

CAGAYAN VALLEY MEDICAL CENTER

Harmonized CSM Report

2023 (1st Edition)

I. Overview:

The CAGAYAN VALLEY MEDICAL CENTER is a government-owned tertiary hospital situated in Tuguegarao City, Cagayan. It is largest medical facility in the Cagayan Valley Region.

As stated in the ARTA Memorandum Circular (M.C.) No. 2022-02, government agencies shall provide the harmonized CSM survey to clients who have completed a transaction. Per 6.7.3 of ARTA M.C. No. 2019-002, the client satisfaction measurement detailing the scope and period covered by the measurement, the methodology used, the results of the measurement, and the interpretation of the data shall be reported to the Authority.

II. Scope:

CVMC conducted surveys throughout the year from Jan. 2023 to Dec. 2023.

CVMC surveyed every client that visited the medical center.

The survey used the standard harmonized CSM questionnaire. It asked clients demographical questions, three (3) Citizen's Charter questions, and eight (8) questions related to the following Service Quality Dimensions:

1. Responsiveness
2. Reliability
3. Access and Facilities
4. Communication
5. Costs
6. Integrity
7. Assurance
8. Outcome

The services CVMC surveyed are the following:

External Services	Responses	Total Transactions
Hospital Admission	**10697**	**25607**
OPD Clinical Consultation	**5379**	**107831**
Drug Testing	**380**	**4906**
Emergency Response	**3498**	**42149**
Animal Bite and treatment	**312**	**1656**
Physical Therapy	**2036**	**11632**
Electrocardiogram	**212**	**356**
X-Ray Services	**359**	**70273**
CT Scan Services	**376**	**13239**
Ultrasound Services	**395**	**10749**
OPD Records Retrieval	**497**	**127740**
Tuberculosis Treatment	**373**	**2552**
Blood Donation	**519**	**7820**
Hemodialysis Treatment	**425**	**7827**
HIV Treatment	**557**	**7258**
Electroencephalogram	**380**	**1232**
Electromyograph	**82**	**100**
Covid-19 Vaccination	**171**	**262**
Food Services	**955**	**22832**
Social Service Financial Assistance	**1084**	**137599**
Medicine Issuance to Clients	**637**	**553732**
Cancer Treatment	**375**	**12175**
MRI	**373**	**948**
Psychiatric Treatment	**449**	**13815**
Billing request	**738**	**25607**
Internal Services		
Request for Purchase Order	**460**	**1372**
Request for Office, Laboratory and Construction supplies	**413**	**3124**
Request for ICC Supplies	**170**	**253**
Request for Medical and Surgical Supplies	**319**	**9827**
Request for Financial Documents	**420**	**16314**
IT concerns resolution	**470**	**10800**
Chief Administrative Office documents request	**433**	**5096**
TOTAL	**33944**	**1256683**

In aggregate, 33,944 people were able to answer the survey, among a population of 1,256,683.

III. Methodology:

For physical clients, surveys were handed out and collected by CVMC personnel immediately at the end of the transaction. Surveys and survey boxes were also available near the office's exit.

The 8 SQD questions were scored using a 5-point Likert Scale. The simple average of the questions was used to get the Overall score. The interpretation of the results are as follows:

Scale	Average	Rating
1	1.00-1.49	Very Unsatisfied
2	1.50-2.49	Unsatisfied
3	2.50-3.49	Neither Unsatisfied nor Satisfied
4	3.50-4.49	Satisfied
5	4.50-5.00	Very Satisfied

IV. Results of the harmonized CSM for FY 2023:

A. Count of CC and SQD results

While the majority of respondents know the existence of a Citizen's Charter (CC), 7% of clients were still unaware of the CC.

Meanwhile, among those that knew the CC, 91% were able to see CVMC's CC. However, 95% of clients were able to use it as a guide for their service.

External Services	Responses	Percentage
CC1. Yes, aware before my transaction here	**27835**	**82%**
CC1. Yes, but aware only when I saw the CC of this office	**3734**	**11%**
CC1. No, not aware	**2375**	**7%**
CC2. Yes, I saw the Citizen's Charter	**29043**	**91%**
CC2. No, I did not see the Citizen's Charter	**2526**	**8%**
CC3. Yes, I was able to read	**29990**	**95%**
CC3. No, I was not able to read	**1579**	**5%**

Meanwhile, most respondents were 'Very Satisfied' with CVMC in terms of the 8 service quality dimensions, recording a score range of 4.55-4.72.

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disgree	N/A	Responses	Rating
Responsiveness	33027	4539	323	290	57	0	38236	**4.72**
Reliability	34056	4038	104	27	11	0	38236	**4.64**
Access and Facilities	33756	4232	167	60	21	0	38236	**4.67**
Communication	33806	4185	190	47	8	0	38236	**4.55**
Costs	3266	350	21	11	3	34585	38236	**4.67**
Integrity	34400	3636	136	45	19	0	38236	**4.72**
Assurance	34461	3667	83	14	11	0	38236	**4.60**
Outcome	34149	3954	108	16	9	0	38236	**4.64**
Overall	240921	28601	1132	510	139	34585	305888	**4.65**

The data below shows the breakdown of the results per service quality dimension.

B. Average score per service

Looking at the scores per service, respondents were either 'Satisfied' or 'Very Satisfied' with their transactions, recording a score range of 4.60-4.71. No service garnered a score of 4.59 or lower.

As a result, CVMC recorded an Overall score of 4.65, which translates to 'Very Satisfied'.

The data below shows the Overall rating of each service surveyed.

External Services	Overall Rating
Hospital Admission	4.65
OPD Clinical Consultation	4.64
Drug Testing	4.53
Emergency Response	4.68
Animal Bite and treatment	4.6
Physical Therapy	4.54
Electrocardiogram	4.51
X-Ray Services	4.62
CT Scan Services	4.52
Ultrasound Services	4.62
OPD Records Retrieval	4.63
Tuberculosis Treatment	4.61
Blood Donation	4.67
Hemodialysis Treatment	4.65
HIV Treatment	4.5
Electroencephalogram	4.65
Electromyograph	4.63
Covid-19 Vaccination	4.5
Food Services	4.67
Social Service Financial Assistance	4.6
Medicine Issuance to Clients	4.65
Cancer Treatment	4.71
Magnetic Resonance Imaging	4.6
Psychiatric Treatment	4.5
Billing request	4.64
External Service Overall	**4.60**
Internal Services	
Request for Purchase Order	4.65
Request for Office, Laboratory and Construction supplies	4.63
Request for ICC Supplies	4.65
Request for Medical and Surgical Supplies	4.73
Request for Financial Documents	4.77
IT concerns resolution	4.81
Chief Administrative Office documents request	4.69
Internal Service Overall	**4.70**
Overall	**4.65**

V. Results of the Agency Action Plan reported in FY 2022:

VI. Continuous Agency Improvement Plan for FY 2024: