



National Center for Healthcare Leadership

USCIPP International
Patient Experience
Initiative

U★S★C★I★P★P
US COOPERATIVE FOR INTERNATIONAL PATIENT PROGRAMS

2021 year in review | July 2022



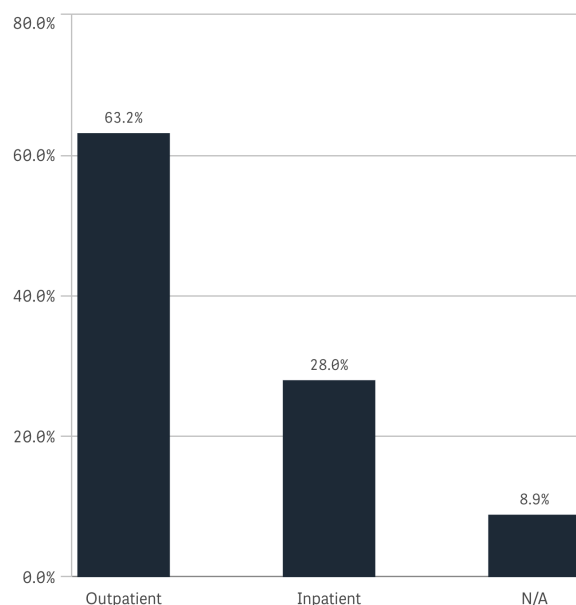
- Overall, 2,566 international patients took USCIPP's International Patient Experience Survey during the reporting period from January 2021 through December 2021. This represents a 42% increase over the 1,672 responses received in 2020 despite a drop in the overall number of hospitals participating in the initiative. Patients took the survey in one of five languages: Arabic (N = 345), English (N = 1,510), Chinese (N = 24), Portuguese (N = 3), or Spanish (N = 689).
- Overall, **patient satisfaction** in 2021 was positive. Respondents were asked to rate their satisfaction with the member hospital on a scale of one to five, with five being the highest. The average **hospital satisfaction** score was 4.54 across 2,328 respondents. Respondents were also asked if they would recommend the hospital; the higher the score (on a scale of one to four), the more likely they would be to make the recommendation. The average **hospital recommendation** score was 3.8 across 2,440 respondents. Interestingly, there was notably greater dissatisfaction among patients who answered the hospital satisfaction and hospital recommendation questions and who took the Arabic version of the survey. Among these respondents, the average hospital satisfaction score was 4.28 (N = 330), and the average hospital recommendation score was 3.56 (N = 337).
- A total of 1,155 respondents submitted their **home country of origin**. The top five countries of origin were Canada (15.6%), Mexico (12.0%), Kuwait (7.7%), UAE (7.6%), and Bermuda (7.4%). A total of 1,400 patients indicated the medical specialty for their appointments. Among these patients, "oncology" (25.6%) and "cardiology" (25.3%) as the top two responses besides "other." (Patients were allowed to indicate more than one medical specialty.)
- A total of 2,452 patients provided information about their **payment type**, with 52.8% indicating "insurance," 44.6% indicating "self-pay," and 16.9% indicating "embassy" funding. Similar to medical specialty, patients were allowed to indicate more than one payment type. Unsurprisingly, patients who reported their payment type as "embassy" and also provided information about their **referral source** (N = 413) were much more likely to have selected "referral through overseas treatment committee or health authority in the patient's home country embassy" as one of their referral sources compared to the total (63.2% vs. 12.4%). Although the sample size was small (N = 24), patients taking the Chinese version of the survey were notably more likely to have selected "third-party patient facilitator" as a referral source compared to respondents taking the survey in other languages.
- Overall, hospitals received high scores on **staff understanding of cultural and religious preferences**, with 61.4% of the 2,059 total patients who answered this question saying the understanding was "excellent," 25.4% saying the understanding was "very good," 9.4% saying the understanding was "good," and 4% saying the understanding was "poor/fair." There were some notable variations depending on the survey language, such as the rating of "poor/fair" jumping to 10.1% among the 308 respondents who answered this question on the Arabic version of the survey.
- There were notable differences among patients' assessment of **interpretation services** across the survey languages. While at least 60% of patients across all languages rated interpreting services as "excellent," this number was much higher among patients taking the Spanish version of the survey compared to those taking the Arabic version. Of the 500 patients taking the Spanish version of the survey, 81.2% rated the interpretation services as "excellent." Among the 307 patients taking the Arabic version of the survey and who answered this question, this shrank to 62.2%. Although the data set was quite small (N = 21), no respondents taking the Chinese version of the survey rated interpretation services as "poor/fair."
- Overall, across the three **financial services** domains (timeliness of receiving a cost estimate (N = 989), explanation of the financial process (N = 1,845), and accuracy of the cost estimate (N = 914)), international patients generally assessed their experience as "poor/fair" at noticeably higher rates when compared to other aspects of their patient experience (e.g., overall hospital satisfaction, international office, care team, etc.).
- Comparing Canadian and Mexican patients' most commonly reported referral sources may suggest something about the relationship between a patient's culture and how they decide where to seek care abroad. For example, among the 136 patients who reported Mexico as their home country and who also reported their referral source, "recommendation from family, friend, or former patient" (57.4%) was by far the most commonly reported answer. However, among a comparable sample of 179 Canadian patients, 63.7% of respondents selected "self-referral," making by far most commonly reported response among Canadians. "Recommendation from family, friend, or a former patient" came in at a distant second for Canadian patients, with only 29.1% of respondents selecting it as a referral source. While more data and further analysis are needed, it is possible that cultural differences between the two countries - i.e., Canada's highly individualistic vs. Mexico's comparatively collectivist culture - may have something to do with these observed differences.

January–December 2021 survey respondent general overview

- Overall, 2,566 international patients took USCIPP's International Patient Experience Survey during the reporting period. This represents a 42% increase over the 1,672 responses received in 2020 despite a drop in the overall number of hospitals participating in the initiative.
- Patients took the survey in one of five languages: Arabic (N = 345), English (N = 1,510), Chinese (N = 24), Portuguese (N = 3), or Spanish (N = 689).
- One hundred and thirty-three (133, or 5.2%) of the total responses were for pediatric patients. Pediatric patients are defined as those less than 18 years old.
- The largest percentage of survey respondents (63.2%) did not spend a night at the hospital. Overall, 28% of patients reported at least one night's stay during their course of treatment, while nine 8.9% of patients did not report their inpatient/outpatient status.
- A total of 1,213 respondents answered a question concerning the mode of their appointment. Overall, 70.2% of patients had only in-person visits, while 14.3% had virtual-only appointments (video or phone); 14.6% reported receiving a hybrid treatment plan. Of those that reported a virtual component to their care, 8% reported some degree of technical difficulty.
- A total of 1,155 respondents submitted their home country of origin. The top five countries of origin were Canada (15.6%), Mexico (12.0%), Kuwait (7.7%), UAE (7.6%), and Bermuda (7.4%).
- A total of 1,400 patients indicated the medical specialty for their appointments. Among these patients, "oncology" (25.6%) and "cardiology" (25.2%) were reported as the top two responses besides "other." (Patients were allowed to indicate more than one medical specialty.)
- A total of 2,452 patients provided information about their payment type, with 52.8% indicating "insurance," 44.6% indicating "self-pay," and 16.9% indicating "embassy" funding. Similar to medical specialty, patients were allowed to indicate more than one payment type.
- Finally, patients were able to select multiple referral methods. Over a third (38.3%) reported "self-referral." The next highest percentage was "recommendation from family, friend, or a former patient" at 34.2%, stressing the long-term necessity of a positive patient experience.

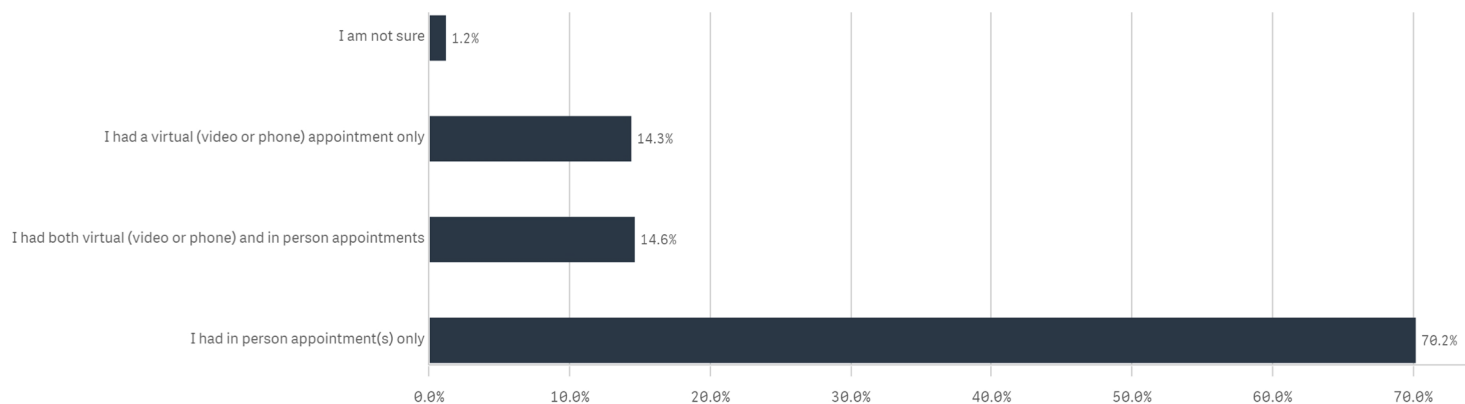
Patient type

N = 0 organizational survey responses and N = 2,566 total USCIPP survey responses



Appointment type

N = 0 organizational survey responses and N = 1,213 total USCIPP survey responses



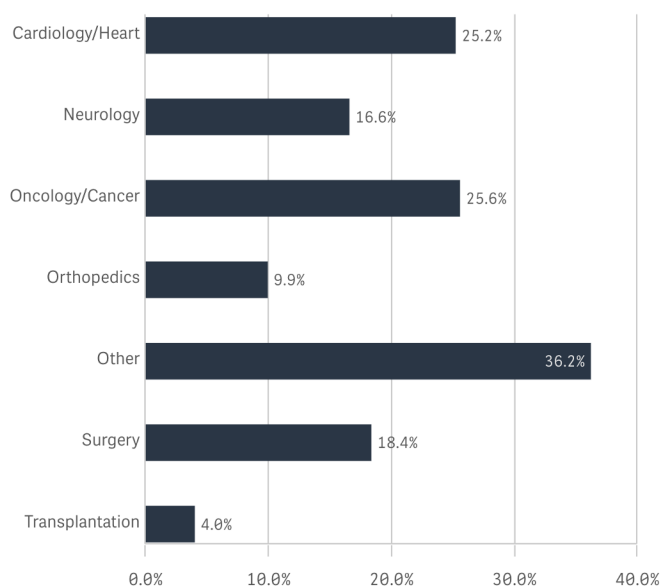
Referral sources reported by patients (N = 2,504)	
Referral source	Share of respondents
Self-referral	38.3%
Recommendation from family, friend, or a former patient	34.2%
Referral from a physician in the patient's home country	25.2%
Referral through overseas treatment committee or health authority in the patient's home country embassy	12.4%
Other	7.2%
Insurance company	6.7%
Third-party patient facilitator company	1.6%
Emergency room/Ambulance	1.2%

Top 10 home countries reported by patients (N = 1,155)		
Rank	Country*	Share of respondents
1	Canada	15.6%
2	Mexico	12.0%
3	Kuwait	7.7%
4	UAE	7.6%
5	Bermuda	7.4%
6	Saudi Arabia	5.1%
7	Dominican Republic	4.0%
8	Ecuador	3.1%
9	Qatar	1.6%
10	China	1.1%

- * Note that not all countries are listed as options in the survey. Patients may choose from Argentina, Bermuda, Brazil, Canada, Chile, China, Dominican Republic, Ecuador, Germany, India, Israel, Japan, Kuwait, Mexico, Qatar, Saudi Arabia, Spain, Turkey, United Arab Emirates, United Kingdom, and Other.

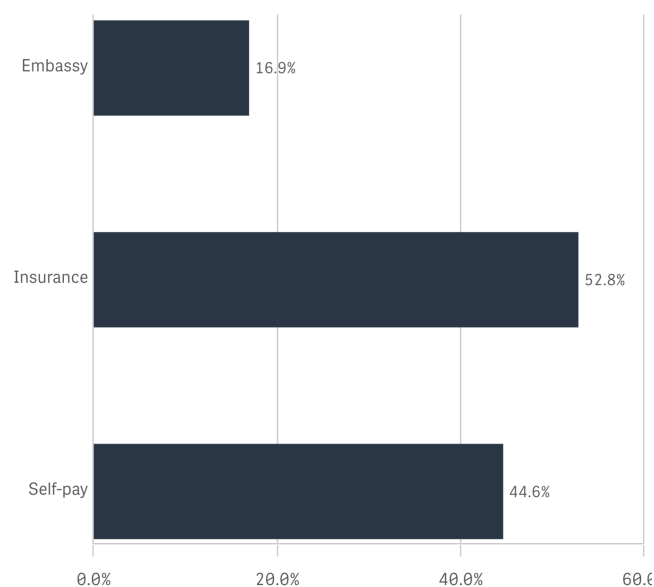
Medical specialty for patients' appointments

N = 0 organizational survey responses and N = 1,400 total USCIPP survey responses



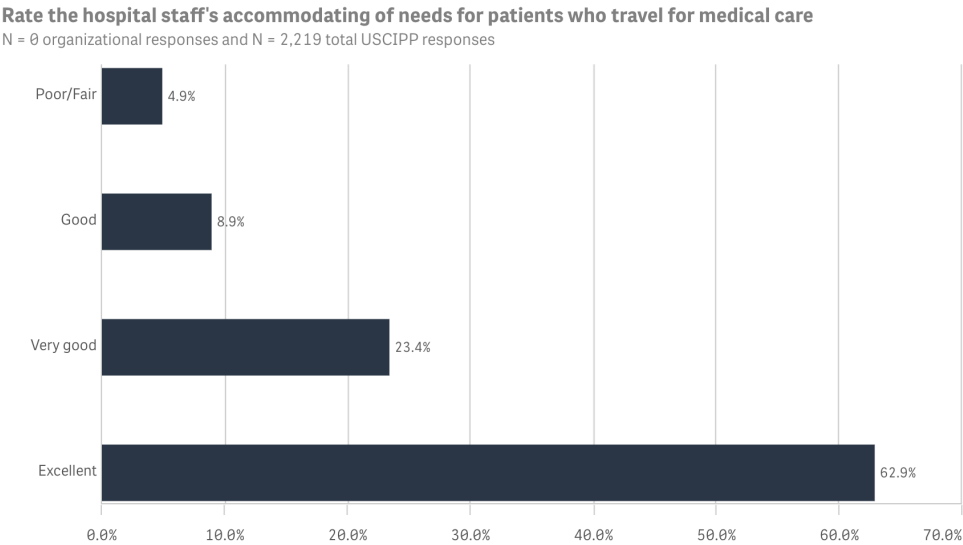
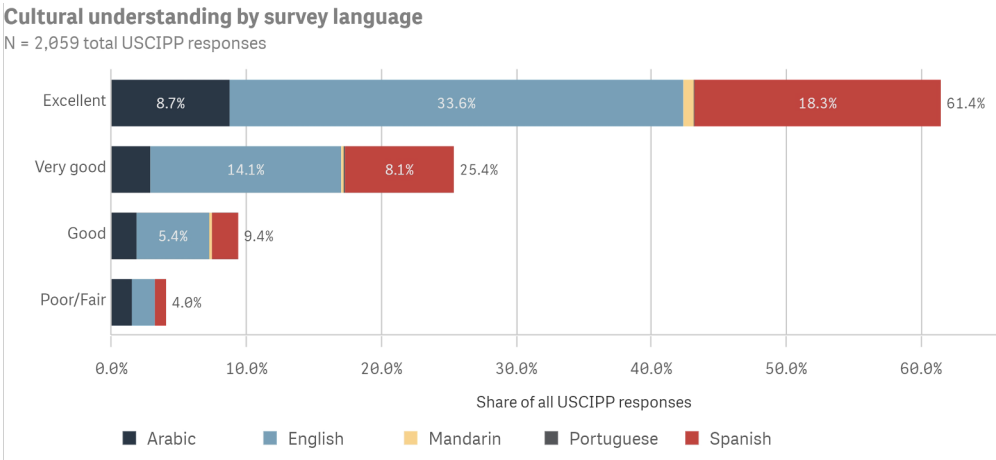
Payment type

N = 0 organizational survey responses and N = 2,452 total USCIPP survey responses



Cultural competency

- Overall, hospitals received high scores on staff understanding of cultural and religious preferences, with 61.4% of the 2,059 total patients who answered this question saying the understanding was "excellent," 25.4% saying the understanding was "very good," 9.4% saying the understanding was "good," and 4% saying the understanding was "poor/fair."
- There were some notable variations depending on the survey language, such as the rating of "poor/fair" jumping to 10.1% among the 308 respondents who answered this question on the Arabic version of the survey.
- Of the 2,219 total patients who rated the hospital staff's accommodating of needs for patients who travel for medical care, 62.9% said it was "excellent," 23.4% said it was "very good," 8.9% said it was "good," and 4.9% said it was "poor/fair."
- There were some notable variations depending on the survey language, such as the rating of "poor/fair" jumping to 11.2% among the 329 respondents who answered this question on the Arabic version of the survey.
- There were notable differences among patients' assessment of interpretation services across the survey languages. While at least 60% of patients across all languages rated interpreting services as "excellent," this number was much higher among patients taking the Spanish version of the survey compared to those taking the Arabic version. Of the 500 patients taking the Spanish version of the survey, 81.2% rated the interpretation services as "excellent." Among the 307 patients taking the Arabic version of the survey and who answered this question, this shrank to 62.2%. Although the data set was quite small (N = 21), no respondents taking the Chinese version of the survey rated interpretation services as "poor/fair."

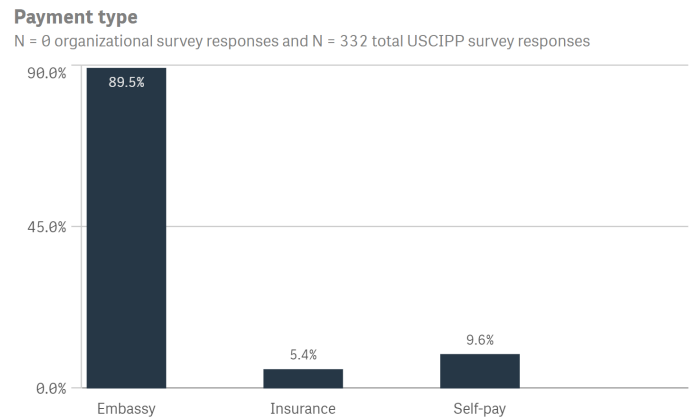


Patients' assessments of interpretation services, total reporting vs. breakdown by survey language					
Rating	Share of respondents, total (N = 1,408)	Share of respondents, Arabic (N = 307)	Share of respondents, Chinese (N = 21)	Share of respondents, Portuguese (N = 1)	Share of respondents, Spanish (N = 500)
Excellent	73.3%	62.2%	66.7%	100%	81.2%
Very good	16.0%	19.9%	19.0%	0.0%	12.8%
Good	6.3%	9.4%	14.3%	0.0%	3.2%
Poor/Fair	4.5%	8.5%	0.0%	0.0%	2.8%

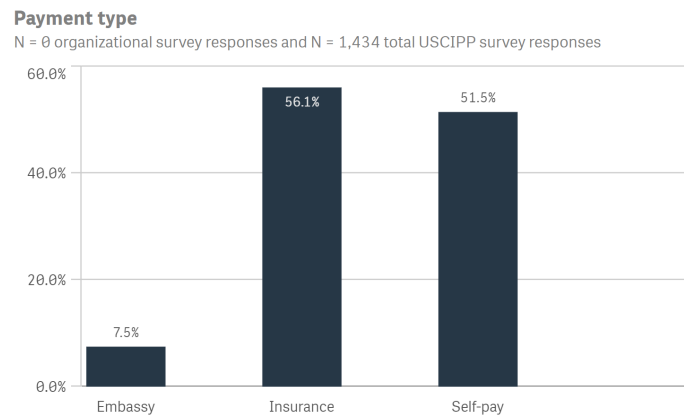
Payment type by survey language

- Stratifying reported payment type data by survey language reveals significant differences. (Patients could select multiple payment methods, so the results indicated values over 100%.) There were also significant differences in the number of respondents among Arabic (N = 332), English (N = 1,434), Chinese (N = 24), Portuguese (N = 3), and Spanish (N = 664).

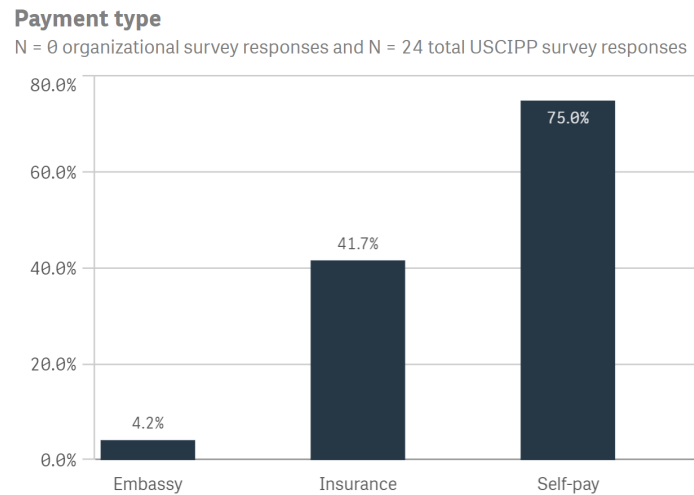
Arabic



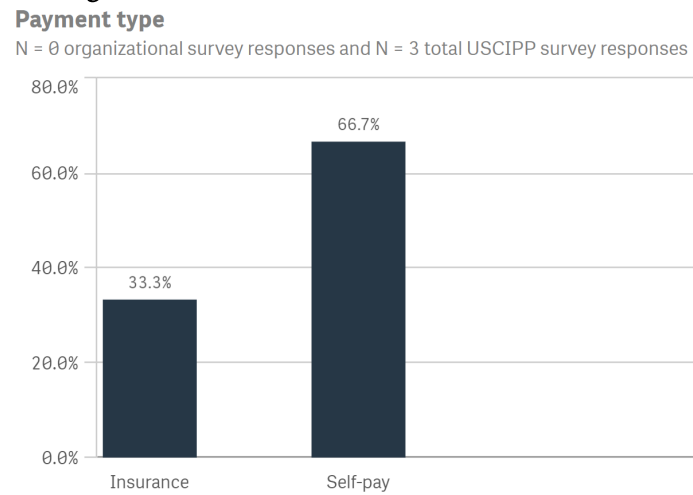
English



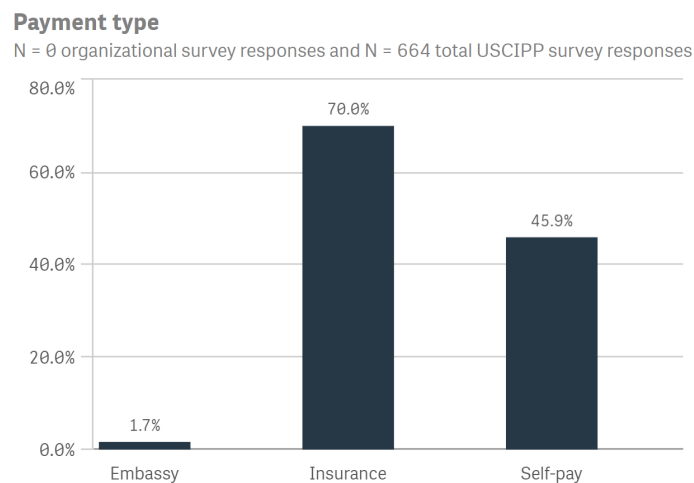
Chinese



Portuguese



Spanish



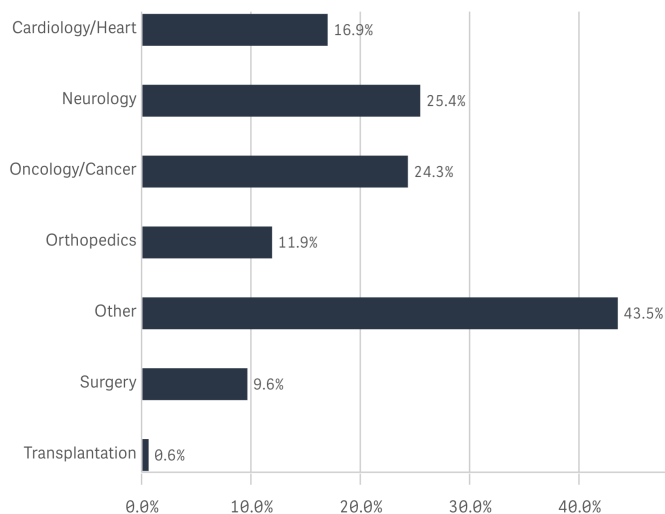


Key market insights: Canada

- A total of 173 patients who reported Canada as their home country also reported their payment type. Interestingly, 93.1% of these patients indicated "self-pay," 6.9% indicated "insurance," and 2.9% indicated "embassy." (Patients were allowed to indicate more than one payment type.) While some Canadian provinces do cover treatment abroad for their citizens under certain circumstances, government-sponsored care represented a very small proportion of the overall payor mix for this particular sample of Canadian patients.
- Unsurprisingly, among the 179 patients who reported Canada as their home country and who also reported their referral source, "self-referral" (63.7%) was by far the most commonly reported answer. (Patients were allowed to select more than one referral source.)
- A total of 177 patients who reported Canada as their home country also indicated the medical specialty for their appointments, with "neurology" (25.4%) and "oncology" (24.3%) as the top two responses besides "other." (Patients were allowed to indicate more than one medical specialty.)

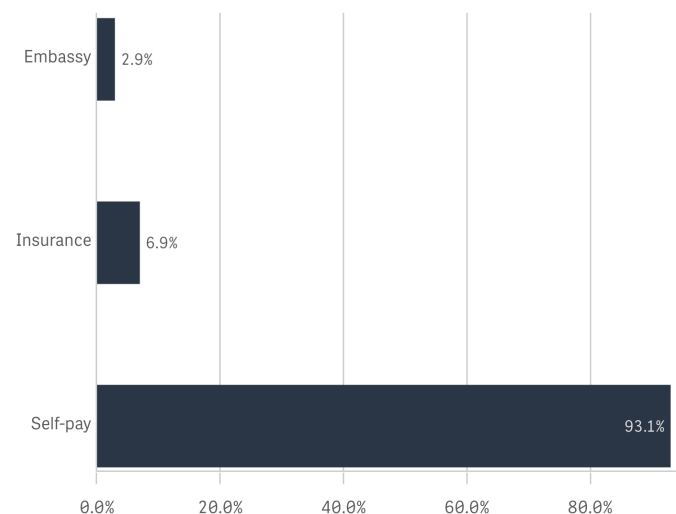
Medical specialty for patients' appointments

N = 0 organizational survey responses and N = 177 total USCIPP survey responses



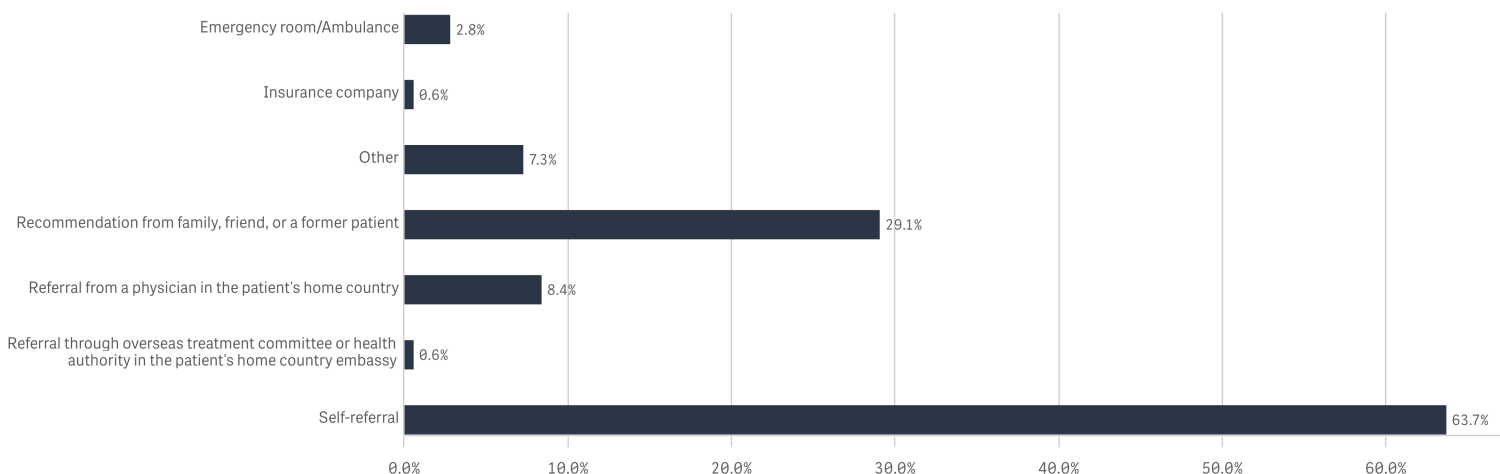
Payment type

N = 0 organizational survey responses and N = 173 total USCIPP survey responses



Referral sources

N = 0 organizational survey responses and N = 179 total USCIPP survey responses



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