

## Patient Safety and Quality of Care



Number of interviews:  
27.919

Number of interviews:  
1.013

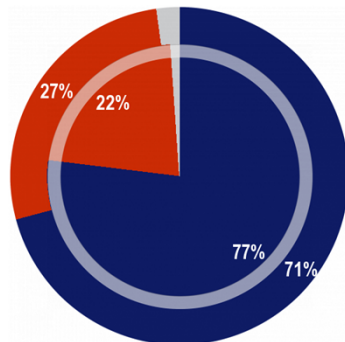
Fieldwork:  
23/11-02/12/2013

Fieldwork:  
23/11-02/12/2013

Methodology: face-to-face

### 1. OVERALL QUALITY OF HEALTHCARE

QC2. How would you evaluate the overall quality of healthcare in (OUR COUNTRY)?



EU28 ● Outer pie ES ● Inner pie

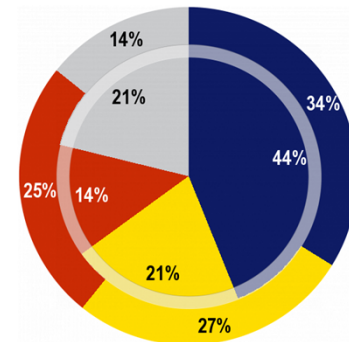
	EU28		ES	
	EB80.2 2013	2013-2009	EB80.2 2013	2013-2009
Total 'Good'	71%	+ 1	77%	- 4
Total 'Bad'	27%	- 1	22%	+ 5
Don't know	2%	=	1%	- 1

● Total 'Good'

● Total 'Bad'

● Don't know

QC3. Based on what you know, do you think that the quality of healthcare in (OUR COUNTRY) compared to other EU Member States is ...?



EU28 ● Outer pie ES ● Inner pie

	EU28		ES	
	EB80.2 2013	2013-2009	EB80.2 2013	2013-2009
Better	34%	+ 1	44%	+ 5
The same	27%	- 3	21%	- 10
Worse	25%	- 1	14%	+ 2
Don't know	14%	+ 3	21%	+ 3

● Better

● The same

● Worse

● Don't know

### 2. INFORMATION ON QUALITY OF HEALTHCARE

QC1. Of the following criteria, which are the three most important criteria when you think of high quality healthcare in (OUR COUNTRY)?



(MAX. 3 ANSWERS)



QC4. What are the three main sources you would use to seek information on quality of healthcare?



(MAX. 3 ANSWERS)



## EUROBAROMETER 80.2 RESULTS FOR SPAIN



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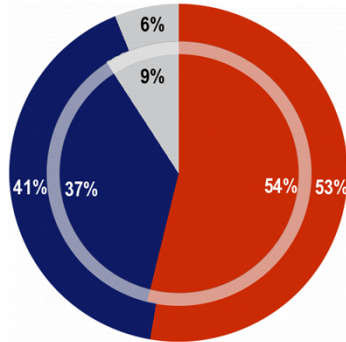
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**3. PERCEIVED LIKELIHOOD OF BEING HARMED BY HEALTHCARE SERVICES**

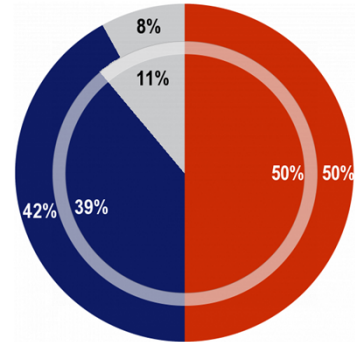
QC6a. How likely do you think it is that patients could be harmed by hospital care in (OUR COUNTRY)? By hospital care we mean being treated in a hospital as an outpatient or inpatient.



EU28 ● Outer pie ES ● Inner pie

	EU28		ES	
	EB80.2 2013	2013-2009	EB80.2 2013	2013-2009
Total 'Likely'	53%	+ 3	54%	+ 19
Total 'Not likely'	41%	- 5	37%	- 24
Don't know	6%	+ 2	9%	+ 5

QC6b. And how likely do you think it is that patients could be harmed by non-hospital healthcare in (OUR COUNTRY)? By non-hospital health care we mean receiving diagnosis, treatment or medicine in a clinic or surgery of your general practitioner or in a pharmacy.

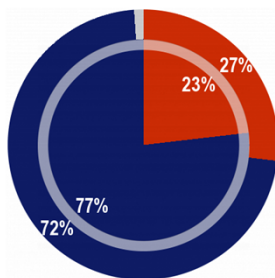


EU28 ● Outer pie ES ● Inner pie

	EU28		ES	
	EB80.2 2013	2013-2009	EB80.2 2013	2013-2009
Total 'Likely'	50%	+ 4	50%	+ 18
Total 'Not likely'	42%	- 7	39%	- 25
Don't know	8%	+ 3	11%	+ 7

**4. EXPERIENCE OF ADVERSE EVENTS**

QC7. Have you or a member of your family ever experienced an adverse event when receiving healthcare?

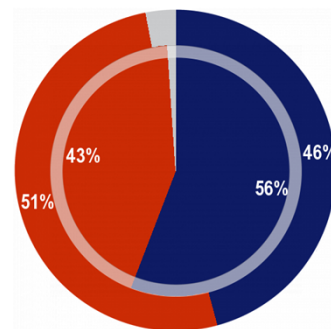


EU28 ● Outer pie ES ● Inner pie

	EU28		ES	
	EB80.2 2013	2013-2009	EB80.2 2013	2013-2009
Yes	27%	+ 1	23%	+ 3
No	72%	=	77%	- 1
Don't know	1%	- 1	0%	- 2

Respondents were explained that being harmed when receiving healthcare is also referred to as "adverse events". "Adverse events" include hospital infections; incorrect, missed or delayed diagnoses; surgical errors; medication related errors (wrong prescription, wrong dose, dispensing error in pharmacy, wrong administration route); medical device or equipment related errors.

QC9. And did you or the member of your family involved report it?



EU28 ● Outer pie ES ● Inner pie

	EU28		ES	
	EB80.2 2013	2013-2009	EB80.2 2013	2013-2009
Yes	46%	+ 18	56%	+ 40
No	51%	- 19	43%	- 39
Don't know	3%	+ 1	1%	- 1

Base: respondents who have experienced an adverse event



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EU28 ES

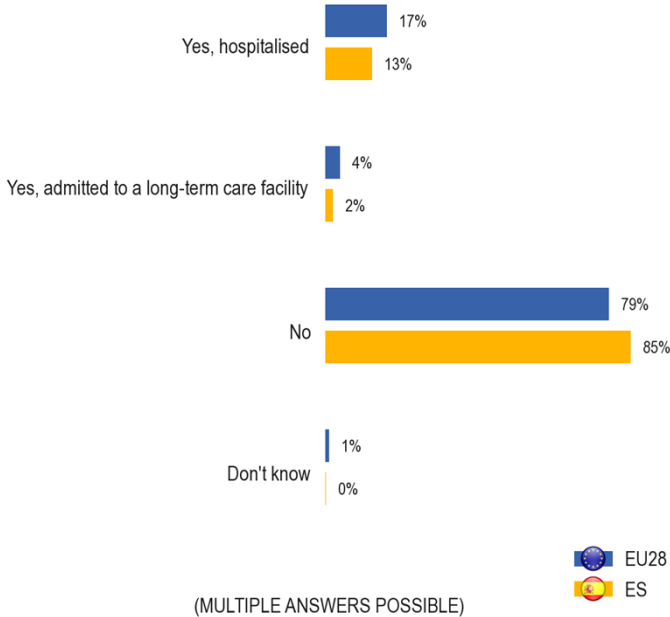
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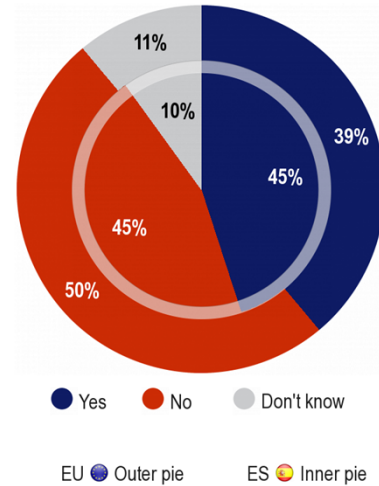
Methodology: face-to-face

**5. INFORMATION ON PATIENT SAFETY**

QC14a. Have you or a member of your family been hospitalised or admitted to a long-term care facility (such as nursing home or home for the elderly) in the last 12 months?



QC14b. Did you or a member of your family receive any information on the risk of healthcare-associated infection?

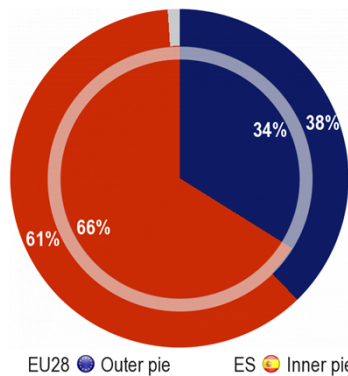


Base: respondents who have been hospitalised or admitted to a long-term care facility

Please note that the basis is too low for this question for this country (n=149) and therefore results are only indicative.

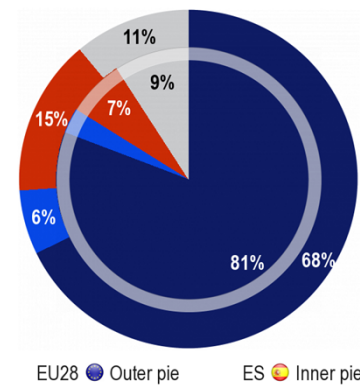
**6. WRITTEN CONSENT FOR SURGICAL PROCEDURES**

QC13a. Did you or a member of your family undergo any surgical procedure within the last three years? This can be any type of surgical procedure, ranging from minor surgery, perhaps as a day patient in a hospital, to a major surgical procedure.



	EU28		ES	
	EB80.2 2013	2013-2009	EB80.2 2013	2013-2009
Yes	38%	+ 1	34%	+ 3
No	61%	- 1	66%	- 3
Don't know	1%	=	0%	=

QC13b. Were you or your family member asked for written consent beforehand?



	EU28		ES	
	EB80.2 2013	2013-2009	EB80.2 2013	2013-2009
Always	68%	+ 1	81%	+ 4
Sometimes	6%	- 1	3%	- 4
Never	15%	- 2	7%	- 4
Don't know	11%	+ 2	9%	+ 4

Base: respondents who underwent any surgical procedure within the last three years

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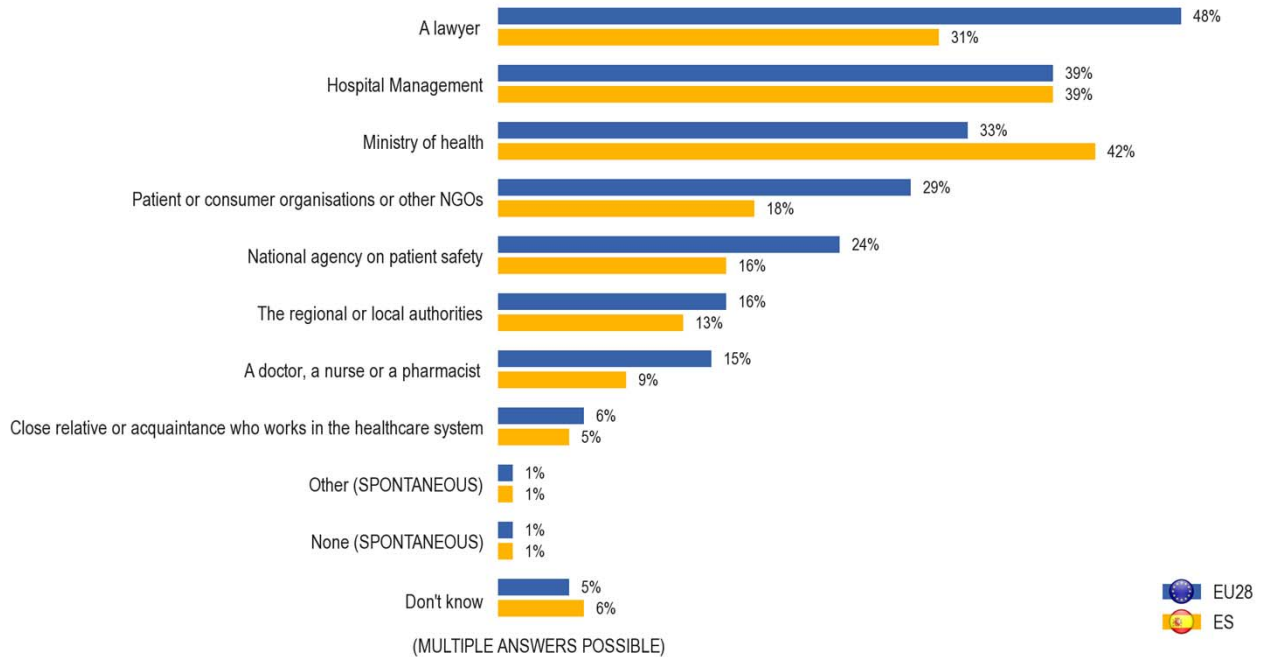
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### 7. SEEKING HELP IF HARMED WHEN RECEIVING HEALTHCARE

QC18. From which of the following can you seek help in relation to redress if you or a member of your family is harmed whilst receiving healthcare in (OUR COUNTRY)?



QC19. And where can you seek help in relation to redress if you or a member of your family is harmed whilst receiving healthcare in another EU Member State?

