QuEST LAC · EVIDENCIA DE CALIDAD PARA LA TRANSFORMACIÓN DE LOS SISTEMAS DE SALUD EN LATINOAMÉRICA Y EL CARIBE

UNIVERSIDAD PERUANA CAYETANO HEREDIA

IECS · INSTITUTO DE EFECTIVIDAD CLÍNICA Y SANITARIA

QuEST · Quality Evidence for Health System Transformation

BACKGROUND

High-quality health systems generate health, trust, and economic benefit while responding to changing population needs. Current measurements of health systems fail to capture people's perspectives at the population level. The People's Voice Survey (PVS) is a new instrument that measures health system performance from the populations' perspective. It assesses use of health care as well as people's experiences, expectations, and confidence in the health system.

METHODS

During October – December 2024, data were collected from a nationally representative sample of 1,934 adults in Uruguay via a Spanish mobile phone survey. All data are weighted to represent the population.
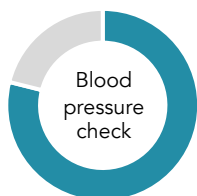
KEY FINDINGS

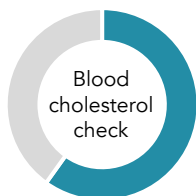### Health care utilization in past 12 months

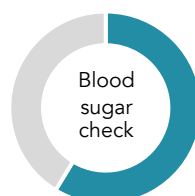|	
Average number of health care contacts (all types)	7.88
Average number of in-person facility visits	6.79
Average number of virtual or telemedicine contacts	0.60
% of respondents who received mental health care (among those with poor or fair mental health)	49.73%
% of all respondents who had an overnight hospital stay	12.03%
% of all respondents with no unmet need for health care	85.01%

Respondent demographics[1]		Overall (N = 1,934)
Age (median) [Min, Max]		44.0 [18.0,94.0]
Female		1031 (53.30%)
Urban residency		1831 (94.67%)
Education (highest level)	Post-secondary	664 (34.34%)
	Secondary	908 (46.97%)
	Primary	356 (18.43%)
Household income (monthly)	Highest (> $70,001)	675 (34.92%)
	Middle (> $30K - $70K)	730 (37.74%)
	Lowest (≤ $30,000)	499 (25.82%)
	Unknown	29 (1.52%)
Health insurance	No insurance	47 (2.42%)
	Public insurance	623 (32.26%)
	Private insurance	200 (10.34%)
	Mutualist	1062 (54.99%)

1. Denominators of some items may vary slightly from the full sample size due to missingness.

Usual source of care:
Percent with usual health care facility or provider's group

	Public facility	Private facility	Mutualist	No usual source	Total with usual source
All respondents	28%	13%	53%	5%	95%
Highest income	6%	21%	68%	5%	95%
Middle income	26%	10%	59%	5%	95%
Lowest income	60%	8%	24%	7%	93%

Health system competence

Preventative care services: Percent of eligible population who received service in past 12 months

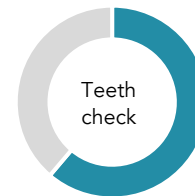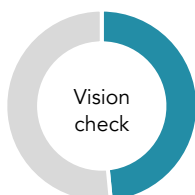Blood pressure check — 79% of adults

Blood cholesterol check — 60% of adults

Blood sugar check — 59% of adults

Teeth check — 61% of adults

Vision check — 48% of adults
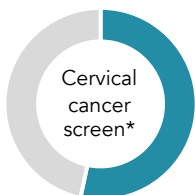
Cervical cancer screen* — 53% of females
* Pap or visual inspection

Mammogram — 27% of females ≥ 50 yrs
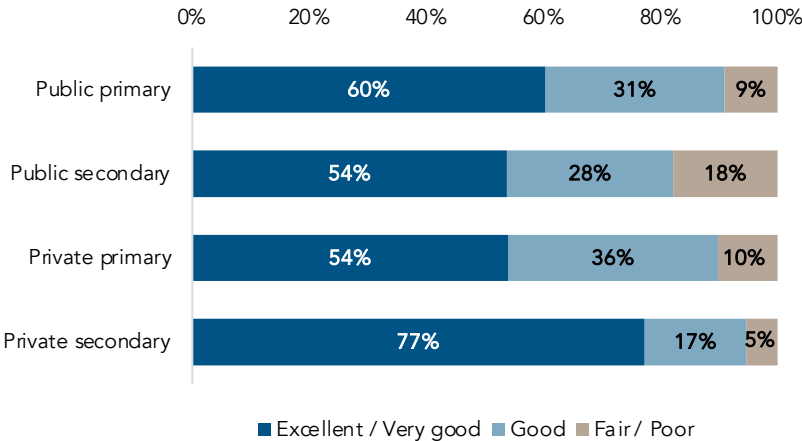
Note: Percentages in this brief may not sum to expected totals due to rounding.

Care competence and user experience

Average[1] quality ratings for last health care visit in past 12 months

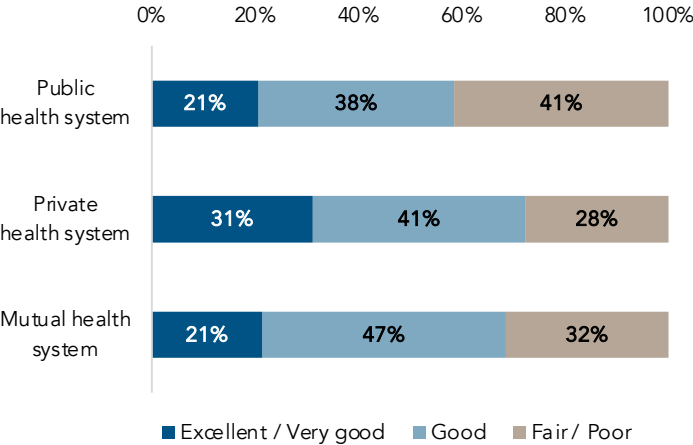|	Poor	Fair	Good	Very good	Excellent	
	○	○	○	●	○	Overall quality (1 item)
	○	○	○	●	○	Care competence[2] (4 items)
	○	○	○	●	○	User experience[3] (6 items)

1. Rounded to the closest Likert category
2. Provider skills, knowledge of past visits, explanations, equipment/supplies
3. Respect, courtesy, joint decisions, visit time, wait time, scheduling time

Quality ratings for last health care visit (% of users of facility type in past 12 months)
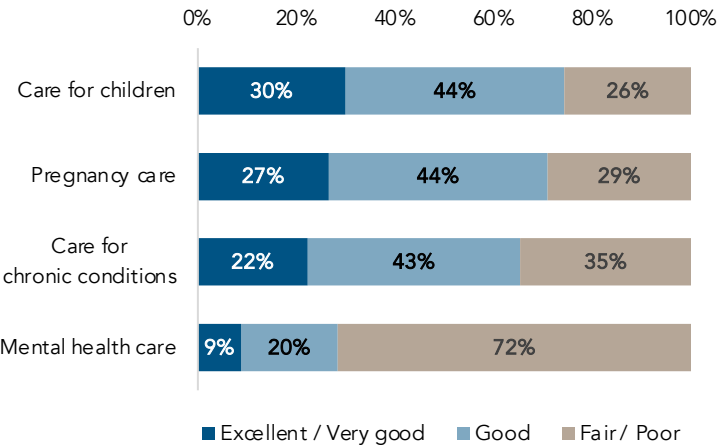
Facility	Excellent / Very good	Good	Fair / Poor
Public primary	60%	31%	9%
Public secondary	54%	28%	18%
Private primary	54%	36%	10%
Private secondary	77%	17%	5%

■ Excellent / Very good ■ Good ■ Fair / Poor

Health system quality

Quality ratings of national public and private health systems (% of all respondents)

	Excellent / Very good	Good	Fair / Poor
Public health system	21%	38%	41%
Private health system	31%	41%	28%
Mutual health system	21%	47%	32%

■ Excellent / Very good ■ Good ■ Fair / Poor

Quality ratings of key primary care services provided by government (% of all respondents)

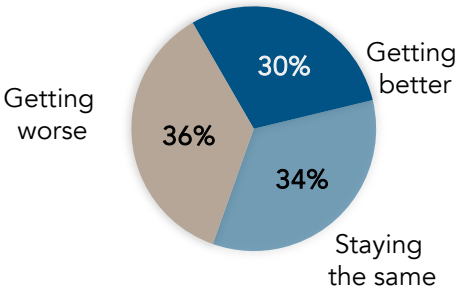|	Excellent / Very good	Good	Fair / Poor
Care for children	30%	44%	26%
Pregnancy care	27%	44%	29%
Care for chronic conditions	22%	43%	35%
Mental health care	9%	20%	72%

■ Excellent / Very good ■ Good ■ Fair / Poor

Confidence in and endorsement of the health system

Confidence in health system as a whole (% of all respondents): Including public, private, NGO health care facilities/providers		
Health security: % very or somewhat confident	Can get good quality care if very sick	64%
	Can afford good quality care if very sick	46%
	Can get and afford good quality care if very sick	38%
Government considers the public's opinion in health system decisions (% of all respondents): % very or somewhat confident		31%
Government's management of the COVID-19 pandemic (% of all respondents): % excellent or very good		50%

Endorsement: Health system trajectory over past 2 years (% of all respondents)

- Getting better: 30%
- Staying the same: 34%
- Getting worse: 36%

Endorsement: Current health system (% of all respondents)

- Works pretty well, only minor changes needed: 21%
- Some good things, but major changes needed: 75%
- So much wrong, need to completely rebuild: 4%

Note: Percentages in this brief may not sum to expected totals due to rounding.