Health Care Utilization and System Responsiveness

WORLD HEALTH SURVEY

SAUDI ARABIA (KSAWHS)

FOREWORD

This report takes the overall findings of 2019 World Health Survey of Saudi Arabia further into details specifically around healthcare utilization and system responsiveness.

We cover overall healthcare utilization, outpatient care services and inpatient care services and finally assess the general level of patient satisfaction with the overall healthcare system.

Delivering the best quality healthcare is a core mission of all sectors of the health care delivery system in Saudi Arabia. Hence, assessing the performance of the Saudi health system is inherently important. The performance of the health system can be measured by the utilisation and responsiveness of its services.

Utilisation demonstrates the type of health care services used by the population, and how often these services are used. It is essential for planning and monitoring of healthcare services.

Responsiveness, on the other hand, looks at how well the health system responds to the needs and expectations of the population. It is a complex concept that adapts to different contexts and can be expressed through a wide range of outcomes.

We believe the report provides an important summary on the overall healthcare utilization and system responsiveness in Saudi Arabia.

TABLE OF CONTENTS

1. SURVEY BACKGROUND

1.1 OBJECTIVES

A second round of WHS+ was implemented in 2019. The Saudi Arabian Ministry of Health (MoH) implemented the survey during 2019 in collaboration with the General Authority for Statistics (GASTAT) and the Saudi Health Council.

The main objective of the Kingdom of Saudi Arabia World Health Survey (KSAWHS 2019) is to provide up-to-date, timely and relevant information on SDGs health-related indicators and WHO indicators, framework programmatic indicators, and socio-demographic stratifies.

1.2 METHODOLOGY

The 2019 Kingdom of Saudi Arabia World Health Survey (KSAWHS 2019) was implemented by the MoH and designed to provide up-to-date and reliable

measurement of priority health-related indicators at national level by urban and rural residence, and for each of the 13 administrative areas. The Master Sample Frame (MSF) used for the 2019 KSAWHS was based on the Population and Housing Census of the Kingdom, which was conducted in 2010 by the General Authority of Statistics (GASTAT).

A nationally representative sample of completed interviews with 9,339 households was conducted from the 13 administrative regions according to population size. The KSAWHS 2019 followed a stratified three-stage sample design with a probability proportional to population size, as follows: sampling PSUs at the first stage, then a systematic sampling of households of a fixed size of eight households per PSU at the second stage, and at the third stage, an adult member of the household aged 15+ was selected using a random number generated by the tablet computer at the end of the household interview. A total of 8,912 individual interviews were conducted as a result of stage 3 selection.

All analyses were performed using the survey design and the normalized weights of the households and individuals, so that the results would be representative at the national level as well as the domain level.

Two questionnaires were used in this survey: household, and individual. The questionnaires were based on the WHO's World Health Survey (WHS) questionnaires and the Tunisian 2015 WHS questionnaires (4, 5). Survey indicators were mapped to the Sustainable Development Goals (SDGs) and the WHO Global Reference List of 100 Core Health Indicators, and the questionnaires were further adopted to cover further indicators to meet national priorities.

Field supervisors and interviewers were recruited based on the following criteria: 1-Being a physician or nurse (i.e. having a bachelor's degree or above in medicine or nursing); 2-Being proficient in English and Arabic; 3-Having knowledge of the dialects of the region where they will work.

The household questionnaire was administered to the head of the household or the most knowledgeable person of the house if the head of the household was not present at the time of the interview.

Use of tablets/CAPI helped reduce errors and prevent missing data, remove the manual data entry steps and allow for timely monitoring of the quality of the data.

1.3 REPORT INDICATORS

Statistically Significant Difference

Wherever applicable, we have indicated the measures that are significantly different from overall result. A significantly below overall result is indicated in red box and a significantly higher than overall result is indicated in green box. Significance is measured on a 95% level of confidence for sample bases of >= 30.

TopBox Analysis

In order to further deep dive and see result variations, we have also looked at TopBox measures also known as TopBox Analysis. In this analysis, we only look at the %age of responses given to the 'high' end box such as 'Excellent', 'Extremely satisfied' and so on.

Regional Aggregates

We have clubbed regions into mega regions for further analysis as well as a summary information on a broader basis. As such below categorization was used.

- Central includes Riyadh and Qassim
- Western includes Makkah and Madina
- Eastern includes Eastern Provinces
- Southern includes Asir, Jazan, Najran and Bahah
- Northern includes Tabuk, Hail, Jawf and Northern Borders

1.4 DEFINITIONS ON HEALTH CARE RESPONSIVENESS

Autonomy: The right of patients to make decisions about their treatment without influence from their health care provider. Autonomy allows the health care provider to explain the treatment options to the patient rather than make the decisions on his/her behalf.

Choice: The ability of patients to choose their health care provider or organization. It also includes that the patient has access to the information he/she needs to make an informed decision.

Communication: The communication between the health care provider and the patient, requiring that the health care provider has the time to give the patient clear explanations.

Confidentiality: The right to decide who has access to the patient's personal health information.

Dignity: The right of the patient to be treated with respect and without violating basic human rights.

Prompt attention: Providing care in a timely manner. This means that immediate attention is provided in emergencies, and that non-emergency care is provided within a reasonable time (i.e. short waiting lists and "waiting times").

Quality of basic amenities: Providing the basic physical requirements for care, including a clean environment with sufficient space and healthy hospital food.

2. UTILISATION OF HEALTH CARE SERVICES

2.1 FREQUENCY OF HEALTHCARE UTILIZATION

Respondents were asked about the number of times they had seen a general practitioner/family doctor, consultant/ specialist or a dentist in the year prior to the survey. Overall, highest frequency is to the private dentist at 1.6 visits during last 12 months and is highest in the Western region at 2.2 visits. Lowest frequency is to a Public dentist.

Gap in frequency visits suggest that patients prefer to visit a Government facility when looking for a general practitioner and they visit more to private facility when looking for a specialist or a dentist.

2.2 REASONS FOR RECEIVING HEALTHCARE SERVICE

The top reason for seeking health care is acute conditions at 27% (among males, 31% and females, 22%), followed by problems with mouth and teeth. Other top reasons include maternal and perinatal care accounted for 12% of healthcare utilisation, generalized pain and diabetes related.

Table 2.2 Top 5 Reasons for Seeking Healthcare	Overall
Acute conditions	27%
Problems with mouth or teeth	14%
Maternal and perinatal conditions (pregnancy)	12%
Generalised pain (stomach, muscle or other nonspecific pain)	7%
Diabetes or related complications	7%

2.3 REASONS FOR NOT RECEIVING HEALTHCARE SERVICE

A small number of individuals (5%) reported not receiving healthcare when they last needed it. Generally, the top reported reason for not receiving care is "not thinking they were sick enough" (25%). Lack of transport and unaffordability are the other two major reasons for not seeking healthcare. A large percentage of residents in Najran and Makkah said that the most common cause for not seeking care is the lack of transportation.

HEALTH CARE USE (MEAN VISITS IN LAST 12 MONTHS)

Table 2.1 Type of health practitioner visited	Overall	Central	Western	Eastern	Southern	Northern
Public GP/family doctor	1.3	1.3	1.1	1.4	1.5	1.2
Private GP/family doctor	1.0	1.2	1.1	0.9	0.8	0.3
Public Specialist/consultant	0.6	0.7	0.7	0.7	0.5	0.4
Private Specialist/consultant	1.4	1.4	1.8	2.0	0.8	0.7
Public Dentist	0.5	0.4	0.5	0.4	0.5	0.4
Private Dentist	1.6	1.2	2.2	1.6	1.7	0.7

3. HEALTHCARE FACILITIES AND PROVIDERS

3.1 HEALTHCARE FACILITIES

Outpatient facility

Respondents were asked about the number of healthcare visits excluding overnight stays in the 12 months prior to the survey. To provide a more detailed outlook of outpatient services, respondents who reported receiving outpatient care in the past year were asked about the health care facility and health care provider they visited, the responsiveness of the system, and their satisfaction with the quality of the services.

The main facilities for receiving outpatient health care are government primary health care clinics, as reported by 35% of respondents, followed by government hospitals (21%)

Respondents were asked about the health care provider of outpatient services in their last visit. The highest percentage of patients' report being seen by a general practitioner at a primary health care centre (37%), 22% of respondents state that they are seen by a specialised general practitioner/family physician, and 18% are seen by a specialist/ consultant.

Inpatient facility

Individuals who reported being admitted in the last three years were asked about the facility they were most recently admitted to. The main facilities for receiving inpatient health care are Ministry of Health hospitals (65%), followed by private hospitals (20%), where males are more likely to be admitted than females (22% and 18%, respectively). 7% of respondents are admitted to National Guard hospitals, with a higher percentage of male (11%) than female patients (4%). Moreover, 2% are admitted to Ministry of Defence hospitals, and 2% to King Faisal Specialist Hospital and Research Centre.

Comparison: Inpatient vs Outpatient

Table 3.1 compares the facility usage between outpatient and inpatient and we can see there are significantly higher visits to outpatient health care and is higher for Central, Southern and Northern regions. Incidence of inpatient facility usage in past 3 years, is at 8% overall and is more than average in Southern and Northern regions.

Table 3.1	Inpatient health care-3 years	Outpatient health care-12 months
Overall	8%	47%
Central	8%	54%
Western	7%	34%
Eastern	8%	32%
Southern	9%	71%
Northern	10%	50%

3.2 CHARACTERISTICS OF HEALTHCARE SERVICE

Respondents who reported utilising healthcare facility in the past year were asked whether or not they thought the skills of the healthcare provider, the hospital equipment, and drug supply were adequate during their last visit. Furthermore, this section also included questions regarding transportation used to reach the healthcare facility.

Outpatient facility

97% of patients state that the health care provider's skills were adequate, while 95% rate the hospital's equipment and drug supply as adequate, with no major differences in these numbers across background characteristics. 95% report using a private vehicle to reach the facility.

Inpatient facility

96% of patients state that the skills of the health care provider, hospital equipment, and drug supply are adequate. These ratings do not differ significantly by background characteristics, except for some regions that score lower in one or more of the three categories.

3.3 RESPONSIVENESS OF HEALTHCARE SERVICE

Respondents were asked to evaluate their last outpatient visit based on domains of responsiveness (prompt attention, dignity, communication, autonomy, choice, confidentiality, and quality of basic amenities). For each domain, respondents rated their experience on a five-point-Likert scale ranging from "very good" to "very bad".

Basic Amenities

Basic amenities are gauged by the cleanliness and spaciousness of the facilities. A high proportion of respective patients mentioned availability of poor basic amenities across outpatient and inpatient healthcare.

Cleanliness perception by demographic
Females, Urban and Saudi nationals have rated more 'poor' to cleanliness.

	Cleanliness	
	Outpatient	Inpatient
Male	15.8	12.8
Female	16	20.8
Saudi	16.5	17.9
Non-Saudi	11.7	10.0
Urban	16.1	17.3
Rural	14.8	17.2

Spaciousness perception by demographic
Space perceptions are different by outpatient and inpatient with more Males, Saudi nationals and Rural patients rating more 'poor' for outpatient facilities.

	Space	
	Outpatient	Inpatient
Male	16.4	13.7
Female	14.6	19.5
Saudi	15.9	17.1
Non-Saudi	13.0	14.7
Urban	15.4	17
Rural	16.3	16.3

Table 3.2 **HEALTHCARE RESPONSIVENESS RATINGS** Percentage of patients perceiving poor responsiveness		Outpatient care services	Inpatient care services	Gap (Outpatient-Inpatient)
PROMPT ATTENTION	Wait time	9.3	9.1	0.2
DIGNITY	Talked respectively	9.7	7.5	2.2
	Privacy	7.6	6.2	1.4
COMMUNICATION	Clear explanation	8.3	8.6	-0.3
	Time for question	8.5	8.0	0.5
AUTONOMY	Involvement	9.2	7.0	2.2
CHOICE	Ease of accessing healthcare providers	8.3	4.7	3.6
CONFIDENTIALITY	Talk privately	8.2	5.1	3.1
	Confidentiality of records	8.3	6.7	1.6
BASIC AMENITIES	Cleanliness	15.9	17.3	-1.4
	Space	15.5	16.9	-1.4
SOCIAL SUPPORT	Family/friend visitation	NA	11.3	NA
	Contact with outside world	NA	9.9	NA
Number of respondents		4,175	599	

4. PATIENT SATISFACTION

4.1 PATIENT SATISFACTION WITH THE QUALITY OF CARE

For their last healthcare visit, patients were asked about their satisfaction with the care they received. Satisfaction with care was measured on a five-point-Likert scale ranging from "very satisfied" to "very dissatisfied". To confer the assessment of satisfaction with healthcare services, patients were asked if they were likely to recommend the health care facility to others.

Outpatient facility
43% of respondents report being very satisfied and 48% reported being satisfied. Less than 2% of patients report being dissatisfied or very dissatisfied. Concurrently, half of the respondents (50%) say they would probably recommend the health facility or home care to friends and family, and 39% say they definitely would recommend it.

Inpatient facility
An overall percentage of 53% are very satisfied and 39% are satisfied. Less than 3% of patients report being dissatisfied or very dissatisfied. Concurrently, almost half of the respondents (48%) say they would probably recommend the health facility or home care to friends and family, and 37% say they definitely would recommend it.

Comparison: Inpatient vs Outpatient

Table 4.1 compares the facility usage between outpatient and inpatient and we can see that generally Top level satisfaction (% saying 'very satisfied' is higher for Inpatient healthcare facilities. The difference is much wider in favor of inpatient for 45-59 age group, males, non-Saudi nationals, Urban, never married, Makkah, Qasim, Hail and Jawf.

Table 4.1 % of Very Satisfied	Outpatient care	Inpatient care	Gap (Outpatient - Inpatient)
Age			
15-29	40.0	49.1	-9.1
30-44	42.0	48.4	-6.4
45-59	44.1	65.7	-21.6
60-69	56.0	59.2	-3.2
70-79	47.5	53.0	-5.5
80+	64.8	58.2	6.6
Gender			
Male	42.2	57.9	-15.7
Female	43.3	49.1	-5.8
Nationality			
Saudi	43.1	50.9	-7.8
Non-Saudi	40.6	76.5	-35.9
Residence			
Urban	40.9	51.6	-10.7
Rural	52.6	62.4	-9.8
Marital Status			
Never married	42.9	61.3	-18.4
Currently married	41.4	51.5	-10.1
Formerly married	52.3	55.8	-3.5
Region			
Riyadh	45.4	48.5	-3.1
Makkah	39.2	65.2	-26.0
Madinah	56.3	58.9	-2.6
Qasim	47.3	73.1	-25.8
Eastern Province	42.9	35.5	7.4
Asir	39.7	54.2	-14.5
Tabuk	19.0	22.4	-3.4
Hail	71.2	91.2	-20.0
Northern Borders	51.8	27.8	24.0
Jizan	16.0	12.9	3.1
Najran	36.7	43.7	-7.0
Bahah	88.6	100.0	-11.4
Jawf	20.1	83.6	-63.5
Total	42.7	53.0	-10.3

4.3 GENERAL SATISFACTION WITH THE HEALTHCARE SYSTEM

Following the questions about outpatient and inpatient health services, respondents were asked two questions about their opinion of health care in Saudi Arabia in general. The first question enquired about the patients' satisfaction with the health services run in the country, and the second question enquired about the patients' perception of the way the health care system in Saudi Arabia involves patients in deciding what services it provides and where it provides them. Response options for both questions ranged from "Very satisfied" to "Very dissatisfied" on a five-point-Likert scale.

Overall results

The majority of respondents (89%) report being either satisfied or very satisfied with the health care services. Also, 85% of respondents report being satisfied and very satisfied with the way the health care system involves the patients in deciding what and where services are provided. Male respondents report being satisfied with the health care services in general more than female respondents (91% vs 87%).

Certain demographic profiles have mentioned lower than overall satisfaction as 'Very Satisfied' and these are generally 15-29 year old, 45-59 year old, Urban, Never married or currently married, Females and those with secondary education completed.

4.4 PATIENT ASSESSED DISCRIMINATION IN THE HEALTHCARE SYSTEM

To gauge exposure to discrimination in the Saudi Arabian healthcare system, respondents were asked whether during the year prior to the survey they felt that they were treated worse by health care providers for reasons such as gender, money, social class or nationality. Results show that 6% of respondents report feeling discriminated against due to their nationality, while 2% report discrimination because of their social class.

Furthermore, 1% experience sex discrimination and 0.3% say they felt discrimination related to their financial status. It is worth mentioning that one third of the population (31%) refused to respond to questions about discrimination.

Table 4.2 % of Very Satisfied for	HEALTH CARE SERVICES IN GENERAL	THE WAY THE HEALTH CARE SYSTEM INVOLVES THEM IN DECIDING WHAT AND WHERE SERVICES ARE PROVIDED
Overall level (% of Very Satisfied)	**47.2**	**42.4**
15-29	42.6	37.3
30-44	50	44.7
45-59	44.5	40.9
60-69	54.2	52
70-79	57.1	52.7
80+	69.6	63.2
Sex		
Male	47.8	42.2
Female	46.6	42.5
Nationality		
Saudi	47.2	42.5
Non-Saudi	47.2	41.8
Residence		
Urban	45.2	40.2
Rural	58	53.9
Marital Status		
Never married	44	38.3
Currently married	46.8	42
Formerly married	57.6	53.9
Education		
No formal education	54.1	51.3
Less than secondary	49.5	46.6
Secondary completed	44.8	38.6
More than secondary completed	47.4	42.7

LIST OF TABLES

For more information on health care utilization and system responsiveness, see the following tables:

Table 1: Frequency of health care utilisation
The mean number of visits by type of provider visited and the percent distribution of unmet need for services the last time care was needed, according to age, sex, nationality, residence, marital status, education, wealth and region [Saudi Arabia, 2019].

BACKGROUND CHARACTERISTIC	HEALTH CARE USE (NUMBER OF VISITS IN THE LAST 12 MONTHS)						UNMET NEED FOR SERVICES[1]	NUMBER OF RESPONDENTS[2]
	GENERAL PRACTITIONER		CONSULTANT/SPECIALIST		DENTISTS			
	MEAN	NUMBER OF RESPONDENTS	MEAN	NUMBER OF RESPONDENTS	MEAN	NUMBER OF RESPONDENTS		
Age								
15-29	0.9	3,267	0.4	3,329	0.5	3,326	3.7	1,824
30-44	1.2	3,651	0.5	3,703	0.5	3,714	5.6	2,078
45-59	1.9	1,225	1.0	1,239	0.5	1,238	8.2	726
60-69	2.9	344	1.5	351	0.5	352	2.0	244
70-79	4.3	131	2.3	134	0.3	134	0.0	96
80+	3.7	50	2.4	52	0.8	52	0.0	41
Sex								
Male	1.2	4,555	0.5	4,626	0.4	4,638	5.5	2,582
Female	1.4	4,113	0.8	4,181	0.6	4,179	4.3	2,427
Nationality								
Saudi	1.3	7,582	0.6	7,681	0.5	7,688	4.2	4,391
Non-Saudi	1.1	1,086	0.6	1,126	0.3	1,129	10.2	618
Residence								
Urban	1.3	7,484	0.7	7,610	0.5	7,613	5.4	4,231
Rural	1.6	1,184	0.4	1,197	0.5	1,204	2.4	777
Marital Status								
Never married	0.8	2,178	0.3	2,207	0.5	2,209	4.7	1,127
Currently married	1.4	5,817	0.6	5,923	0.5	5,931	5.4	3,429
Formerly married	2.4	673	1.5	678	0.7	677	2.4	453
Education								
No formal education	2.5	461	0.9	474	0.4	473	3.9	310
Less than secondary	1.5	1,285	0.8	1,317	0.6	1,321	8.4	728
Secondary completed	1.1	3,359	0.5	3,403	0.5	3,406	5.8	1,753
More than secondary completed	1.3	3,564	0.7	3,613	0.5	3,617	3.3	2,217
Wealth Quintile								
Lowest	1.0	2,076	0.4	2,122	0.3	2,128	6.6	1,061
Second	1.5	1,855	0.6	1,899	0.5	1,902	3.7	1,107
Middle	1.2	1,658	0.7	1,675	0.5	1,674	4.2	893
Fourth	1.3	1,595	0.6	1,609	0.5	1,613	5.1	933
Highest	1.7	1,484	1.0	1,501	0.6	1,500	5.1	1,015
Region								
Riyadh	1.4	2,293	0.7	2,324	0.5	2,324	2.6	1,598
Makkah	1.3	2,237	0.8	2,248	0.6	2,255	6.4	1,170
Madinah	0.4	610	0.3	647	0.3	647	10.3	209
Qasim	0.5	319	0.3	340	0.2	342	22.3	148
Eastern Province	1.4	1,124	0.7	1,144	0.4	1,144	6.4	516
Asir	0.8	628	0.4	632	0.6	634	4.0	437
Tabuk	1.1	297	0.3	300	0.5	300	2.1	190
Hail	1.3	177	0.4	179	0.3	178	8.9	63
Northern Borders	1.6	86	0.6	86	0.5	87	5.8	61
Jizan	1.3	384	0.4	395	0.5	393	3.2	276
Najran	2.3	194	0.7	194	0.6	194	2.4	156
Bahah	4.7	153	0.6	153	0.4	153	0.4	131
Jawf	1.2	165	0.4	165	0.5	165	0.7	53
Total	1.3	8,668	0.6	8,807	0.5	8,817	4.9	5,008

1 Defined as the percentage of respondents who did not receive health care among those who indicated need in the past three years.

2 Includes only respondents who indicated needing health care in the last three years.

Table 2: Reasons for seeking health care
Percentage distribution of health reasons for utilisation of health services the last time care was needed by sex [Saudi Arabia, 2019].

REASONS FOR SEEKING HEALTH CARE	MALE		FEMALE		TOTAL	
	PERCENTAGE	NUMBER	PERCENTAGE	NUMBER	PERCENTAGE	NUMBER
Communicable disease (infections, malaria, TB, HIV)	0.4	10	0.2	5	0.3	16
Maternal and perinatal conditions (pregnancy)	na	na	12.0	291	12.0	291
Nutritional deficiencies	2.0	52	3.3	81	2.7	133
Acute conditions	30.5	788	22.2	539	26.5	1,327
Injury (not work related)	2.2	56	0.6	15	1.4	72
Surgery	1.8	47	1.4	35	1.6	82
Sleep problems	0.5	13	0.7	18	0.6	32
Occupation /work related condition/injury	0.7	19	0.0	-	0.4	19
Chronic pain in joints / arthritis (joints, back, neck)	3.5	90	4.2	103	3.9	193
Diabetes or related complications	6.9	177	6.1	147	6.5	324
Problems with heart including unexplained pain in chest	0.9	24	0.5	13	0.7	36
Problems with mouth or teeth	12.8	330	14.5	353	13.6	683
Problems with breathing	1.8	47	1.5	35	1.7	83
High blood pressure/ hypertension	4.6	119	3.4	81	4.0	201
Stroke/sudden paralysis of one side of body	0.2	6	0.0	1	0.1	7
Generalised pain (stomach, muscle or other nonspecific pain)	7.1	184	6.4	156	6.8	340
Depression or anxiety	0.7	18	0.4	10	0.6	29
Cancer	0.1	2	0.2	6	0.2	8
Immunisation	2.6	68	2.1	51	2.4	119
Other	20.4	527	19.8	481	20.1	1,008
Missing	0.1	2	0.2	4	0.1	6
Total	100.0	2,582	100.0	2,427	100.0	5,008

Table 3: Reasons for not receiving health care

Percentage distribution of reasons for not receiving health care1the last time care was needed, according to age, sex, nationality, residence, marital status, education, wealth and region [Saudi Arabia, 2019].

BACKGROUND CHARACTERISTIC	COULD NOT AFFORD THE COST OF VISIT	NO TRANSPORT AVAILABLE	COULD NOT AFFORD THE COST OF TRANSPORT	HEALTH CARE PROVIDER'S DRUGS OR EQUIPMENT ARE INADEQUATE	HEALTH CARE PROVIDER'S SKILLS WERE INADEQUATE	PREVIOUSLY BADLY TREATED	COULD NOT TAKE TIME OFF WORK OR HAD OTHER COMMITMENTS	DID NOT KNOW WHERE TO GO	TRIED BUT DENIED HEALTH CARE	DID NOT BELIEVE WERE SICK ENOUGH	OTHER	NUMBER OF RESPONDENTS
Age												
15-29	15.7	12.3	0.0	3.8	0.0	1.1	0.2	5.5	3.3	16.9	35.3	68
30-44	11.1	14.4	2.4	0.9	0.2	3.6	2.3	3.0	0.5	37.7	24.8	115
45-59	20.4	17.0	2.7	4.1	5.4	0.0	0.0	2.8	4.1	12.2	35.2	59
60-69	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	5
70-79	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0
80+	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0
Sex												
Male	16.0	12.3	1.2	3.6	1.0	2.1	1.2	2.7	2.7	25.3	31.5	143
Female	12.1	16.6	2.5	1.0	1.9	1.7	1.0	4.9	1.4	25.9	30.9	105
Nationality												
Saudi	9.7	11.9	1.4	0.6	1.9	2.6	1.5	2.5	0.7	28.7	36.5	185
Non-Saudi	28.0	20.7	2.7	8.0	0.0	0.0	0.0	6.8	6.3	16.3	15.8	63
Residence												
Urban	13.3	15.3	1.9	2.2	1.3	1.1	0.7	3.9	2.3	26.2	31.6	229
Rural	28.2	0.0	0.0	5.9	2.8	13.3	5.9	0.0	0.0	17.3	26.7	19
Marital Status												
Never married	15.1	12.7	3.2	4.9	0.0	0.0	2.3	5.1	0.0	18.2	32.1	53
Currently married	12.8	13.7	1.5	1.9	1.6	2.7	0.8	3.3	2.9	28.3	31.2	184
Formerly married	37.7	29.2	0.0	0.0	4.8	0.0	0.0	1.5	0.0	13.6	27.2	11
Education												
No formal education	17.9	0.0	0.0	0.0	0.0	0.0	0.0	5.2	0.0	11.9	58.8	12
Less than secondary	9.6	12.3	2.8	8.3	3.1	2.2	0.2	4.7	6.2	20.5	35.1	61
Secondary completed	16.7	22.7	2.6	0.0	1.5	0.0	1.1	1.0	1.5	23.2	28.8	101
More than secondary completed	14.5	6.3	0.0	1.5	0.0	4.8	2.1	6.0	0.0	35.2	26.9	73
Wealth Quintile												
Lowest	7.3	7.1	0.0	0.0	1.3	1.1	0.0	6.4	0.8	27.8	50.6	70
Second	13.8	5.6	0.0	0.0	0.3	3.3	2.6	3.9	5.5	26.4	28.2	41
Middle	15.9	26.6	4.4	0.0	0.2	4.2	4.2	0.4	0.0	36.2	15.8	37
Fourth	11.1	18.5	3.6	7.8	1.1	2.6	0.0	2.2	0.0	20.0	29.8	47
Highest	26.1	17.6	2.0	4.7	3.5	0.0	0.2	3.2	4.7	19.3	20.2	52
Region												
Riyadh	3.6	7.2	0.0	0.0	0.0	0.0	0.0	3.9	0.0	66.1	13.1	41
Makkah	25.0	33.5	4.5	6.8	2.4	3.1	2.1	0.0	5.3	12.1	6.2	75
Madinah	26.0	0.0	0.0	0.0	6.4	0.0	0.0	14.9	3.5	36.7	23.5	22
Qasim	14.2	6.3	3.2	0.0	0.0	0.0	0.0	6.3	0.0	31.5	38.6	33
Eastern Province	0.0	2.5	0.0	0.0	0.0	4.2	0.0	0.0	0.0	5.5	87.8	33
Asir	10.0	0.0	0.0	0.0	0.0	0.0	0.0	6.2	0.0	16.7	60.9	18
Tabuk	0.0	0.0	0.0	0.0	0.0	0.0	0.0	15.6	14.8	15.2	54.4	4
Hail	4.8	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	25.2	69.9	6
Northern Borders	0.0	11.7	0.0	0.0	6.4	3.4	3.4	9.3	0.0	10.8	52.3	4
Jizan	35.7	0.0	0.0	12.2	0.0	12.2	12.2	0.0	0.0	11.4	16.2	9
Najran	0.0	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	4
Bahah	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0
Jawf	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	0
Total	14.4	14.2	1.8	2.5	1.4	2.0	1.1	3.6	2.1	25.5	31.2	248

1 Respondents may report multiple reasons for not receiving health care, therefore the sum of reasons may exceed 100%.

Table 4: Type of health care utilisation
Percentage distribution of self-reported utilisation of health services and the mean number of visits/in hospital stays by type of health care received, according to age, sex, nationality, residence, marital status, education, wealth and region [Saudi Arabia, 2019].

BACKGROUND CHARACTERISTIC	OUTPATIENT CARE				INPATIENT CARE				
	RECEIVED IN THE LAST 12 MONTHS	NUMBER OF RESPONDENTS	MEAN NUMBER OF VISITS	NUMBER OF RESPONDENTS1	RECEIVED IN THE LAST THREE YEARS	RECEIVED IN THE LAST 12 MONTHS	NUMBER OF RESPONDENTS	MEAN NUMBER OF ADMISSIONS	NUMBER OF RESPONDENTS2
Age									
15-29	42.2	3,353	3.6	1,131	6.1	4.0	3,353	1.8	205
30-44	46.5	3,755	3.5	1,415	7.6	4.5	3,755	1.5	287
45-59	51.7	1,256	5.2	562	9.2	5.6	1,256	1.8	111
60-69	62.8	362	5.8	196	20.6	13.8	362	1.9	74
70-79	71.1	135	6.2	90	26.3	20.6	135	1.3	35
80+	78.1	52	5.9	37	18.5	11.7	52	1.4	10
Sex									
Male	46.1	4,694	3.8	1,720	6.5	4.3	4,694	1.5	300
Female	47.7	4,218	4.3	1,713	10.0	6.0	4,218	1.8	423
Nationality									
Saudi	46.7	7,777	4.0	3,003	8.5	5.5	7,777	1.7	658
Non-Saudi	47.7	1,135	4.2	429	5.7	2.7	1,135	1.1	64
Residence									
Urban	45.6	7,687	4.1	2,875	8.2	5.2	7,687	1.7	629
Rural	54.6	1,225	3.6	558	7.7	4.7	1,225	1.8	94
Marital Status									
Never married	39.4	2,250	3.5	706	3.0	2.4	2,250	1.7	68
Currently married	48.3	5,982	4.1	2,365	9.5	5.6	5,982	1.6	563
Formerly married	58.4	680	4.8	362	13.5	10.1	680	2.1	92
Education									
No formal education	52.8	490	5.7	213	13.9	8.6	490	1.7	68
Less than secondary	46.0	1,338	4.3	501	9.2	5.8	1,338	2.1	124
Secondary completed	42.9	3,449	3.7	1,198	7.4	4.7	3,449	1.6	254
More than secondary completed	50.1	3,635	4.0	1,520	7.7	4.8	3,635	1.6	277
Wealth Quintile									
Lowest	37.5	2,169	3.9	612	6.2	3.8	2,169	2.2	134
Second	49.1	1,918	4.5	752	8.9	4.7	1,918	1.5	171
Middle	45.9	1,694	3.8	631	9.4	6.3	1,694	1.6	158
Fourth	48.5	1,626	3.9	652	8.0	5.4	1,626	1.5	128
Highest	56.7	1,505	4.1	787	8.9	5.9	1,505	1.7	132
Region									
Riyadh	58.6	2,345	3.8	1,175	7.7	5.0	2,345	1.5	181
Makkah	38.9	2,257	5.2	796	7.0	4.1	2,257	2.1	154
Madinah	18.9	664	3.7	103	8.7	4.7	664	1.3	58
Qasim	20.5	364	4.6	44	9.3	8.1	364	1.4	34
Eastern Province	31.6	1,149	4.5	299	7.8	5.2	1,149	1.9	90
Asir	89.1	644	2.7	290	12.5	7.9	644	1.3	80
Tabuk	63.5	300	2.5	174	15.2	11.0	300	1.5	46
Hail	34.5	179	4.2	58	6.3	3.2	179	1.1	11
Northern Borders	79.4	87	3.1	55	13.8	7.3	87	1.6	12
Jizan	35.1	410	3.5	132	4.6	2.0	410	3.3	19
Najran	67.3	194	3.4	130	14.1	7.3	194	1.6	27
Bahah	97.0	153	5.5	137	3.7	2.4	153	1.0	6
Jawf	24.9	165	3.8	40	3.9	2.3	165	3.3	6
Total	46.9	8,912	4.1	3,433	8.2	5.1	8,912	1.7	723

Table 5: Health care facilities providing outpatient care services
Percentage distribution of the main health care facilities providing outpatient care services in the most recent visit in the last 12 months, according to age, sex, nationality, residence, marital status, education, wealth and region [Saudi Arabia, 2019].

BACKGROUND CHARACTERISTIC	PRIVATE POLYCLINIC	PRIVATE SINGLE DOCTOR CLINIC	PRIVATE HOSPITAL	GOVERNMENT PRIMARY HEALTH CARE CLINIC	GOVERNMENT HOSPITAL	PHARMACY	OTHER	MISSING	TOTAL	NUMBER OF RESPONDENTS
Age										
15-29	11.5	6.0	15.9	31.8	20.2	3.0	3.2	8.4	100.0	1,415
30-44	12.3	2.3	19.1	36.9	17.1	3.1	2.3	6.8	100.0	1,748
45-59	10.4	1.3	19.0	34.2	26.4	2.0	1.7	5.0	100.0	649
60-69	2.8	1.4	11.5	42.8	27.9	0.4	2.4	10.6	100.0	227
70-79	3.5	0.5	5.6	37.8	35.7	0.0	0.0	16.9	100.0	96
80+	2.6	0.0	3.8	64.6	19.3	0.0	0.0	9.7	100.0	40
Sex										
Male	10.6	2.8	16.3	35.1	20.8	3.5	2.6	8.3	100.0	2,164
Female	11.2	3.7	18.1	35.6	20.4	1.8	2.3	6.7	100.0	2,011
Nationality										
Saudi	8.6	2.9	14.4	39.4	22.4	2.2	2.4	7.7	100.0	3,634
Non-Saudi	26.1	6.0	35.6	8.1	8.7	5.9	3.1	6.4	100.0	541
Residence										
Urban	11.1	3.7	18.8	31.9	22.6	3.0	2.0	6.8	100.0	3,506
Rural	9.7	0.7	8.8	53.8	10.4	0.7	4.8	11.2	100.0	669
Marital Status										
Never married	14.7	7.5	15.5	28.5	20.0	3.0	2.8	8.0	100.0	887
Currently married	10.4	2.2	16.8	38.3	19.1	2.9	2.5	7.9	100.0	2,891
Formerly married	6.4	1.6	23.5	29.1	33.1	0.5	1.6	4.2	100.0	397
Education										
No formal education	7.0	1.3	6.0	55.1	17.5	0.7	3.3	9.1	100.0	259
Less than secondary	11.2	2.2	7.6	45.7	20.7	1.5	3.4	7.7	100.0	615
Secondary completed	11.3	2.9	11.5	41.5	19.3	3.2	2.6	7.7	100.0	1,479
More than secondary completed	11.0	4.2	26.5	24.1	22.2	2.9	1.9	7.1	100.0	1,823
Wealth Quintile										
Lowest	15.7	3.0	9.0	40.8	15.4	3.9	4.2	8.0	100.0	814
Second	11.0	1.7	17.9	37.0	18.8	3.2	1.8	8.6	100.0	941
Middle	9.6	2.6	13.3	40.5	17.4	3.0	3.8	9.7	100.0	778
Fourth	9.5	5.1	16.5	35.1	23.5	2.4	2.0	6.0	100.0	789
Highest	8.7	4.1	28.3	24.0	27.9	0.9	0.7	5.3	100.0	853
Region										
Riyadh	7.7	3.5	28.7	20.6	29.4	4.4	1.8	4.0	100.0	1,375
Makkah	13.3	8.1	27.0	14.2	23.0	2.0	1.0	11.5	100.0	877
Madinah	6.0	5.5	2.7	61.2	8.9	0.4	0.0	15.2	100.0	125
Qasim	13.5	0.0	0.7	60.2	8.8	1.2	2.3	13.3	100.0	75
Eastern Province	8.2	0.5	8.4	58.2	13.3	0.0	3.1	8.2	100.0	363
Asir	19.8	0.5	4.5	43.0	14.2	5.1	7.5	5.3	100.0	574
Tabuk	8.0	1.2	2.7	54.9	21.1	0.3	0.9	10.9	100.0	191
Hail	25.9	0.7	10.2	44.0	6.6	0.1	0.0	12.4	100.0	62
Northern Borders	7.4	0.6	0.5	66.6	10.3	1.2	5.2	8.1	100.0	69
Jizan	12.6	0.9	6.5	63.1	13.6	0.8	0.0	2.5	100.0	144
Najran	10.6	0.7	2.3	52.9	22.4	0.0	0.7	10.4	100.0	130
Bahah	0.3	0.0	0.0	85.9	3.4	0.1	4.6	5.7	100.0	149
Jawf	8.3	0.0	0.0	58.9	8.2	0.0	0.0	24.6	100.0	41
Total	10.9	3.3	17.2	35.4	20.6	2.7	2.5	7.5	100.0	4,175

Table 6: Health care providers providing outpatient care services

Percentage distribution of the main health care providers of outpatient care services in the most recent visit in the last 12 months, according to age, sex, nationality, residence, marital status, education, wealth and region [Saudi Arabia, 2019].

BACKGROUND CHARACTERISTIC	GENERAL PRACTITIONER AT PRIMARY HEALTH CARE CENTRE	SPECIALISED GENERAL PRACTITIONER/ FAMILY PHYSICIAN1	SPECIALISED DOCTOR/ CONSULTANT/ SPECIALIST	NURSE / MIDWIFE	DENTIST	PHYSIOTHERAPIST OR CHIROPRACTOR	HOME HEALTH CARE WORKER	PHARMACIST	OTHER	TOTAL	NUMBER OF RESPONDENTS
Age											
15-29	36.1	21.4	14.9	0.5	17.0	0.4	0.1	3.3	6.4	100.0	1,415
30-44	38.6	20.6	18.2	0.5	13.2	0.5	0.0	3.5	4.8	100.0	1,748
45-59	35.6	21.7	23.6	0.0	8.5	0.7	0.0	3.6	6.2	100.0	649
60-69	33.1	31.3	23.5	0.8	3.2	0.3	0.0	1.3	6.5	100.0	227
70-79	33.4	36.0	23.3	0.0	0.0	2.3	0.8	1.2	3.0	100.0	96
80+	56.4	18.0	18.1	0.0	0.0	0.0	7.5	0.0	0.0	100.0	40
Sex											
Male	38.3	21.9	16.9	0.2	12.0	0.6	0.2	4.3	5.6	100.0	2,164
Female	35.7	22.0	19.9	0.6	13.6	0.4	0.0	2.2	5.5	100.0	2,011
Nationality											
Saudi	40.0	21.3	18.1	0.5	12.5	0.5	0.1	2.6	4.4	100.0	3,634
Non-Saudi	17.1	26.5	19.7	0.1	14.7	0.5	0.0	8.0	13.4	100.0	541
Residence											
Urban	34.0	21.9	20.4	0.4	13.3	0.5	0.2	3.8	5.5	100.0	3,506
Rural	53.0	22.2	7.7	0.4	10.0	0.2	0.0	0.7	5.9	100.0	669
Marital Status											
Never married	35.6	21.8	14.3	0.2	19.3	0.6	0.1	3.0	5.0	100.0	887
Currently married	38.7	21.5	18.3	0.5	10.9	0.5	0.1	3.7	5.7	100.0	2,891
Formerly married	28.1	25.3	27.5	0.4	12.4	0.0	0.0	0.7	5.5	100.0	397
Education											
No formal education	46.5	23.3	15.3	1.2	6.0	0.1	1.7	1.6	4.2	100.0	259
Less than secondary	47.2	18.5	15.9	0.0	8.2	0.7	0.1	2.4	7.1	100.0	615
Secondary completed	42.6	19.2	15.0	0.8	13.5	0.4	0.0	3.3	5.1	100.0	1,479
More than secondary completed	27.8	25.1	22.3	0.1	14.7	0.6	0.0	3.8	5.6	100.0	1,823
Wealth Quintile											
Lowest	42.6	18.7	12.9	1.1	10.4	0.7	0.0	5.0	8.7	100.0	814
Second	40.7	22.5	13.7	0.4	10.9	0.2	0.2	3.9	7.5	100.0	941
Middle	40.8	19.2	20.8	0.2	11.4	0.2	0.0	3.4	4.1	100.0	778
Fourth	34.0	23.9	18.9	0.4	14.8	0.8	0.5	2.4	4.4	100.0	789
Highest	27.1	25.2	25.9	0.1	16.6	0.6	0.0	1.6	2.9	100.0	853
Region											
Riyadh	27.5	24.8	20.8	0.3	16.0	1.0	0.0	5.0	4.7	100.0	1,375
Makkah	20.8	26.5	28.0	0.3	14.2	0.2	0.0	3.0	6.9	100.0	877
Madinah	62.6	18.2	5.5	0.5	6.5	1.2	3.3	0.4	1.8	100.0	125
Qasim	77.4	6.2	6.5	3.1	4.2	0.0	0.0	2.8	0.0	100.0	75
Eastern Province	55.2	11.4	14.3	1.1	9.3	0.3	0.0	0.5	7.8	100.0	363
Asir	40.3	16.4	15.2	0.0	12.0	0.3	0.0	5.8	10.0	100.0	574
Tabuk	52.4	24.7	9.0	0.3	10.2	0.0	0.0	1.0	2.3	100.0	191
Hail	53.5	10.6	19.9	0.0	14.3	0.0	0.0	0.0	1.6	100.0	62
Northern Borders	64.4	7.5	14.1	1.2	6.5	0.2	0.0	1.5	4.6	100.0	69
Jizan	63.9	19.7	1.8	1.5	8.4	0.0	0.0	0.8	4.0	100.0	144
Najran	32.2	25.9	27.3	0.0	14.3	0.0	0.0	0.0	0.3	100.0	130
Bahah	59.1	30.7	2.9	0.0	5.7	0.0	0.0	0.1	1.4	100.0	149
Jawf	45.7	32.6	3.2	0.0	8.7	0.6	3.1	0.0	6.0	100.0	41
Total	37.1	21.9	18.3	0.4	12.8	0.5	0.1	3.3	5.6	100.0	4,175

Table 7: Patient assessed characteristics of outpatient care services
Percentage of patients who reported adequate skills, equipment and drug supplies, mean cost of an outpatient visit and type of vehicle used to reach the facility in the most recent visit in the last 12 months, according to age, sex, nationality, residence, marital status, education, wealth and region [Saudi Arabia, 2019].

BACKGROUND CHARACTERISTIC	PATIENTS RATING CHARACTERISTICS OF HEALTH CARE SERVICES AS ADEQUATE			PATIENTS USING A PRIVATE CAR OR VEHICLE TO REACH FACILITY	NUMBER OF RESPONDENTS
	SKILLS	EQUIPMENT	DRUG SUPPLIES		
Age					
15-29	96.0	95.4	95.7	94.9	1,415
30-44	96.6	95.4	93.7	94.6	1,748
45-59	97.2	95.1	94.0	95.2	649
60-69	98.4	95.9	97.1	93.8	227
70-79	100.0	97.5	94.4	94.7	96
80+	97.4	97.4	97.4	77.7	40
Sex					
Male	96.6	94.9	94.0	93.6	2,164
Female	96.8	96.0	95.5	95.7	2,011
Nationality					
Saudi	96.9	95.3	94.7	95.5	3,634
Non-Saudi	95.3	96.2	94.9	88.4	541
Residence					
Urban	96.5	95.8	94.7	95.0	3,506
Rural	97.4	93.6	94.9	92.4	669
Marital Status					
Never married	95.9	95.4	94.3	93.6	887
Currently married	96.8	95.3	94.6	95.1	2,891
Formerly married	97.9	96.8	96.0	93.5	397
Education					
No formal education	98.2	96.0	95.7	85.4	259
Less than secondary	96.6	94.2	94.4	92.0	615
Secondary completed	96.0	95.2	94.3	94.8	1,479
More than secondary completed	97.1	96.0	95.0	96.6	1,823
Wealth Quintile					
Lowest	95.6	93.2	93.2	88.5	814
Second	95.6	93.9	93.5	95.2	941
Middle	97.0	96.3	94.8	95.2	778
Fourth	97.8	96.8	95.7	96.7	789
Highest	97.6	97.3	96.3	97.2	853
Region					
Riyadh	97.2	95.3	94.0	95.7	1,375
Makkah	94.9	96.6	95.4	98.7	877
Madinah	95.4	94.2	95.9	87.9	125
Qasim	100.0	96.8	98.8	96.2	75
Eastern Province	95.7	95.2	93.6	96.1	363
Asir	97.2	95.5	94.9	90.3	574
Tabuk	98.8	97.5	97.9	84.6	191
Hail	99.4	100.0	100.0	98.2	62
Northern Borders	96.4	94.7	93.2	90.9	69
Jizan	94.0	77.9	79.8	93.4	144
Najran	97.5	98.7	99.2	95.8	130
Bahah	99.6	99.6	99.3	93.3	149
Jawf	98.5	98.5	98.5	89.0	41
Total	96.7	95.4	94.7	94.6	4,175

1 Saudi Riyal (local currency)

Table8: Patient assessment of responsiveness of outpatient care services
Percentage of patients perceiving poor1 responsiveness in outpatient care services in the most recent visit in the last 12 months, according to age, sex, nationality, residence, marital status, education, wealth and region [Saudi Arabia, 2019].

BACKGROUND CHARACTERISTIC	PROMPT ATTENTION	DIGNITY		COMMUNICATION		AUTONOMY	CHOICE	CONFIDENTIALITY		BASIC AMENITIES		NUMBER OF RESPONDENTS
	WAIT TIME	TALKED RESPECTFULLY	PRIVACY	CLEAR EXPLANATION	TIME FOR QUESTIONS	INVOLVEMENT	EASE OF ACCESSING HEALTH CARE PROVIDER	TALK PRIVATELY	CONFIDENTIALITY OF RECORDS	CLEANLINESS	SPACE	
Age												
15-29	10.4	11.3	9.4	10.3	10.1	12.3	10.4	9.1	9.8	19.5	17.0	1,415
30-44	9.7	10.3	7.4	8.3	8.4	8.2	7.7	8.0	7.9	14.5	15.0	1,748
45-59	5.7	6.3	5.7	4.9	6.5	6.4	5.1	6.4	6.1	14.1	13.9	649
60-69	13.0	8.3	7.2	9.1	7.2	6.9	12.7	9.5	9.6	13.2	17.0	227
70-79	7.1	4.3	3.0	4.3	2.5	5.8	3.2	7.5	6.5	13.7	14.0	96
80+	2.5	2.8	2.8	2.5	2.5	6.0	6.0	2.8	5.1	2.8	5.4	40
Sex												
Male	8.1	9.2	7.2	7.9	8.4	8.7	8.4	7.9	8.3	15.8	16.4	2,164
Female	10.6	10.2	8.1	8.7	8.6	9.7	8.2	8.4	8.2	16.0	14.6	2,011
Nationality												
Saudi	9.2	9.7	7.7	8.5	8.7	9.6	8.4	8.2	8.4	16.5	15.9	3,634
Non-Saudi	10.3	9.8	7.5	6.9	6.5	6.6	7.6	7.6	7.3	11.7	13.0	541
Residence												
Urban	9.0	9.5	7.2	7.9	8.0	8.9	7.8	8.1	7.6	16.1	15.4	3,506
Rural	11.0	10.6	10.0	10.3	10.6	10.5	11.2	8.3	11.8	14.8	16.3	669
Marital Status												
Never married	10.8	9.7	7.8	9.3	8.0	11.6	9.0	6.1	8.3	17.5	16.0	887
Currently married	9.3	10.6	8.0	8.6	9.2	9.1	8.8	9.2	8.8	16.0	15.8	2,891
Formerly married	6.4	3.3	4.5	4.1	3.7	4.2	3.9	4.9	4.8	11.8	12.7	397
Education												
No formal education	8.1	7.6	7.5	9.2	7.1	8.3	10.0	7.9	7.2	9.6	10.1	259
Less than secondary	8.2	7.4	6.0	5.7	6.3	7.8	7.3	7.0	7.2	13.9	17.1	615
Secondary completed	11.0	11.1	8.9	9.5	9.6	10.4	8.6	9.9	8.4	18.6	17.2	1,479
More than secondary completed	8.5	9.6	7.2	8.1	8.4	8.8	8.3	7.1	8.8	15.3	14.4	1,823
Wealth Quintile												
Lowest	14.8	12.7	11.7	12.1	12.1	11.4	11.6	11.9	11.9	20.6	21.3	814
Second	10.5	11.6	8.6	10.3	10.1	11.0	11.1	9.4	11.1	16.6	18.1	941
Middle	10.4	9.6	7.4	6.9	8.4	8.7	6.3	6.8	7.9	17.1	14.8	778
Fourth	6.1	8.4	5.5	5.6	5.7	6.9	6.1	6.9	5.3	12.5	12.3	789
Highest	4.8	6.1	4.9	6.4	5.8	7.6	6.1	5.6	4.8	12.8	10.7	853
Region												
Riyadh	5.6	10.0	8.9	7.3	8.1	7.0	7.4	9.2	6.6	12.7	14.2	1,375
Makkah	12.9	10.4	5.2	8.3	7.8	11.6	8.4	4.4	10.3	21.4	20.9	877
Madinah	12.1	10.4	10.2	12.3	12.3	11.7	12.2	15.6	14.7	13.7	15.3	125
Qasim	7.4	3.2	2.5	2.0	2.7	6.0	6.0	6.8	4.5	13.6	6.3	75
Eastern Province	9.9	2.4	1.4	4.7	3.6	4.8	3.6	1.0	4.7	12.8	8.8	363
Asir	12.3	9.9	9.4	11.7	10.0	11.6	10.5	10.0	10.2	19.0	15.0	574
Tabuk	8.3	15.0	11.4	12.5	10.4	9.7	9.9	15.1	10.5	22.3	20.2	191
Hail	2.6	0.9	3.4	1.5	1.5	1.9	0.9	-	0.6	4.4	6.9	62
Northern Borders	13.1	16.5	13.5	10.0	12.3	13.3	12.3	18.1	12.2	24.4	25.7	69
Jizan	25.9	22.6	22.0	19.9	24.3	19.9	22.7	15.5	20.8	25.3	35.2	144
Najran	3.0	14.7	6.8	4.1	9.5	8.7	9.8	15.8	3.3	11.7	7.0	130
Bahah	1.2	1.2	1.5	1.4	1.5	1.4	1.4	1.4	1.2	1.7	1.5	149
Jawf	5.1	3.0	3.3	12.2	15.2	27.5	11.4	7.3	4.9	5.7	11.4	41
Total	9.3	9.7	7.6	8.3	8.5	9.2	8.3	8.2	8.3	15.9	15.5	4,175

Table 9: Patient satisfaction with the quality of outpatient care services
Percentage distribution of patient satisfaction with outpatient care services, and percentage distribution of likelihood of recommending heath care facility to family and friends in the most recent visit in the last 12 months, according to age, sex, nationality, residence, marital status, education, wealth and region [Saudi Arabia, 2019].

BACKGROUND CHARACTERISTIC	SATISFACTION WITH CARE RECEIVED								RECOMMEND CARE RECEIVED							NUMBER OF RESPONDENTS
	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED	DONT KNOW	REFUSED TO ANSWER	TOTAL	DEFINITELY YES	PROBABLY YES	PROBABLY NOT	DEFINITELY NOT	DONT KNOW	REFUSED TO ANSWER	TOTAL	
Age																
15-29	40.0	50.6	4.6	1.3	0.1	2.9	0.5	100.0	37.0	52.5	4.6	2.1	3.6	0.2	100.0	1,415
30-44	42.0	47.7	5.3	1.3	0.7	2.6	0.5	100.0	39.1	49.2	5.1	2.7	3.3	0.6	100.0	1,748
45-59	44.1	48.1	4.4	1.4	0.4	1.0	0.6	100.0	40.6	52.3	3.2	2.1	1.8	0.0	100.0	649
60-69	56.0	32.6	7.6	0.6	0.0	2.7	0.7	100.0	42.6	47.4	3.1	2.9	3.6	0.4	100.0	227
70-79	47.5	42.7	1.5	5.1	0.0	3.2	0.0	100.0	43.8	45.9	5.1	0.0	5.1	0.0	100.0	96
80+	64.8	25.8	5.1	0.0	0.0	4.4	0.0	100.0	62.7	26.5	0.0	5.0	2.6	3.2	100.0	40
Sex																
Male	42.2	48.3	4.6	1.3	0.3	2.7	0.6	100.0	40.3	49.8	4.7	2.2	2.6	0.3	100.0	2,164
Female	43.3	46.9	5.3	1.4	0.4	2.2	0.4	100.0	37.9	51.0	4.2	2.6	3.9	0.5	100.0	2,011
Nationality																
Saudi	43.1	47.4	4.8	1.5	0.3	2.4	0.5	100.0	40.2	49.2	4.6	2.5	3.0	0.5	100.0	3,634
Non-Saudi	40.6	48.8	5.9	0.1	0.9	3.5	0.2	100.0	32.3	58.4	3.4	1.4	4.5	0.0	100.0	541
Residence																
Urban	40.9	50.0	4.8	1.2	0.4	2.1	0.5	100.0	38.4	52.2	4.3	2.0	2.8	0.3	100.0	3,506
Rural	52.6	35.0	5.6	1.8	0.0	4.5	0.5	100.0	43.1	41.1	5.5	4.2	5.3	0.7	100.0	669
Marital Status																
Never married	42.9	48.6	3.9	1.1	0.0	2.8	0.8	100.0	37.6	52.3	4.5	2.3	3.3	0.1	100.0	887
Currently married	41.4	48.2	5.5	1.4	0.4	2.6	0.5	100.0	38.0	50.8	5.0	2.4	3.3	0.5	100.0	2,891
Formerly married	52.3	41.2	3.5	1.2	0.7	1.0	0.0	100.0	51.2	43.4	0.7	2.3	2.4	0.0	100.0	397
Education																
No formal education	51.2	36.6	7.1	2.4	0.0	2.7	0.0	100.0	38.8	50.1	2.6	2.5	5.6	0.4	100.0	259
Less than secondary	47.5	43.1	4.2	1.5	0.4	1.9	1.3	100.0	40.5	50.3	4.0	1.8	2.5	1.0	100.0	615
Secondary completed	37.0	52.6	5.4	1.6	0.2	2.7	0.6	100.0	35.7	52.9	5.3	2.1	3.7	0.3	100.0	1,479
More than secondary completed	44.6	46.6	4.5	1.0	0.6	2.5	0.3	100.0	41.5	48.4	4.3	2.8	2.8	0.3	100.0	1,823
Wealth Quintile																
Lowest	32.8	53.1	6.7	2.1	0.2	4.6	0.6	100.0	32.7	54.4	4.7	0.6	6.8	0.8	100.0	814
Second	38.3	49.6	7.0	2.1	0.6	1.9	0.4	100.0	35.0	55.0	5.8	2.0	1.9	0.3	100.0	941
Middle	42.1	48.8	4.9	1.6	0.6	1.3	0.7	100.0	35.7	50.7	4.7	5.0	3.3	0.7	100.0	778
Fourth	50.4	42.4	3.8	0.9	0.0	2.3	0.3	100.0	41.5	49.1	4.5	1.9	2.9	0.1	100.0	789
Highest	50.6	43.9	2.1	0.0	0.5	2.4	0.5	100.0	50.7	42.5	2.7	2.4	1.5	0.2	100.0	853
Region																
Riyadh	45.4	47.0	3.7	0.5	0.2	3.0	0.1	100.0	48.9	44.6	3.2	1.0	2.1	0.3	100.0	1,375
Makkah	39.2	51.3	6.0	1.6	0.6	1.3	0.0	100.0	24.0	67.8	3.2	3.4	1.6	0.0	100.0	877
Madinah	56.3	32.6	5.3	1.3	3.3	0.0	1.2	100.0	36.5	42.0	9.5	1.2	8.8	2.1	100.0	125
Qasim	47.3	39.2	2.6	0.0	0.0	2.0	8.8	100.0	29.8	29.0	15.1	19.7	6.4	0.0	100.0	75
Eastern Province	42.9	44.7	4.8	3.5	0.7	2.1	1.4	100.0	40.6	47.0	8.1	2.2	1.3	0.8	100.0	363
Asir	39.7	47.0	5.9	1.4	0.0	5.8	0.3	100.0	29.1	54.4	4.6	3.3	7.7	0.9	100.0	574
Tabuk	19.0	77.6	2.4	0.4	0.0	0.4	0.3	100.0	28.5	61.8	3.5	0.0	6.2	0.0	100.0	191
Hail	71.2	25.2	2.2	0.9	0.0	0.6	0.0	100.0	43.0	49.1	1.2	4.2	2.5	0.0	100.0	62
Northern Borders	51.8	39.6	3.0	1.9	0.2	2.3	1.3	100.0	54.4	31.7	4.7	4.2	3.8	1.2	100.0	69
Jizan	16.0	50.2	21.8	7.4	0.0	2.8	1.8	100.0	25.7	52.2	14.8	3.1	3.5	0.6	100.0	144
Najran	36.7	62.4	0.8	0.2	0.0	0.0	0.0	100.0	49.1	44.7	2.9	0.8	2.2	0.3	100.0	130
Bahah	88.6	8.6	0.8	0.0	0.0	1.6	0.4	100.0	92.8	5.5	0.0	0.6	1.1	0.0	100.0	149
Jawf	20.1	74.9	3.6	0.0	0.0	1.4	0.0	100.0	28.4	65.3	0.8	0.6	4.9	0.0	100.0	41
Total	42.7	47.6	4.9	1.3	0.4	2.5	0.5	100.0	39.1	50.4	4.5	2.4	3.2	0.4	100.0	4,175

Table 10: Health care facilities providing inpatient care services

Percentage distribution of the main health care facilities providing inpatient care services in the most recent stay in the last three years, according to age, sex, nationality, residence, marital status, education, wealth and region [Saudi Arabia, 2019].

BACKGROUND CHARACTERISTIC	MINISTRY OF HEALTH HOSPITAL	NATIONAL GUARD HOSPITAL	MINISTRY OF DEFENSE HOSPITAL	MINISTRY OF INTERIOR HOSPITAL	MINISTRY OF EDUCATION HOSPITAL	KING FAISAL SPECIALIST HOSPITAL	PRIVATE HOSPITAL	OTHER	TOTAL	NUMBER OF RESPONDENTS
Age										
15-29	65.9	6.4	1.4	0.0	0.8	0.8	22.5	2.3	100.0	206
30-44	64.5	4.4	1.8	0.5	0.6	1.7	22.4	4.1	100.0	287
45-59	63.9	10.8	0.9	0.0	1.3	3.0	14.4	5.8	100.0	115
60-69	72.1	8.1	1.4	0.0	0.0	3.4	13.4	1.7	100.0	74
70-79	50.8	24.1	1.4	0.0	0.0	3.8	9.9	10.0	100.0	35
80+	54.8	0.0	25.6	0.0	0.0	0.0	19.6	0.0	100.0	10
Sex										
Male	59.0	10.5	1.8	0.5	0.5	1.8	21.9	4.0	100.0	303
Female	69.0	4.9	1.7	0.0	0.8	2.0	18.0	3.7	100.0	424
Nationality										
Saudi	67.6	7.8	1.9	0.2	0.7	1.8	16.2	3.7	100.0	662
Non-Saudi	36.1	1.4	0.0	0.0	0.0	2.5	54.6	5.3	100.0	64
Residence										
Urban	64.3	7.6	1.9	0.2	0.8	2.0	19.1	4.1	100.0	633
Rural	68.0	4.4	0.7	0.0	0.0	1.6	23.4	2.0	100.0	94
Marital Status										
Never married	64.3	8.2	1.1	0.0	0.0	0.0	24.6	1.7	100.0	68
Currently married	64.3	5.9	1.7	0.3	0.9	2.2	21.3	3.5	100.0	567
Formerly married	68.2	14.5	2.7	0.0	0.0	1.8	5.6	7.3	100.0	92
Education										
No formal education	73.3	4.0	5.7	0.0	0.0	2.4	6.0	8.6	100.0	68
Less than secondary	75.7	3.5	0.8	0.0	1.2	0.4	14.5	3.8	100.0	124
Secondary completed	64.7	8.9	1.7	0.0	0.7	1.1	20.2	2.7	100.0	256
More than secondary Completed	57.9	8.2	1.2	0.5	0.6	3.2	24.7	3.7	100.0	279
Wealth Quintile										
Lowest	77.0	1.7	0.0	0.0	0.0	1.2	17.1	3.0	100.0	134
Second	66.2	2.3	1.7	0.8	1.0	0.9	22.0	5.0	100.0	171
Middle	61.7	5.8	2.6	0.0	0.0	3.8	20.0	6.1	100.0	159
Fourth	61.6	11.1	1.6	0.0	1.2	1.4	19.7	3.3	100.0	130
Highest	57.5	16.9	2.7	0.0	1.3	2.2	18.5	0.9	100.0	134
Region										
Riyadh	53.7	20.1	0.8	0.0	1.9	1.6	20.1	1.8	100.0	181
Makkah	55.0	1.9	0.6	0.0	0.0	2.7	33.3	6.5	100.0	157
Madinah	67.2	8.9	1.3	0.0	0.0	4.8	15.9	1.9	100.0	58
Qasim	76.6	3.0	0.0	0.0	0.0	0.0	14.6	5.8	100.0	34
Eastern Province	63.6	4.6	3.6	1.6	1.7	0.6	17.8	6.5	100.0	90
Asir	69.2	0.0	3.7	0.0	0.0	0.0	24.8	2.3	100.0	80
Tabuk	85.7	2.2	7.2	0.0	0.0	0.0	0.0	4.9	100.0	46
Hail	81.9	0.0	0.0	0.0	0.0	0.0	18.1	0.0	100.0	11
Northern Borders	95.7	0.0	0.0	0.0	0.0	0.0	4.3	0.0	100.0	12
Jizan	71.7	0.0	0.0	0.0	0.0	16.5	5.4	6.5	100.0	19
Najran	92.3	6.9	0.8	0.0	0.0	0.0	0.0	0.0	100.0	27
Bahah	96.9	0.0	0.0	0.0	0.0	0.0	3.1	0.0	100.0	6
Jawf	94.6	0.0	0.0	0.0	0.0	5.4	0.0	0.0	100.0	6
Total	64.8	7.2	1.8	0.2	0.7	1.9	19.6	3.8	100.0	727

Table 11: Patient assessed characteristics of inpatient care services

Percentage of patients who reported adequate skills, equipment and drug supplies, mean time taken to reach the health facility, mean cost of an inpatient hospital stay, mean time to be admitted, and type of vehicle used to reach the facility in the most recent stay in the last three years, according to age, sex, nationality, residence, marital status, education, wealth and region [Saudi Arabia, 2019].

BACKGROUND CHARACTERISTIC	PATIENTS RATING CHARACTERISTICS OF HEALTH CARE PROVIDER AS ADEQUATE			NUMBER OF RESPONDENTS1	PATIENTS USING A PRIVATE CAR OR VEHICLE TO REACH FACILITY	NUMBER OF RESPONDENTS	PATIENTS WAITING MORE THAN A MONTH TO BE ADMITTED	NUMBER OF RESPONDENTS
	SKILLS	EQUIPMENT	DRUG SUPPLIES					
Age								
15-29	96	98	98	161	95.4	206	29.6	190
30-44	94	91	95	236	93.9	287	36.8	269
45-59	96	98	97	99	92.6	115	36.4	103
60-69	100	100	95	67	92.6	74	28.5	70
70-79	100	100	100	28	90.2	35	30.8	28
80+	100	100	100	7	100.0	10	36.0	10
Sex								
Male	97	96	96	265	89.5	303	29.9	271
Female	95	95	96	334	97.0	424	36.1	399
Nationality								
Saudi	96	96	96	549	93.8	662	34.4	614
Non-Saudi	93	94	94	50	94.7	64	24.9	55
Residence								
Urban	96	96	97	519	94.2	633	34.2	586
Rural	92	92	94	80	91.9	94	29.4	83
Marital Status								
Never married	97	98	100	59	86.5	68	29.2	60
Currently married	95	95	96	461	95.1	567	34.7	524
Formerly married	99	99	96	78	91.8	92	29.6	87
Education								
No formal education	100	100	99	55	95.2	68	43.2	58
Less than secondary	95	93	91	99	93.6	124	33.2	110
Secondary completed	95	94	95	204	96.4	256	30.9	239
More than secondary completed	96	97	98	241	91.4	279	34.1	263
Wealth Quintile								
Lowest	93	91	93	102	94.2	134	33.5	119
Second	92	96	93	133	96.1	171	32.3	157
Middle	98	95	97	130	93.5	159	32.8	149
Fourth	98	98	100	117	97.7	130	38.5	122
Highest	98	98	98	117	87.6	134	31.4	124
Region								
Riyadh	98	97	97	176	90.4	181	28.0	165
Makkah	92	99	96	149	95.3	157	31.6	152
Madinah	86	90	80	18	90.3	58	53.4	45
Qasim	94	87	97	34	96.5	34	55.7	32
Eastern Province	98	92	95	61	98.2	90	18.1	82
Asir	96	94	96	76	96.1	80	20.4	74
Tabuk	100	100	100	24	92.7	46	46.3	46
Hail	100	100	100	9	100.0	11	57.6	10
Northern Borders	89	86	92	10	92.9	12	44.1	11
Jizan	100	81	100	6	83.5	19	44.7	15
Najran	99	100	98	26	100.0	27	58.5	27
Bahah	100	100	100	6	100.0	6	38.0	6
Jawf	100	100	100	2	89.2	6	43.2	6
Total	96	96	96	599	93.9	727	33.6	670

1 Total does not add up to the total number of respondents who reported using inpatient care services in the last 12 months (727) because of an incorrect skip pattern, therefore the total is 599.

Table 12: Patient assessment of responsiveness of inpatient care services

Percentage of patients perceiving poor1 responsiveness in inpatient care services in the most recent stay in the last three years, according to age, sex, nationality, residence, marital status, education, wealth and region [Saudi Arabia, 2019].

BACKGROUND CHARACTERISTIC	PROMPT ATTENTION	DIGNITY		COMMUNICATION		AUTONOMY	CHOICE	CONFIDENTIALITY		BASIC AMENITIES		SOCIAL SUPPORT		NUMBER OF RESPONDENTS2
	WAIT TIME	TALKED RESPECTFULLY	PRIVACY	CLEAR EXPLANATION	TIME FOR QUESTIONS	INVOLVEMENT	EASE OF ACCESS TO HEALTH CARE PROVIDER	TALK PRIVATELY	CONFIDENTIALITY OF RECORDS	CLEANLINESS	SPACE	FAMILY/FRIEND VISITATIONS	CONTACT WITH OUTSIDE WORLD	
Age														
15-29	9.4	6.8	8.9	8.9	11.7	6.8	6.3	7.4	7.8	19.2	17.4	14.7	12.4	161
30-44	8.7	8.3	6.1	10.2	6.8	5.7	4.8	2.7	8.9	16.0	18.1	12.7	12.5	236
45-59	10.2	7.6	2.2	6.2	8.9	6.5	3.0	7.7	3.2	23.5	20.6	5.0	5.8	99
60-69	11.2	7.9	6.5	5.7	4.3	11.1	5.3	4.5	3.0	13.0	10.1	11.7	4.4	67
70-79	4.4	6.7	6.7	11.1	4.4	13.3	0.0	6.3	4.4	9.4	11.4	4.4	4.4	28
80+	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.9	1.9	0.0	0.0	7
Sex														
Male	8.1	8.9	6.0	6.4	6.0	7.8	3.9	4.7	5.5	12.8	13.7	6.0	9.2	265
Female	9.9	6.5	6.4	10.4	9.6	6.4	5.3	5.5	7.6	20.8	19.5	15.6	10.5	334
Nationality														
Saudi	9.4	7.7	6.5	8.3	7.9	7.4	4.8	5.3	6.5	17.9	17.1	11.6	9.7	549
Non-Saudi	5.4	6.1	3.0	11.8	9.3	3.0	3.0	3.6	8.4	10.0	14.7	8.1	12.6	50
Residence														
Urban	8.8	6.8	5.8	8.5	7.8	6.3	3.8	5.4	5.7	17.3	17.0	10.3	10.4	519
Rural	10.9	12.4	9.1	9.4	9.4	11.7	10.2	3.5	12.9	17.2	16.3	17.9	6.7	80
Marital Status														
Never married	9.7	5.7	2.9	2.9	5.7	4.7	2.9	2.5	4.9	8.9	11.5	6.3	12.1	59
Currently married	9.9	8.9	6.9	10.0	8.9	7.6	5.1	5.1	7.8	17.6	16.8	12.5	10.9	461
Formerly married	3.9	1.2	4.8	5.0	4.3	5.0	3.4	7.3	1.6	21.4	21.8	8.0	2.6	78
Education														
No formal education	6.5	1.1	1.3	3.2	3.4	1.1	0.4	4.4	2.8	9.6	9.5	9.0	3.6	55
Less than secondary	6.1	8.5	8.2	16.2	12.1	13.5	11.2	5.1	12.6	25.8	30.4	15.7	9.2	99
Secondary completed	13.5	11.3	9.5	5.7	8.6	7.1	2.3	8.0	6.5	19.1	18.7	14.0	12.3	204
More than secondary completed	7.2	5.4	3.7	9.2	6.9	5.6	5.0	2.9	5.3	14.0	11.6	7.8	9.7	241
Wealth Quintile														
Lowest	11.2	9.4	11.3	11.5	8.3	8.5	11.5	10.0	10.2	25.2	29.1	18.1	15.9	102
Second	14.0	5.8	8.5	14.2	16.3	8.5	6.7	1.7	8.7	21.1	23.2	15.0	13.1	133
Middle	9.1	7.1	3.6	8.2	4.7	6.7	1.5	4.5	5.5	19.4	15.0	11.9	8.3	130
Fourth	9.1	12.9	3.7	7.2	6.0	5.7	3.2	5.7	7.2	14.3	11.0	7.8	7.1	117
Highest	1.7	3.0	4.5	1.7	4.0	5.7	1.5	4.9	2.2	6.7	7.4	4.3	5.9	117
Region														
Riyadh	4.6	5.4	6.1	7.5	5.9	3.6	1.5	7.0	3.1	13.4	9.0	8.5	6.7	176
Makkah	13.4	8.8	5.1	11.2	10.4	10.6	6.5	3.1	10.9	27.8	30.2	12.5	10.5	149
Madinah	17.8	7.2	7.2	21.1	14.1	10.8	10.8	7.2	14.1	7.2	17.8	6.9	14.1	18
Qasim	1.5	3.0	1.8	3.3	3.3	1.8	1.8	1.8	1.8	4.0	1.8	9.2	1.8	34
Eastern Province	20.4	9.3	6.6	8.0	8.0	5.3	2.7	3.3	4.7	21.6	18.7	19.6	14.5	61
Asir	3.8	6.4	6.4	6.1	5.2	5.2	5.2	5.2	6.0	10.5	16.9	9.1	15.1	76
Tabuk	7.2	7.2	7.2	4.8	9.8	4.9	4.8	4.7	2.4	7.3	5.2	11.5	22.0	24
Hail	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	9
Northern Borders	30.7	19.7	13.4	6.5	17.8	26.8	16.8	39.7	20.1	57.4	53.8	25.4	11.5	10
Jizan	24.4	79.5	69.7	74.7	69.7	74.7	69.7	0.0	74.7	79.5	69.7	74.7	24.3	6
Najran	2.6	2.5	1.7	2.2	2.5	4.3	0.8	1.7	0.8	3.9	3.4	1.7	1.7	26
Bahah	0.0	0.0	0.0	0.0	0.0	0.0	0.0	3.1	3.1	3.1	3.1	3.1	0.0	6
Jawf	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	14.6	0.0	0.0	0.0	2
Total	9.1	7.5	6.2	8.6	8.0	7.0	4.7	5.1	6.7	17.3	16.9	11.3	9.9	599

1. Includes answer categories: moderate, bad, very bad, do not know and refused.

2. Total does not add up to the total number of respondents who reported using inpatient care services in the last 12 months (727) because of an incorrect skip pattern, therefore the total is 599.

Table 13: Patient satisfaction with the quality of inpatient care services

Percentage distribution of patient satisfaction with inpatient care services, and percentage distribution of likelihood of recommending heath care facility to family and friends in the most recent stay in the last three years, according to age, sex, nationality, residence, marital status, education, wealth and region [Saudi Arabia, 2019].

BACKGROUND CHARACTERISTIC	SATISFACTION WITH CARE RECEIVED								RECOMMEND CARE RECEIVED							
	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED	DON'T KNOW	TOTAL	NUMBER OF RESPONDENTS	DEFINITELY YES	PROBABLY YES	PROBABLY NOT	DEFINITELY NOT	DON'T KNOW	REFUSED TO ANSWER	TOTAL	NUMBER OF RESPONDENTS[1]
Age																
15-29	49.1	40.4	9.1	1.3	0.1	0.0	100.0	161	36.5	48.8	4.5	5.0	5.1	0.0	100.0	206
30-44	48.4	43.1	5.7	2.2	0.6	0.0	100.0	236	30.9	53.0	5.8	5.7	3.7	1.0	100.0	287
45-59	65.7	24.4	1.4	6.4	0.0	2.0	100.0	99	53.0	34.3	2.3	7.3	3.0	0.0	100.0	115
60-69	59.2	35.1	3.6	2.1	0.0	0.0	100.0	67	34.3	54.1	6.6	5.0	0.0	0.0	100.0	74
70-79	53.0	45.8	1.2	0.0	0.0	0.0	100.0	28	41.5	36.2	0.0	3.6	13.8	4.8	100.0	35
80+	58.2	41.8	0.0	0.0	0.0	0.0	100.0	7	14.2	46.1	11.0	28.7	0.0	0.0	100.0	10
Sex																
Male	57.9	36.7	1.9	2.1	0.6	0.8	100.0	265	34.7	49.5	3.6	7.5	4.7	0.0	100.0	303
Female	49.1	39.9	8.2	2.9	0.0	0.0	100.0	334	38.0	47.0	5.6	4.7	3.6	1.1	100.0	424
Nationality																
Saudi	50.9	40.3	5.7	2.5	0.3	0.4	100.0	549	36.7	48.5	4.1	6.2	3.7	0.7	100.0	662
Non-Saudi	76.5	18.8	2.2	2.6	0.0	0.0	100.0	50	35.3	43.0	11.4	2.9	7.3	0.0	100.0	64
Residence																
Urban	51.6	40.2	5.2	2.6	0.0	0.4	100.0	519	36.8	48.2	4.6	6.0	4.2	0.3	100.0	633
Rural	62.4	27.6	6.4	1.8	1.7	0.0	100.0	80	35.5	47.1	6.0	5.3	3.0	3.0	100.0	94
Marital Status																
Never married	61.3	32.2	3.5	2.8	0.2	0.0	100.0	59	37.8	43.5	3.5	5.8	9.4	0.5	100.0	68
Currently married	51.5	39.0	6.5	2.3	0.3	0.4	100.0	461	35.3	49.9	4.8	5.8	3.7	0.5	100.0	567
Formerly married	55.8	40.3	0.0	3.9	0.0	0.0	100.0	78	44.1	40.0	5.2	6.2	2.6	1.9	100.0	92
Education																
No formal education	63.0	33.6	3.2	0.2	0.0	0.0	100.0	55	35.4	42.0	6.9	8.2	5.1	2.5	100.0	68
Less than secondary	52.7	43.2	2.9	1.2	0.0	0.0	100.0	99	41.6	40.3	3.6	9.1	2.9	2.4	100.0	124
Secondary completed	51.2	39.8	3.2	4.2	0.7	1.0	100.0	204	30.8	51.6	6.9	6.2	4.6	0.0	100.0	256
More than secondary completed	52.4	36.6	8.7	2.2	0.0	0.0	100.0	241	40.0	49.8	2.8	3.6	3.9	0.0	100.0	279
Wealth Quintile																
Lowest	55.7	30.7	11.1	2.6	0.0	0.0	100.0	102	34.2	45.2	8.4	5.2	4.9	2.1	100.0	134
Second	44.6	44.9	5.9	3.6	1.0	0.0	100.0	133	32.5	53.6	6.7	4.8	1.4	1.0	100.0	171
Middle	48.8	43.7	4.9	2.6	0.0	0.0	100.0	130	34.9	50.1	3.6	3.8	7.6	0.1	100.0	159
Fourth	58.7	32.8	4.3	2.4	0.0	1.7	100.0	117	45.2	43.1	2.7	6.8	2.1	0.0	100.0	130
Highest	59.2	37.9	1.5	1.3	0.1	0.0	100.0	117	37.9	46.3	2.1	9.5	4.3	0.0	100.0	134
Region																
Riyadh	48.5	48.1	1.9	1.5	0.0	0.0	100.0	176	39.8	50.3	5.1	3.0	1.8	0.0	100.0	181
Makkah	65.2	23.4	6.3	5.0	0.0	0.0	100.0	149	42.6	45.9	0.7	8.4	2.4	0.0	100.0	157
Madinah	58.9	33.9	0.0	7.2	0.0	0.0	100.0	18	30.3	28.0	18.1	3.3	20.3	0.0	100.0	58
Qasim	73.1	25.1	1.8	0.0	0.0	0.0	100.0	34	19.1	38.3	4.1	22.7	15.9	0.0	100.0	34
Eastern Province	35.5	37.4	18.7	2.8	2.2	3.3	100.0	61	34.2	53.7	1.5	7.1	1.5	1.9	100.0	90
Asir	54.2	37.9	7.9	0.0	0.0	0.0	100.0	76	40.0	47.0	3.3	3.4	2.7	3.5	100.0	80
Tabuk	22.4	77.6	0.0	0.0	0.0	0.0	100.0	24	15.2	82.4	1.2	0.0	1.3	0.0	100.0	46
Hail	91.2	8.8	0.0	0.0	0.0	0.0	100.0	9	40.0	39.5	5.7	11.3	3.5	0.0	100.0	11
Northern Borders	27.8	60.3	5.5	5.2	1.2	0.0	100.0	10	31.5	45.9	10.8	6.3	4.3	1.2	100.0	12
Jizan	12.9	67.7	0.0	19.4	0.0	0.0	100.0	6	17.9	35.6	30.9	15.6	0.0	0.0	100.0	19
Najran	43.7	53.8	1.8	0.8	0.0	0.0	100.0	26	53.8	45.5	0.0	0.8	0.0	0.0	100.0	27
Bahah	100.0	0.0	0.0	0.0	0.0	0.0	100.0	6	87.9	12.1	0.0	0.0	0.0	0.0	100.0	6
Jawf	83.6	0.0	16.4	0.0	0.0	0.0	100.0	2	31.7	57.8	0.0	4.7	5.8	0.0	100.0	6
Total	53.0	38.5	5.4	2.5	0.3	0.3	100.0	599	36.6	48.1	4.7	5.9	4.1	0.6	100.0	727

1. Total does not add up to the total number of respondents who reported using inpatient care services in the last 12 months (727) because of an incorrect skip pattern, therefore the total is 599.

Table 14: General satisfaction with the health care system

Percentage distribution of patient satisfaction with health care services in general and the way the health care system involves them in deciding what services it provides and where it provides them, according to age, sex, nationality, residence, marital status, education, wealth and region [Saudi Arabia, 2019].

BACKGROUND CHARACTERISTIC	SATISFACTION WITH HEALTH CARE SERVICES IN GENERAL								SATISFACTION WITH THE WAY THE HEALTH CARE SYSTEM INVOLVES THEM IN DECIDING WHAT AND WHERE SERVICES ARE PROVIDED								NUMBER OF RESPONDENTS [1]
	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED	DONT KNOW	REFUSED TO ANSWER	TOTAL	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED	DONT KNOW	REFUSED TO ANSWER	TOTAL	
Age																	
15-29	42.6	45.0	8.2	2.5	0.0	1.4	0.3	100.0	37.3	45.9	12.0	3.0	0.3	1.2	0.3	100.0	1,415
30-44	50.0	39.4	7.5	2.4	0.3	0.3	0.1	100.0	44.7	42.3	9.8	2.3	0.4	0.4	0.0	100.0	1,748
45-59	44.5	46.0	5.9	2.5	0.9	0.2	0.0	100.0	40.9	43.6	10.0	3.6	1.4	0.2	0.3	100.0	649
60-69	54.2	33.8	7.8	2.2	0.0	1.7	0.2	100.0	52.0	32.8	9.5	4.0	0.1	1.7	0.0	100.0	227
70-79	57.1	35.6	2.2	3.3	0.0	1.8	0.0	100.0	52.7	38.8	3.3	5.1	0.0	0.1	0.0	100.0	96
80+	69.6	20.8	2.6	0.0	0.0	3.8	3.2	100.0	63.2	23.1	2.6	4.1	0.0	3.8	3.2	100.0	40
Sex																	
Male	47.8	42.7	6.5	2.0	0.4	0.5	0.2	100.0	42.2	42.9	10.8	3.1	0.6	0.3	0.1	100.0	2,164
Female	46.6	40.7	8.2	2.9	0.1	1.2	0.2	100.0	42.5	43.0	9.9	2.7	0.3	1.2	0.3	100.0	2,011
Nationality																	
Saudi	47.2	41.7	7.3	2.5	0.2	0.8	0.2	100.0	42.5	43.5	9.8	3.0	0.4	0.7	0.2	100.0	3,634
Non-Saudi	47.2	41.7	7.8	2.0	0.5	0.8	0.0	100.0	41.8	39.6	14.3	2.2	1.3	0.8	0.1	100.0	541
Residence																	
Urban	45.2	44.0	7.6	2.4	0.3	0.3	0.2	100.0	40.2	44.8	10.9	3.1	0.6	0.3	0.2	100.0	3,506
Rural	58.0	29.8	6.0	2.3	0.1	3.6	0.2	100.0	53.9	33.5	7.6	1.7	0.0	3.0	0.2	100.0	669
Marital Status																	
Never married	44.0	43.6	8.2	3.0	0.1	0.4	0.5	100.0	38.3	44.6	12.2	4.1	0.1	0.1	0.5	100.0	887
Currently married	46.8	41.9	7.7	2.2	0.4	0.9	0.1	100.0	42.0	43.1	10.5	2.6	0.7	1.0	0.1	100.0	2,891
Formerly married	57.6	35.9	3.0	2.4	0.0	1.1	0.0	100.0	53.9	38.3	5.3	2.5	0.0	0.0	0.0	100.0	397
Education																	
No formal education	54.1	34.7	7.3	1.1	0.0	2.8	0.0	100.0	51.3	38.8	6.5	1.1	0.1	2.2	0.0	100.0	259
Less than secondary	49.5	42.5	3.5	3.2	0.6	0.3	0.3	100.0	46.6	42.6	6.6	2.6	0.9	0.4	0.3	100.0	615
Secondary completed	44.8	43.5	7.8	2.2	0.1	1.3	0.4	100.0	38.6	44.8	11.6	3.1	0.1	1.4	0.4	100.0	1,479
More than secondary completed	47.4	41.0	8.3	2.5	0.3	0.3	0.0	100.0	42.7	42.2	11.1	3.1	0.7	0.2	0.0	100.0	1,823
Wealth Quintile																	
Lowest	40.1	45.1	9.3	3.2	0.0	2.2	0.1	100.0	37.0	45.1	12.2	2.7	0.4	2.6	0.1	100.0	814
Second	43.5	44.6	8.1	2.5	0.4	0.8	0.2	100.0	38.2	47.3	10.1	3.3	0.3	0.8	0.0	100.0	941
Middle	47.1	41.5	8.0	2.7	0.3	0.4	0.0	100.0	40.0	45.7	11.3	2.7	0.3	0.1	0.0	100.0	778
Fourth	51.6	38.7	6.7	2.2	0.1	0.6	0.1	100.0	44.5	42.6	9.4	2.5	0.6	0.3	0.1	100.0	789
Highest	54.2	38.3	4.7	1.6	0.5	0.0	0.6	100.0	52.3	34.0	8.9	3.2	0.9	0.0	0.7	100.0	853
Region																	
Riyadh	58.5	37.0	3.5	0.8	0.0	0.2	0.0	100.0	50.3	40.4	6.4	2.5	0.0	0.3	0.1	100.0	1,375
Makkah	24.8	54.5	15.1	4.8	0.8	0.0	0.0	100.0	24.2	47.2	21.1	5.5	1.9	0.1	0.0	100.0	877
Madinah	56.3	26.2	9.0	8.2	0.0	0.0	0.4	100.0	56.3	24.9	8.5	10.0	0.0	0.0	0.4	100.0	125
Qasim	46.4	46.2	2.7	0.0	0.0	0.0	4.7	100.0	36.1	56.9	2.5	0.0	0.0	0.0	4.5	100.0	75
Eastern Province	46.3	41.3	7.1	2.9	0.4	1.2	0.8	100.0	42.3	47.4	7.0	1.9	0.0	1.1	0.4	100.0	363
Asir	49.5	37.4	7.0	1.5	0.4	4.1	0.1	100.0	43.6	41.5	9.6	1.3	0.5	3.3	0.1	100.0	574
Tabuk	38.8	59.8	1.4	0.0	0.0	0.0	0.0	100.0	32.0	62.9	4.7	0.0	0.3	0.0	0.0	100.0	191
Hail	71.6	23.0	4.1	1.3	0.0	0.0	0.0	100.0	72.2	23.6	2.9	1.3	0.0	0.0	0.0	100.0	62
Northern Borders	56.2	32.0	5.6	3.4	0.2	1.9	0.6	100.0	53.8	33.6	5.4	3.9	0.5	2.5	0.2	100.0	69
Jizan	15.0	51.5	23.2	10.3	0.0	0.0	0.0	100.0	11.5	53.6	29.7	5.2	0.0	0.0	0.0	100.0	144
Najran	48.0	48.3	3.7	0.0	0.0	0.0	0.0	100.0	44.9	50.1	4.5	0.5	0.0	0.0	0.0	100.0	130
Bahah	95.2	3.5	0.0	0.0	0.0	1.1	0.3	100.0	94.2	4.9	0.0	0.0	0.0	0.9	0.0	100.0	149
Jawf	22.5	75.2	2.4	0.0	0.0	0.0	0.0	100.0	15.1	78.9	6.0	0.0	0.0	0.0	0.0	100.0	41
Total	47.2	41.7	7.4	2.4	0.3	0.8	0.2	100.0	42.4	42.9	10.3	2.9	0.5	0.8	0.2	100.0	4,175

1. Includes patients who reported using outpatient services in the last 12 months only.

Table 15: Patient assessed discrimination in the health care system
Percentage of patients who reported feeling discriminated against because of sex, lack of money, social class or nationality, according to age, sex, nationality, residence, marital status, education, wealth and region [Saudi Arabia, 2019].

BACKGROUND CHARACTERISTIC	NONE	REASONS FOR DISCRIMINATION					TOTAL	NUMBER OF RESPONDENTS
		SEX	LACK OF MONEY	SOCIAL CLASS	NATIONALITY	REFUSED		
Age								
15-29	63.8	0.9	0.3	1.4	6.0	27.6	100.0	3,353
30-44	60.7	1.2	0.2	1.8	6.9	29.2	100.0	3,755
45-59	55.6	1.1	0.4	1.4	6.9	34.5	100.0	1,256
60-69	44.8	1.3	1.5	2.5	4.8	45.1	100.0	362
70-79	36.8	1.4	0.0	1.9	2.9	57.0	100.0	135
80+	30.5	0.0	0.0	0.0	3.5	66.0	100.0	52
Sex								
Male	61.1	1.0	0.3	1.7	6.6	29.3	100.0	4,694
Female	58.7	1.2	0.4	1.5	6.1	32.1	100.0	4,218
Nationality								
Saudi	59.8	1.1	0.3	1.7	6.0	31.1	100.0	7,777
Non-Saudi	61.1	0.9	0.4	1.0	9.2	27.4	100.0	1,135
Residence								
Urban	61.3	1.0	0.3	1.5	6.7	29.1	100.0	7,687
Rural	51.5	1.4	0.1	2.5	4.6	40.0	100.0	1,225
Marital Status								
Never married	65.5	0.5	0.4	1.0	5.7	26.8	100.0	2,250
Currently married	59.4	1.1	0.3	1.8	6.2	31.1	100.0	5,982
Formerly married	46.3	2.9	0.0	1.8	9.9	39.0	100.0	680
Education								
No formal education	56.6	1.3	2.0	0.5	1.6	38.0	100.0	490
Less than secondary	63.2	0.9	0.2	1.4	4.0	30.3	100.0	1,338
Secondary completed	63.6	0.8	0.1	2.1	5.3	28.1	100.0	3,449
More than secondary completed	55.8	1.4	0.3	1.4	8.9	32.1	100.0	3,635
Wealth Quintile								
Lowest	67.7	0.5	0.6	1.6	3.8	25.7	100.0	2,169
Second	58.0	1.0	0.3	2.4	4.8	33.5	100.0	1,918
Middle	61.3	1.7	0.3	1.7	4.5	30.5	100.0	1,694
Fourth	60.7	0.8	0.2	1.0	6.4	30.9	100.0	1,626
Highest	49.0	1.6	0.1	1.3	14.2	33.9	100.0	1,505
Region								
Riyadh	49.9	1.4	0.3	1.8	19.3	27.3	100.0	2,345
Makkah	61.7	0.7	0.3	1.0	1.4	34.9	100.0	2,257
Madinah	82.8	0.0	0.0	1.4	0.6	15.1	100.0	664
Qasim	79.5	1.1	0.1	0.3	0.0	18.9	100.0	364
Eastern Province	74.6	0.0	0.0	0.2	0.3	24.8	100.0	1,149
Asir	55.1	1.9	1.3	4.6	6.3	30.8	100.0	644
Tabuk	45.2	8.8	1.1	9.9	6.4	28.6	100.0	300
Hail	65.5	0.5	0.2	0.0	0.2	33.7	100.0	179
Northern Borders	20.6	4.7	0.6	2.8	12.8	58.5	100.0	87
Jizan	64.9	0.0	0.0	1.4	1.1	32.6	100.0	410
Najran	32.7	0.0	0.2	0.1	0.0	67.0	100.0	194
Bahah	3.0	0.0	0.0	0.0	0.1	96.9	100.0	153
Jawf	75.1	0.0	0.0	0.0	0.4	24.5	100.0	165
Total	60.0	1.1	0.3	1.6	6.4	30.6	100.0	8,912

وزارة الصحة
Ministry of Health