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A Latent Class Analysis on Level of Satisfaction for Community Health Service in Urban Community in Shanghai, China

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Objective: The purpose of the study was to investigate the level of satisfaction for community health service among outpatients for improving service quality.

Methods: Data was obtained from a cross-sectional survey on clients satisfaction for community health service in 2007. This study focused on outpatients of 11 community health service centers (N=1,623). Latent class analysis was used to explore different levels of satisfaction.

Results: The majority of the subjects were female (53.1%) and adults who were over 40 years of age (76.8%). 70.3% subjects were willing to choose the community health center for treatment. 56.6% of these subjects stated "convenience" as the primary factor. Total satisfaction was 63.8%. A four-class categorization was exhibited the best fit with the data. Based on class characteristics, the classes were named "overall satisfaction", which mean subjects were satisfied with medical staff's attitude, doctor-patient communication, service mode and service content, "joint satisfaction with the attitude and content", "overall dissatisfaction", and "only no satisfaction with content". The family's economic situation was likely associated with the level of satisfaction.

Conclusion: This convenient primary health care service is provided for the middle-aged and elderly. The clients are highly satisfied with the medical staff's attitude. However, they are not as satisfied with the efficiency of service process, the efficacy of doctor-patient communication, nor with the amount of health education and rehabilitation. These three areas need strengthening.

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The Evaluation toward Primary Care Quality among Patients in Taiwan- Differences between Family Physician Groups and Non-Family Physician Groups
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Excellent primary care can reduce health care expenditure, improve health status, and diminish health inequity. However, there is still a lack of an evaluation tool to understand what type of primary care patients want in Taiwan. This study aimed to explore the primary care quality among patients in Taiwan and to identify the differences between family physician groups and non-family physician groups. This study selected 50 family physician groups and 50 non-family physician groups. Totally 4753 patients were selected for interview.

Primary care quality tool was based on Primary Care Assessment Tool-Adult Edition (PCAT-AE) and modified by the concept of SERVQUAL. Because of the nested structure of the study sample, hierarchical linear modeling(HLM) was used in addition to bivariate analysis. According to factor analysis, primary care quality can be divided into 5 domains named as access, utilization, continuity, coordination, and comprehensiveness. Utilization was the highest domain in expectation and perception, whereas access was the largest gap among all domains of primary care quality. HLM results showed that there was no difference in expectation of primary care quality among patients. However, the perception was the highest among the enrollees in family physician groups and the lowest among patients in non-family physician groups. Patients expected their primary care physicians to be the traditional "healer", coordinator of care, health consultant, but prevention services were less expected. The results of this study showed that the family physician project of NHI was an effective policy.

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The Correlates of Influenza Vaccination among Poultry and Livestock Workers in Hualien
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Background: Taiwan started to perform Influenza Vaccinations for poultry and livestock workers in 2003. Even though government policy helped alleviate the financial barrier, the rate of vaccination has decreased progressively year by year.

Methods: The sample used consisted of 202 poultry and livestock workers in Hualien county. The author interviewed candidates using a structured questionnaire. **Results:** Based on the sample, 35.3% of Hualien's poultry and livestock workers had never been vaccinated against influenza since 2003, and only an average of 7.4 % were vaccinated against influenza each year. The factors determined to be associated with influenza vaccination rates for this population are: education level, regular exercise, self-rated health, and high risk disease. Self-efficacy is the major independent variable in predicting influenza vaccination rates for poultry and livestock workers.

Conclusion: One should make use of the agricultural authority's channels in promoting the benefits of influenza vaccinations to the employer of registered poultry and livestock workers. Beyond sending postcard notifications, health authorities could set up a designated timeframe, such as holiday or evening clinic, to effectively and efficiently offer full-series vaccinations to poultry and livestock workers.