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Did Patients and Primary Clinic Physicians in the “Family Physician Integrated Health Care Program” Have the Same Expectations of Health Care Services?

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In 2003, Bureau of National Health Insurance (BNHI) promoted “the family physician integrated health care program (FPIHCP)” to offer a complete and continuous health care for patients in Taiwan. In this program, BNHI provided patients in this program with 24-hours telephone consultant, primary health care, referrals, etc. But, did the contracted clinical physicians have intentions to providing these services and can these services meet participants’ expectations? The purpose of this study is to focus on what kind of health care services clinic physicians would like to provide with and how these services meet demands of patients in the program. Clinical physicians and patients involved in FPIHCP were recruited in this study. Questionnaires sent out for all of 163 clinical physicians in southern Taiwan and 106 returned. Patients were randomly selected to respond the questionnaire with consents. A total of 454 patient questionnaires were used in this study. Contents of the measurement included demographic variables, 24-hours telephone consultant, informing patients to having health checkup, etc. Data were analyzed by SPSS10.0 statistical

computer software. Differences between demographic variables and expectation items were analyzed by t-test and ANOVA. The physicians had lower willing to provide were 24-hours telephone consultant (3.1 ± 1.5), to inform patients to receive pap smear (3.7 ± 1.2), and to have health checkup (3.8 ± 1.1). But patients in FPIHCP have very high expectations in 24-hours telephone consultant service (4.4 ± 0.9) and informing them to receive Pap smear (4.1 ± 1.2), and to have health checkup (4.3 ± 0.9).