



Republic of the Philippines  
Department of Health  
**National Capital Regional Office**  
**VALENZUELA MEDICAL CENTER**

05 September, 2021

**FRANCISCO T. DUQUE, MD, MSc**  
Secretary of Health  
Chairperson, Integrity Management Committee  
Department of Health  
San Lazaro Compound, Sta Cruz Manila

Dear **Sec Duque**:

Respectfully forwarding to your office the enclosed Monthly Report of Customer Feedback for the month of August 2021. For your kind information and guidance.

Thank you and God bless.

Very truly yours,

  
**MARIA ESTRELLA B. LITAM, MD, MBAH, FPPS, FPIDSP**  
Medical Center Chief II



Republic of the Philippines  
Department of Health  
**National Capital Regional Office**  
**VALENZUELA MEDICAL CENTER**

**Monthly Report of Customer Feedback**

**I. Introduction:**

In compliance with the DOH's mandate to deliver quality healthcare, Valenzuela Medical Center conducts a monthly Client Satisfaction (CSat) Survey. The survey aims to collect data on client satisfaction and interpret these results as meaningful findings which are quantifiable and actionable.

Number of Customers: **429**

Identification of Customers: External clients

Methodology of Distributing the Form:

Client Satisfaction Survey is obtained from external clients. External clients are defined as those who sought healthcare service; whereas internal clients are those who had office transactions. As in previous reports, all responses including unique responses were included. Unique responses are described as those responses in which not all questions were not accomplished or filled up. For February, there was no data from internal clients due to the general community quarantine implemented in the National Capital Region in which there were limited face to face office transactions. For external clients, prior to their discharge, they are encouraged to accomplish the CSat form electronically by using a link given to them to accomplish prior to discharge. Data from our teleOPD was included (attitude of healthcare personnel, timeliness and over-all experience).

The results of the CSat survey of external clients are automatically stored and sent electronically to the central IT section. The feedback results are then used as basis for the monthly report to be submitted to DOH. The said report includes comments from clients contained in a separate section.

Purpose of Visit (%):

1. To avail of health care services (100%)

**II. Highlights of the Findings:**

**A. Monthly Report of Summary of Customer Satisfaction Survey Form**  
**Date Covered: August 2021**

Statement		Satisfaction Rating (%)
1. Timeliness and appropriateness of services received		In Patient :93
		Tele OPD: 98
2. Attitude of staff	Nurses: 95	97
	Doctors: 96	



	Health care personnel (TeleOPD): 100	
<b>3. Cleanliness of facilities</b>		<b>95</b>
<b>4. Over-all experience</b>	In Patient :95	<b>98</b>
	Tele OPD: 100	
<b>Over-all Client Satisfaction Rating</b>		<b>96</b>

### III. Analysis and Interpretation:

A. Figure 1 shown below reflects the mean client satisfaction rating for the month of August 2021 in comparison with the rating for January – July 2021. It shows that for the month mentioned, CSat rating was higher than 85% for all attributes. All respondents are external clients.

Figure 1. Patient Satisfaction Rating for January - August 2021 (Over-all)

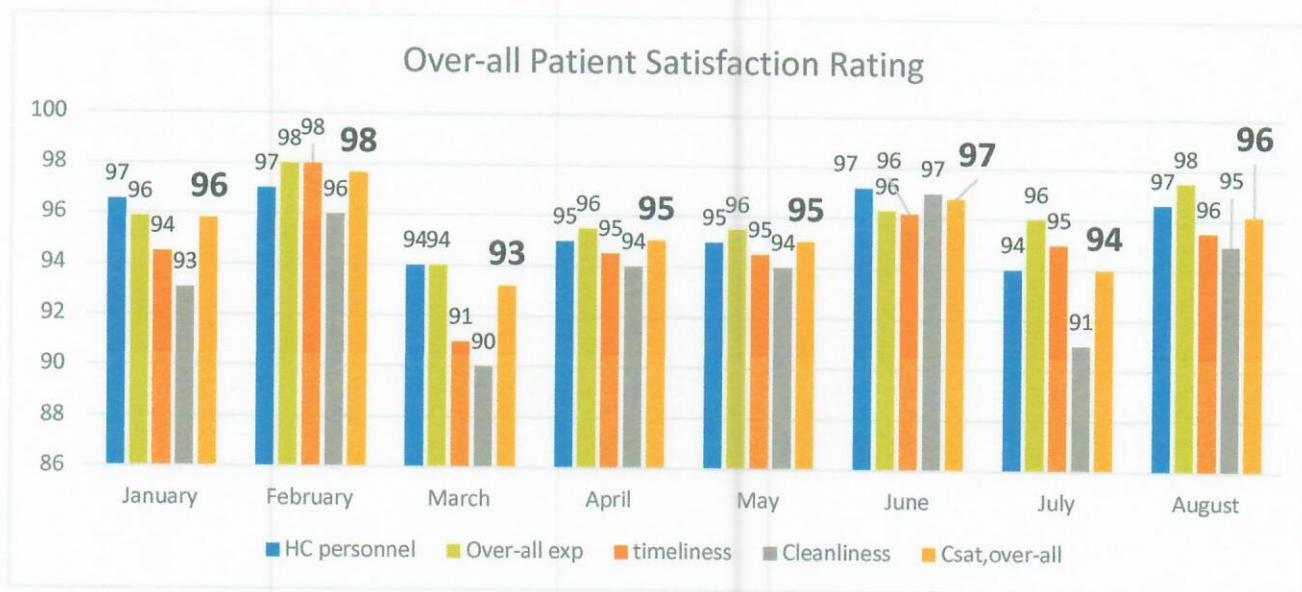


Figure 2 shows in detail the CSat rating from in-patients for January- August 2021.

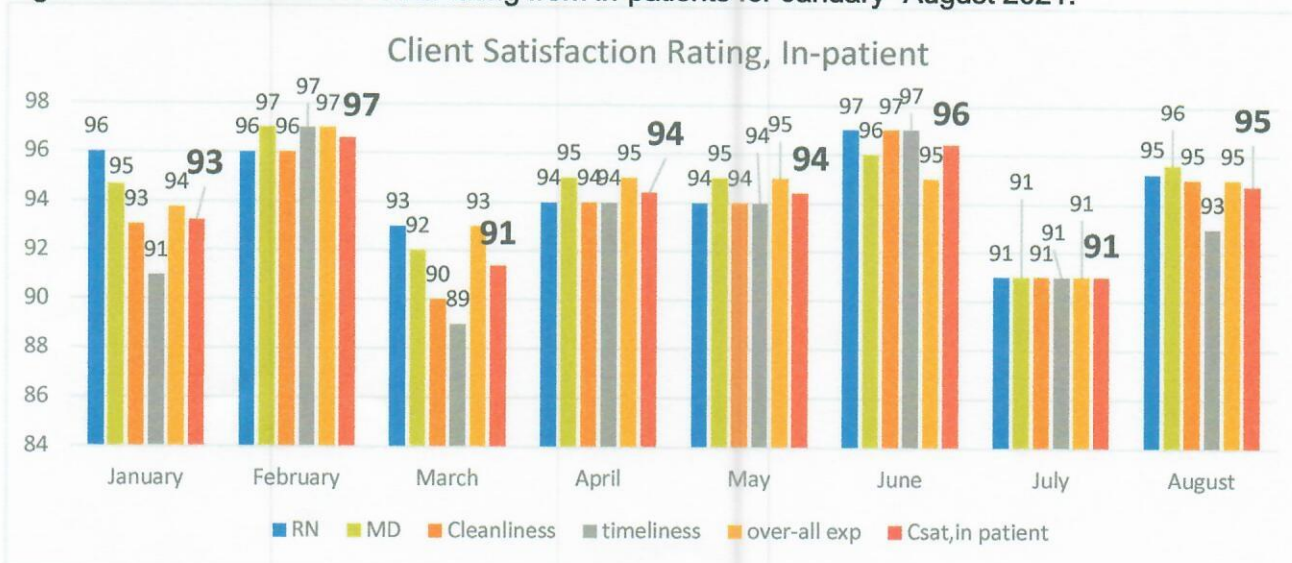
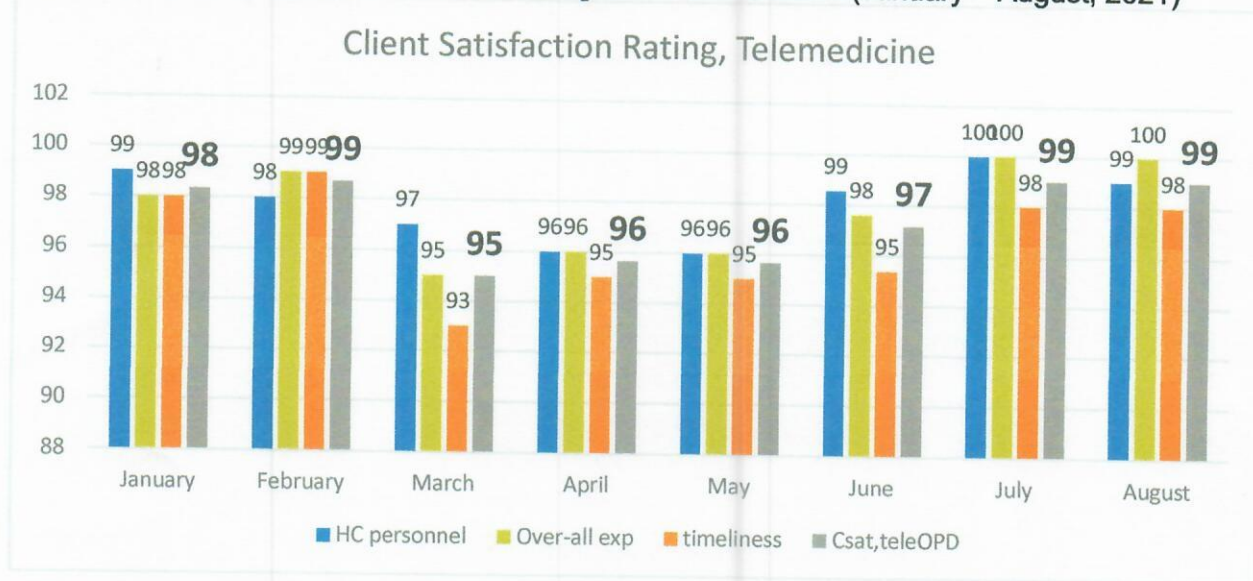


Figure 3 shows the details of the CSat rating from Telemedicine.(January – August, 2021)



**Action Taken :**

Consistent with the guidelines for the conduct of the hospital CSat survey, all comments which are in the nature of a complaint or negative feedback, shall be forwarded to the Medical Center Chief's office and to the Integrity Management Committee (IMC) for appropriate action. In case of positive comments, the names of these personnel shall be forwarded to the PRAISE committee.

Report Prepared By: **MARIA MILAGROS U. MAGAT, MD, MEdM, FPPS, FPAPP**  
**STEFFANY SHYRL C. HUGO**  
 Secretariat, Client Satisfaction Committee

Report Noted By: **MARIA ESTRELLA B. LITAM, MD, MBAH, FPPS, FPIDSP**  
 Medical Center Chief II

Date Submitted: **September 5, 2021**