

Comparative Evaluation of Service Quality in Public and Private Hospitals in the Philippines

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Abstract: Healthcare service quality is of utmost importance not only to healthcare professionals but also to patients. A comparative analysis of the performance of level 4 public and private hospitals in the National Capital Region, Philippines was conducted to determine the current performance of the hospitals against a set of indicators. Two types of indicators were used: access to care and quality of care indicators. Access to care indicators include bed capacity, bed occupancy rate, average length of stay, personnel-to-capacity ratio and number of outpatient consultations while quality to care indicators include net death rate and net infection rate. The analysis showed private hospitals perform better in both access to care and quality of care performance indicators rather than public hospitals.

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