

Is Patients' Satisfaction Associated with Hospital Quality Measures? Evidence from France

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Abstract. The international literature indicates a positive relationship between subjective patients' satisfaction at hospital and various objective measures of clinical process quality. Evidence from France is still scarce, although public reporting of hospital quality and safety indicators (QSI) became mandatory in 2010. We gathered this publicly available hospital-level information in order to develop a unique dataset of quality measures for 2,284 health care facilities. We examined the extent to which patients' experience with hospital care is related to five measures of hospital quality and security (global certification, HAI prevention, pain assessment, medical record, links with external care). We used Heckman selection model to account for hospitals that did not retrieve patients' satisfaction, and we controlled for hospital characteristics (total activity, equipment, public vs. private status, types of service-lines, etc.) We found that each of the objective dimensions of technical quality of care was independently associated with patients' satisfaction. Taken all together, the correlation was stronger in the case of pain assessment and global certification indicators, two measures more readily appreciable by the patients. Our results concur with previous findings and support the case for the inclusion of subjective quality measures as one of the pillars of clinical performance.

Key words: Hospital performance, Health care responsiveness, Quality and safety indicators, Patients' experience, Activity-based payment

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