



What is important in your contact with healthcare? Survey March 2022

Introduction and background

The results in this report are presented in the survey which was carried out by Region Jämtland Härjedalen together with the county's municipalities during the period February-March 2022 aimed at the region's population of the age 18 years or older. The data collection has been carried out as an online survey with an open invitation, which has been set up and operated by Region Jämtland Härjedalen. As a complement, NordAnalys AB has handled a postal survey which has been sent out to 1,000 randomly selected people, 70 years or older, living in Jämtland County. The report is based on 856 completed digital answers together with the 649 postal answers, a total of 1505 answers. 2(4) Background variables: who have responded to the survey? The total response base is skewed based on, above all, age but also gender, compared with how the actual population distribution looks like in the county. This is due to the combination of an open web survey and a targeted postal survey for the age group 70+ years. In order to compensate for the skew, the data material is weighted on the basis of the actual gender and age distribution in the county.

Presentation of results: what did the participants think?

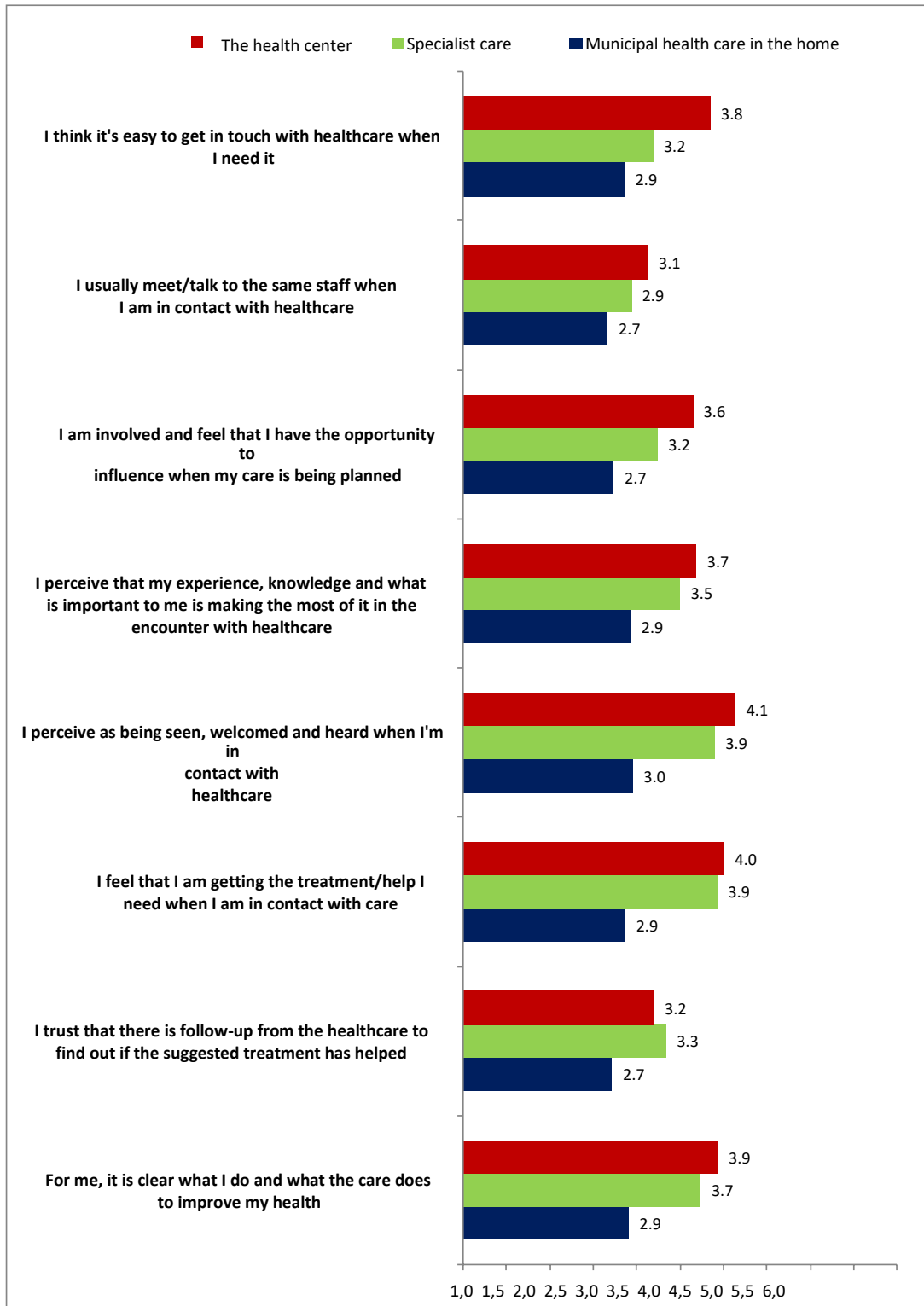
The questionnaire was divided into different sections. First, questions were asked about what is important to the citizens. Here, the results are described in the form of tables which show how the participants estimated to what extent they agree with a statement.

Four statements were made about the importance of

- meet the same person (continuity),
- participation and influence,
- easily accessible care and
- coordination of care

Of these, the statement "For me, it is important that the care is easily accessible and that I can quickly get the help I need" received the highest score. 95% of the respondents gave a grade of 5 or 6 on a six-point grading scale where 6 represented completely agreeing with the statement and the grade 1 not agreeing at all.

It was then inquired how the citizens think that healthcare works today. Here, also, the estimate was made on the basis of the six-point scale. The table below shows a summary of the picture with the different forms of care highlighted with different colors. Each bar represents a form of care: Health center, specialized care and municipal health care at home.



Interventions you can make yourself, self-care, are an important part of achieving good health. Therefore, a number of questions were asked about self-care advice and support, which can be found on the website 1177.se and the 1177 care guide by telephone. In this section, the participants also had to give an opinion on how they view digital forms of care and distance care. 3(4) The results showed that citizens have a pretty good knowledge of the 1177 care guide by telephone (93%) and the website 1177 (93%). 49% could see them seeing their physician via video call instead of a physical visit, and 72% would like to use digital aids to e.g., measure their blood pressure at home.

There were three questions in the survey, where participants were asked to elaborate. These were about what is important in care, if there is anything the participants are worried about regarding care, and which areas they would consider most important to change. The answers often overlap each other: what one worries about is often the same one wants to improve.

This is important in ones contact with healthcare:

- Reception, that the care listens to me and sees my whole being
- That care units inform and cooperate with each other
- That I can be a participant in planning my care/treatment
- To have a permanent care contact/physician contact
- That it should be easy to get in touch with healthcare and receive it in a reasonable time

This is what worries me when in contact with healthcare:

- Not to be taken seriously
- Not receiving the help when I need it
- Stressed staff and lack of staff and competence in healthcare
- Not having the opportunity to see the same healthcare staff
- That initiated treatment is not followed up

This needs to be improved when in contact with healthcare:

- To be seen as a whole person, not just symptoms/diagnosis
- To have the opportunity for regular contact with the physician
- Easy and passable contact routes and short waiting times
- Workings and conditions within health care
- Coordination between care units.

Many thanks for your participation in the survey!