
SR Comrat	17.8%	62.4%	8.9%	2.0%	1.0%	7.9%
SR Ceadir-Lunga	97.0%	3.0%				
SR Vulcansti	6.0%	92.0%	2.0%			

What you would like to improve in the hospital?	Attitude of the staff	Quality of the food	Hospital infrastructure	List of available medicines	Treatment conditions	Qualification of medical staff	Hygienic condition	Other	Nothing	DK / NA
Total	6.1%	17.6%	24.0%	20.1%	9.7%	3.8%	25.0%	5.8%	9.2%	23.9%
Subtotal Republican level	8.2%	17.6%	23.9%	16.0%	10.5%	3.8%	21.3%	5.2%	19.3%	17.4%
SCR "T. Mosneaga "			6.4%	22.9%	45.0%					28.4%
Mother and Child Institute	24.0%	38.0%	45.0%	11.0%	6.0%	6.0%	37.0%		10.0%	13.0%
Cardiology Institute	8.9%	28.7%	59.4%	14.9%	2.0%	3.0%	24.8%	1.0%	22.8%	8.9%
Oncology Institute		11.0%	8.0%	7.0%	7.0%		13.0%	11.0%	50.0%	4.0%
IFP "Chiril Draganiuc"	3.0%	5.0%	12.9%	5.9%	2.0%	1.0%	31.7%	5.9%	7.9%	32.7%
SC of Traumatology and Orthopedics	18.0%	22.0%	55.0%	38.0%	7.0%	4.0%	31.0%	4.0%	8.0%	19.0%
SCBI "T.Ciorba"	1.0%	6.0%	5.0%	2.0%	2.0%	1.0%	3.0%		86.0%	2.0%
Dermatology and Communicable Diseases Hospital	20.2%	34.3%	29.3%	14.1%	15.2%	23.2%	15.2%	3.0%	7.1%	3.0%
Neurology and Neurosurgery Institute	2.0%	6.0%	21.0%	10.0%	11.0%	2.0%	17.0%	25.0%	4.0%	36.0%
SC of MSMPS	9.0%	33.0%		47.0%	15.0%	2.0%	28.0%	1.0%	18.0%	8.0%
Emergency Medicine Institute	5.0%	11.0%	22.0%	3.0%	1.0%		35.0%	7.0%		35.0%
Subtotal municipal level	5.9%	14.4%	21.4%	10.2%	6.0%	3.6%	25.2%	7.9%	12.2%	27.3%
SCM no.1	2.0%	17.2%	28.3%	8.1%	3.0%	1.0%	12.1%	4.0%	21.2%	18.2%
SCM " Sf. Arhanghel Mihail "			6.0%		1.0%		12.0%		2.0%	80.0%
SCM " Sfanta Treime"	3.0%	5.0%	14.0%	3.0%	5.0%	7.0%	32.0%	3.0%	26.0%	14.0%
SCM no.4	12.3%	20.8%	44.3%	35.8%	11.3%	5.7%	20.8%	2.8%	9.4%	24.5%
SCM for Children no.1	9.0%	36.0%	37.0%	6.0%	5.0%	3.0%	30.0%	6.0%	4.0%	9.0%
SCM for Children "V. Ignatenco "	7.1%	39.8%	1.0%	8.2%	13.3%	1.0%	31.6%		20.4%	17.3%
SCM of Contagious Disease for Children		1.0%	5.0%				12.0%	7.0%		81.0%
Maternity Hospital no.2	9.8%	15.7%	13.7%	9.8%	7.8%	8.8%	53.9%	6.9%	1.0%	9.8%
SCM of Phthisiopneumology	11.0%	5.0%	24.0%	10.0%	6.0%	9.0%	30.0%	41.0%	9.0%	13.0%
SCM Balti	4.0%	4.0%	39.0%	20.0%	7.0%		17.0%	8.0%	30.0%	6.0%
Subtotal district level	5.5%	18.5%	24.9%	24.3%	10.5%	3.8%	26.2%	5.4%	5.0%	25.1%

SR Briceni	2.0%	9.0%	49.0%	30.0%	31.0%	8.0%	34.0%	1.0%	1.0%	23.0%
SR Donduseni	3.0%	8.0%	26.0%	51.0%	5.0%	1.0%	52.0%			5.0%
SR Drochia		4.9%	5.9%	6.9%	2.0%		1.0%	51.0%		58.8%
SR Edinet	2.9%	11.8%	51.0%	34.3%	37.3%	13.7%	52.0%	1.0%		17.6%
SR Falesti	6.0%	14.0%	12.0%	25.0%	13.0%	1.0%	27.0%	9.0%		34.0%
SR Floresti	34.7%	40.6%	11.9%	38.6%	28.7%	1.0%	62.4%			4.0%
SR Glodeni		9.1%	14.1%	9.1%	23.2%	2.0%	23.2%	18.2%		23.2%
SR Ocnita	15.7%	25.5%	16.7%	20.6%	17.6%	16.7%	21.6%		1.0%	22.5%
SR Riscani			35.0%	19.0%	10.0%	3.0%	14.0%	14.0%	38.0%	4.0%
SR Singerei		4.0%	49.0%	3.0%	2.0%		21.0%	3.0%		33.0%
SR Soroca	23.2%	38.4%	72.7%	11.1%	4.0%	6.1%	66.7%		1.0%	11.1%
SR Anenii Noi	2.0%	15.0%	4.0%	25.0%	4.0%	2.0%	12.0%			49.0%
SR Calarasi	1.0%	9.0%	26.0%	1.0%			11.0%			59.0%
SR Criuleni	4.0%	4.0%	54.0%	20.0%	9.0%	3.0%	14.0%	2.0%	9.0%	16.0%
SR Hincesti	3.0%	4.0%	32.3%		7.1%	2.0%	28.3%	12.1%	23.2%	7.1%
SR Ialoveni	30.0%	43.0%	60.0%	33.0%	12.0%	15.0%	50.0%	6.0%	8.0%	7.0%
SR Nisporeni	12.1%	17.2%	22.2%	12.1%	12.1%	14.1%	36.4%	3.0%		34.3%
SR Orhei	5.0%	14.0%	25.0%	14.0%	5.0%	9.0%	31.0%	1.0%	26.0%	12.0%
SR Rezina	4.9%	39.8%	10.7%	28.2%	4.9%	1.9%	36.9%	1.0%	2.9%	13.6%
SR Straseni	4.0%	24.0%	31.0%	6.0%	8.0%		53.0%	6.0%	3.0%	22.0%
SR Soldanesti	2.9%	2.9%	2.9%	14.4%	1.0%	1.0%	6.7%	26.0%	1.0%	49.0%
SR Telenesti		15.0%		33.0%			24.0%		32.0%	3.0%
SR Ungheni	3.0%	28.0%	13.0%	17.0%	9.0%	3.0%	26.0%		1.0%	35.0%
SR Basarabeasca	4.0%	55.0%	21.0%	54.0%	16.0%		18.0%		1.0%	
SR Cahul	3.1%	19.6%	22.7%	10.3%	8.2%	3.1%	45.4%	3.1%		33.0%
SR Cantemir	1.0%	14.0%	33.0%	43.0%	8.0%	1.0%	22.0%		1.0%	24.0%
SR Causeni	3.0%	30.7%	8.9%	9.9%	4.0%	3.0%	13.9%			53.5%
SR Cimisia	3.0%	5.0%	1.0%	5.0%	1.0%	2.0%	7.0%			83.0%
SR Leova	4.0%	24.0%	33.0%	61.0%	13.0%	2.0%	11.0%	2.0%	1.0%	2.0%

SR Stefan-Voda	17.0%		15.0%	68.0%	5.0%	3.0%		13.0%	20.0%	
SR Taraclia	4.0%	25.0%	32.0%	44.0%	9.0%	3.0%	24.0%	10.0%		
SR Comrat	5.0%	6.9%	6.9%	22.8%	28.7%	7.9%	24.8%	36.6%		
SR Ceadir-Lunga	1.0%	7.0%	5.0%	11.0%	10.0%	2.0%	4.0%	10.0%	19.0%	40.0%
SR Vulcanesti	1.0%	44.0%	45.0%	45.0%	7.0%	2.0%	15.0%	6.0%		

	Age (years old)						Gender		Place of residence		
	15-24 years	25-34 years	35-44 years	45-54 years	55-64 years	over 65 years	Male	Female	Large urban (Chisinau mun. and Balti mun.)	Small urban (district center)	Rural
Total	8.5%	16.0%	11.3%	11.5%	22.6%	30.1%	33.1%	66.9%	19.0%	22.6%	58.4%
SCR "T. Mosneaga "			0.9%	22.9%	45.9%	30.3%	49.5%	50.5%	2.8%	11.0%	86.2%
Mother and Child Institute	26.0%	50.0%	18.0%	4.0%	2.0%			100%	27.0%	34.0%	39.0%
Cardiology Institute			1.0%	7.9%	36.6%	54.5%	48.5%	51.5%	27.7%	26.7%	45.5%
Oncology Institute	2.0%	9.0%	8.0%	22.0%	36.0%	23.0%	25.0%	75.0%	21.0%	32.0%	47.0%
IFP "Chiril Draganiuc"	4.0%	11.9%	21.8%	25.7%	21.8%	14.9%	61.4%	38.6%	10.9%	12.9%	76.2%
SC of Traumatology and Orthopedics	5.0%	6.0%	13.0%	21.0%	25.0%	30.0%	51.0%	49.0%	16.0%	20.0%	64.0%
SCBI "T.Ciorba"	12.0%	5.0%	15.0%	12.0%	37.0%	19.0%	48.0%	52.0%	46.0%	16.0%	38.0%
Dermatology and Communicable Diseases Hospital	10.1%	39.4%	31.3%	9.1%	9.1%	1.0%	44.4%	55.6%	51.5%	16.2%	32.3%
Neurology and Neurosurgery Institute	2.0%	8.0%	7.0%	16.0%	36.0%	31.0%	47.0%	53.0%	22.0%	21.0%	57.0%
SC of MSMPS	6.0%	4.0%	2.0%	18.0%	29.0%	41.0%	36.0%	64.0%	36.0%	8.0%	56.0%
Emergency Medicine Institute	10.0%	14.0%	9.0%	11.0%	28.0%	28.0%	48.0%	52.0%	38.0%	17.0%	45.0%
SCM no.1	15.2%	51.5%	17.2%	6.1%	4.0%	6.1%	6.1%	93.9%	63.6%	17.2%	19.2%
SCM "'Sf. Arhanghel Mihail "	4.0%	5.0%	8.0%	16.0%	29.0%	38.0%	37.0%	63.0%	80.0%	6.0%	14.0%
SCM " Sfanta Treime"	3.0%	8.0%	7.0%	15.0%	28.0%	39.0%	47.0%	53.0%	82.0%	4.0%	14.0%
SCM no.4						100%	35.8%	64.2%	77.4%	5.7%	17.0%
SCM for Children no.1	12.0%	61.0%	26.0%	1.0%			7.0%	93.0%	82.0%	12.0%	6.0%
SCM for Children "V. Ignatenco"	20.4%	33.7%	30.6%	10.2%	2.0%	3.1%	20.4%	79.6%	87.8%		12.2%
SCM of Contagious Disease for Children	7.0%	53.0%	33.0%	6.0%	1.0%		16.0%	84.0%	96.0%		4.0%

Maternity Hospital no.2	16.7%	66.7%	16.7%					100%	63.7%	26.5%	9.8%
SCM of Phthisiopneumology	5.0%	14.0%	33.0%	19.0%	16.0%	13.0%	76.0%	24.0%	68.0%	15.0%	17.0%
SCM Balti	15.0%	6.0%	9.0%	15.0%	26.0%	29.0%	30.0%	70.0%	46.0%	11.0%	43.0%
SR Briceni	6.0%	12.0%	6.0%	13.0%	21.0%	42.0%	28.0%	72.0%		25.0%	75.0%
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 Ocnita	14.7%	10.8%	9.8%	8.8%	18.6%	37.3%	33.3%	66.7%		16.7%	83.3%
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 Soroca	13.1%	14.1%	13.1%	6.1%	17.2%	36.4%	25.3%	74.7%		31.3%	68.7%
SR Anenii Noi	5.0%	12.0%	7.0%	8.0%	27.0%	41.0%	31.0%	69.0%		18.0%	82.0%
SR Calarasi	7.0%	16.0%	4.0%	16.0%	22.0%	35.0%	27.0%	73.0%		24.0%	76.0%
SR Criuleni	12.0%	16.0%	6.0%	13.0%	28.0%	25.0%	43.0%	57.0%		11.0%	89.0%
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 Nisporeni	13.1%	10.1%	10.1%	4.0%	13.1%	49.5%	21.2%	78.8%		27.3%	72.7%
SR Orhei	13.0%	11.0%	12.0%	11.0%	26.0%	27.0%	28.0%	72.0%		16.0%	84.0%
SR Rezina	14.6%	32.0%	13.6%	5.8%	10.7%	23.3%	25.2%	74.8%		35.9%	64.1%
SR Straseni	15.0%	22.0%	11.0%	6.0%	17.0%	29.0%	19.0%	81.0%		35.0%	65.0%
SR Soldanesti	7.7%	8.7%	7.7%	20.2%	27.9%	27.9%	35.6%	64.4%		24.0%	76.0%
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 Basarabeasca	3.0%	8.0%	6.0%	13.0%	26.0%	44.0%	27.0%	73.0%		55.0%	45.0%
SR Cahul	8.2%	9.3%	7.2%	13.4%	29.9%	32.0%	41.2%	58.8%		30.9%	69.1%
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 Cimisia	9.0%	19.0%	10.0%	14.0%	22.0%	26.0%	43.0%	57.0%	28.0%	72.0%
SR Leova	8.0%	16.0%	9.0%	10.0%	28.0%	29.0%	40.0%	60.0%	38.0%	62.0%
SR Stefan-Voda	8.0%	16.0%	7.0%	11.0%	29.0%	29.0%	29.0%	71.0%	20.0%	80.0%
SR Taraclia	5.0%	17.0%	8.0%	8.0%	30.0%	32.0%	28.0%	72.0%	51.0%	49.0%
SR Comrat	3.0%	7.9%	16.8%	16.8%	25.7%	29.7%	39.6%	60.4%	45.5%	54.5%
SR Ceadir-Lunga	4.0%	9.0%	8.0%	14.0%	27.0%	38.0%	41.0%	59.0%	49.0%	51.0%
SR Vulcanesti		9.0%	4.0%	7.0%	34.0%	46.0%	37.0%	63.0%	62.0%	38.0%



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