

Health Care System and Patient's Rights in Montenegro

„Winning citizens' confidence“



Center for monitoring and research CeMI

This project was funded by European Union, represented by The Delegation of The European Union to Montenegro, through the Instrument for Democracy & Human Rights (IDHR) and Country Based Support Scheme for Montenegro (CBSS)

CONTENT

	About the project
	About the research
	Key findings
	Perception of quality of health care
	Perception of respect of patient's rights
	Corruption in the healthcare system
	Contact

HIPPOCRATIC OATH

„WITH PURITY, HOLINESS AND BENEFICENCE I will pass my life and practice my art. Except for the prudent correction of an imminent danger, I will neither treat any patient nor carry out any research on any human being without the valid informed consent of the subject or the appropriate legal protector thereof, understanding that research must have as its purpose the furtherance of the health of that individual. Into whatever patient setting I enter, I will go for the benefit of the sick and will abstain from every voluntary act of mischief or corruption and further from the seduction of any patient.“

ABOUT THE PROJECT

Center for monitoring and research CeMI is implementing a project entitled "Health Care System and Patients 'Rights in Montenegro - Winning Citizens' Confidence". The project is funded by the European Union through the Delegation of the European Union in Montenegro, through the European Instrument for Democracy and Human Rights (EIDHR) and the Montenegro Support Program (CBSS). The project is implemented in January 2016 with excellent cooperation with the Ministry of Health, the Pharmaceutical Chamber of Montenegro, the Institute for Public Health, the Health Insurance Fund, the Public Procurement Administration. Also, CeMI realizes this project in cooperation with the Association of Young People with Disabilities of Montenegro (UMHCG), the Center for Consumer Protection (CEZAP), the Center for Investigative Journalism (CIN) and the Lawyers Committee for Human Rights (YUCOM).

The aim of the project is to contribute to the achievement of the EU standard in Montenegro in protecting human rights as a patient and to contribute to equal access to health services and justice for all citizens, especially for marginalized groups. Through project activities, it wants to encourage full implementation of legislative solutions in the field of health care and make recommendations for their improvement, in order to get closer to international standards in this field. Also, the objective of the activities envisaged is to increase the awareness of the general public, the civil sector, providers of health services, the rights of patients, with an emphasis on anti-discrimination, equal access to health care and justice, and protection of personal data. Through this project, a mobile application has been launched for anonymous citizens' reports on corruption in the health system, but also if they violate their rights as patients.

CeMI was the first to launch the topic of corruption in the health care system of Montenegro, through its 2013 survey. Consequently, this project also envisages that through an adequate campaign it affects citizens to report cases of possible abuse and to provide support to journalists in their investigation of alleged cases of corruption in the health care system.

ABOUT THE RESEARCH

Research on the perception of the quality of health care, knowledge and respect for patients' rights, the spread of corruption, and the frequency of some forms of violation of patients' rights in the public health sector of Montenegro, was conducted among adult citizens of Montenegro in the period from December 2016 to January 2017. A sample of 1006 respondents. The research puts in focus the perception of the quality of health services, the perception of respecting patients' rights and the emergence of corruption in the health system.

The target population of this research are citizens of Montenegro ages 18 and over. Data collection was done through the CATI (Computer Aided Telephone Survey). The survey was carried out on a representative sample of the population that owns a fixed telephone in the household. The sample frame is based on data from the 2011 census and the telephone electronic directory. The stratification of the sample was carried out at the level of the municipality, type of settlement, etc. Urbanity, age categories and gender. The sample covered 18 municipalities in Montenegro. The survey was conducted by telephone, and the average length of the questionnaire was about 20 minutes.

The margin of error (for a level of confidence of 95%), a sample error for occurrences with an incidence of 50% is 3.09%. The error for occurrences with an incidence of 5% is 1.37%. An error of occurrence with an incidence of 15% is 2.21%, an error of occurrence with an incidence of 25% is 2.68%, in cases with an incidence of 35% it is 2.95%, while in cases with an incidence of 45% 3.07%. All mistakes are expressed for a confidence level of 95%.

KEY FINDINGS

Perception of health care system

92% of adult citizens of Montenegro has health insurance. Among the population over 65, 99.3% have health insurance, while among young people between 18 and 24, 81.3% have health insurance.

It is a long wait for a review, upon arrival with doctors, it considers 44.5% of respondents, which is more than in 2016 (34.2%), and compared to 2013 (34.0%). 66.8% of respondents consider long waiting lists for individual health services, which is 6.7% more than data from 2016.

22.9% of the population was waiting for more than a month for a check up or other health care services. In the southern region, 40.1% of the population was waiting for a review for less than a week. In the central region 21.5%, and in the north 27.1% awaited review for less than a week.

Among the respondents, 43.7% think that the quality of health services has remained the same in the past two years, 23.9% believe that the quality of health services has worsened, while 27.1% think that quality has improved.

Among the respondents, 68.3% think that doctors explain the health condition comprehensively to the patient and a decrease in comparison with the previous study is noted. 68.4% of respondents think that doctors are competent and trained.

68.6% of respondents think they can get health care whenever they need it, which is more than the data from 2016 (65.5%).

KEY FINDINGS

Perception of respect of patient's rights

According to the data, 67.3% of the respondents consider that they are not sufficiently familiar with the rights they have as patients. The residents of the northern region are mostly familiar with their rights (16.9%), and the least in the central region (15.3%). There is a downward trend in knowing about their rights as patients, compared to the data from the 2016 survey.

68.2% of respondents consider that doctors treat patients with respect and kindness, while 75.4% of respondents consider the same in 2016. When it comes to medical personnel, 58.3% of respondents consider nurses courteous and treating patients with respect, where there is also a fall in satisfaction with data from 2016 (62.0%).

50.8% of respondents consider that medical personnel keeps confidential information about the health condition of patients, which is more than the data from 2016 (43.3%).

Among the respondents, 35.6% say that it happens that unknown people enter the room where the doctor examines the patient, without any explanation of their presence.

32.8% of the respondents do not know how to address themselves if his / her rights as a patient are endangered, while 66.0% of the respondents do not know where is the office or person they are addressing if their rights as patients are endangered. In case of violation of patients' rights, 27.4% of respondents would turn to the Ombudsman, 20.7% would contact the Ministry of Health, 19.3% to the health care institution, while 20.8% of the respondents would not know who they would address in this case.

8% of respondents are familiar with the existence of a patient association, while 91.9% do not know any such association. The respondents are most familiar with associations of persons with chronic diseases (1.8%) and with associations of persons with disabilities (2%).

KEY FINDINGS

Corruption in health system

42% of respondents believe that corruption is present in the healthcare system of Montenegro, while only 12.3% believe that there is no corruption in this area. There was no change in attitude compared to surveys conducted in 2013 and 2016.

22.2% of respondents state that they have repeatedly been guided by a doctor from a state institution to a specific private clinic for a service they can get free of charge in the state, and they have to pay in a private clinic. There is a trend in the growth of such cases in relation to 2016 when 18.4% of the respondents stated that they had this experience.

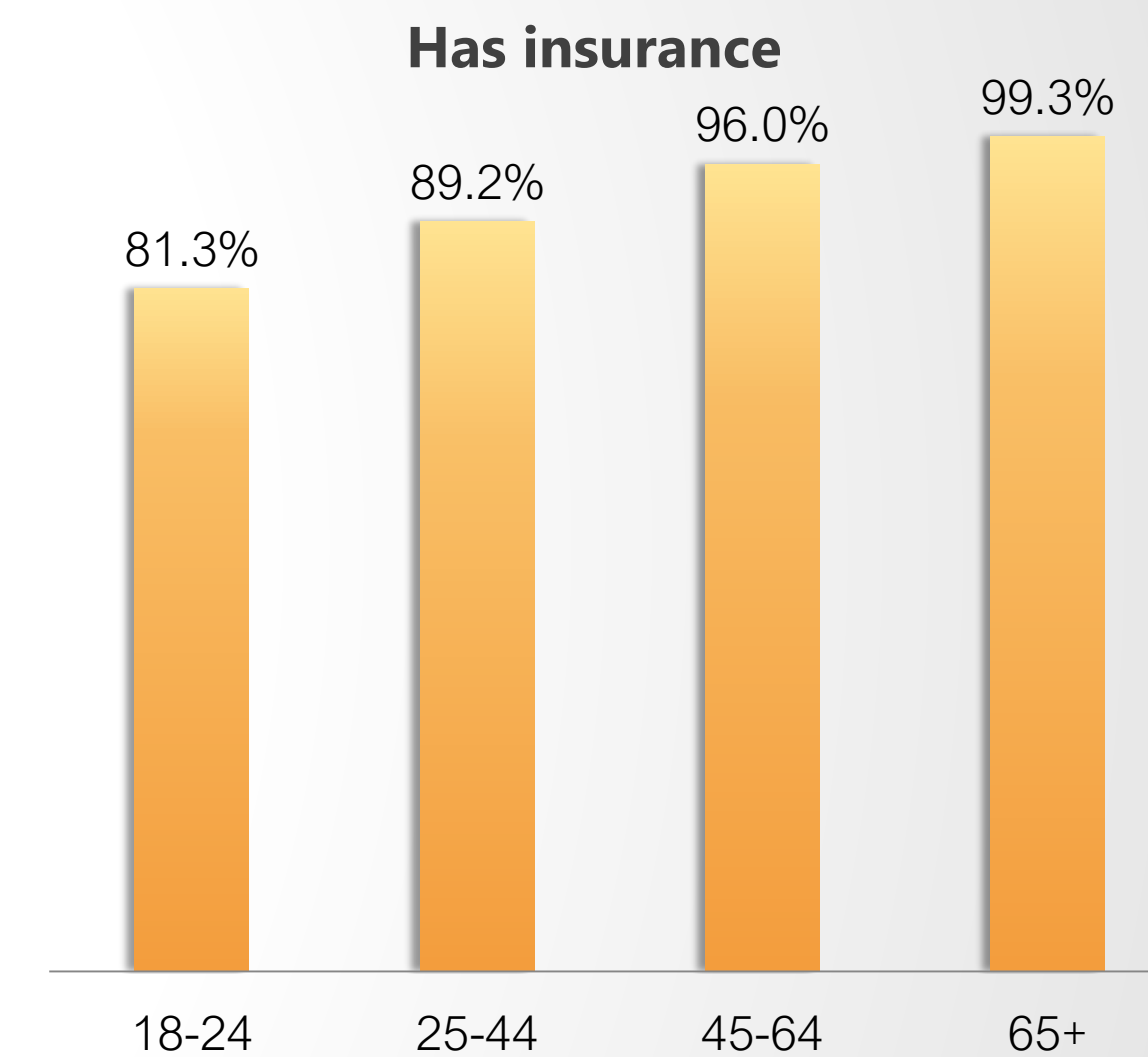
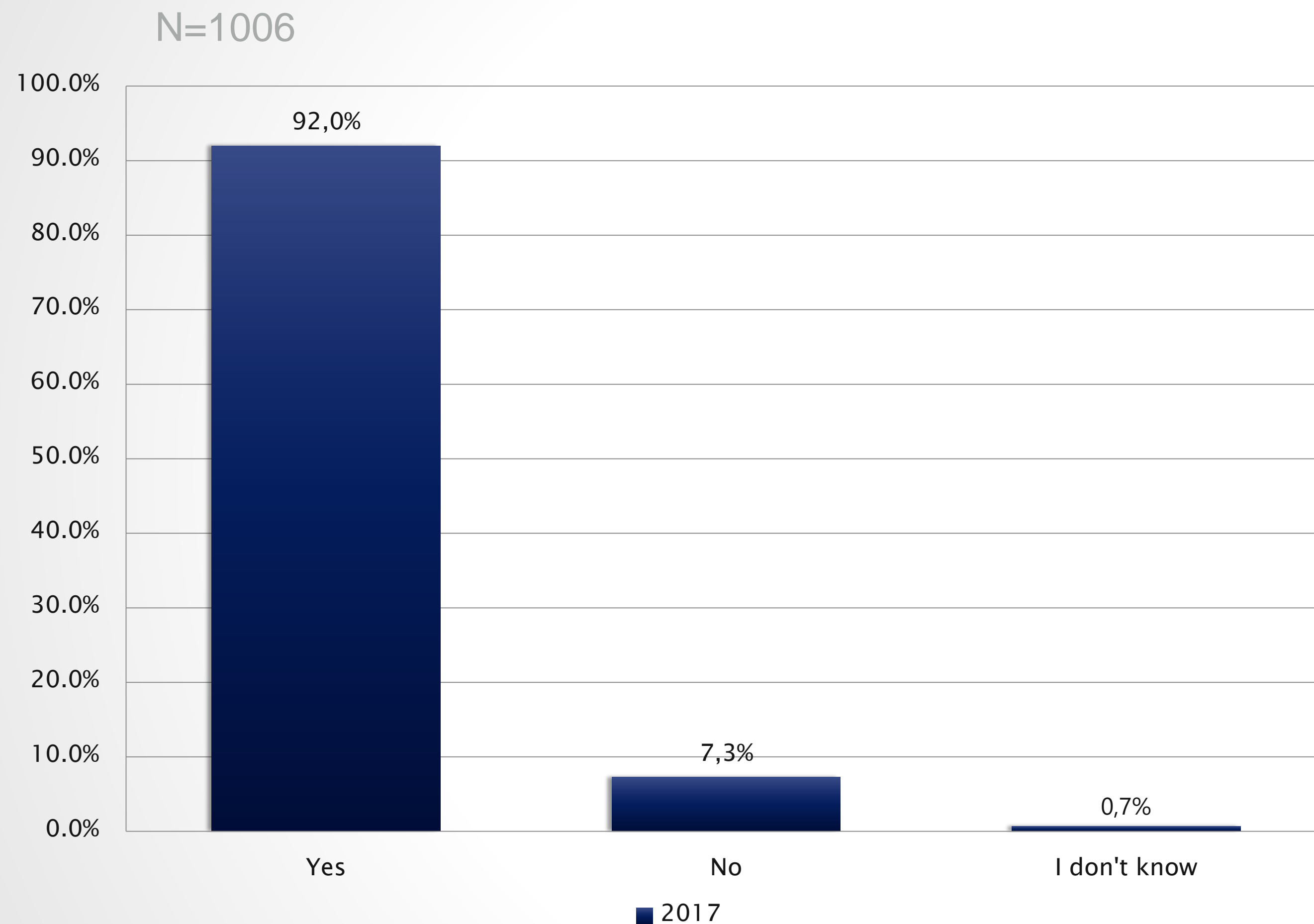
26.1% of respondents emphasize that they often or always happen to have to pay for the medicine or medical device that is on the list of free medicines or those that are refunded, but that they have never been refunded. 2016 (27%).

PERCEPTION OF QUALITY OF HEALTH SERVICE

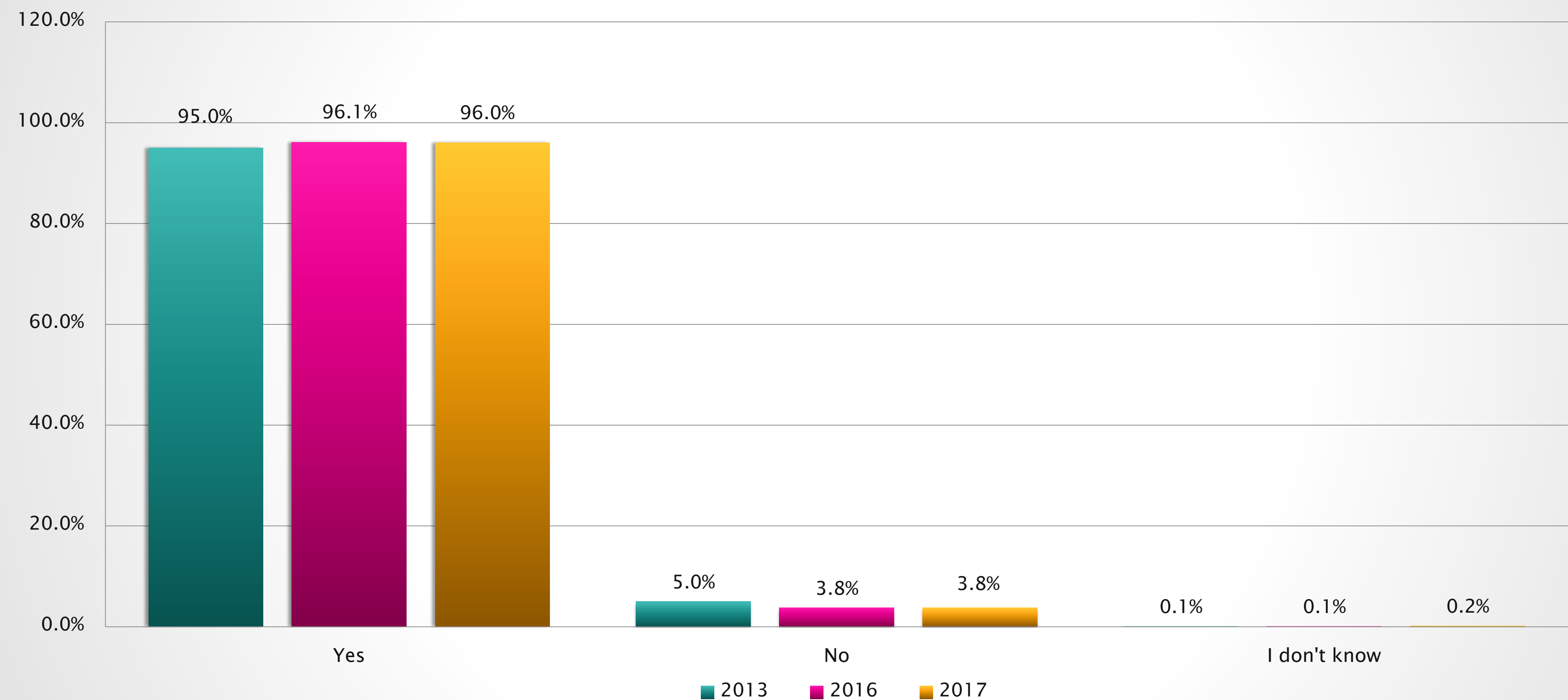
ZDRAVSTVENI USLUGE



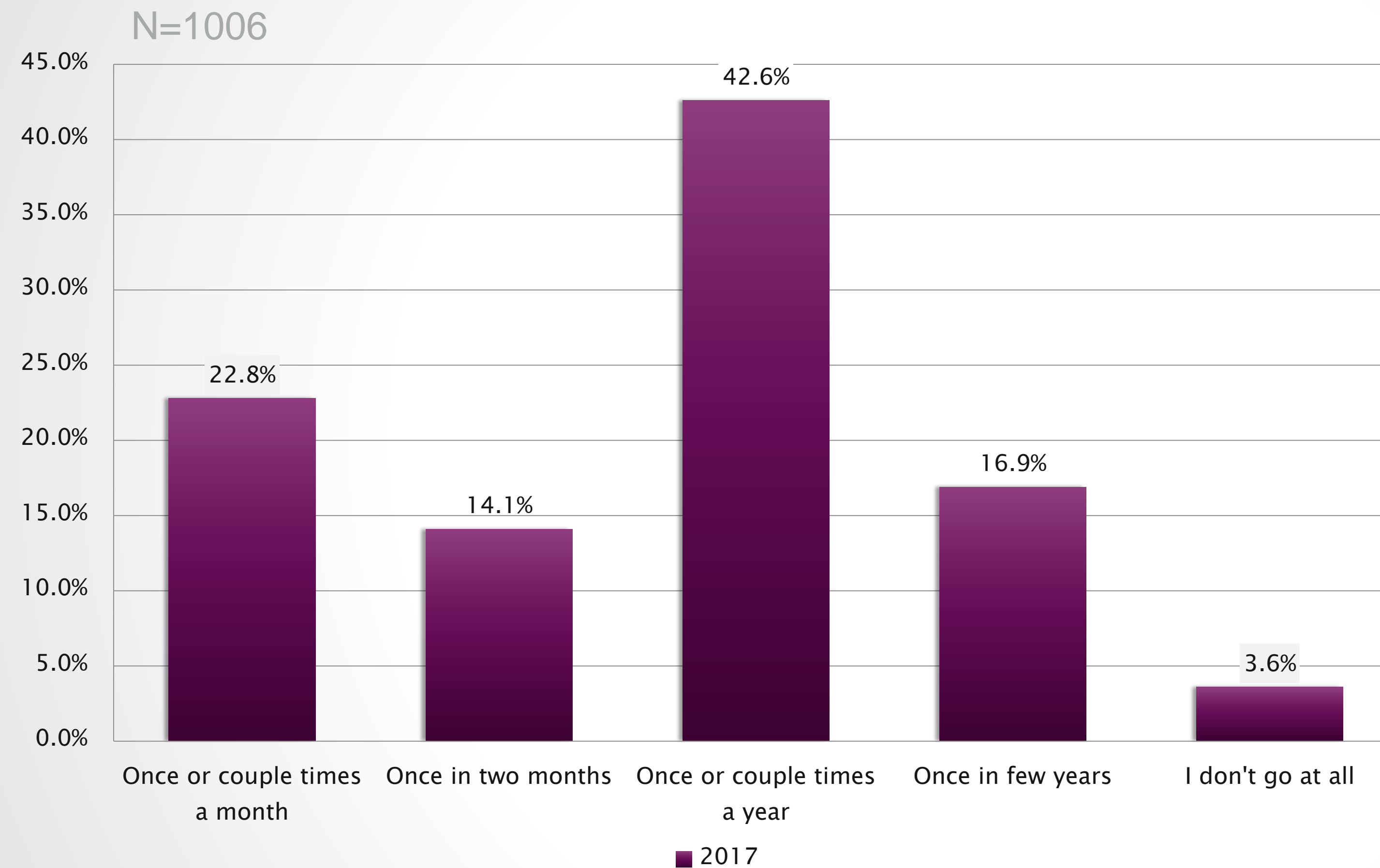
Do you have health insurance?



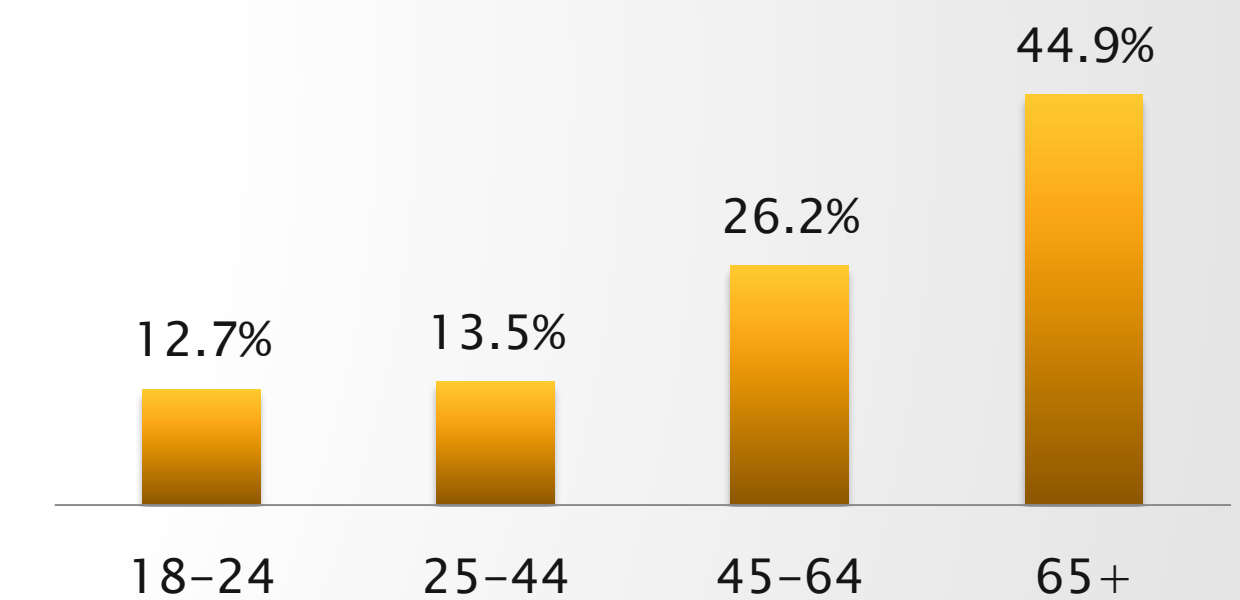
Do you have a general practitioner?



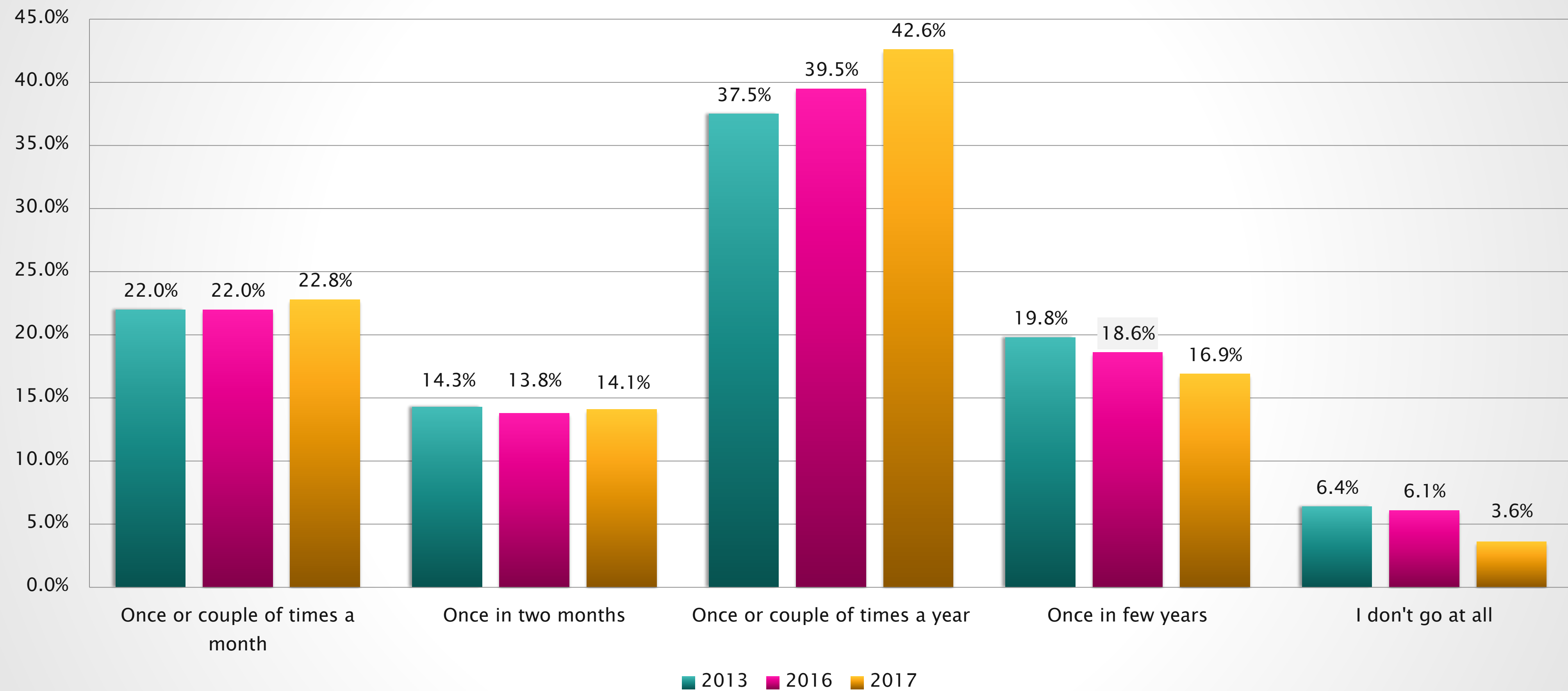
How often do you visit a doctor?



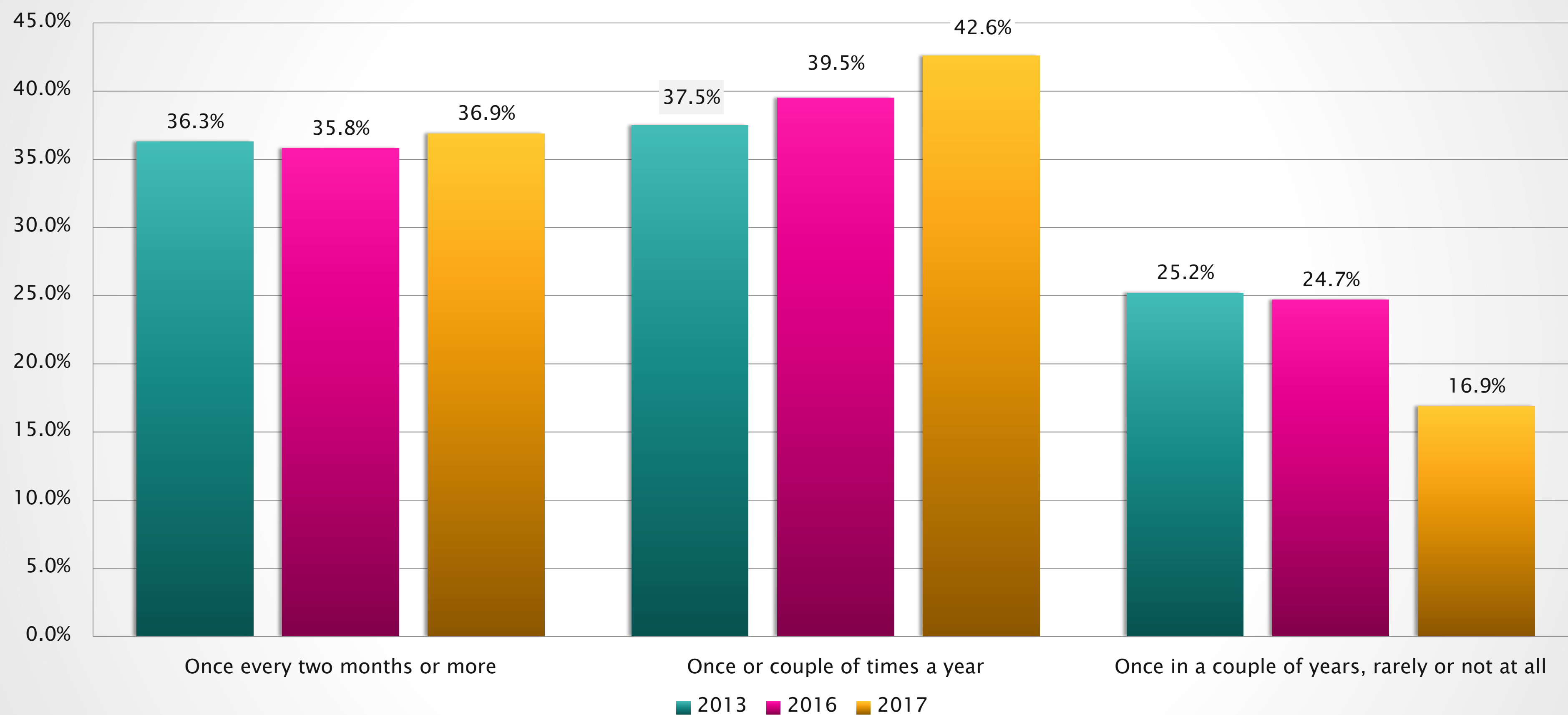
once or couple times a month



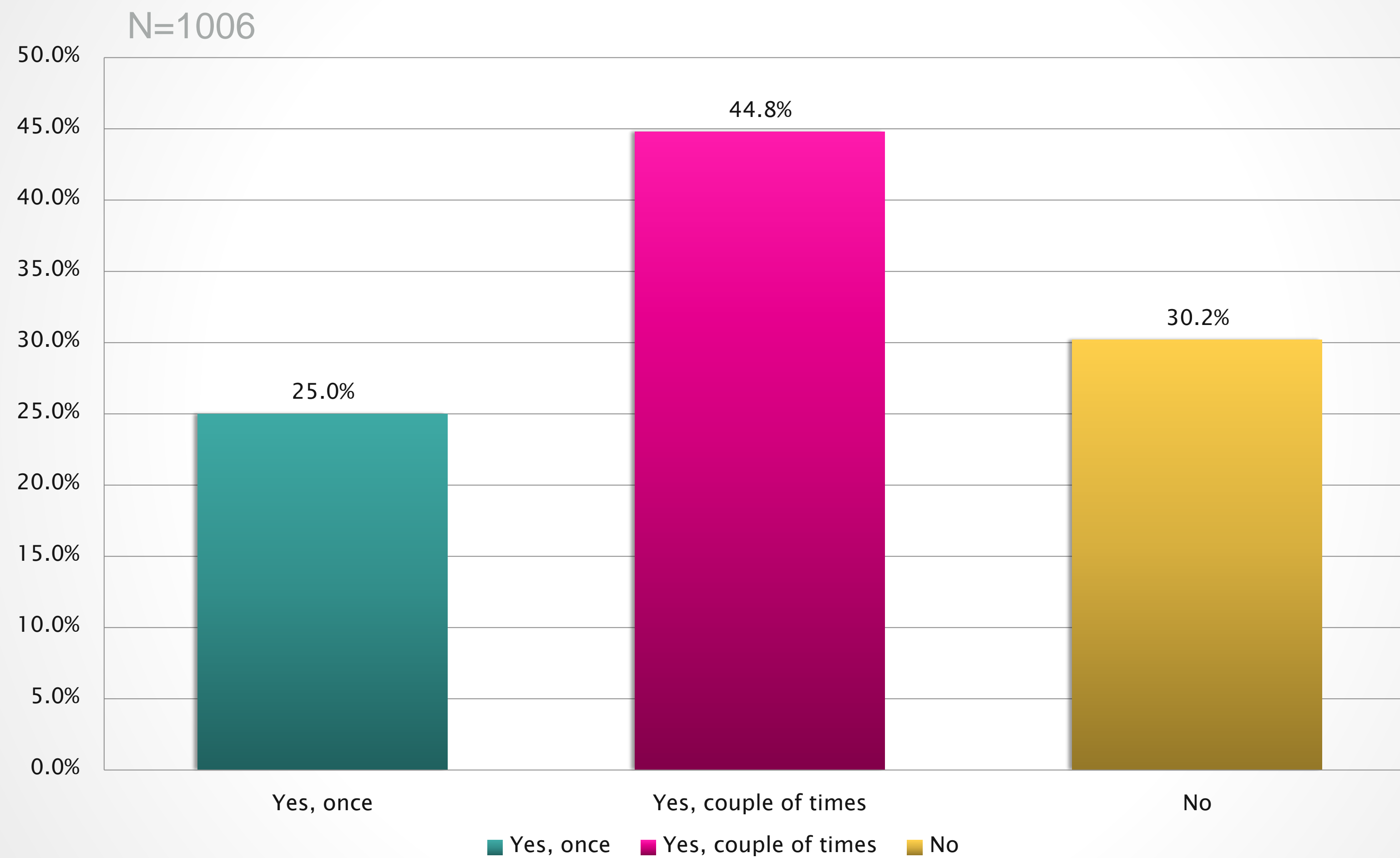
How often do you visit your doctor?



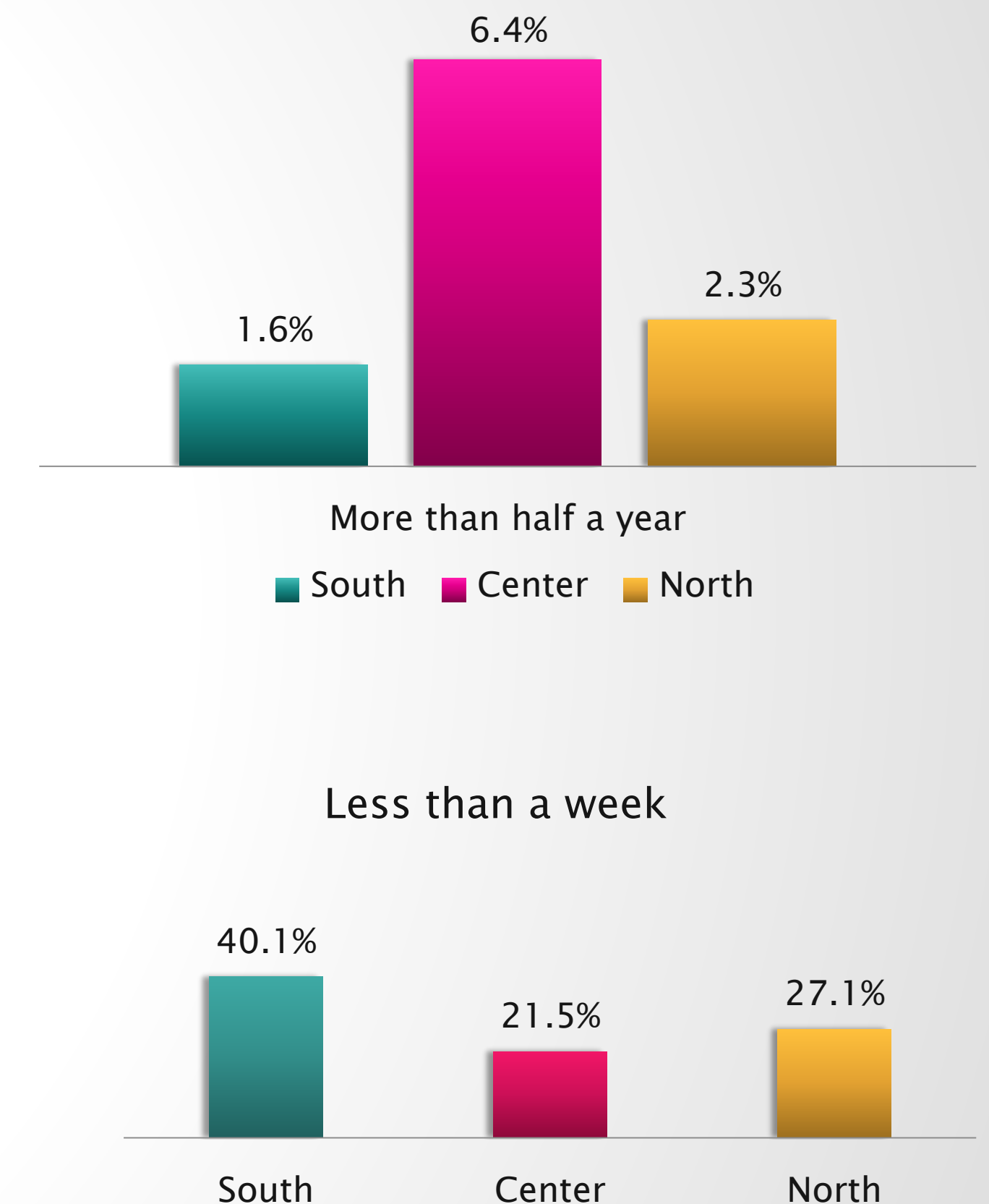
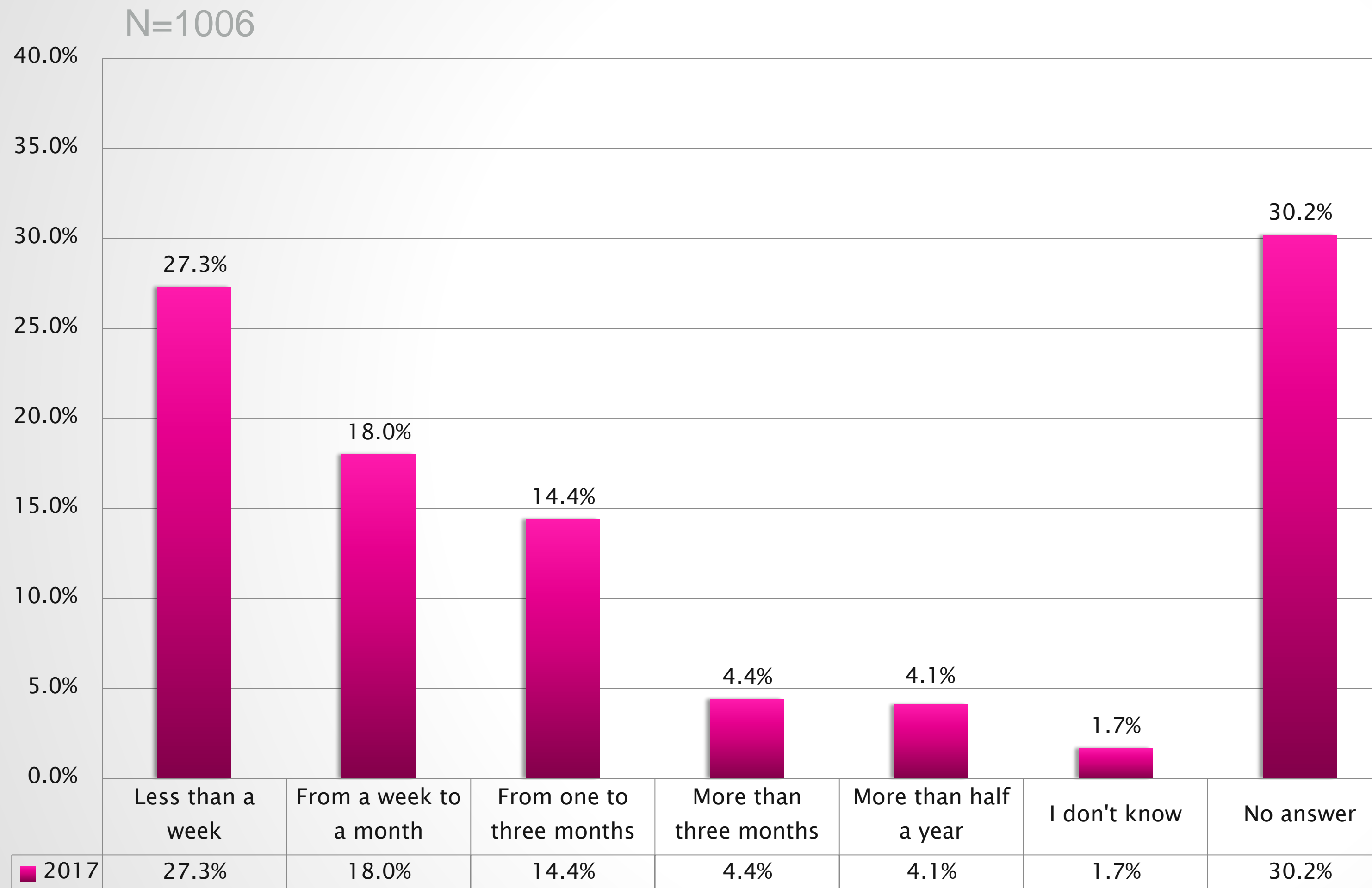
How often do you visit your doctor?



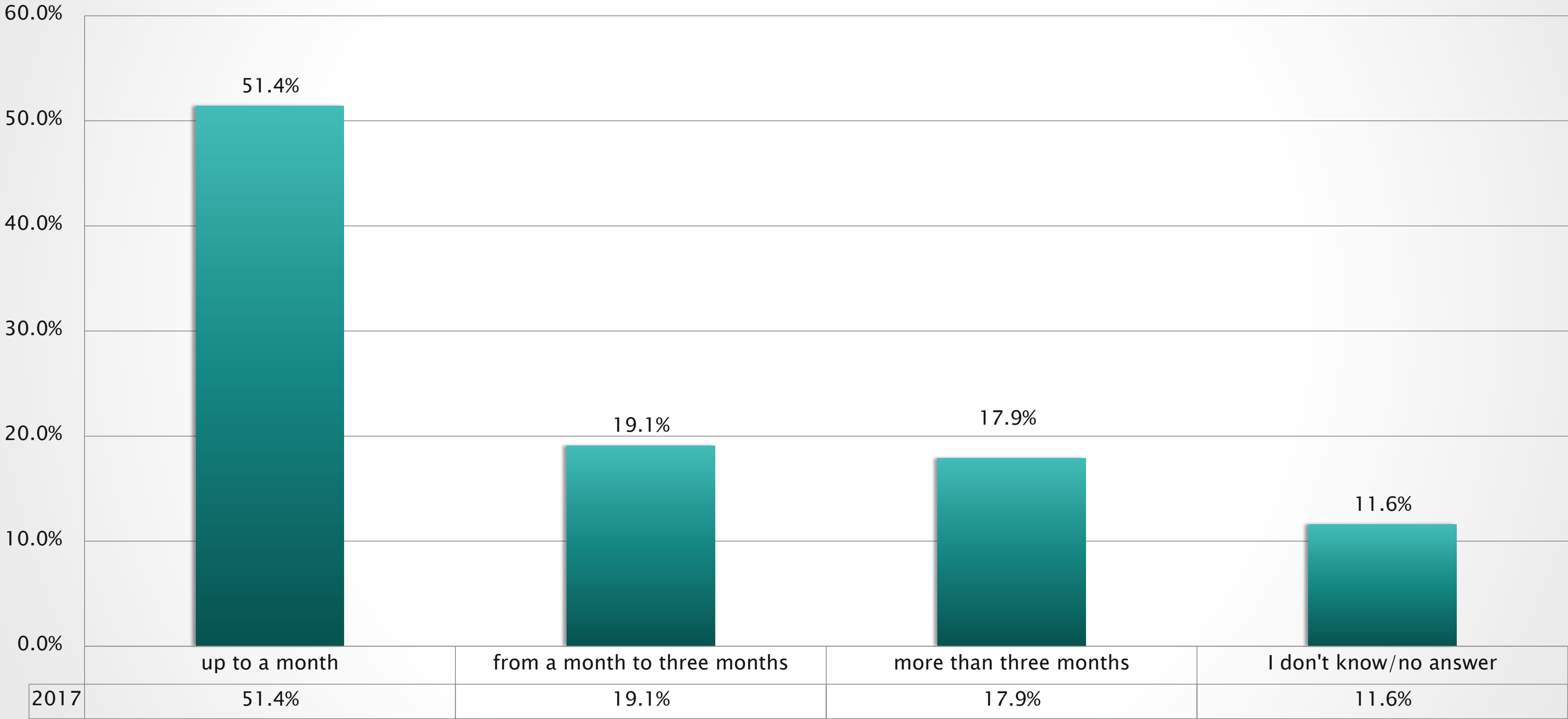
Have you or a member of your family had an examination with a medical specialist in the last year?



How long did you have to wait for an examination or some other medical service?

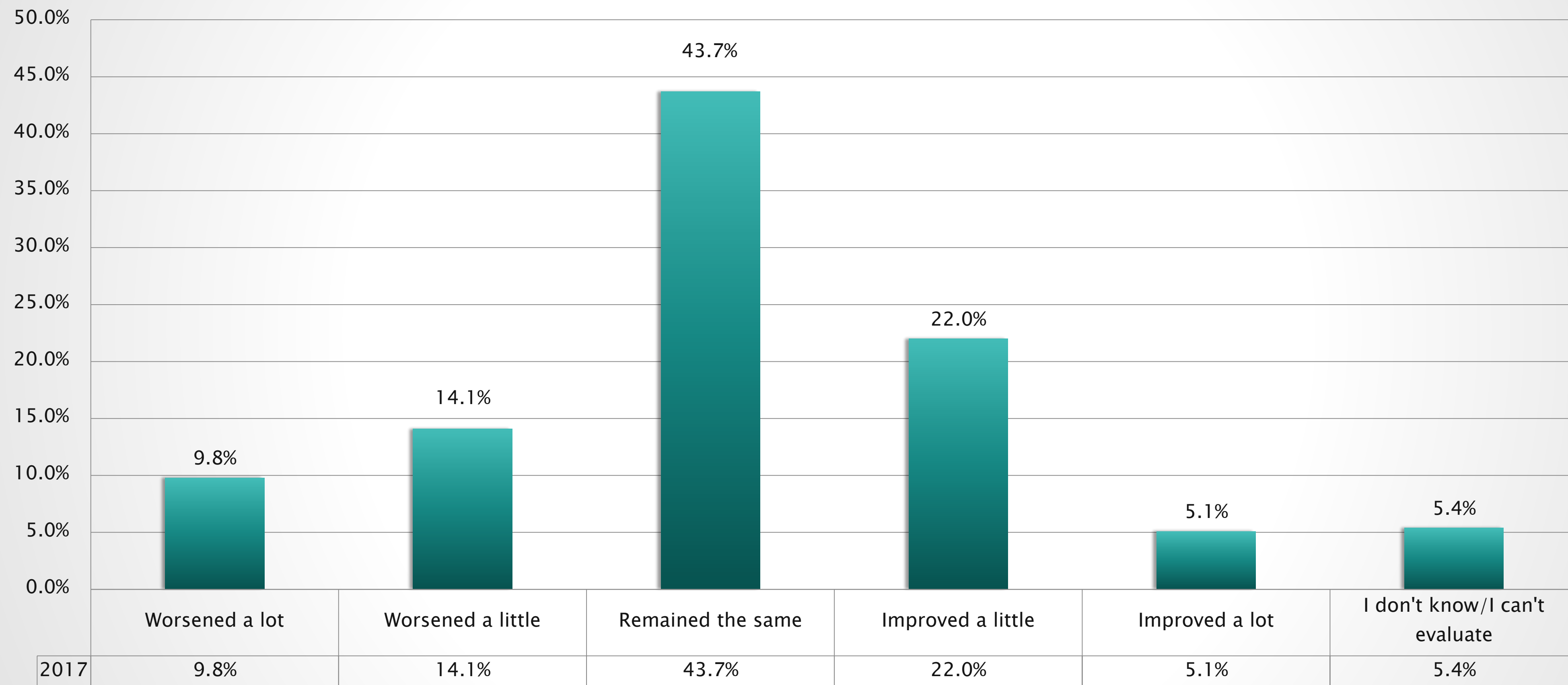


If you or a member of your household were in need of interception or additional help in the last year, how long did you wait for rehabilitation or the right to additional help?



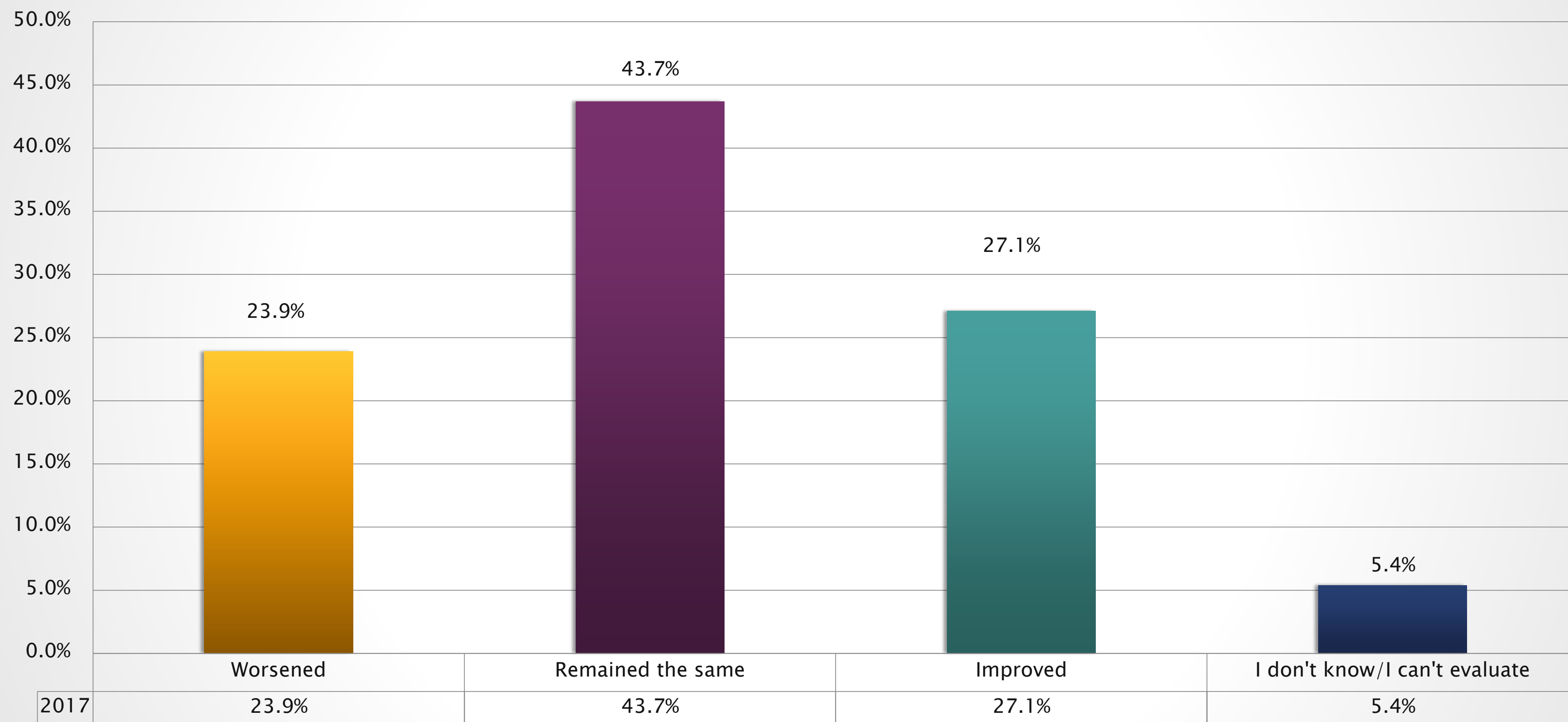
N=173

In your opinion, quality of provided health care service in last two years has...?



N=1006

In your opinion, quality of provided health care service in the last two years has...

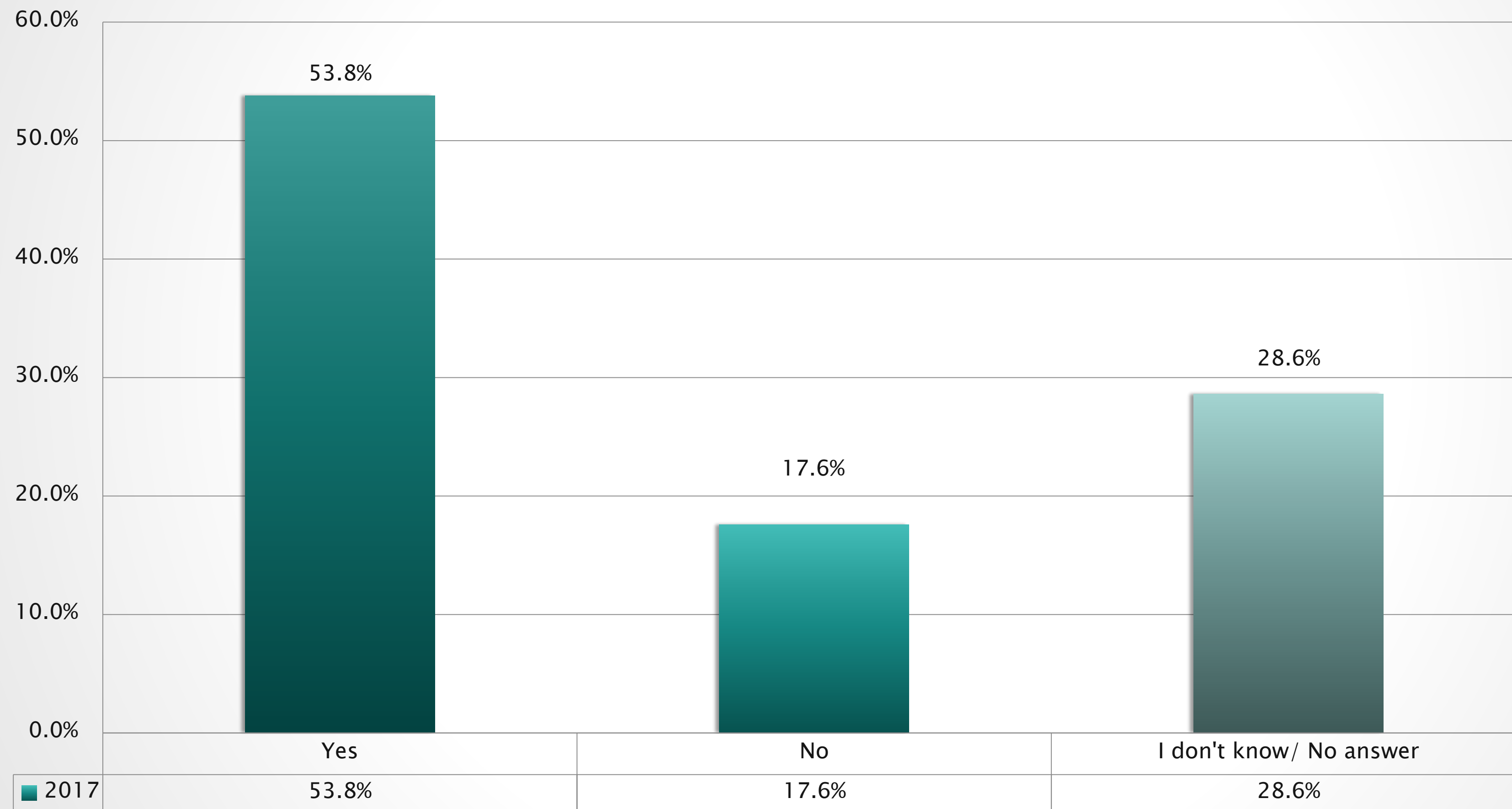


N=1006

PERCEPTION OF RESPECT OF PATIENT'S RIGHTS

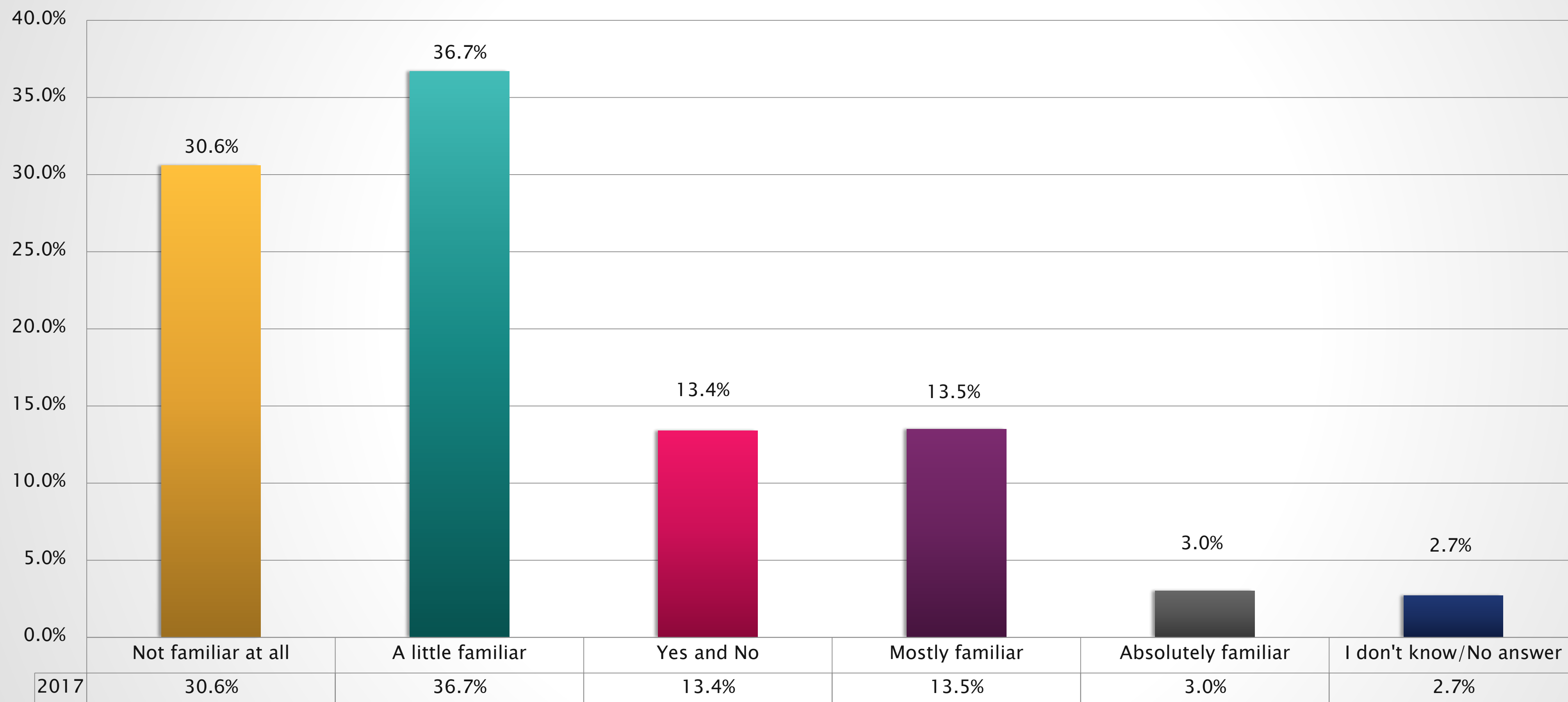


Is there a law on protection of patient's rights in Montenegro?



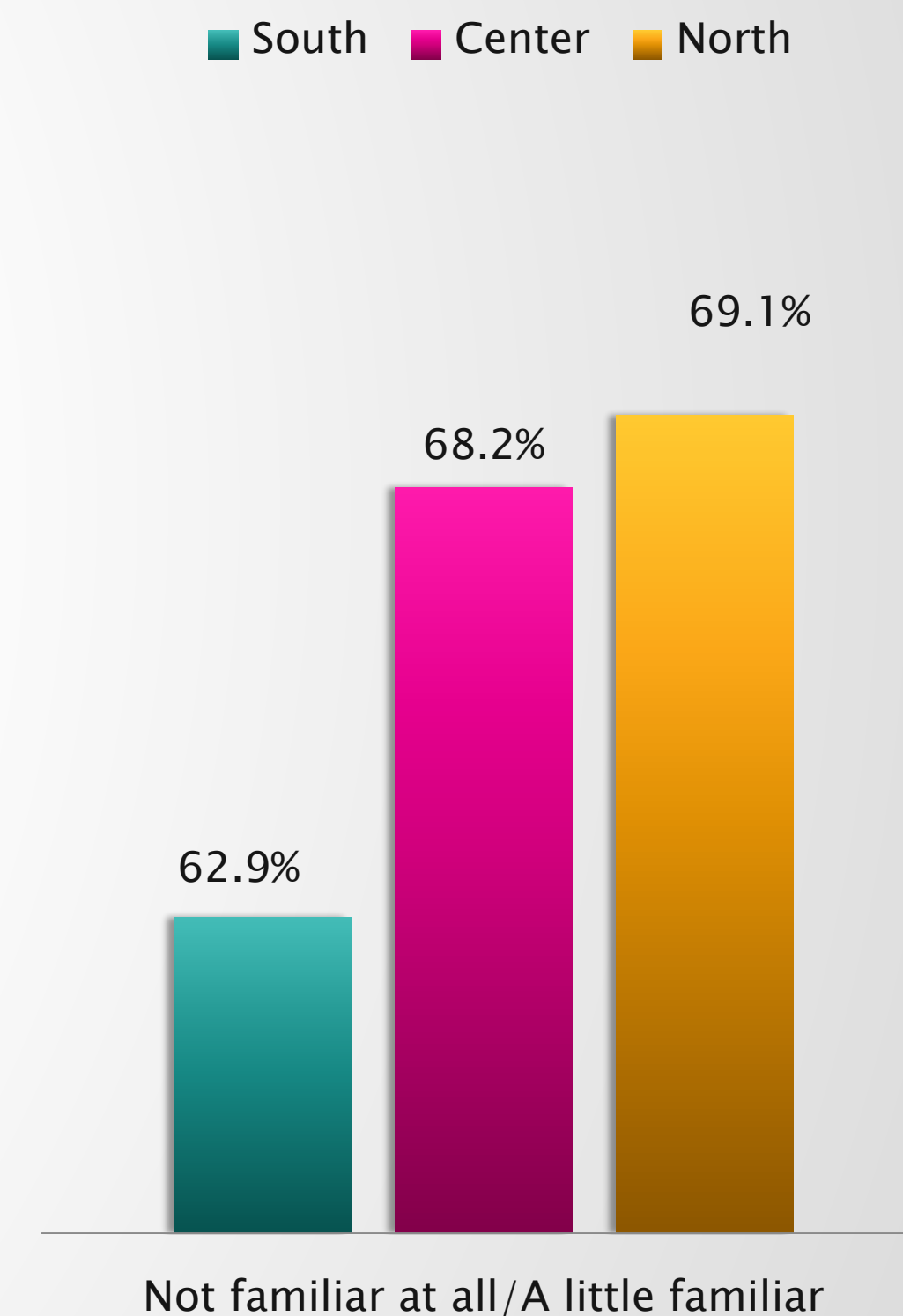
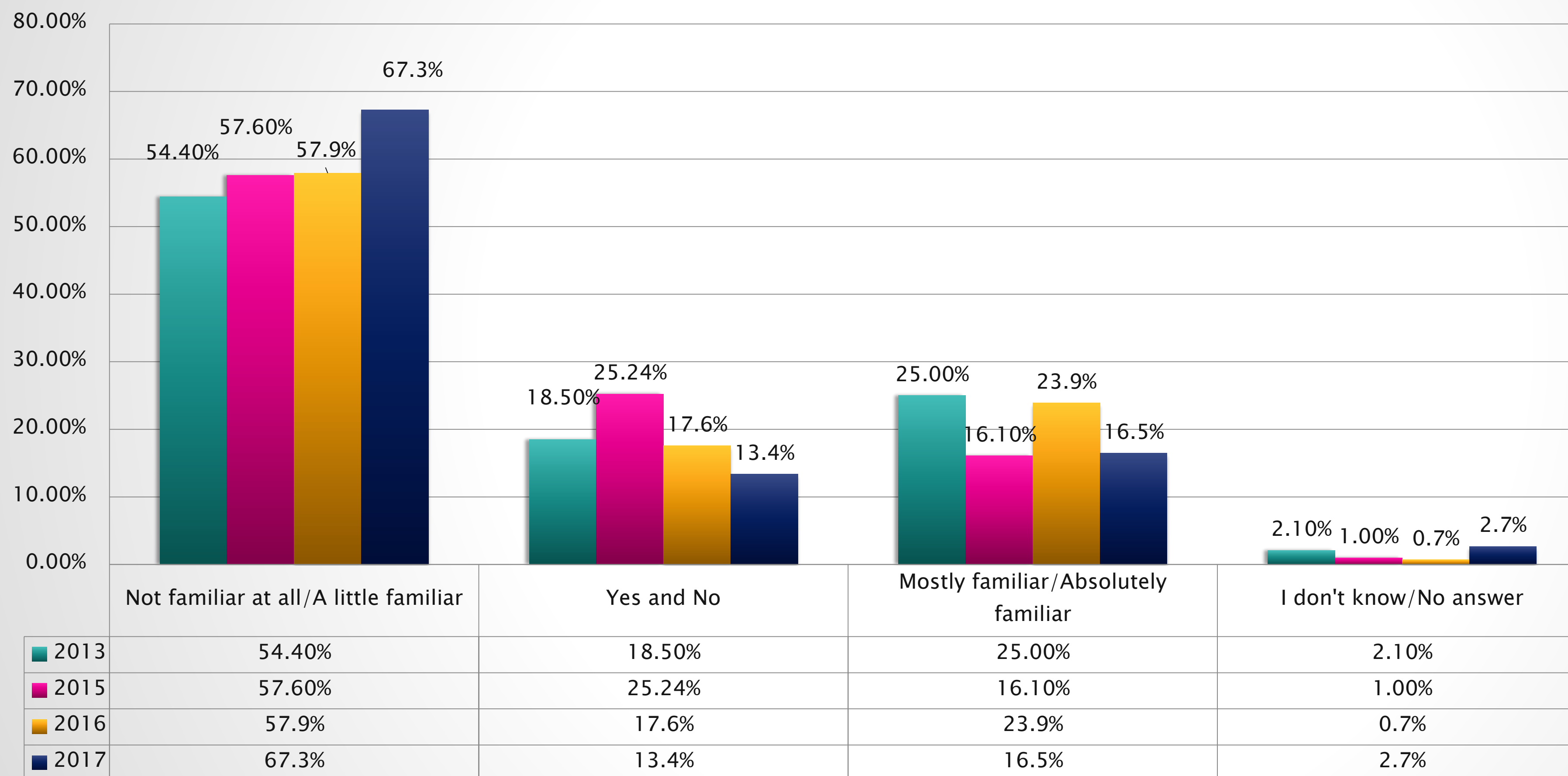
N=1006

How familiar are you with your rights as a patient?

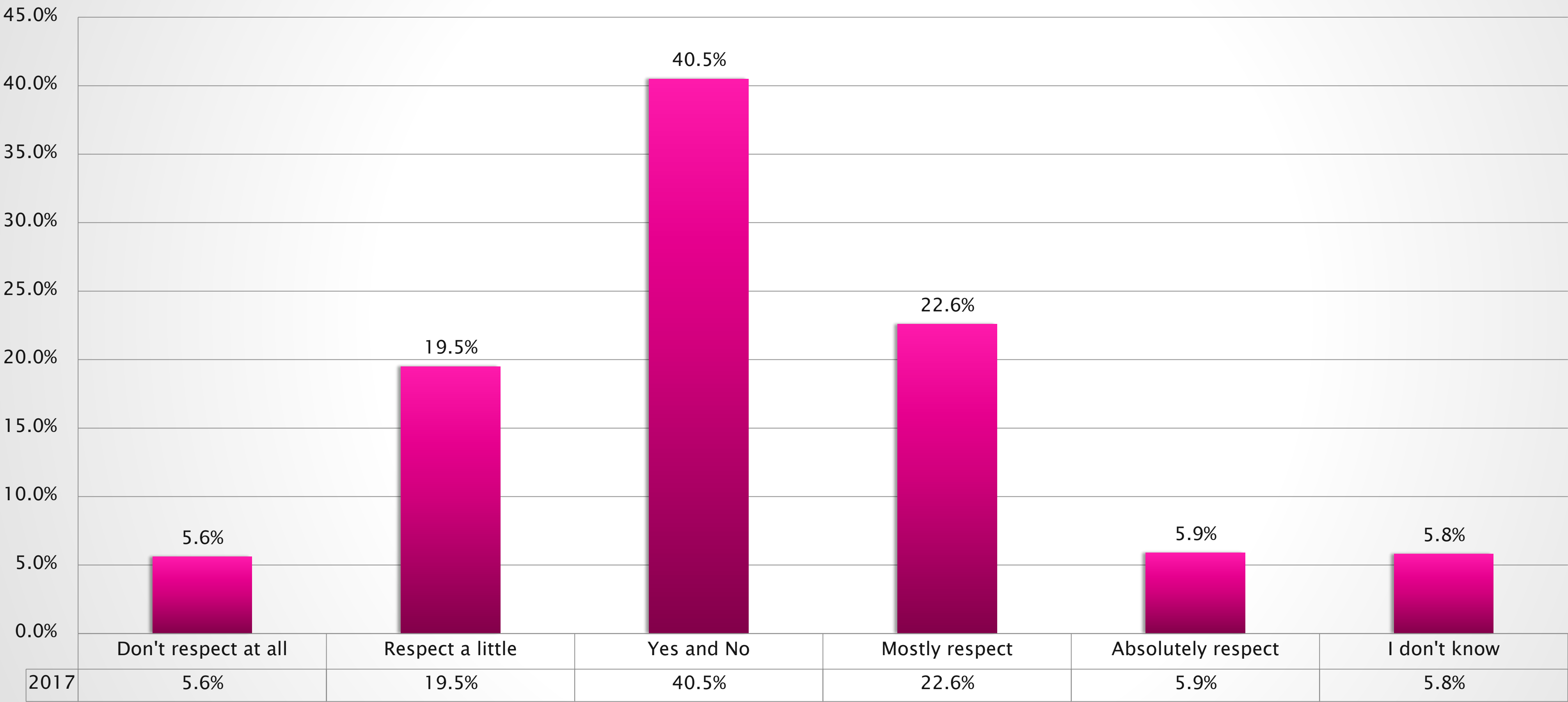


N=1006

How familiar are you with your rights as a patient?

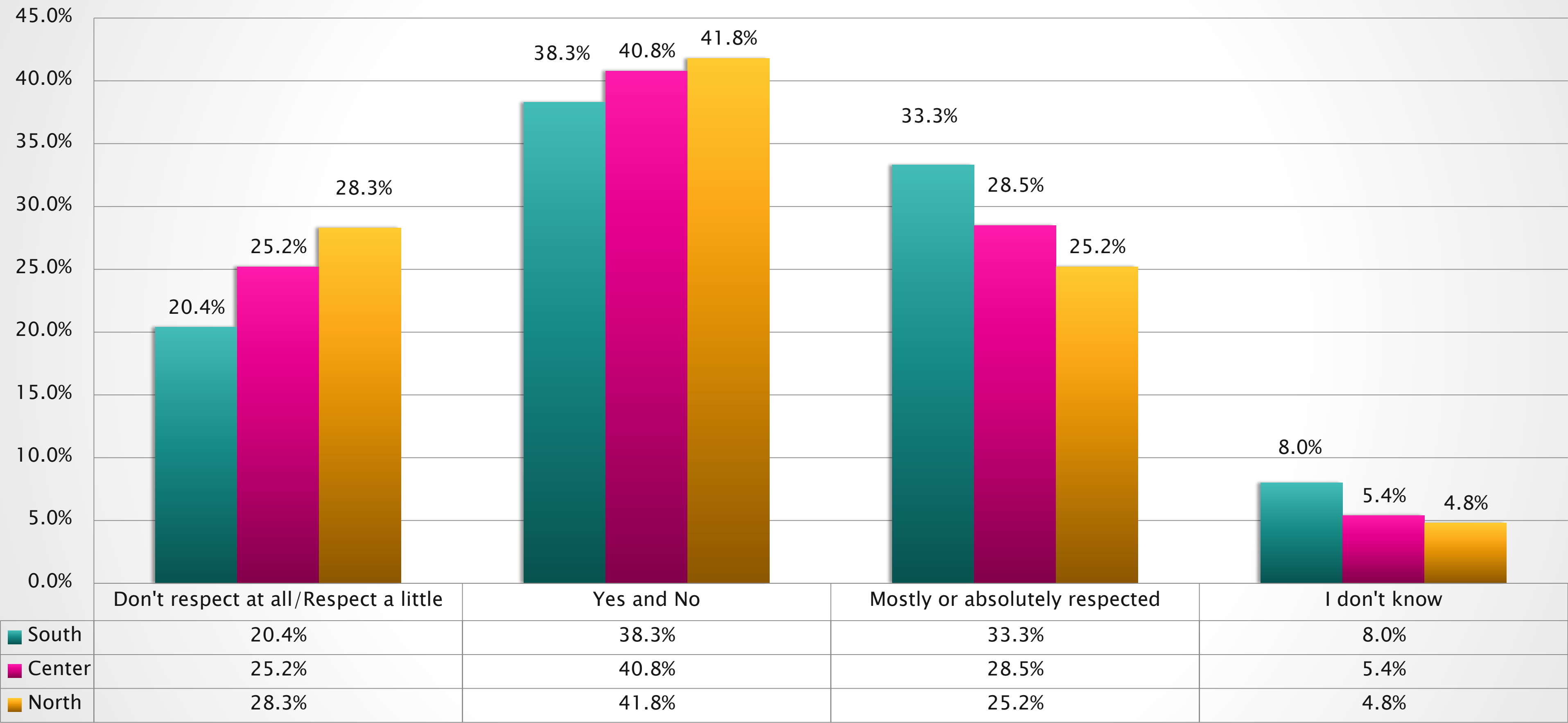


How many health care workers know and respect rights of patients?

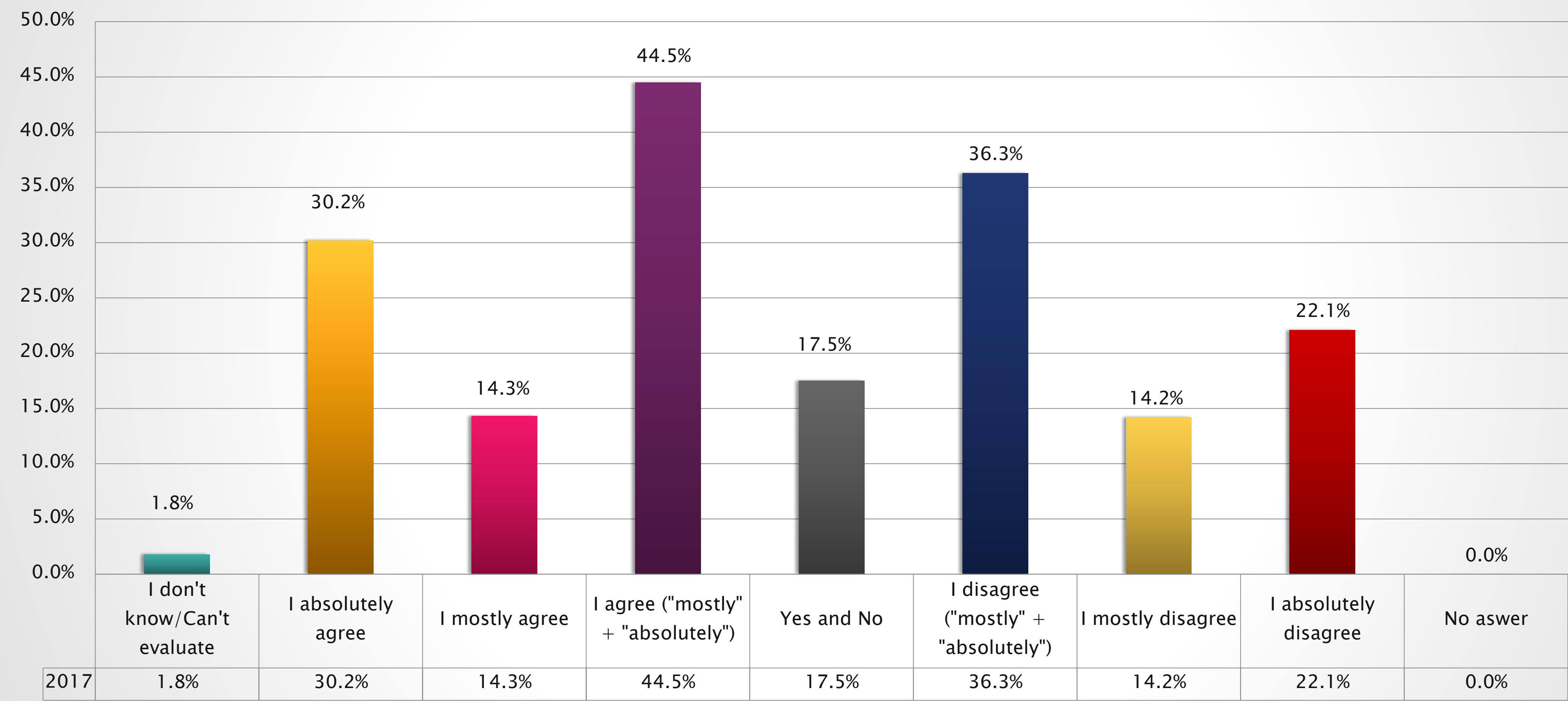


N=1006

How many health care workers know and respect rights of patients?

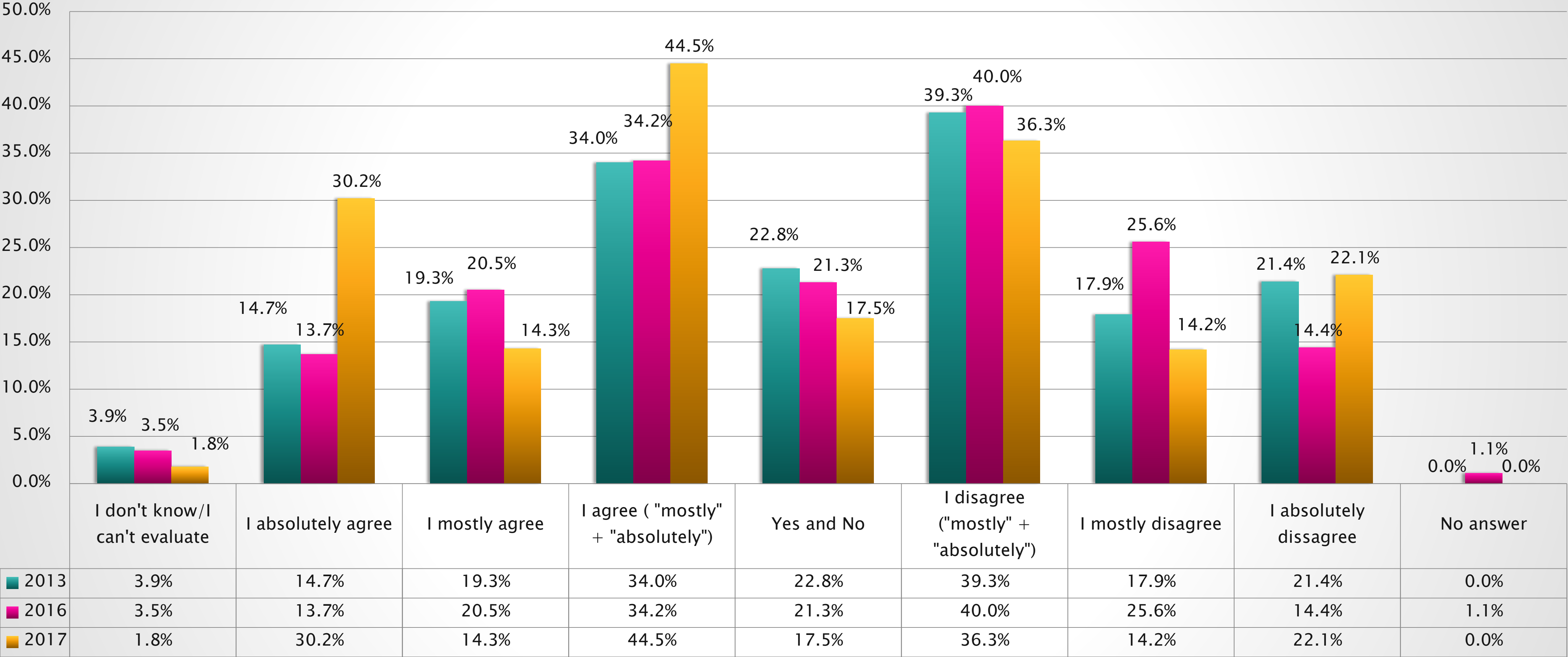


When I have an appointment with my doctor, I wait a long time for my examination

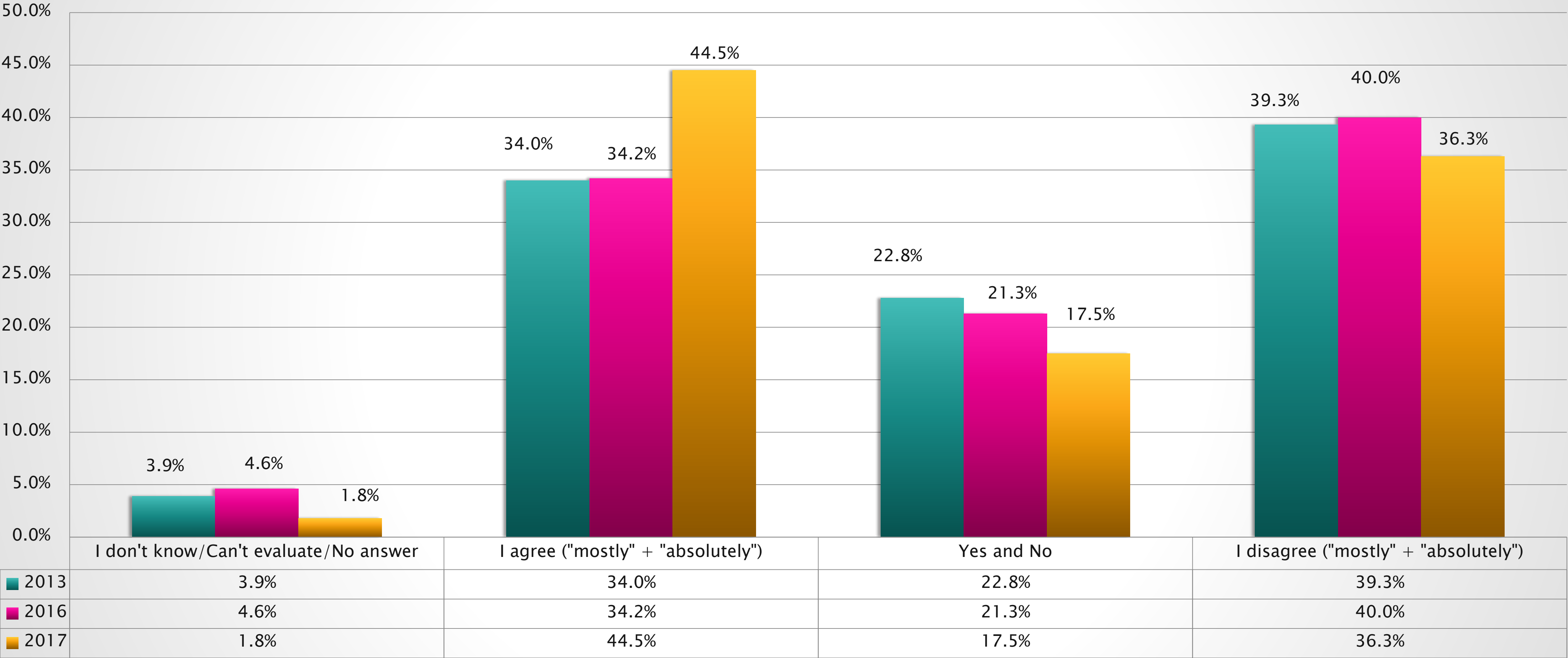


N=1006

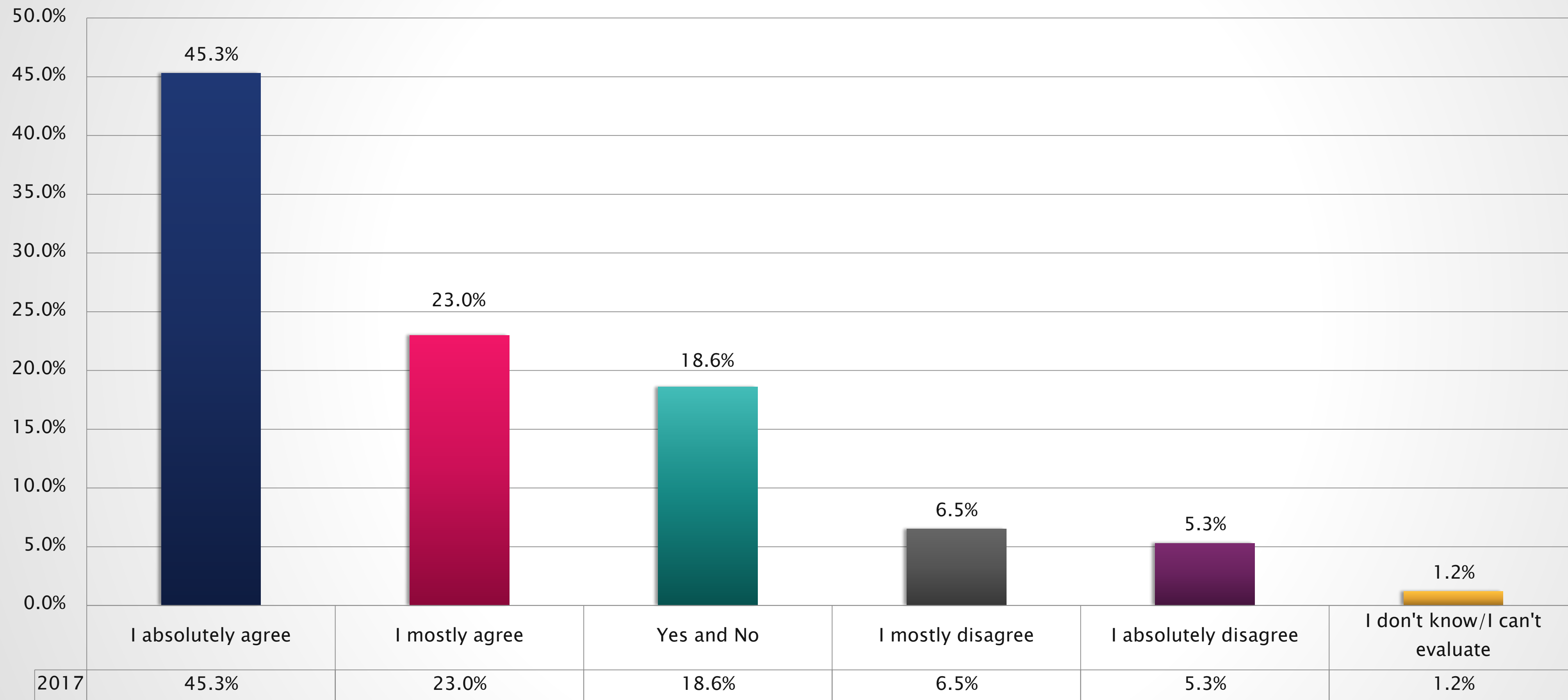
When I have an appointment with my doctor, I wait a long time for my examination



When I have an appointment with my doctor, I wait a long time for my examination

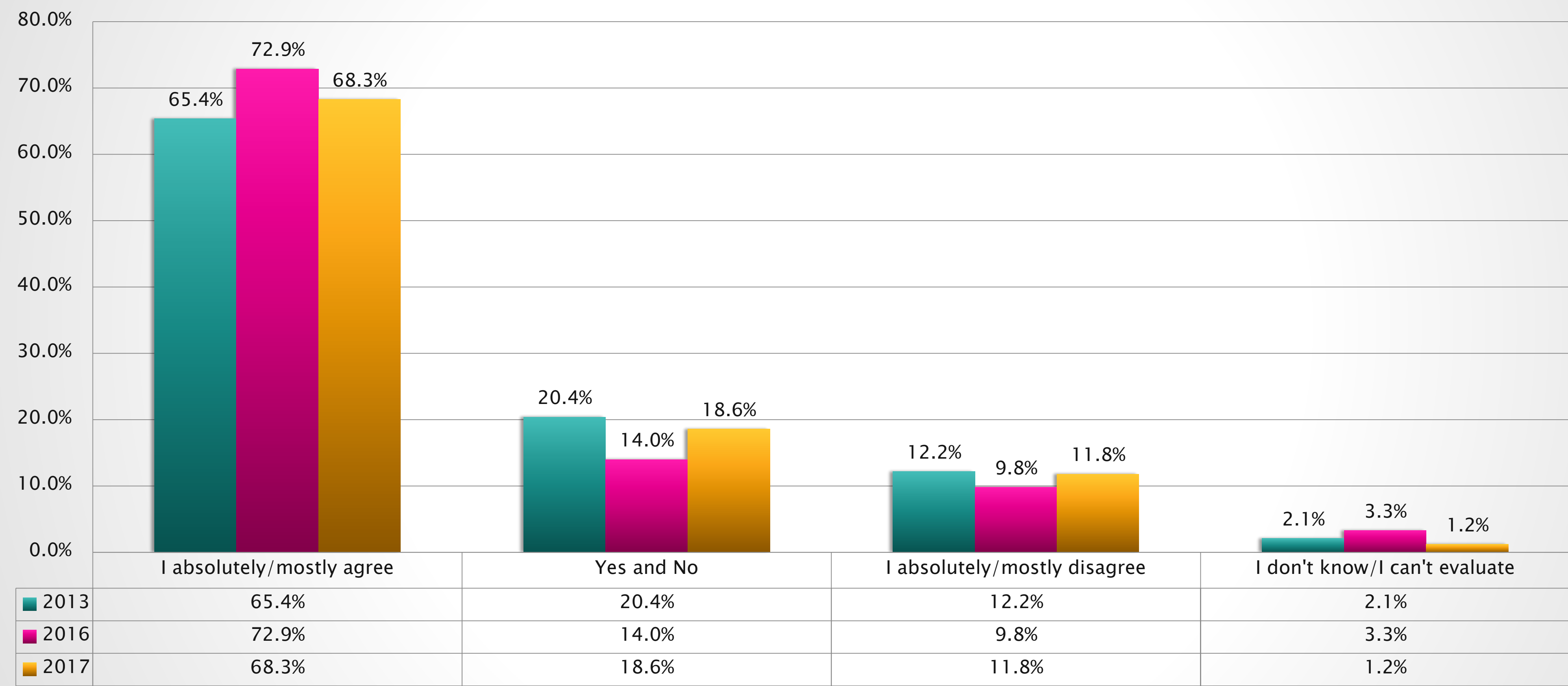


Doctors explain my medical condition to me in a very understandable way

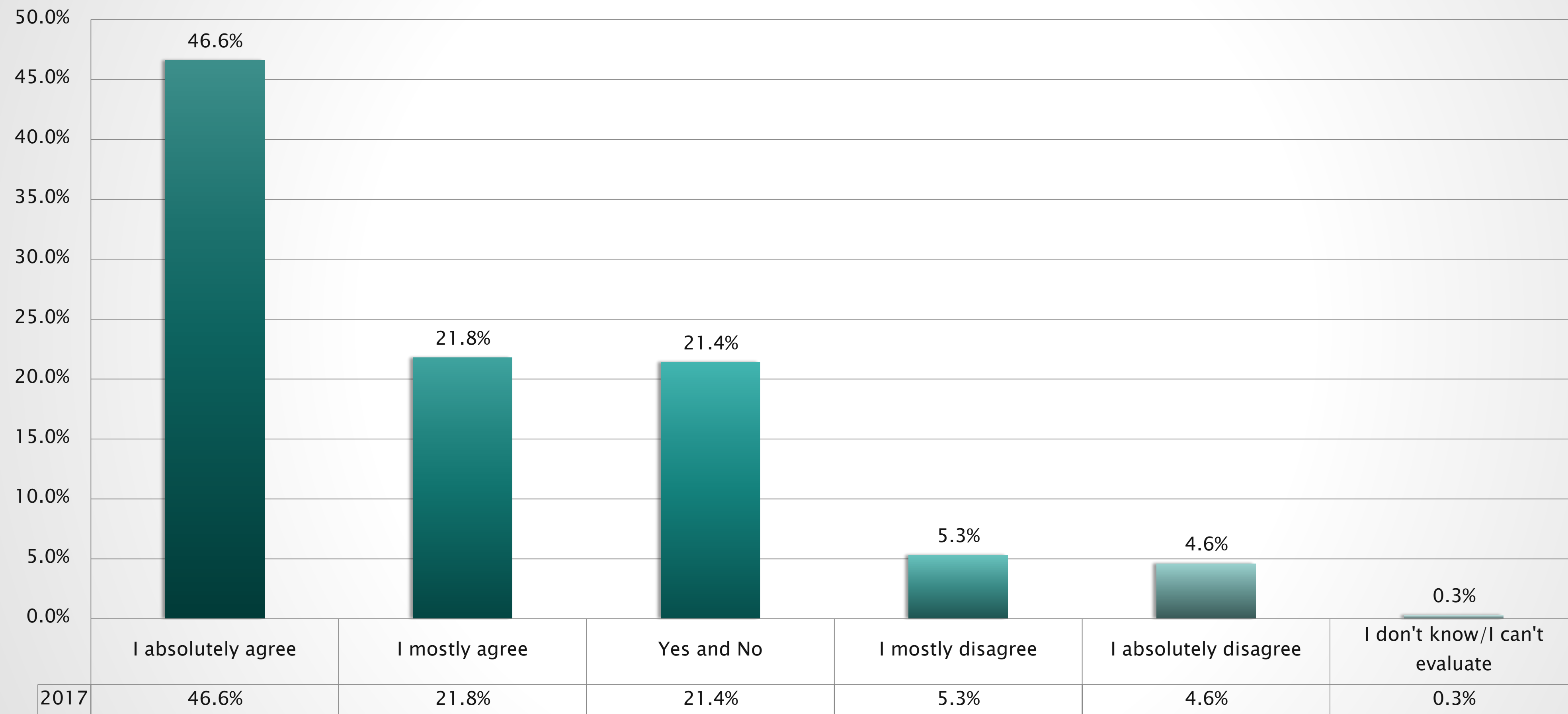


N=1006

Doctors explain my medical condition to me in a very understandable way

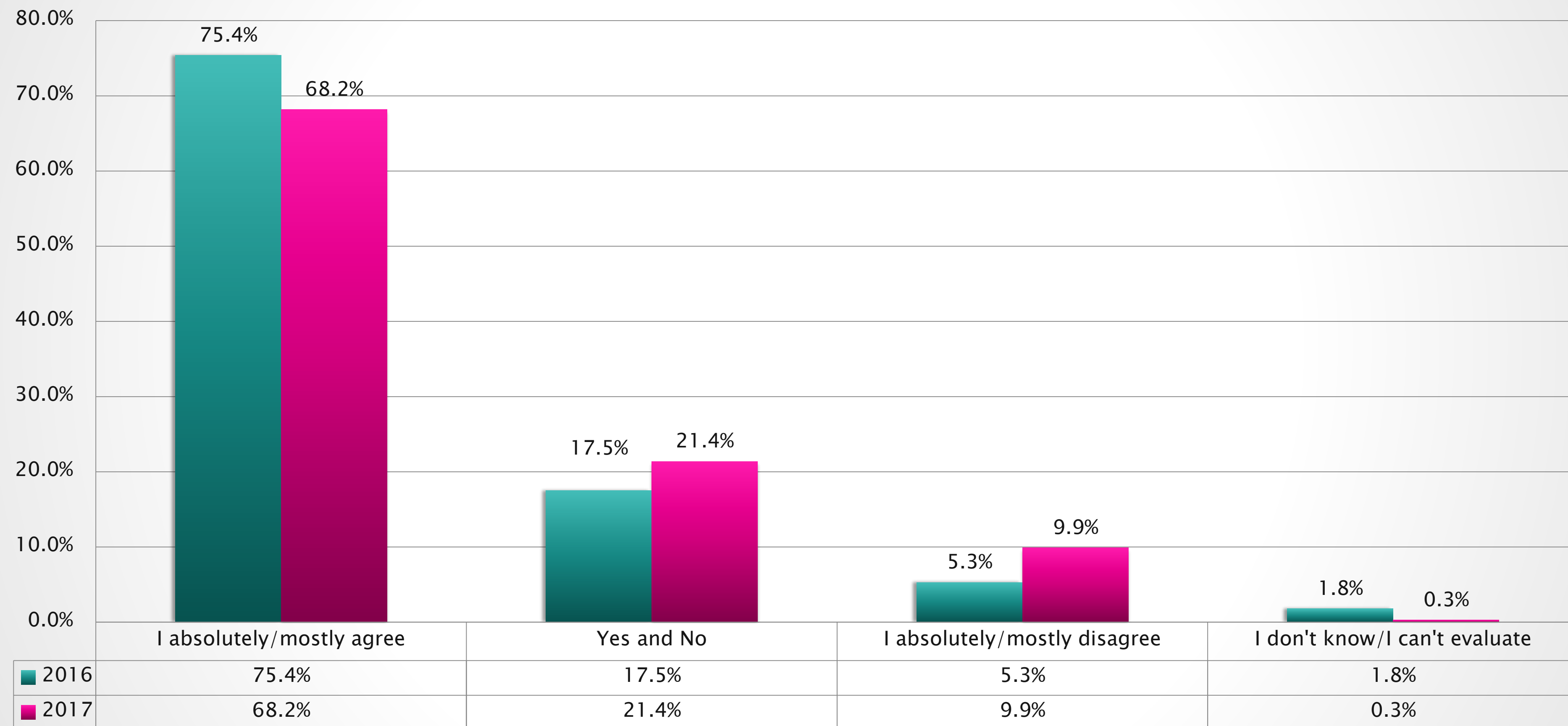


Doctors are treating the patients with respect and kindness

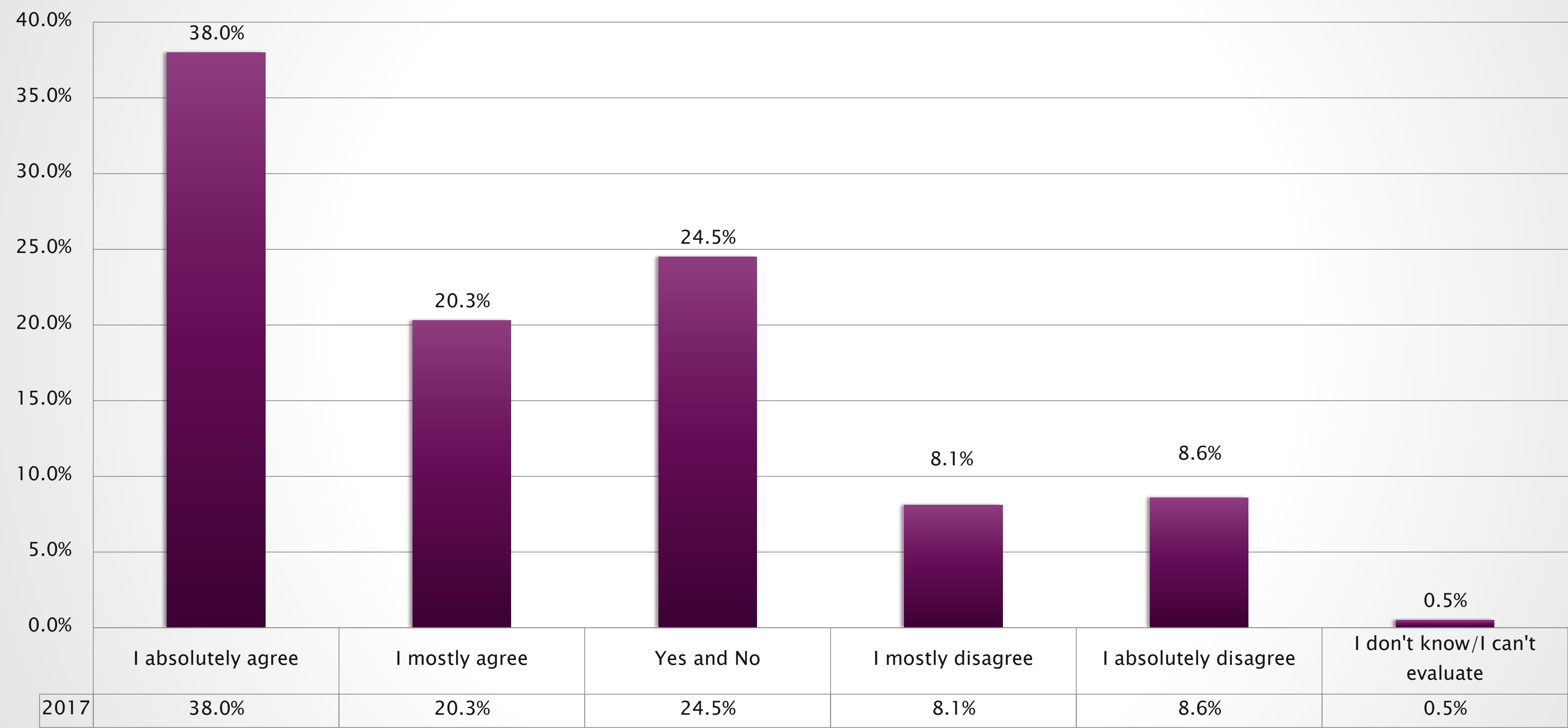


N=1006

Doctors are treating the patients with respect and kindness

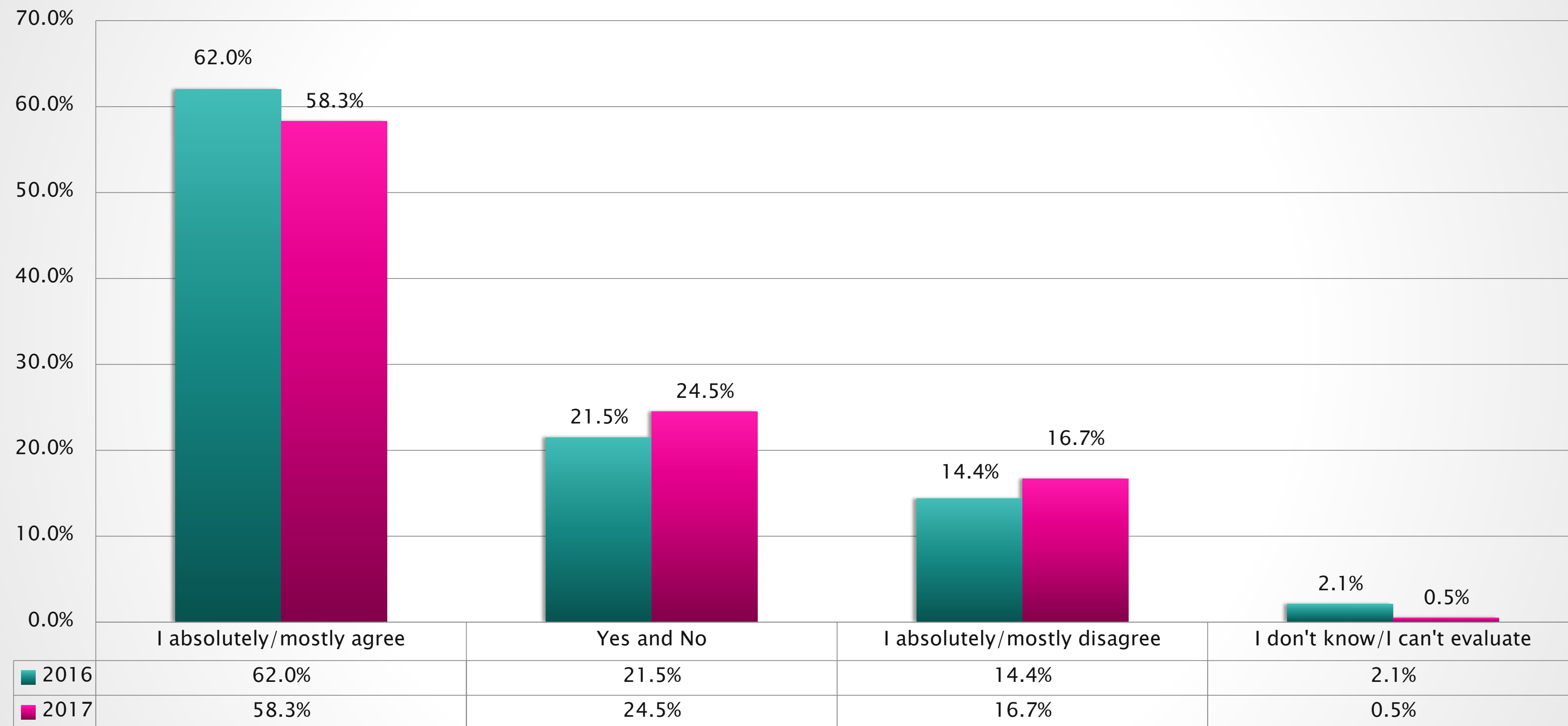


Nurses are treating the patients with respect and kindness

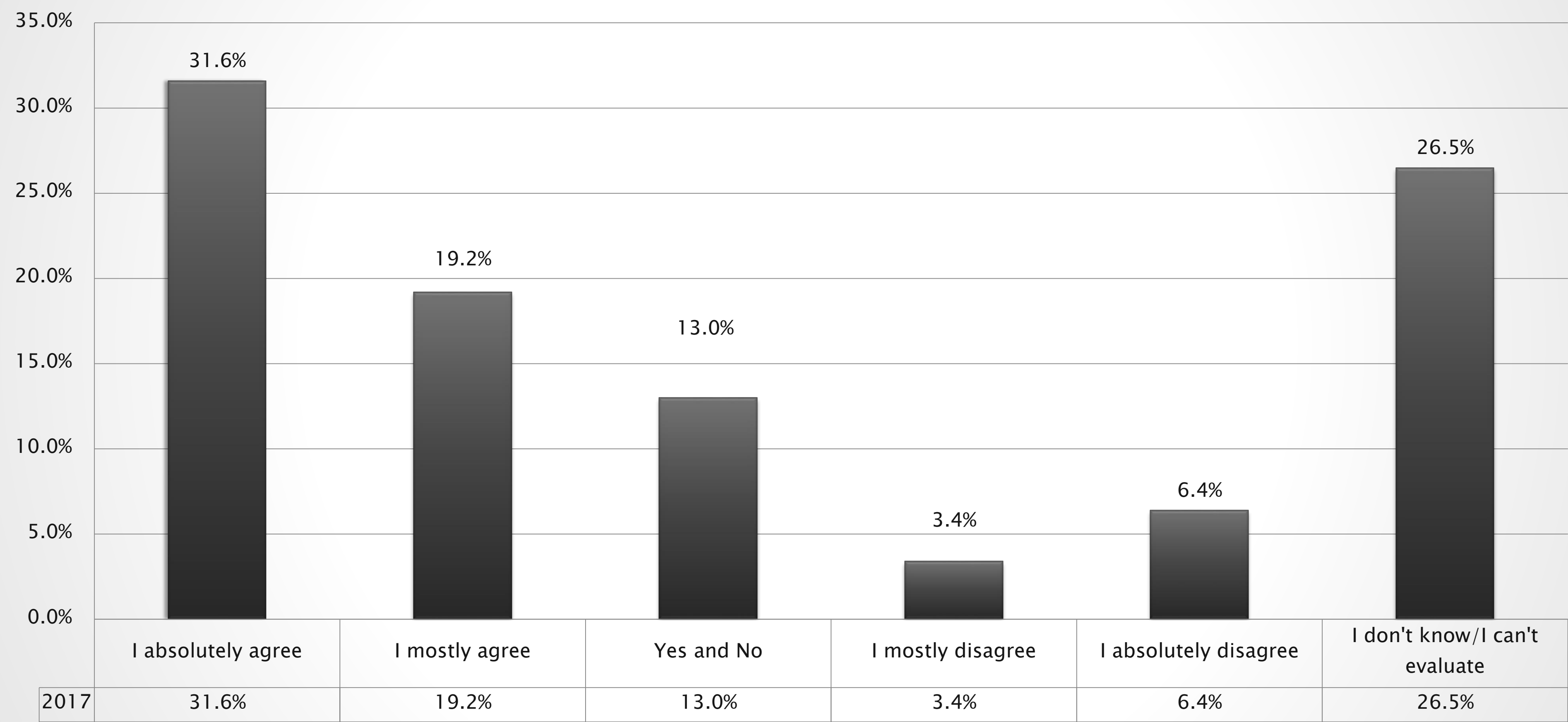


N=1006

Nurses are treating the patients with respect and kindness

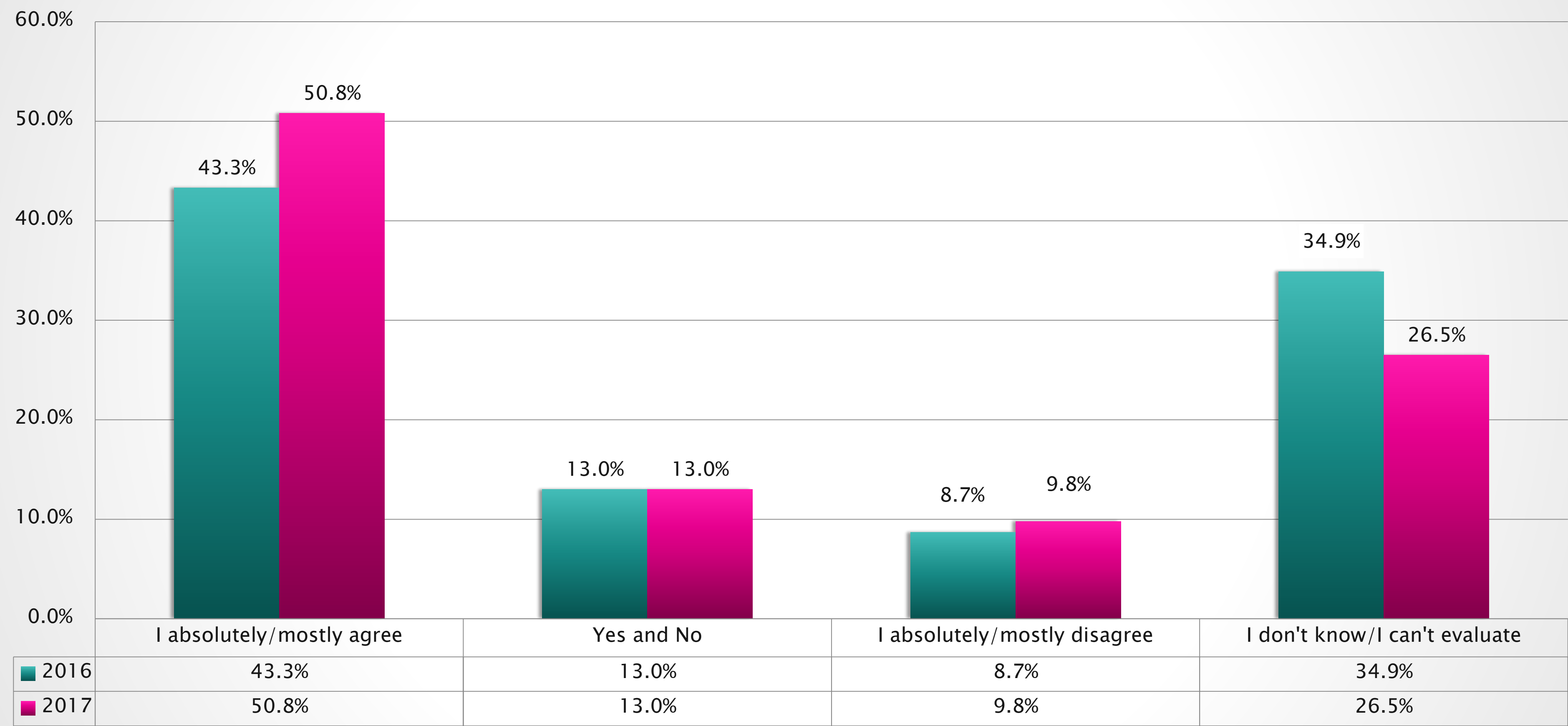


Medical staff keeps the confidential information about the medical condition of a patient

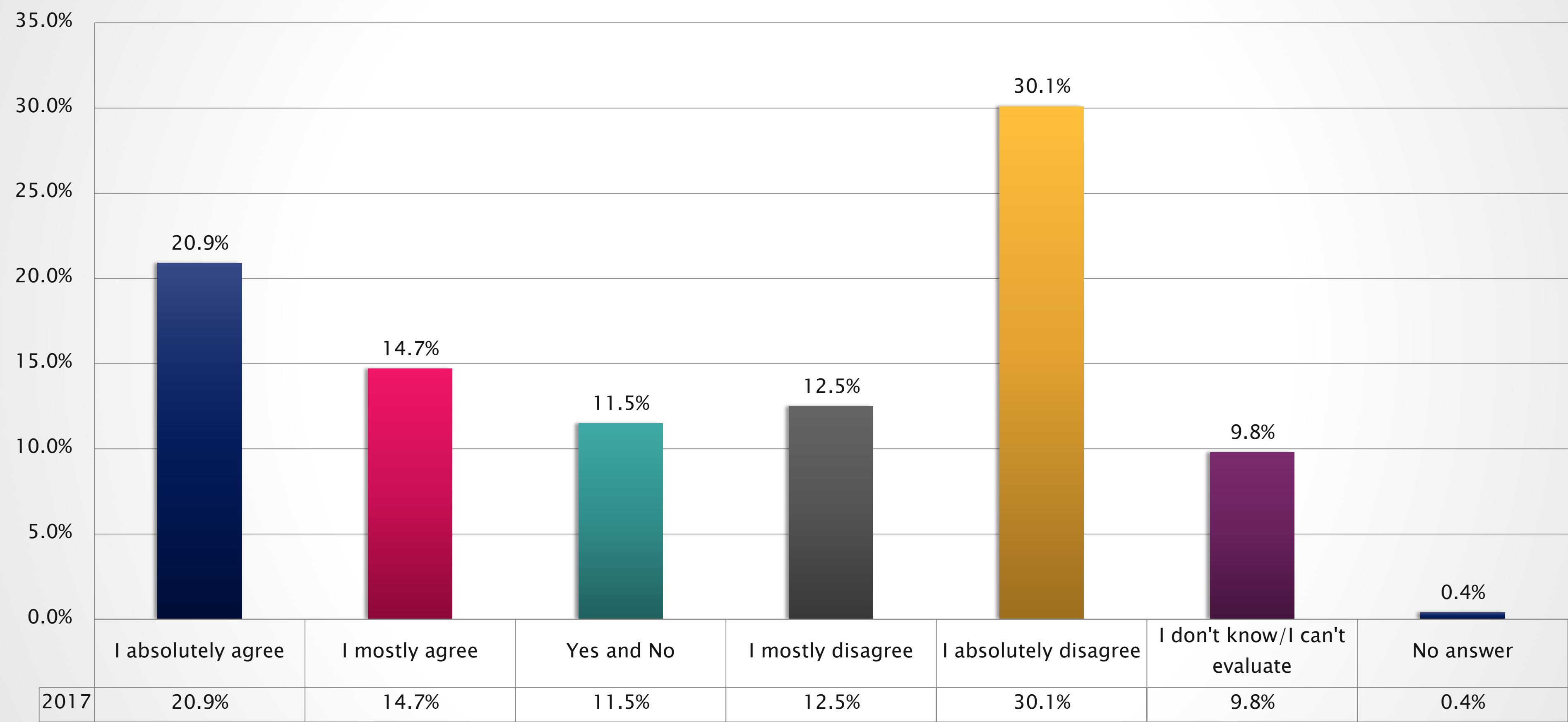


N=1006

Medical staff keeps the confidential information about the medical condition of a patient

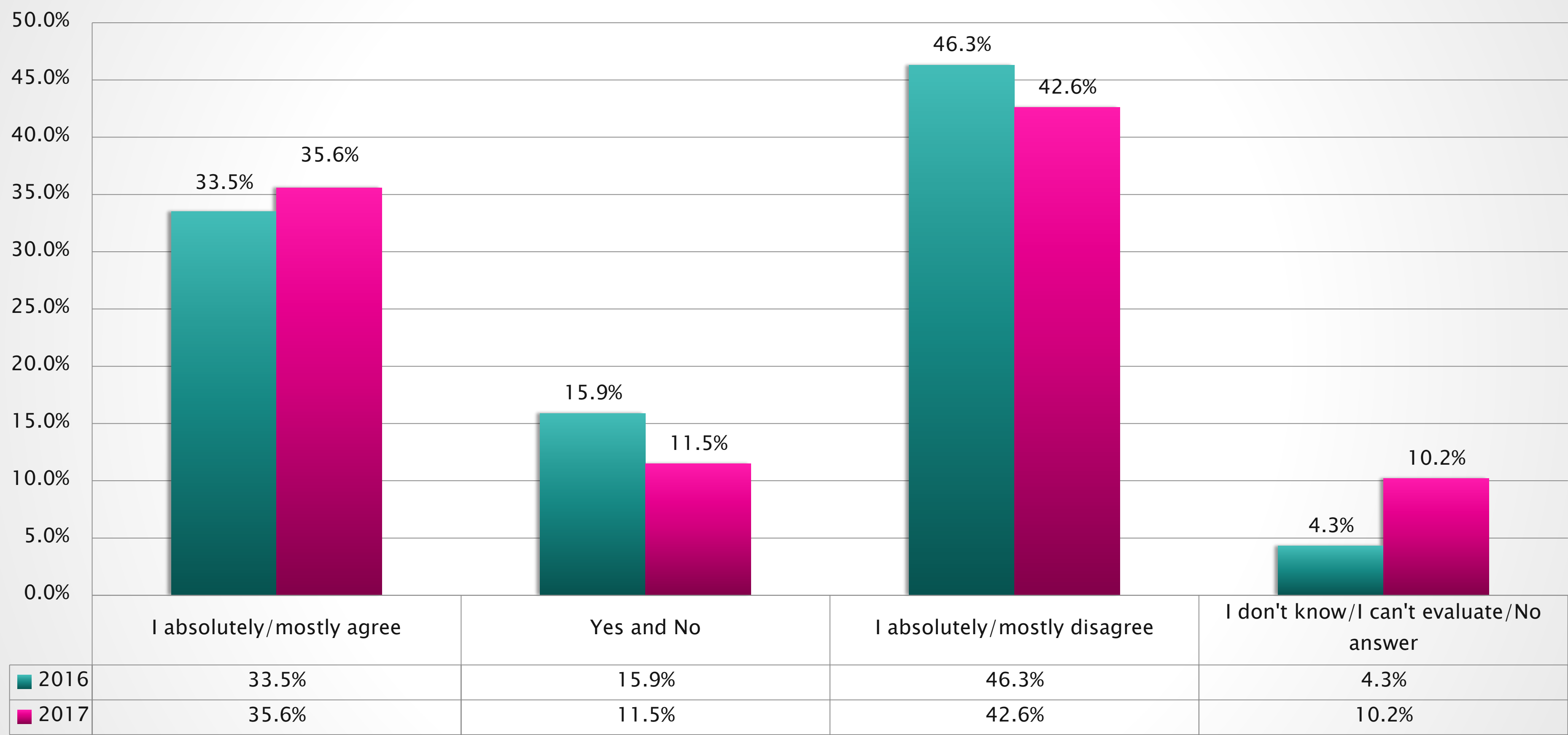


There are situation when unknown people enter the room while I'm being examined

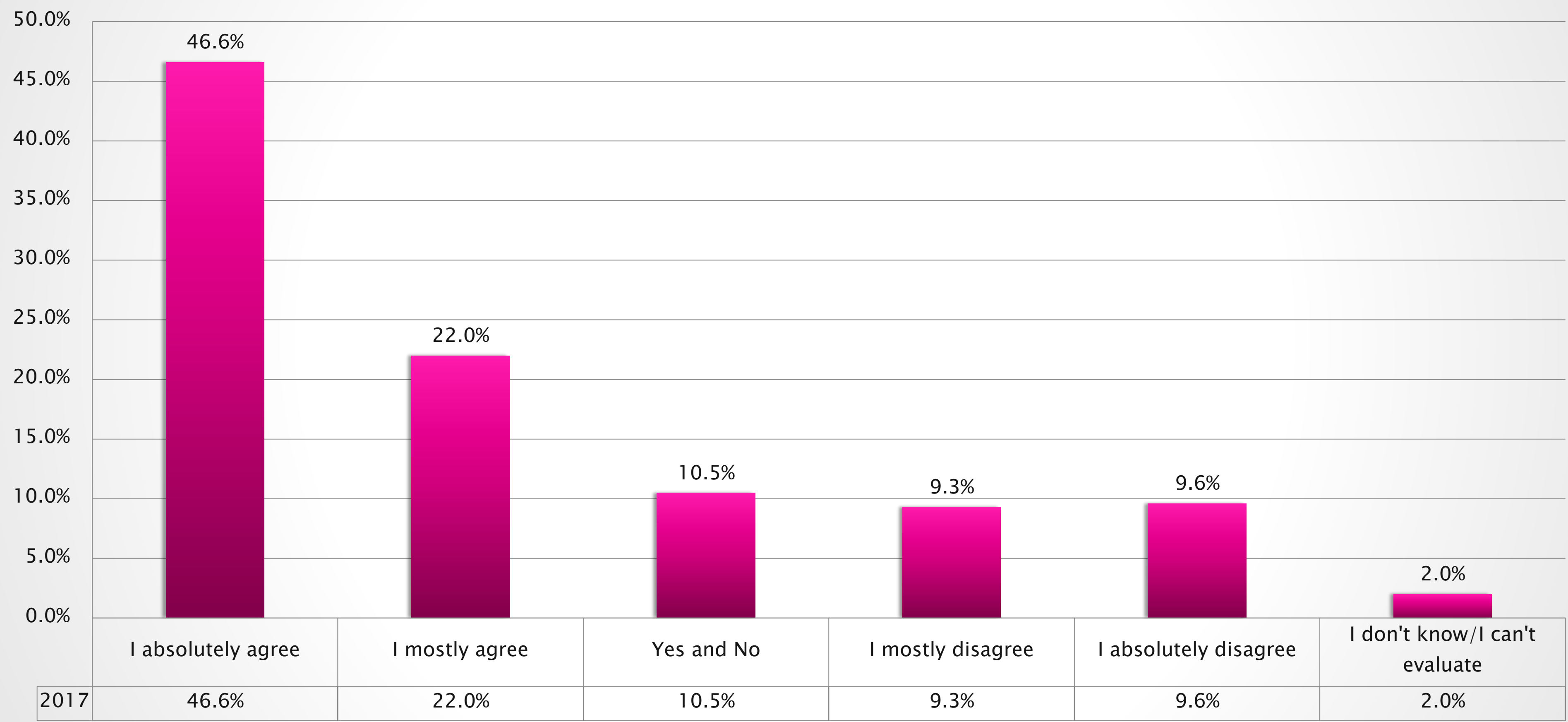


N=1006

There are situation when unknown people enter the room while I'm being examined

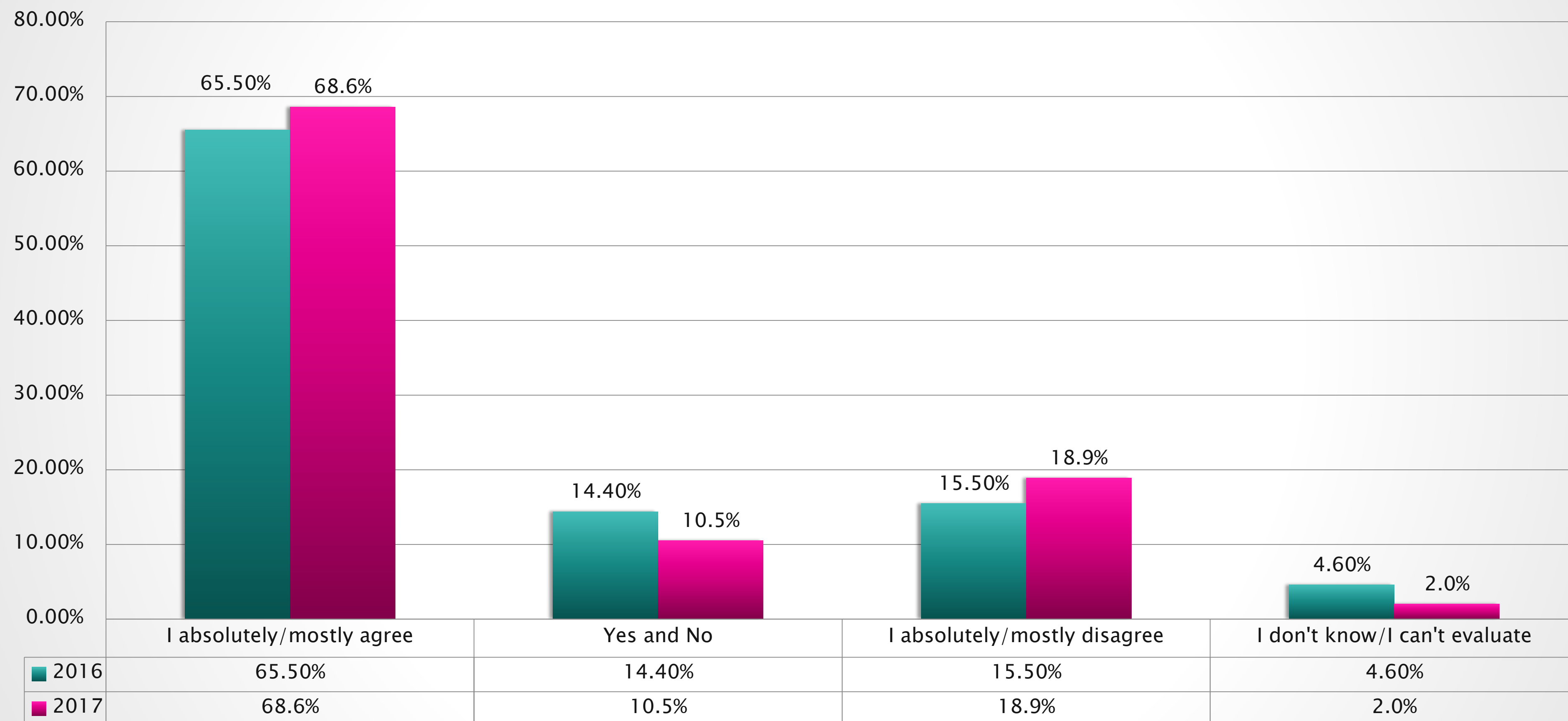


I can get medical care whenever I need it

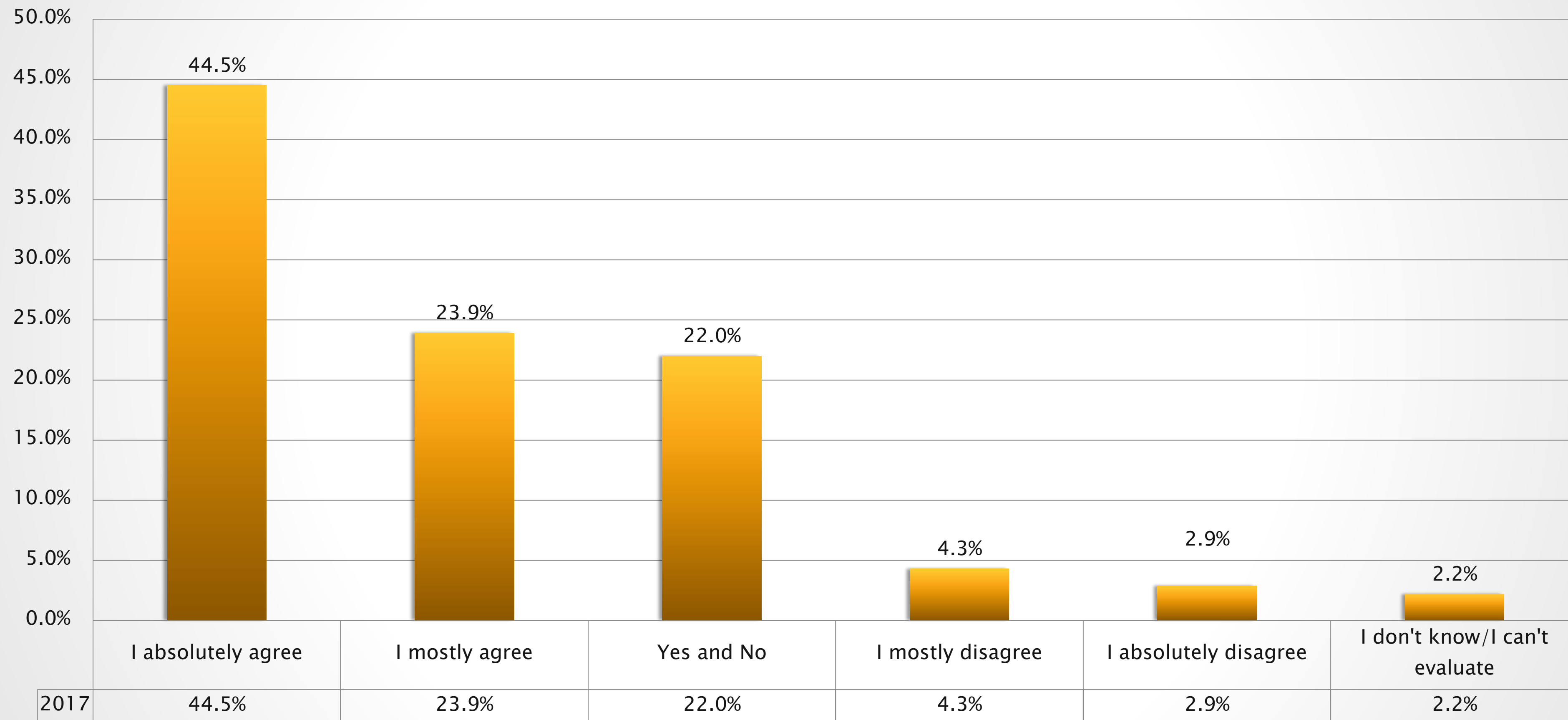


N=1006

I can get medical care whenever I need it

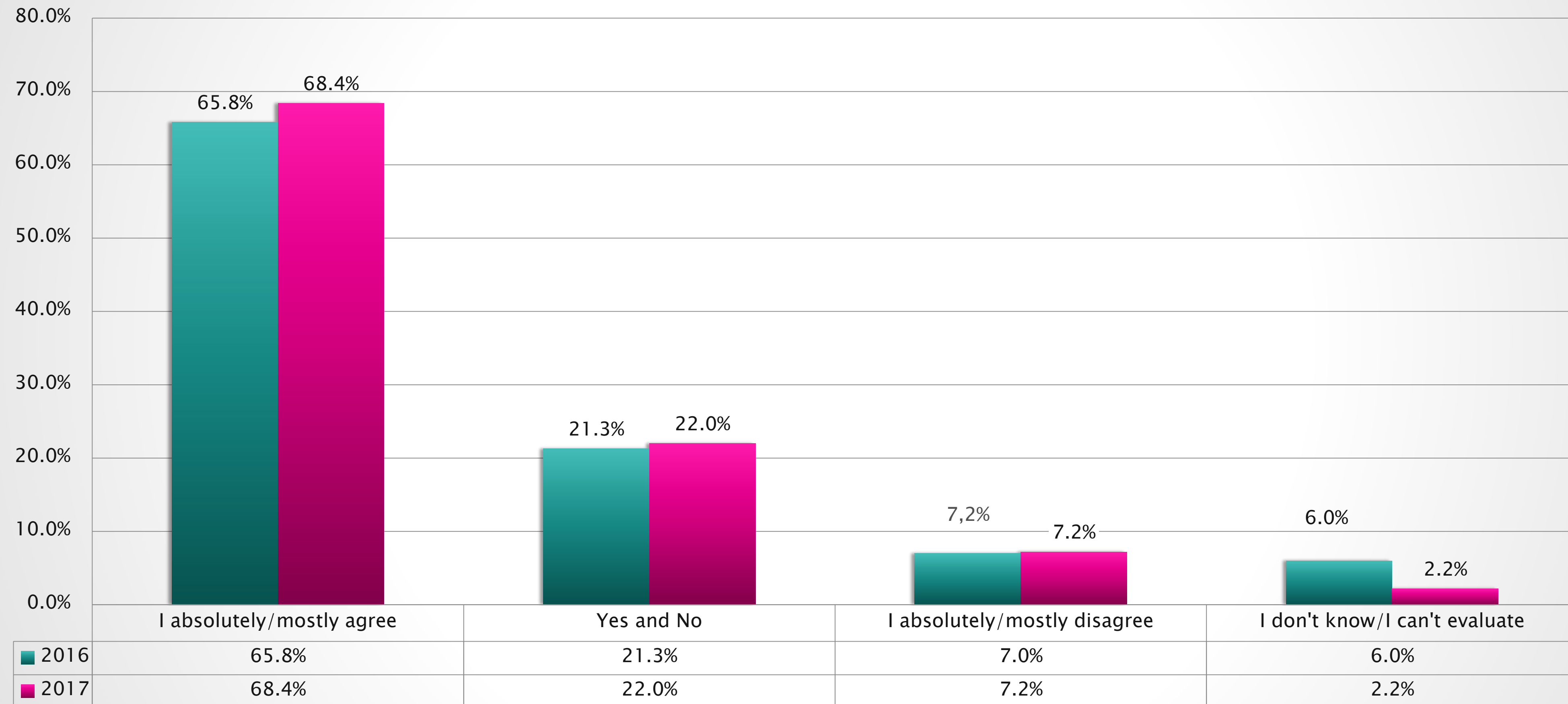


Doctors are competent and skilled

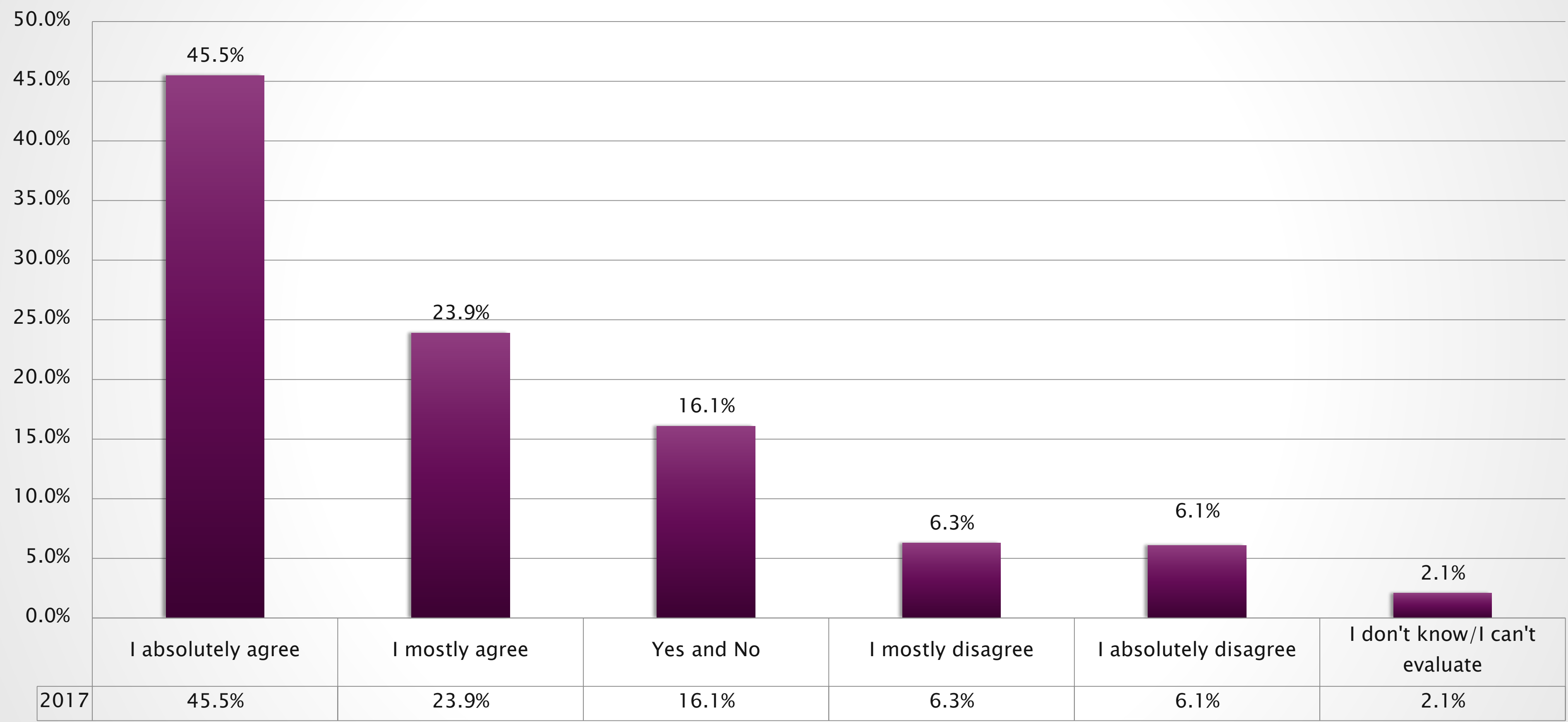


N=1006

Doctors are competent and skilled

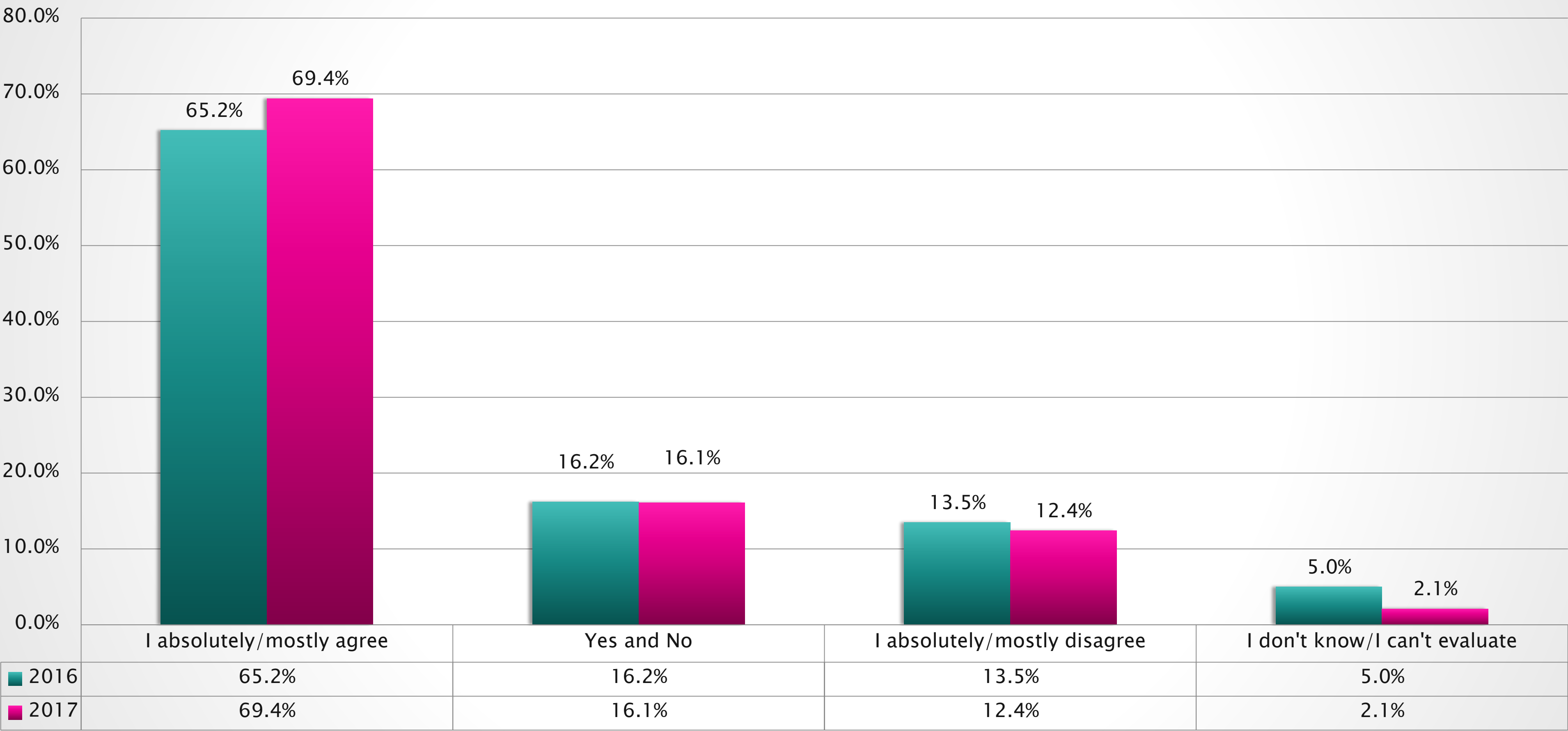


Doctors give me advice on how to avoid illness and how to preserve and improve my health

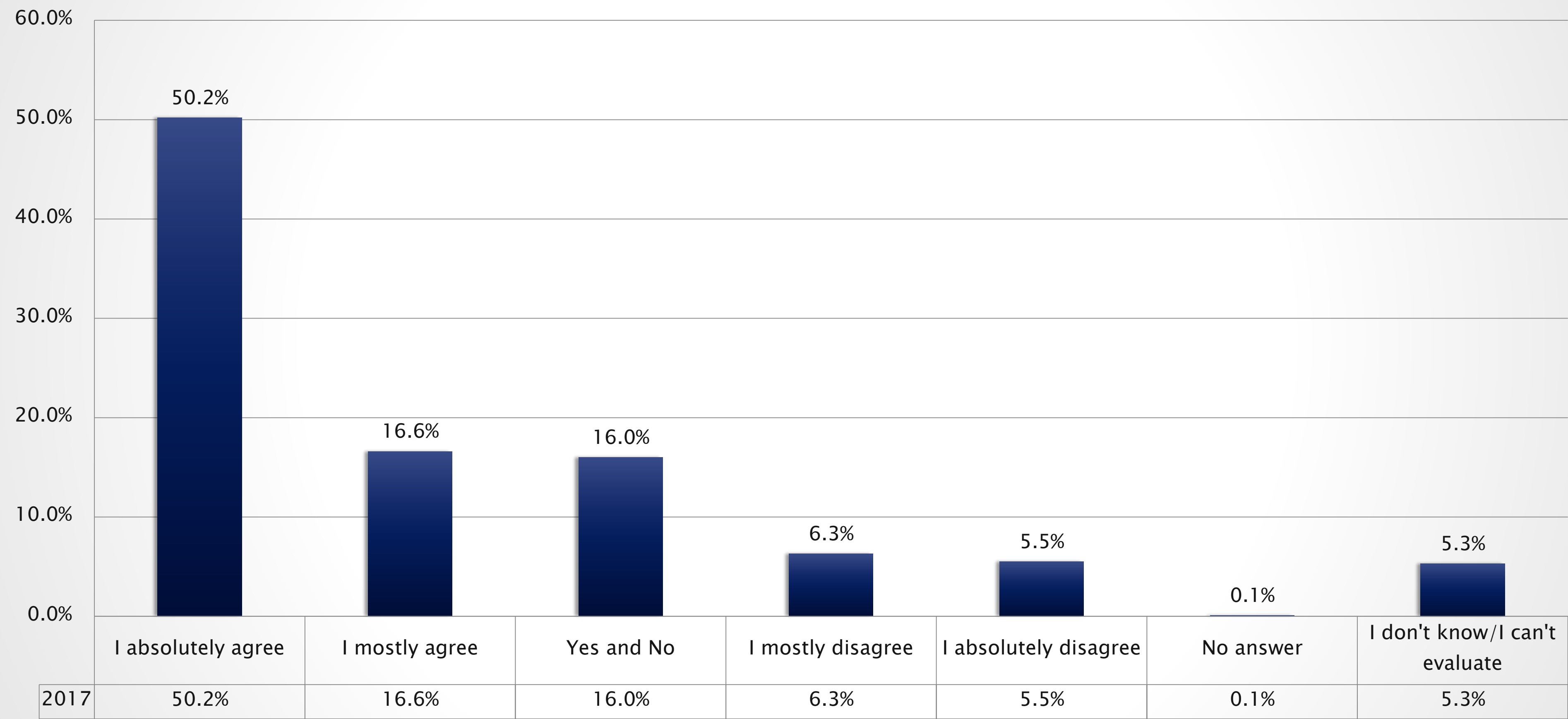


N=1006

Doctors give me advice on how to avoid illness and how to preserve and improve my health

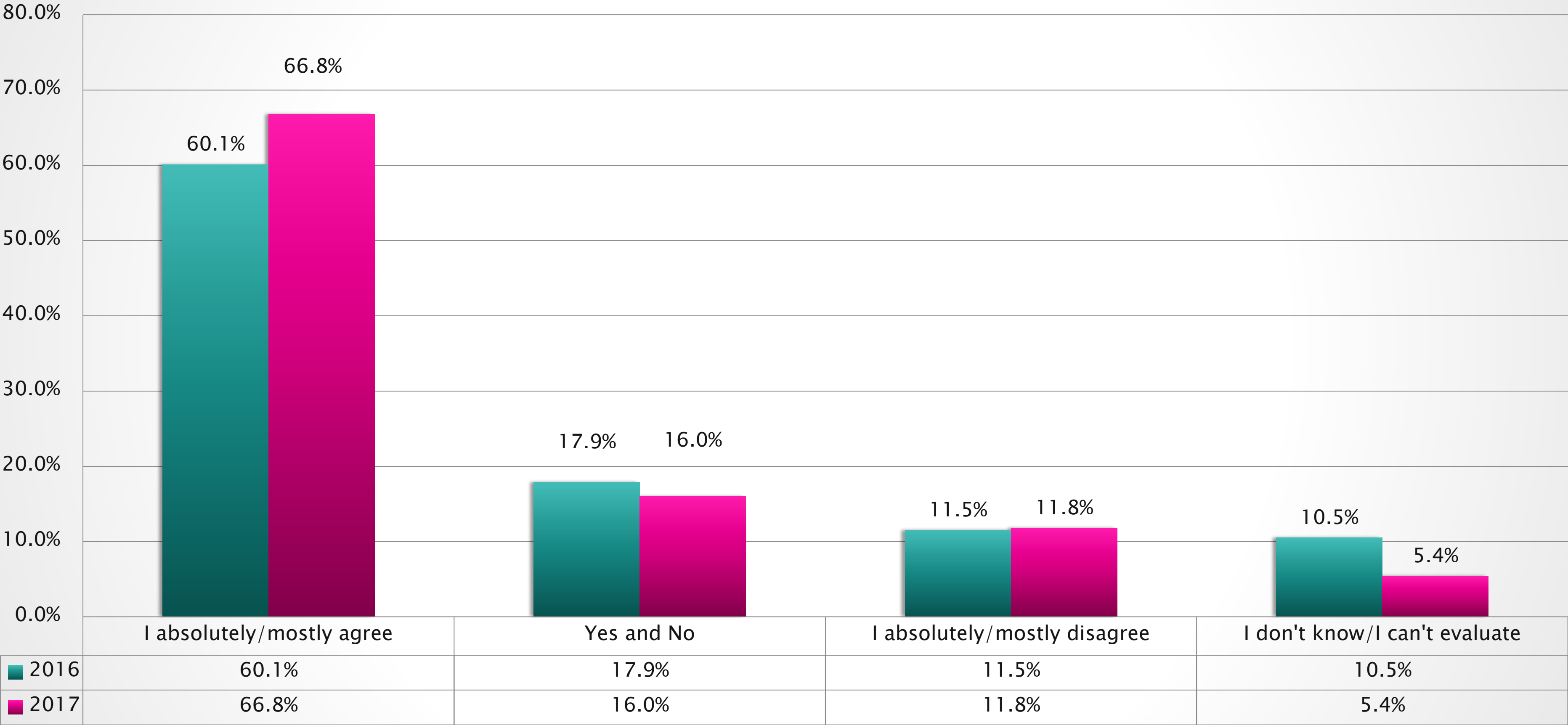


Waiting lists for individual health services are too long

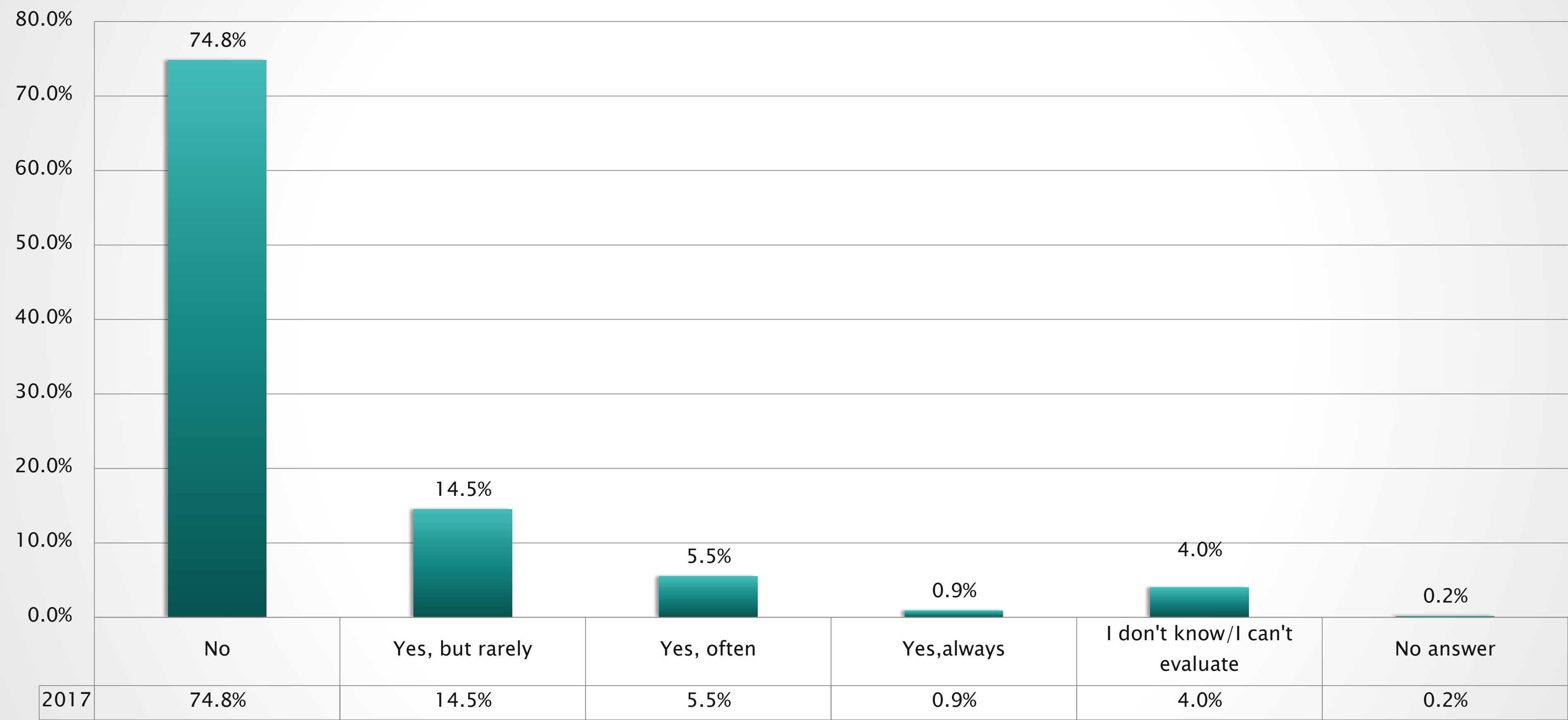


N=1006

Waiting lists for individual health services are too long

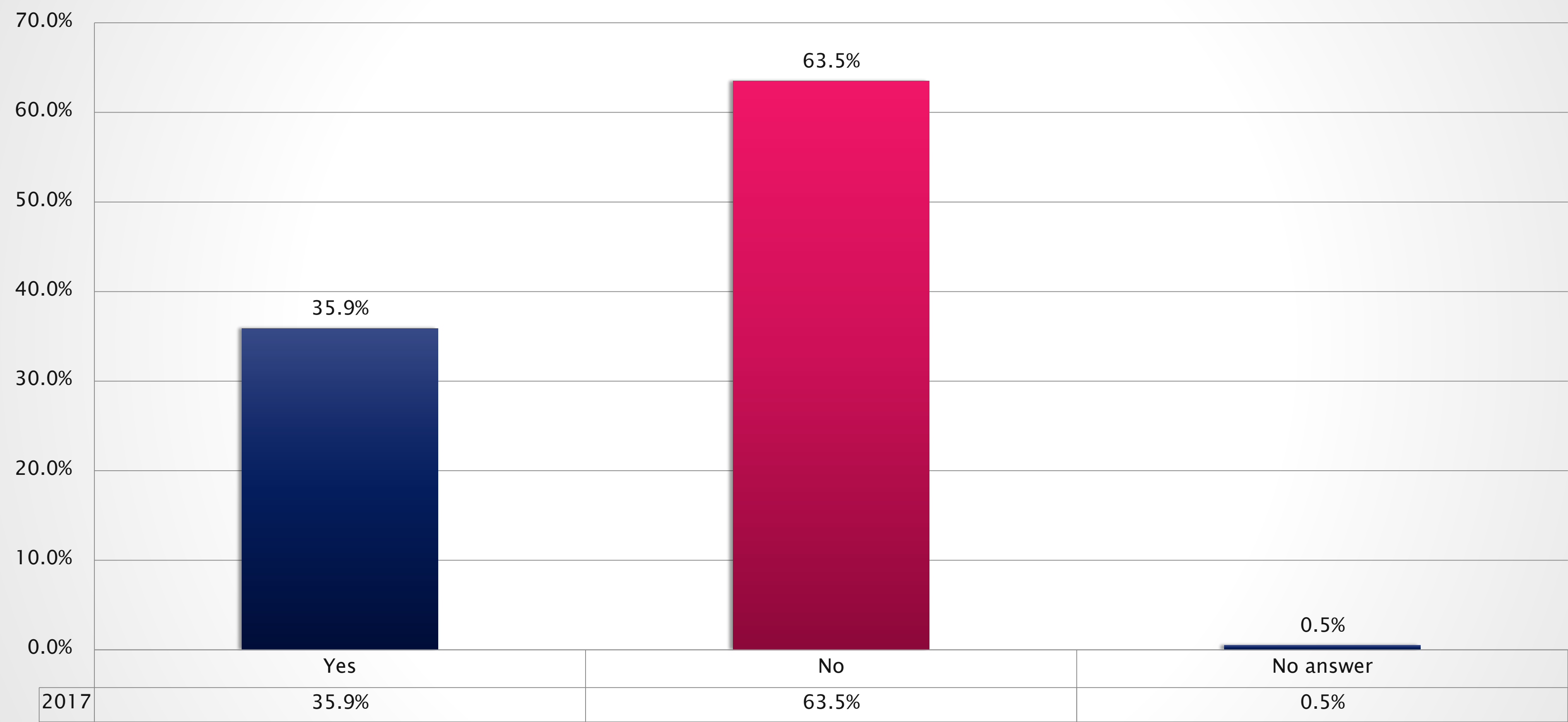


Do doctors and / or medical staff talk to your companion, not you, about your health?



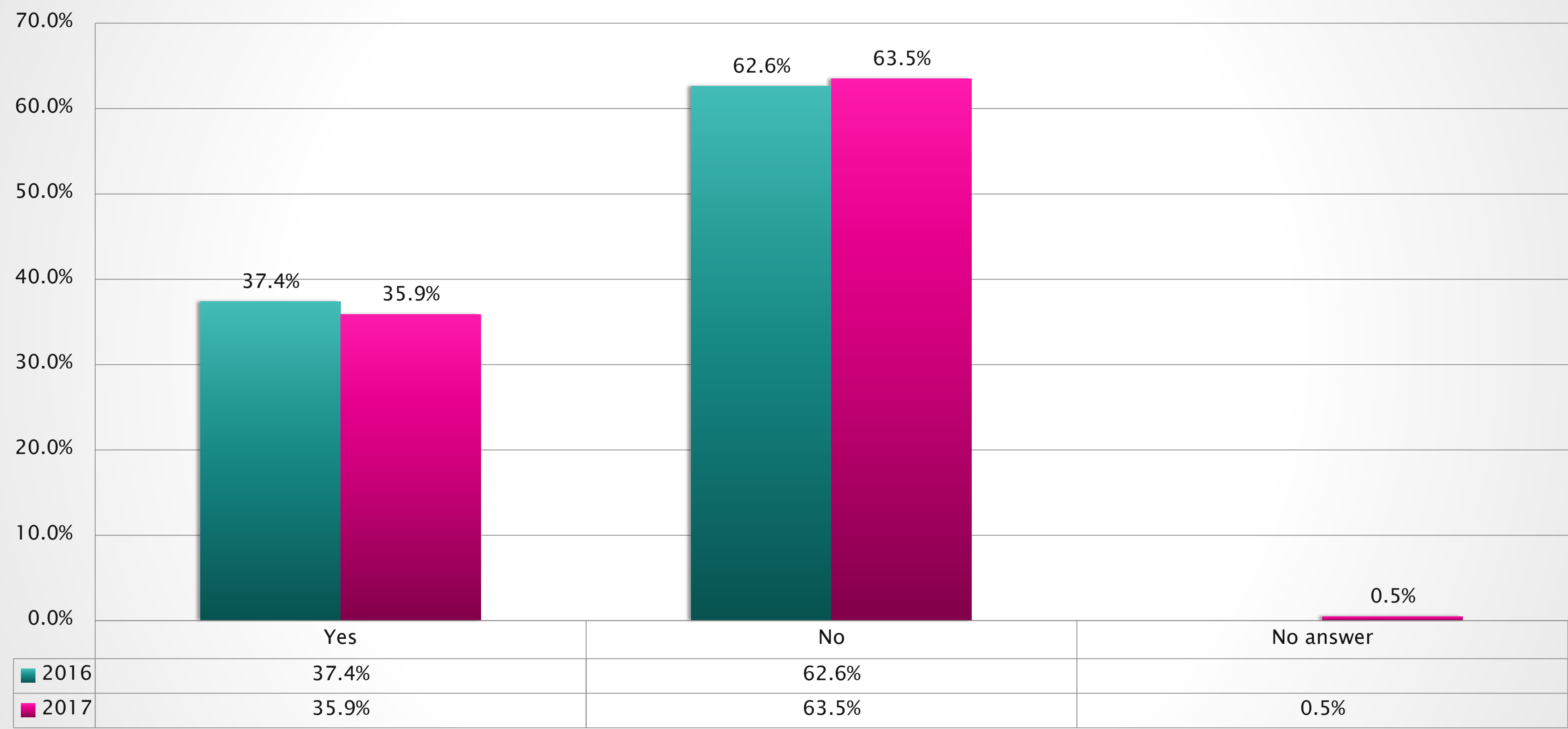
N=1006

Do you know who to talk to if your rights as a patient are not respected?



N=1006

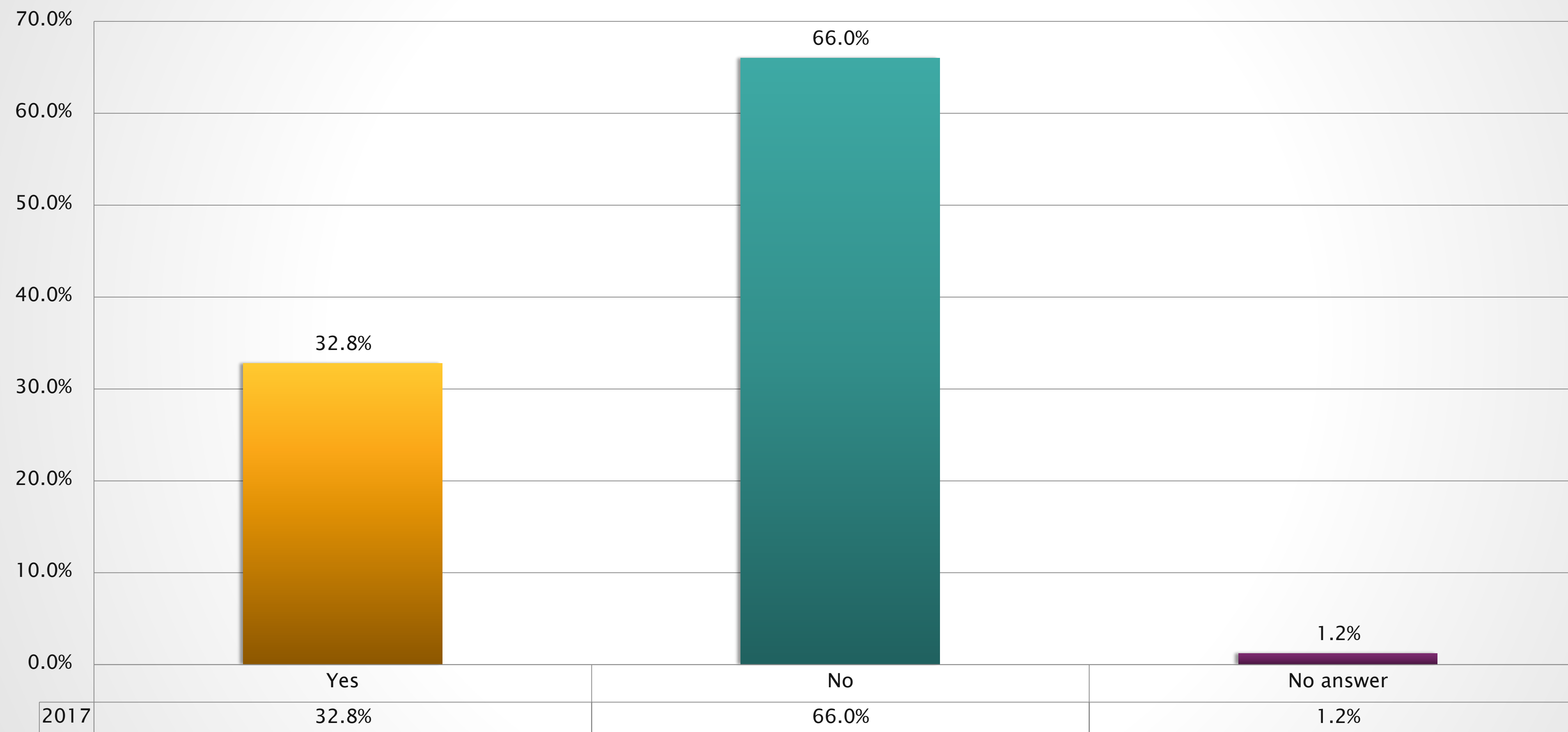
Do you know who to talk to if your rights as a patient are not respected?



Do you know how can you report violation of your rights as a patient?

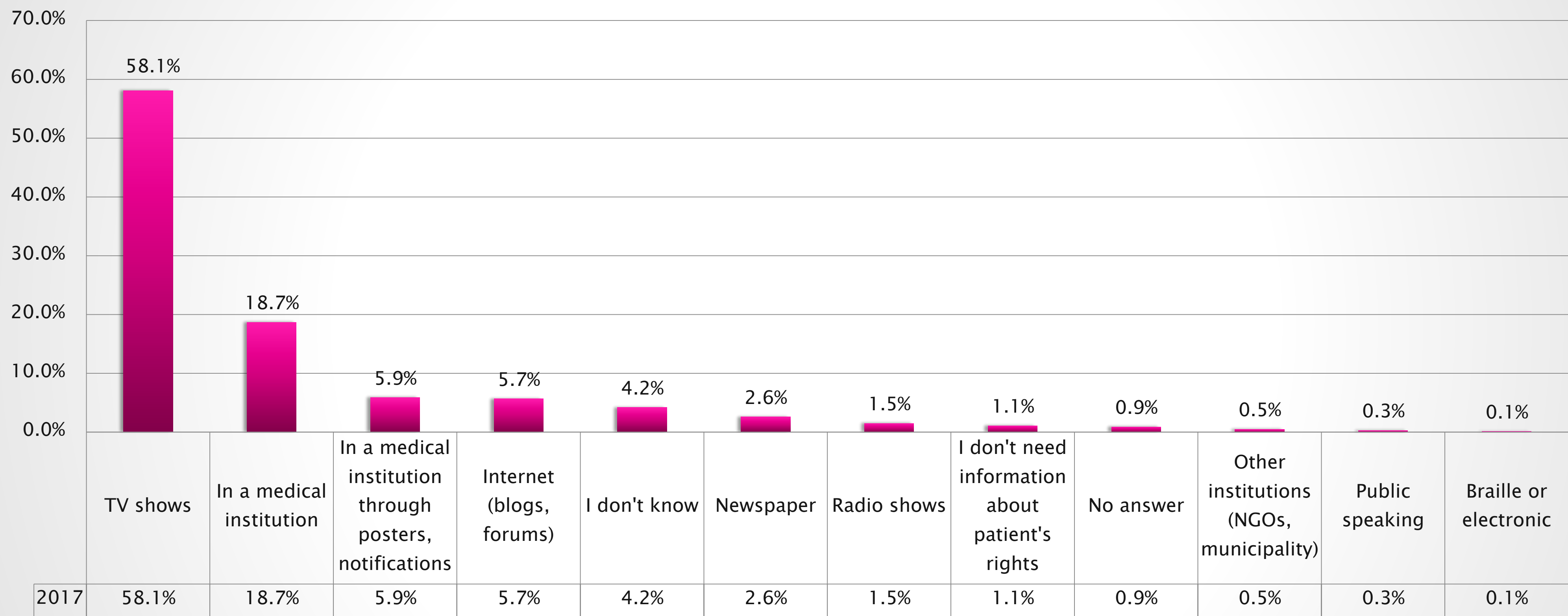
For example: where is the office in the health institution / do you have contact information

The person to whom you can apply for a violation or protection of your rights as a patient?



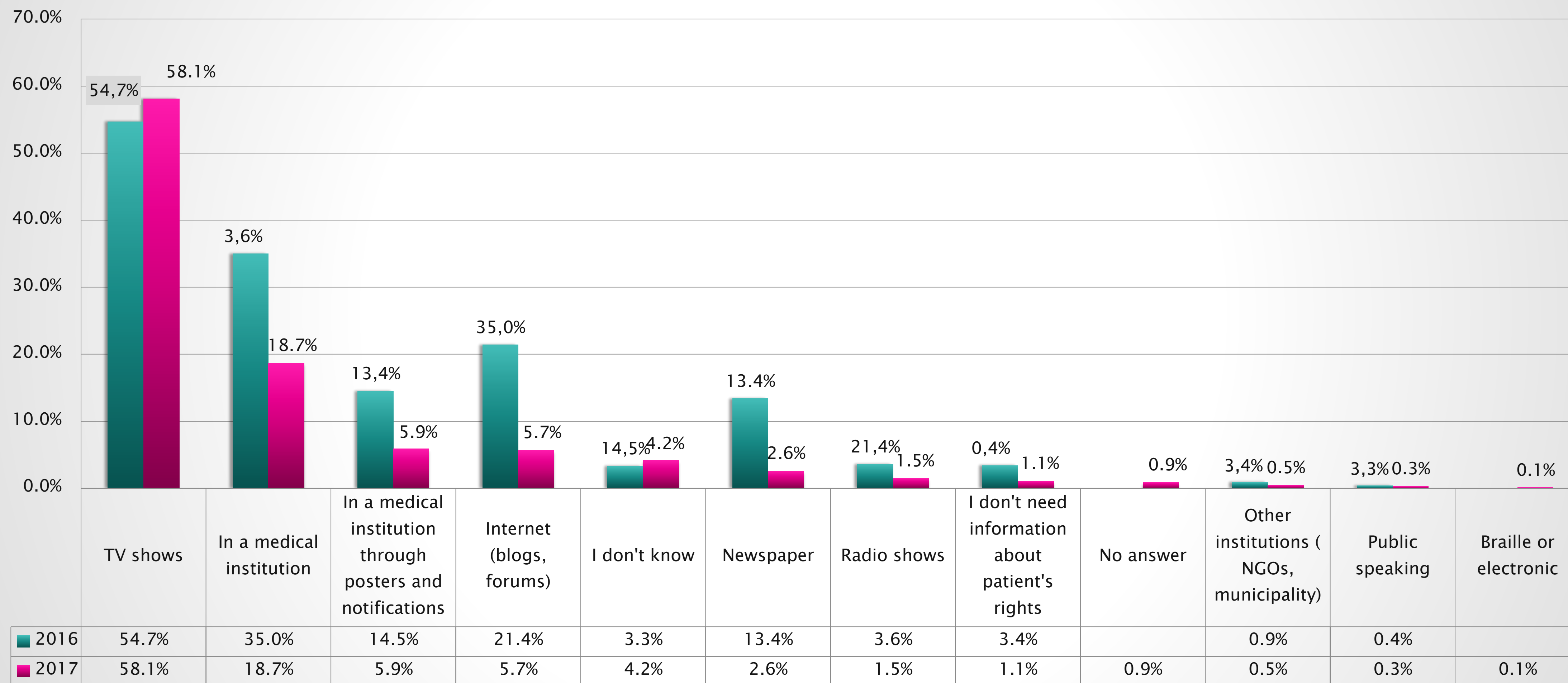
N=1006

In what way should you be informed about your rights as a patient?



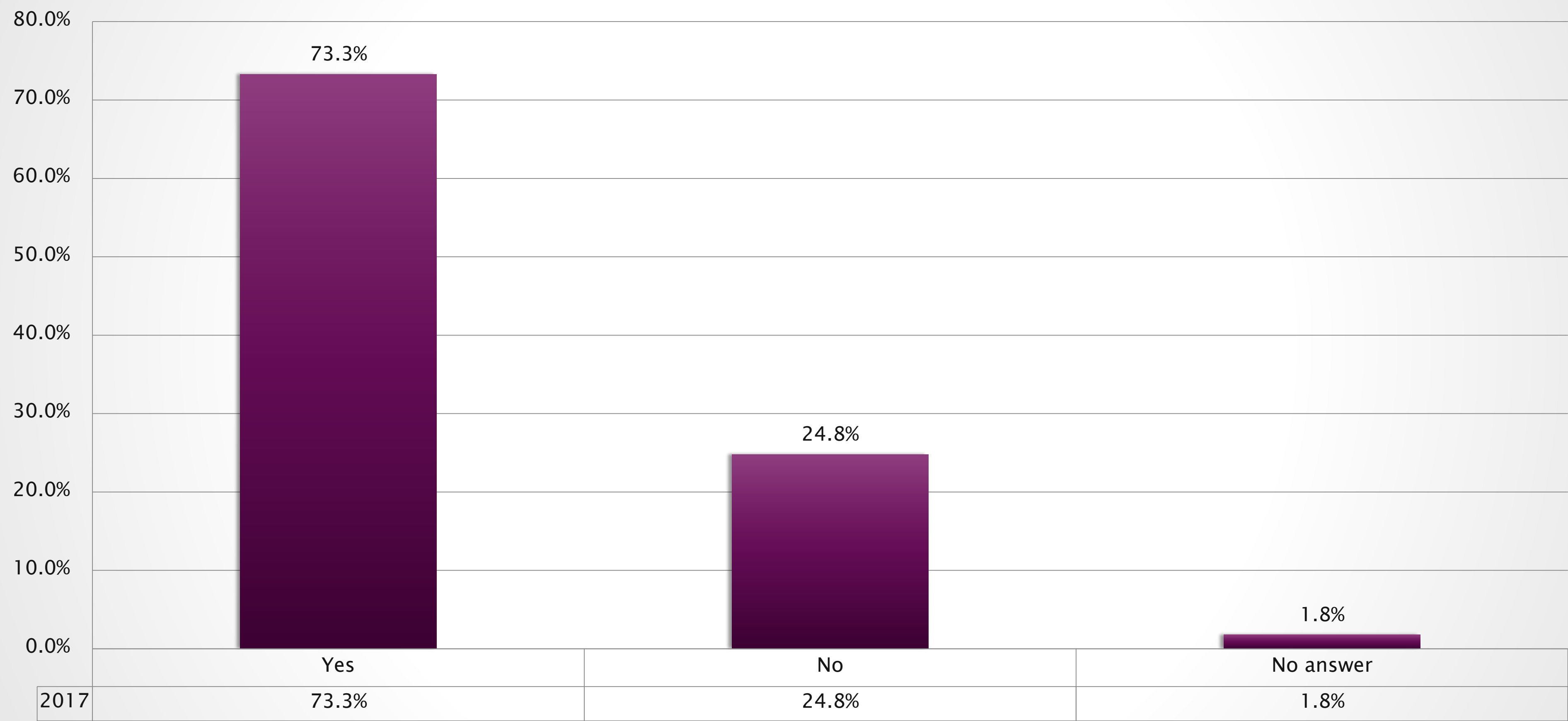
N=1006

In what way should you be informed about your rights as a patient?



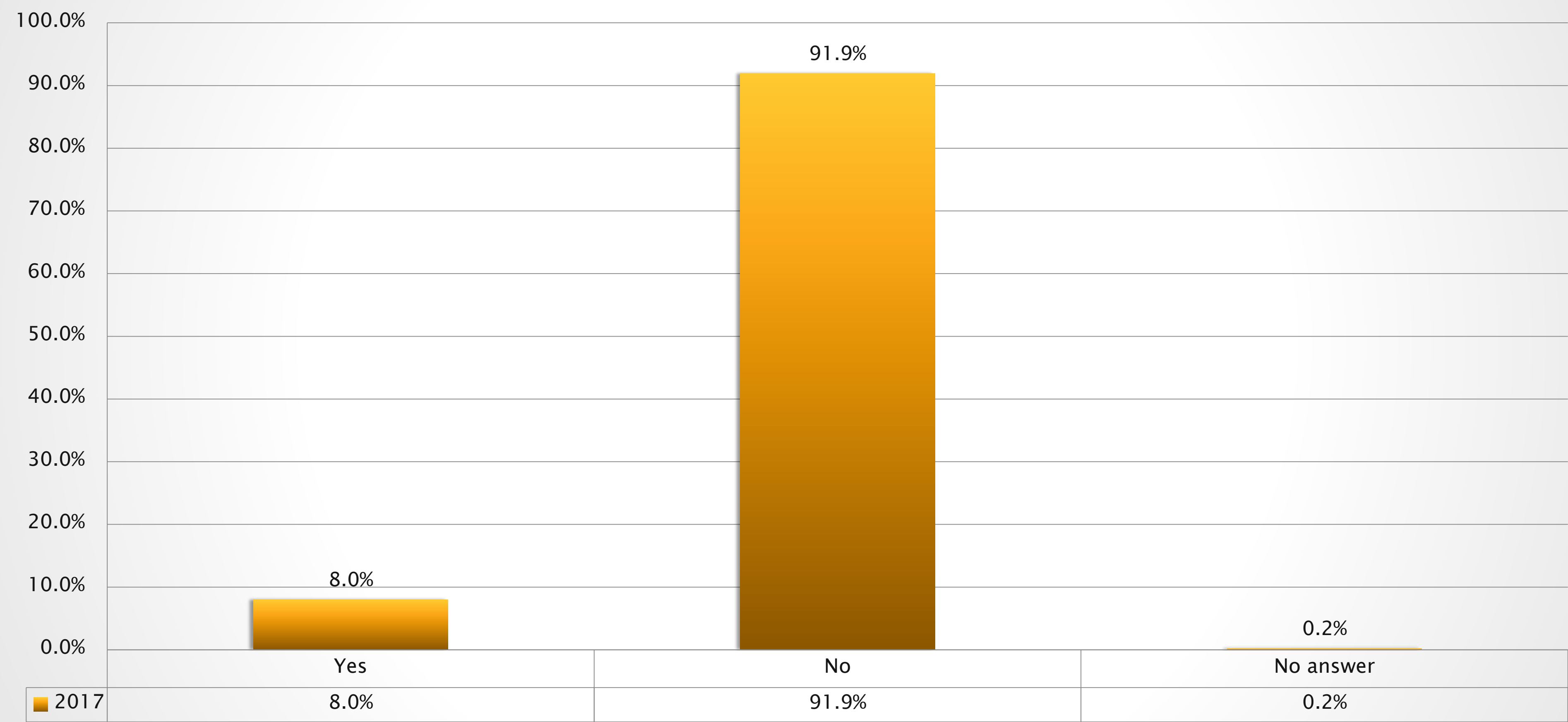
Is the healthcare institution closest to you a place of residence accessible for people with disabilities ?

(users of utensils, trolleys, walkers, crutches, rods, visually impaired, deaf people)?



N=1006

Are you familiar with the existence of a patient association?

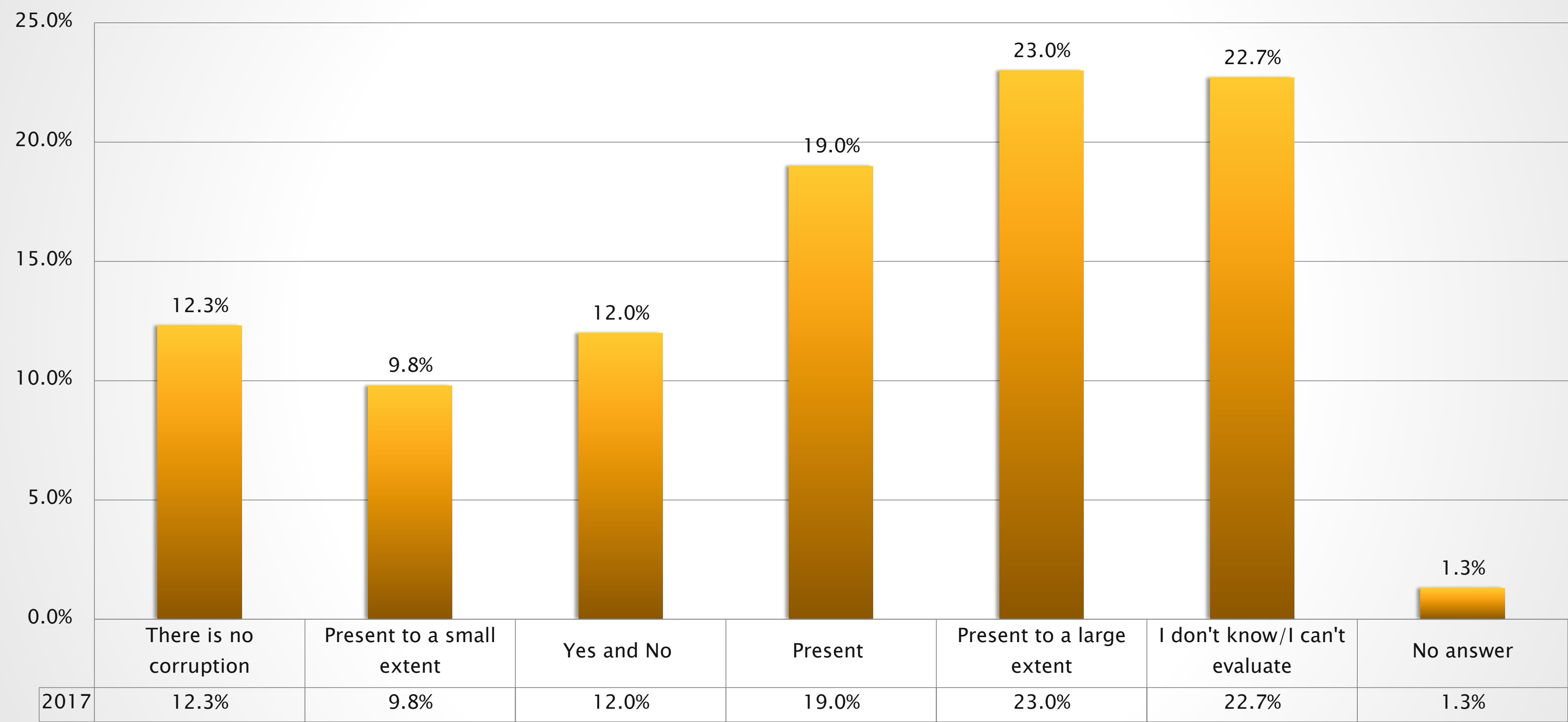


N=1006

CORRUPTION IN THE HEALTH SYSTEM

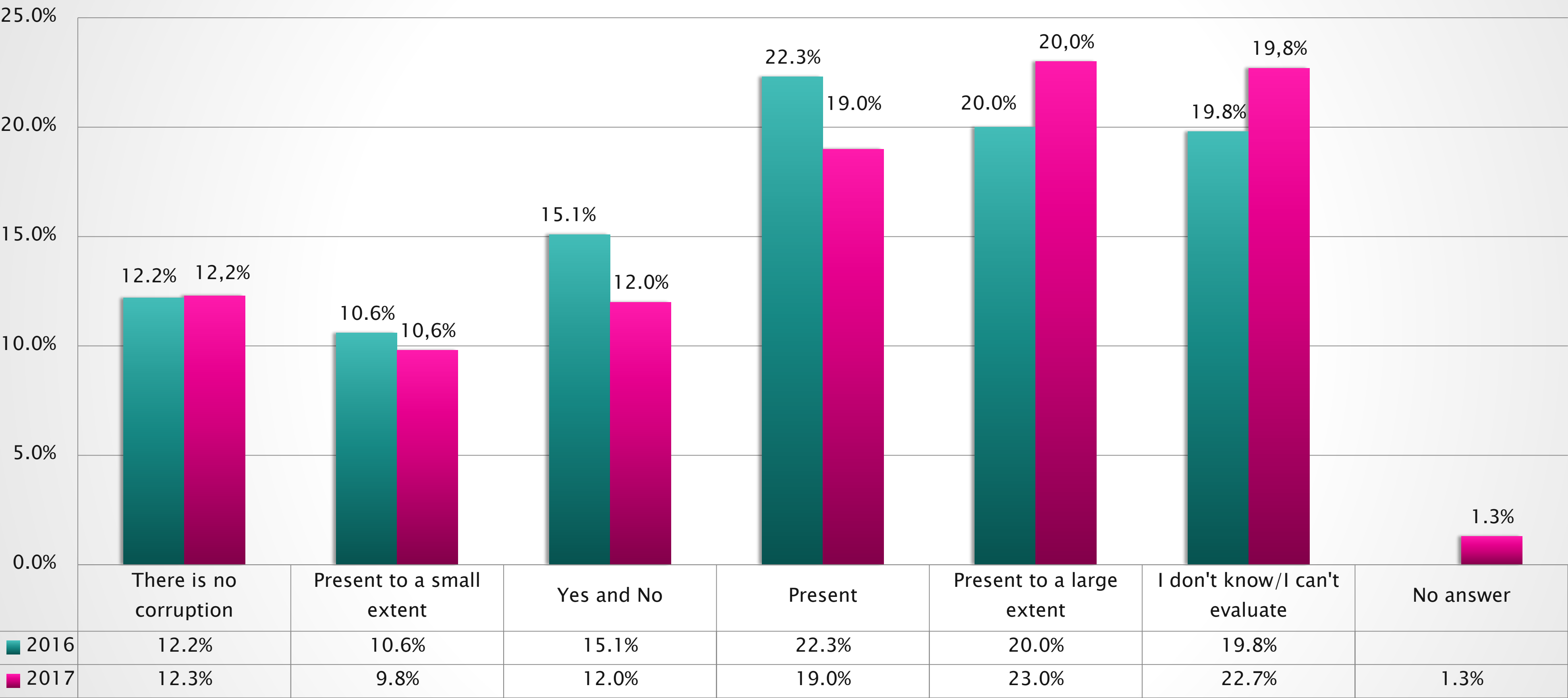


What is the overall level of corruption in Montenegrin health system?

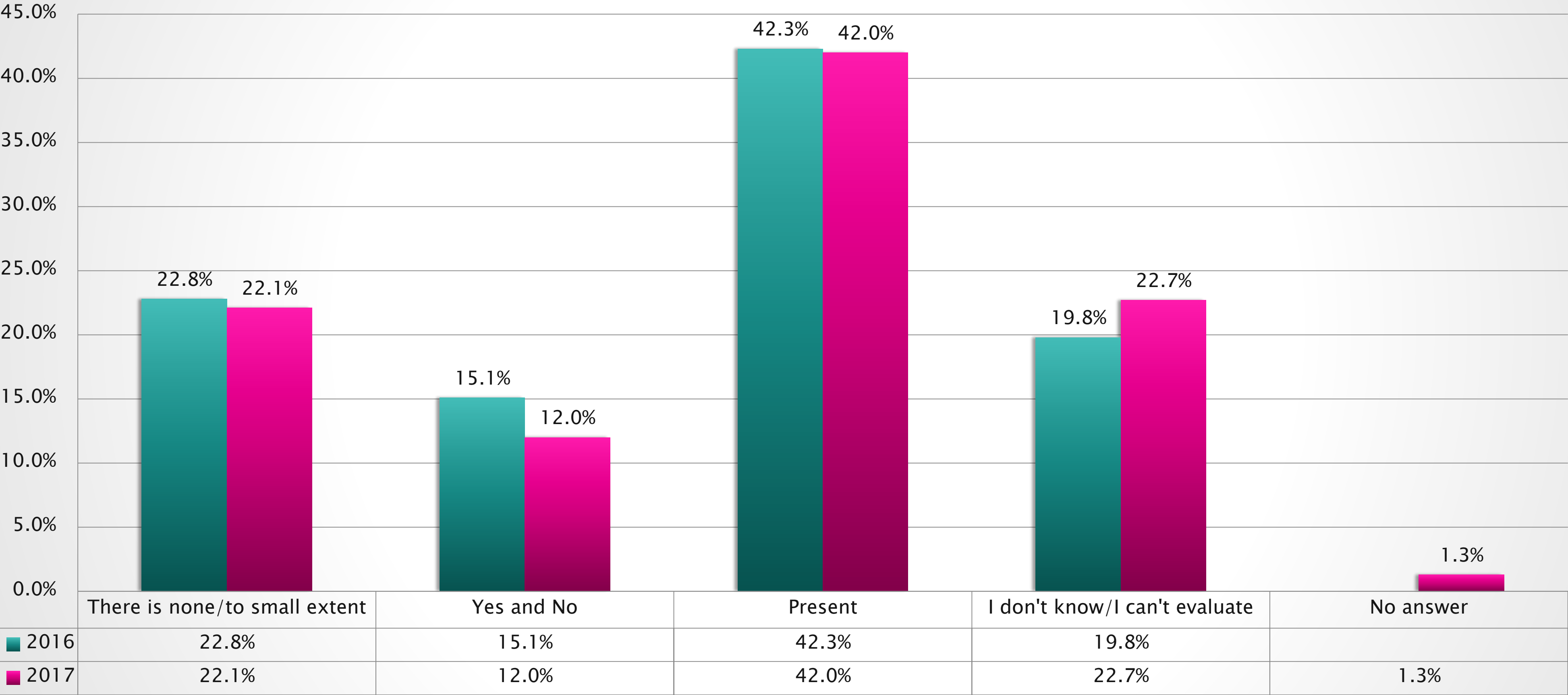


N=1006

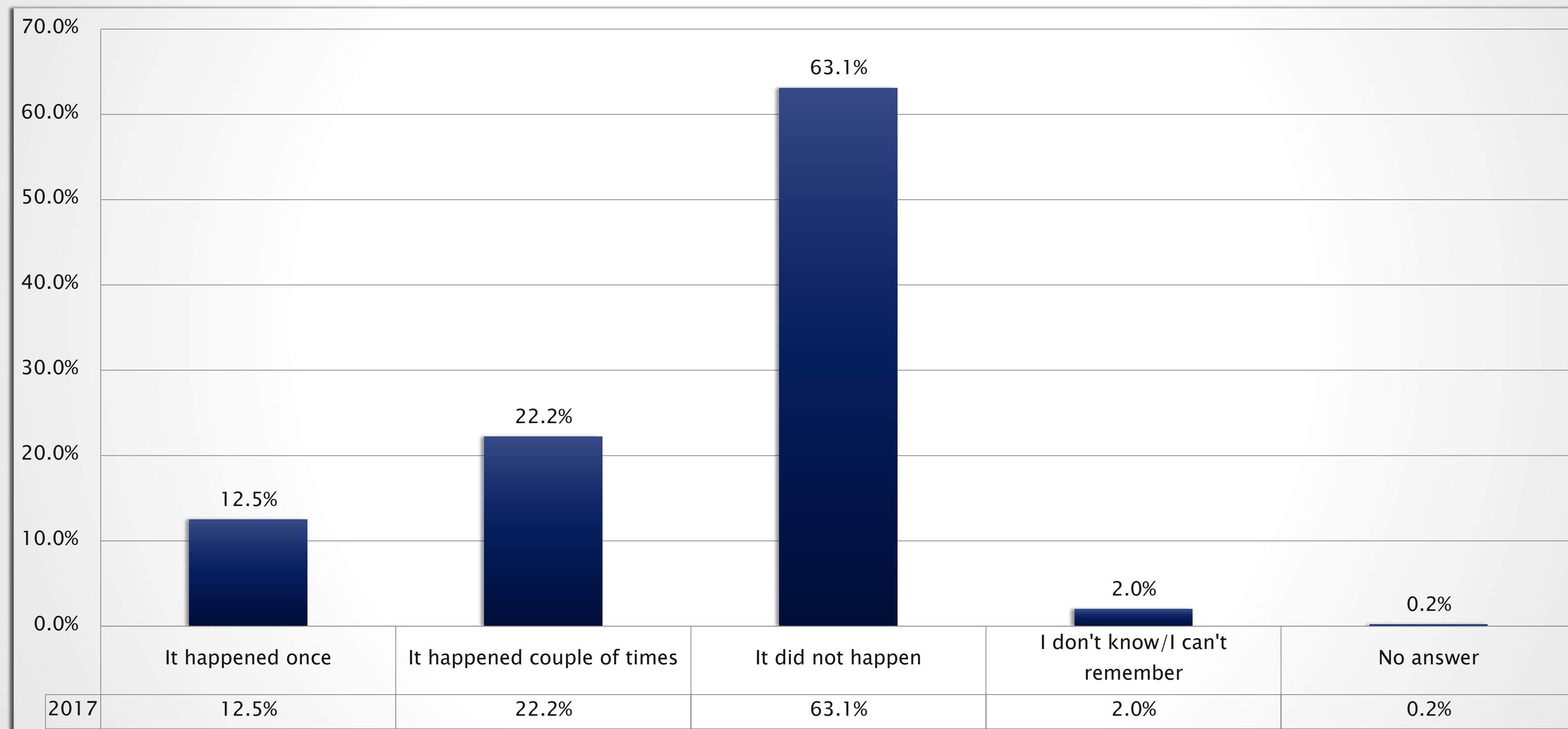
What is the overall level of corruption in Montenegrin health system?



What is the overall level of corruption in Montenegrin health system?

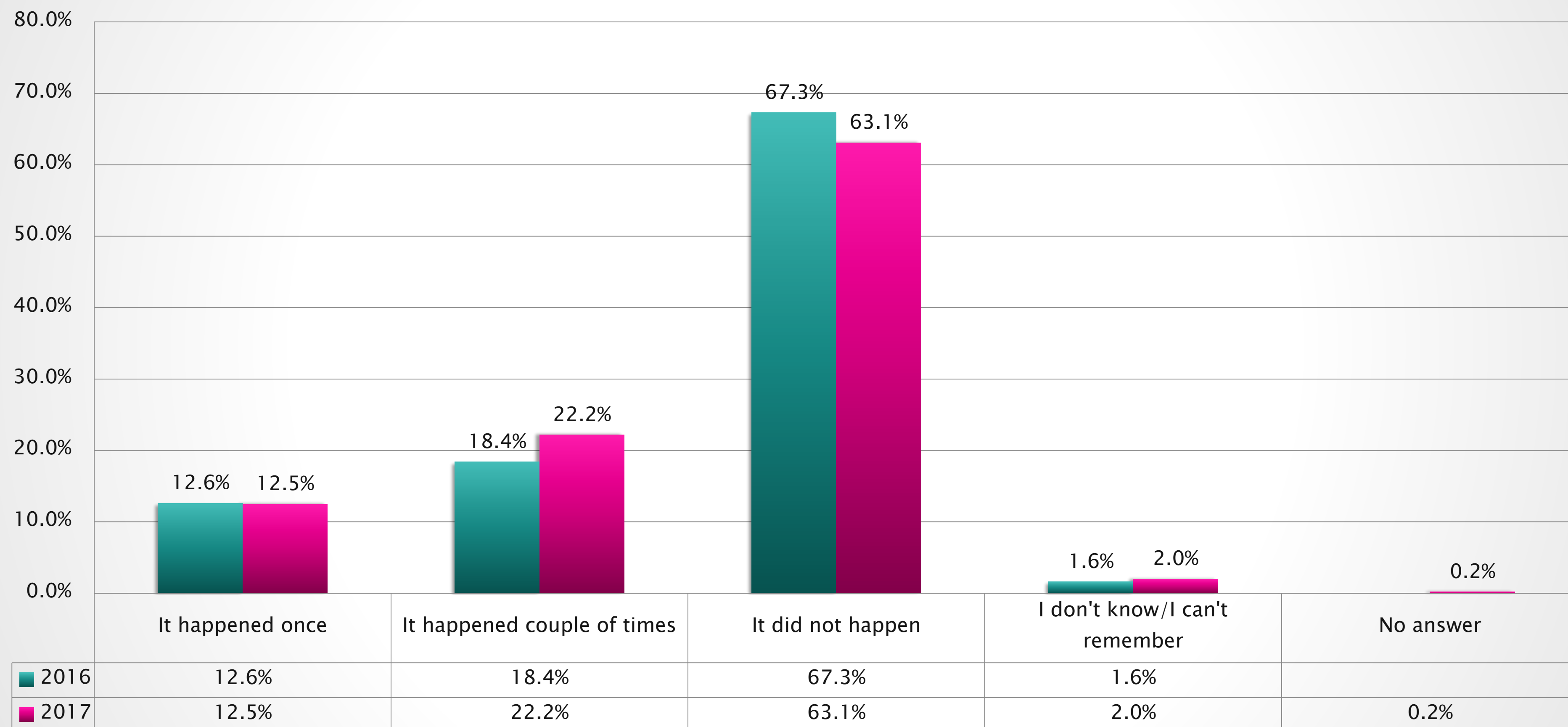


Did a doctor in your institution ever send you to a specific private clinic for services you can get in the state institution, for which you have to pay in a private clinic?

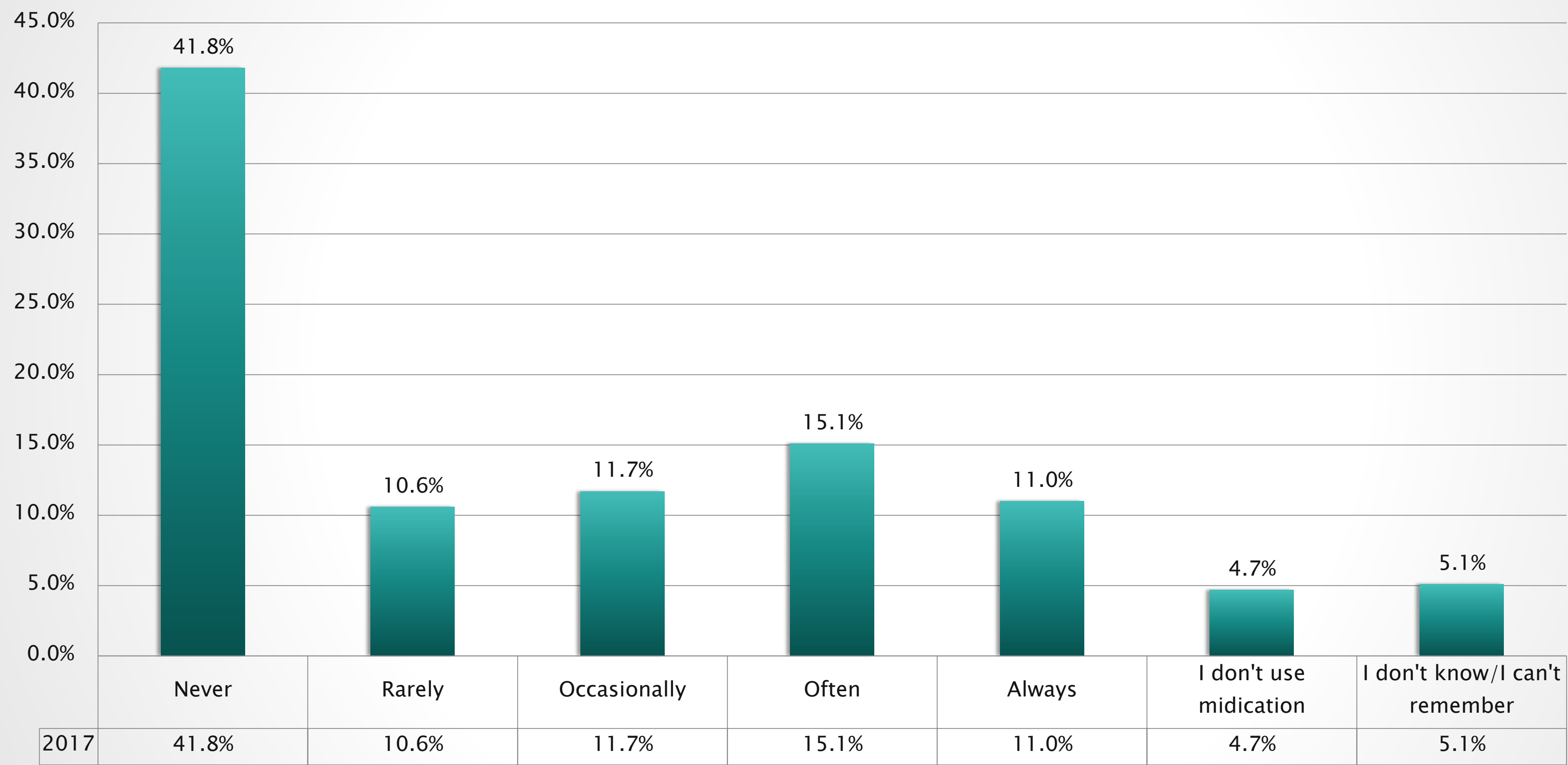


N=1006

Did a doctor in your institution ever send you to a specific private clinic for services you can get in the state institution, for which you have to pay in a private clinic?

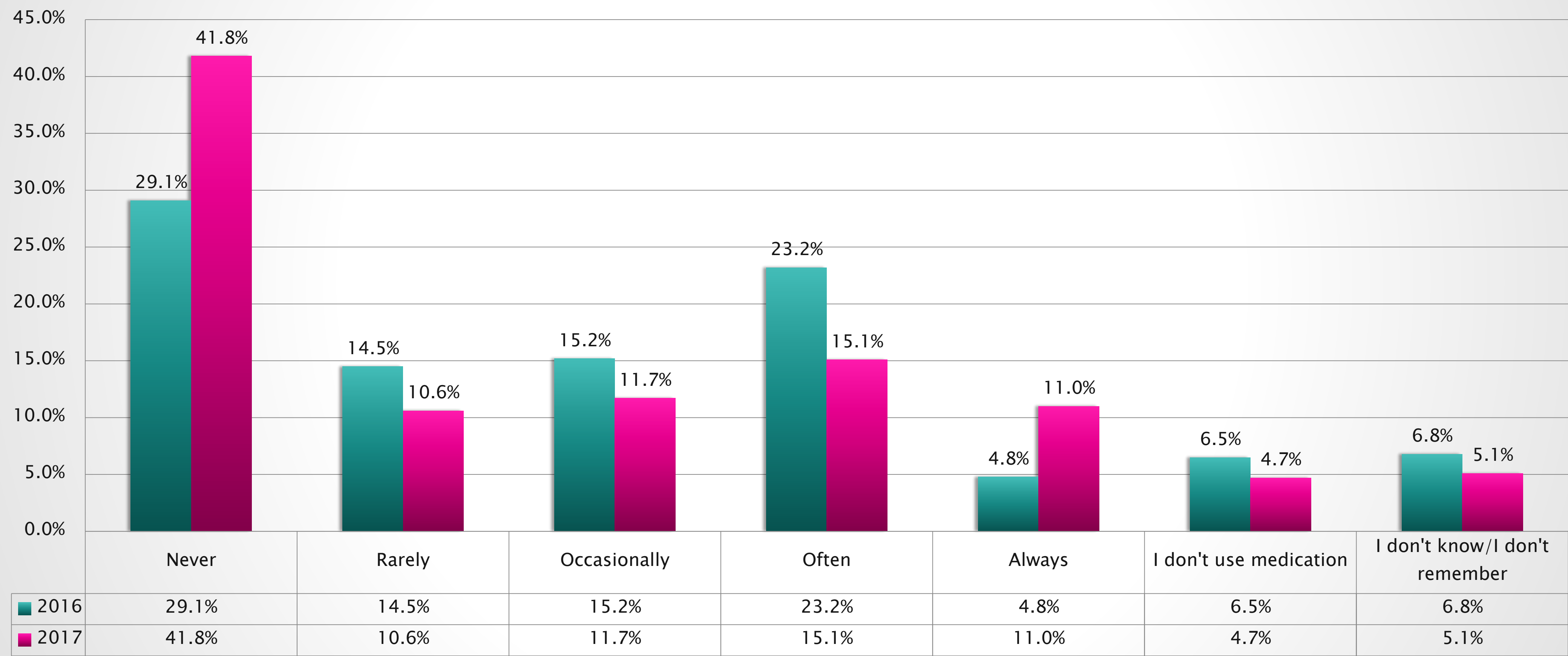


How often do you have to pay for a medication or a medical-technical aid that is on the list of free medicines or those that refund, and that these funds have never been refunded?

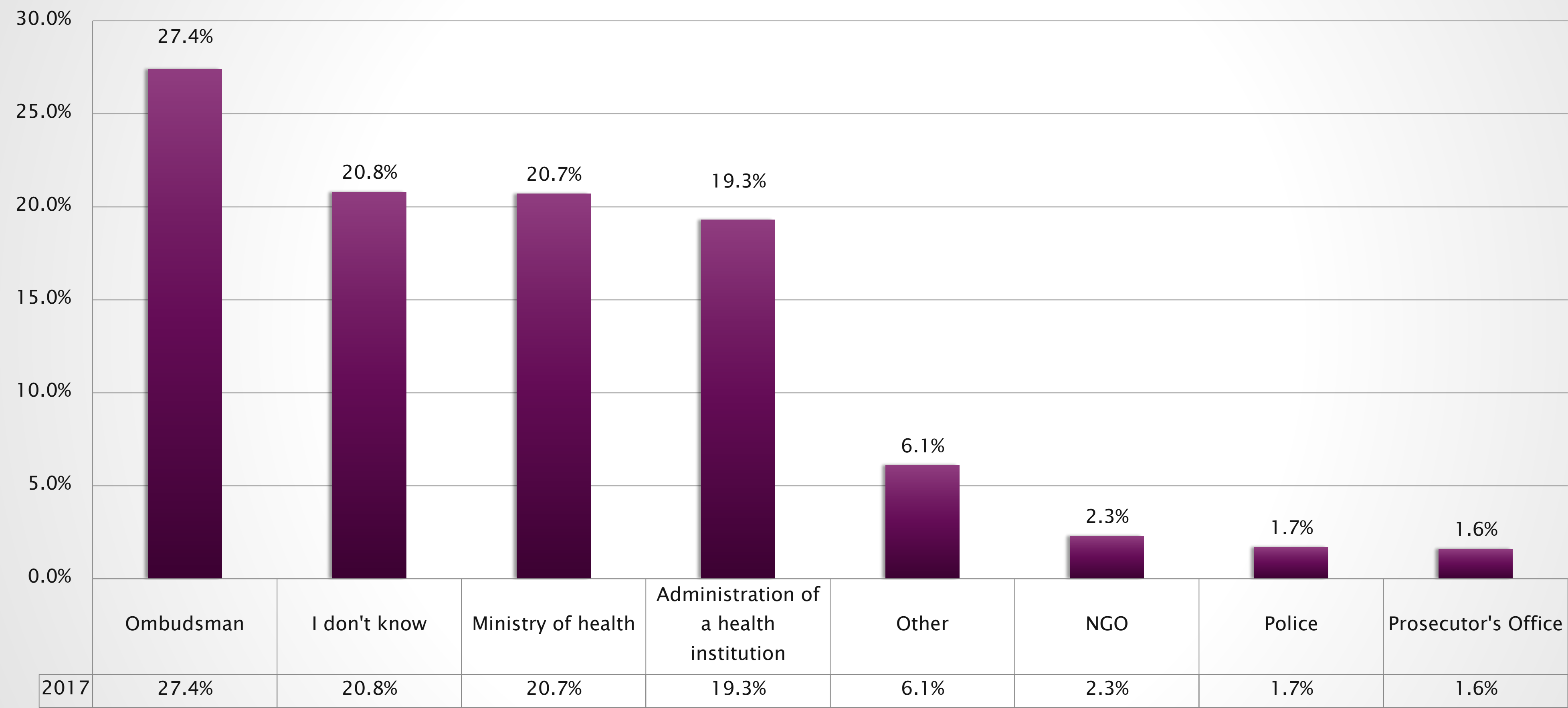


N=1006

How often do you have to pay for a medication or a medical-technical aid that is on the list of free medicines or those that refund, and that these funds have never been refunded?



Which institution or authority would you first address if you decide to report violation of your rights as a patient?



N=1006

THANK YOU FOR YOUR ATTENTION

cemi@t-com.me

CONTACT

Center for monitoring and research CeMI



E-mail

info@cemi.org.me



Tel/Fax

+382 (0)20 511 424



Address

Boulevard Josipa Broza 23/A 81000 Podgorica, Montenegro



Working hours

8h – 16h