

## The satisfaction for the person receiving an SMON medical examination in Tokushima

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### Abstract

In the SMON a medical examination given at Tokushima hospital, we have no opportunity to know the thoughts of the person receiving the examination. Therefore, a questionnaire survey was implemented, with nine items including satisfaction with and impression of using the Tokushima SMON medical examination in 2014. The subjects were 25 people in total. Twenty people had a medical checkup in a group. Five people had a medical checkup individually. Both groups had 90% or more each satisfaction in all nine items together. It was recognized that the support of the person concerned with medical care or public health center did not have the problem. All the subjects hoped to have an SMON medical examination in the coming year. The purpose of the SMON medical examination does not only include a medical consultation for a person of cover examination but also a place with information of care and the welfare service and a place of the people of cover examination friend. It will contribute care and welfare service information in future.

**Keywords:** SMON in Tokushima, medical checkup, Tokushima National Hospital

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### Introduction

Physicians, community health nurses, and physical therapists participate in the SMON medical examination at Tokushima. They give support to deal with many problems of everyday life as well as medical care. We did not previously have an opportunity to ascertain people's impressions about receiving the SMON medical examination. A questionnaire survey was implemented examining satisfaction with the medical examination and impressions of how the SMON could be improved in the future.

### Methods

The study period was from June, 2104 until December. The study locations included Tokushima public health center, Tokushima National Hospital, and homes of persons receiving a medical examination. The subjects included 28 men and women who participated in a Tokushima SMON examination in 2014. Twenty-two people received a mass checkup (Group A). Six people received an individual medical examination (Group B). The purpose of the study was explained orally at a medical examination participation meeting. An assessor was interviewed about the

questionnaire contents after a medical examination. The average age of people of cover examination was 78.4±8.2 years old (Mean ±SD) (Figures 1 and 2). A question is following seven items including age and sex.

- 1) As a whole, is the current "SMON medical examination" satisfactory?
- 2) Are you satisfied with support of the co-medical (physicians, nurses and physical therapists)?
- 3) Are you satisfied with the support of the person concerned with public health center?
- 4) Is the SMON medical examination beneficial, when you receive medical care, the welfare or daily care?
- 5) Is the SMON medical examination useful for relieving uneasiness or stress?
- 6) Do you hope to receive the SMON medical examination next year?
- 7) What is the biggest merit of participating in the SMON examination?

The answers to questions 1-6 had seven grades; very satisfied, moderately satisfied, mildly satisfied, neutral, mildly dissatisfied, moderately dissatisfied, and very dissatisfied. The answer to question 7 required a choice from among the following four options.

- 1) I can talk with co-medical easily.
- 2) I can have friendship with the acquaintance of the meeting of the SMON.
- 3) Both answers 1 and 2.
- 4) It is only participated somehow. The collected data were collated and analyzed. As regards ethical aspects, this study was performed after obtaining approval of the National Hospital Organization Tokushima National Hospital Ethical Review Board; was performed later.

## Results

Of the 28 people participating in the SMON medical examination, an effective answer was obtained from 25 people (89.2% of effective response rate). Twenty people received a mass checkup at the public health center (Group A). Three people had the examination in their own homes, and two people had it at Tokushima National Hospital.

### Questionnaire findings

- 1) Eighteen of the 20 people in Group A satisfied the satisfaction as the whole for the current SMON medical examination. Three of five people in Group B were satisfied. Two people in Group A and one person in Group B were neutral. One person in Group B was moderately dissatisfied (Figure 3).
- 2) All the members of Group A were satisfied with the support of the co-medical of the SMON medical examination. Three of five people in Group B were very satisfied. One person in Group B was neutral (Figure 3).
- 3) As for the support of the person concerned with public health center, 19 in 20 people in Group A were satisfied. Four of five people in Group B were satisfied. One person each in Group A and Group B were neutral (Figure 3).
- 4) Is the SMOM medical examination helpful when you receive medical care, welfare or daily care in everyday life? The answers showed that 14 of 20 people in Group A gave positive answers to the question above. Three of five people in Group B gave positive answers. Six people in Group A and one person in Group B were neutral (Figure 3).
- 5) Does the SMON medical examination help to relieve uneasiness and stress? For the above question, 16 of 20 people in Group B gave positive answers. Four of five people in Group B gave positive answers. Two people in Group A and one person in Group B were neutral (Figure 3).
- 6) Do you hope to have a SMON examination next year? All the members of Groups A and B gave positive answers (Figure 3).
- 7) What is the biggest merit of having an SMON examination? For the above question, six people answered that it was the medical consultation. Five people answered that it was the friendship with the person. The most common answer was that both were important. On the other hand, two people merely replied somehow. In addition, there were the following opinions. "Everybody can be met, and we are relieved." "We want to continue as it is." "We want to publicize the SMON." "I want the place that can say a trouble for the SMON""It was good that the system use could be known" "Time is taken before a medical examination begins"

### Discussion

From the above-mentioned questionnaire results, the satisfaction with the SMON medical examination was 90% or more. It is thought that the support of the person concerned with medical care / public health center did not have the problem. It seems that the person receiving a medical checkup feels it is useful to obtain information on welfare / care services as well as the medical

consultation. Furthermore, it was suggested that the person receiving a medical checkup felt it was very beneficial to make friendship with the acquaintance. In other words, the participants in the SMON medical examination was not received by momentum. They had a medical checkup with a clear purpose. And the purpose included both of the friendship medical consultation and acquaintance from old times.

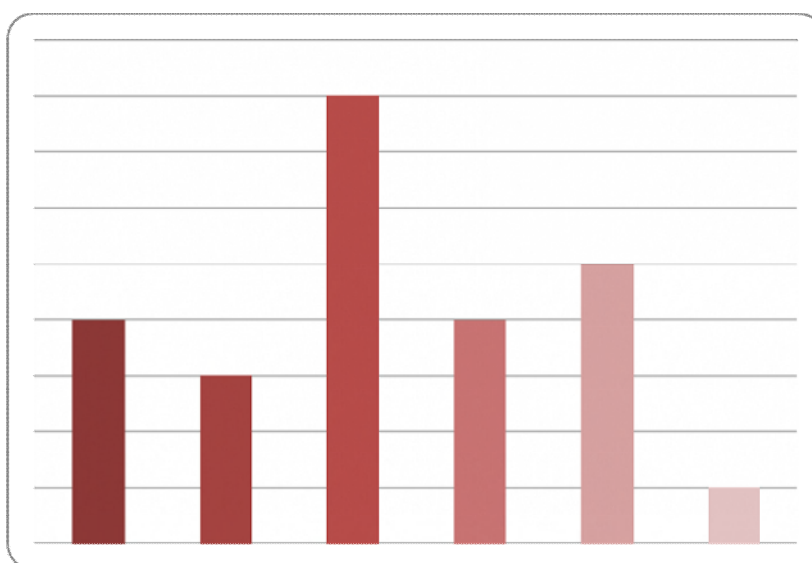


Figure 1. Age distribution of participants receiving a mass SMON checkup

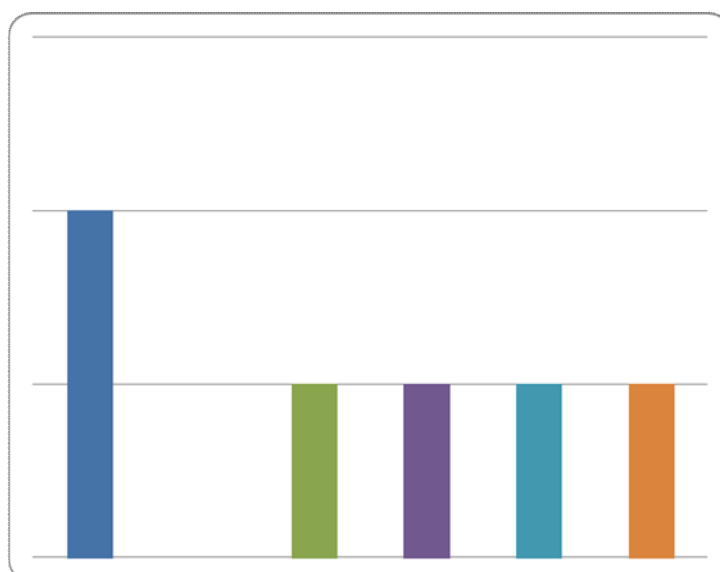
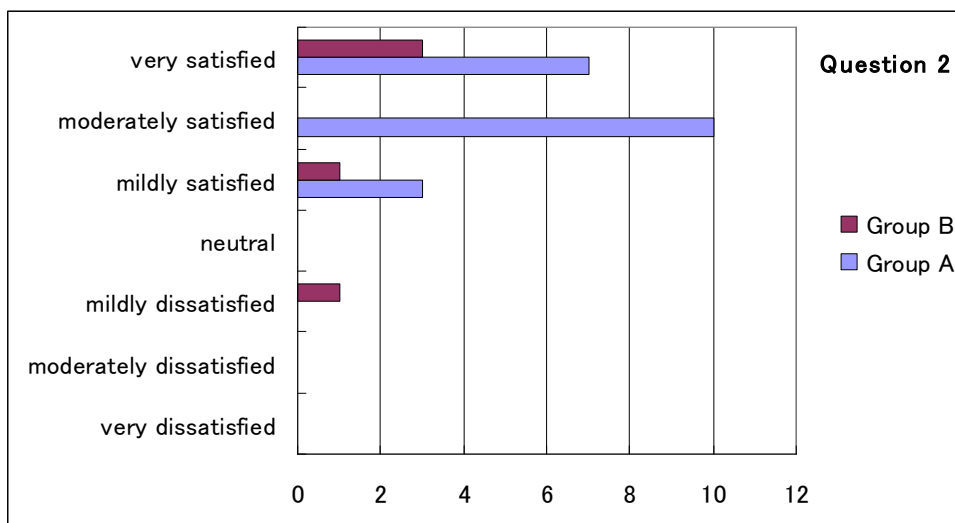
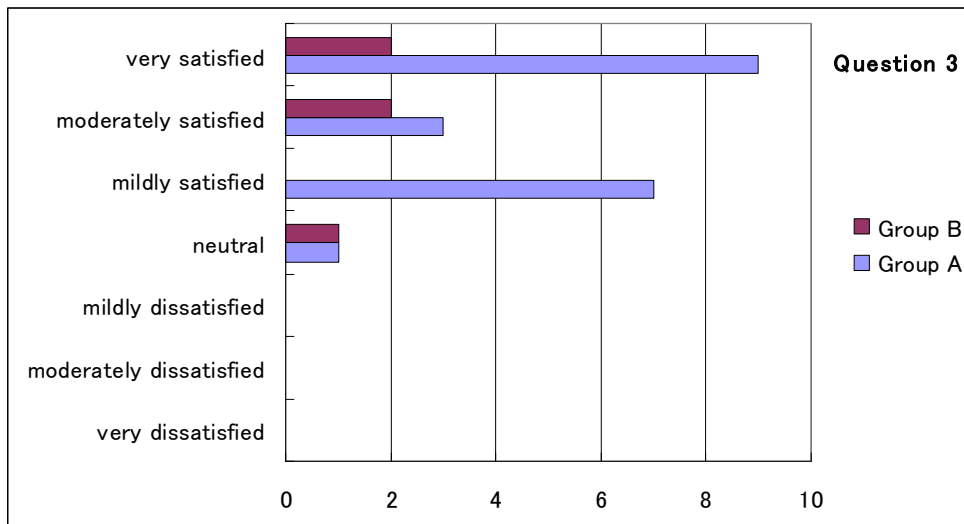
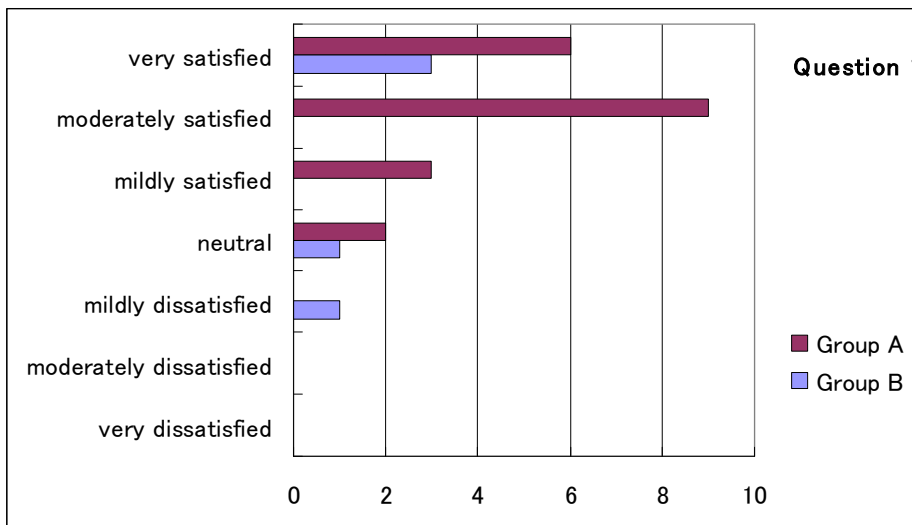
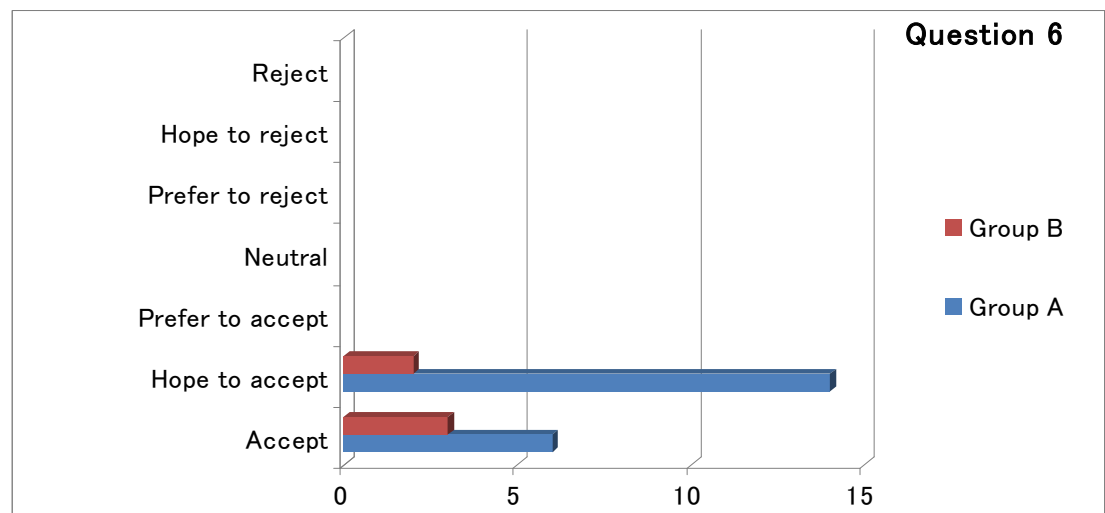
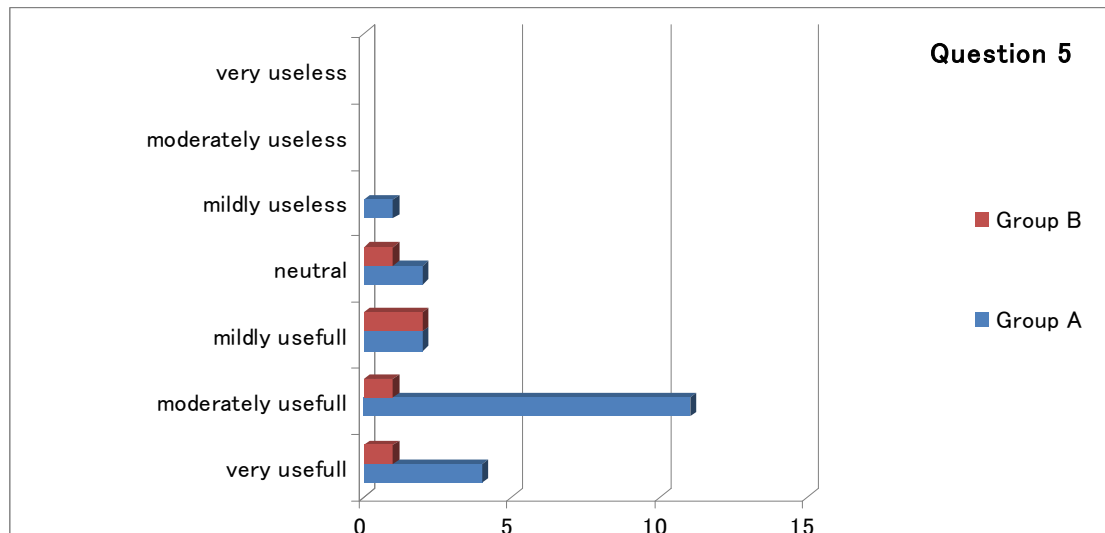
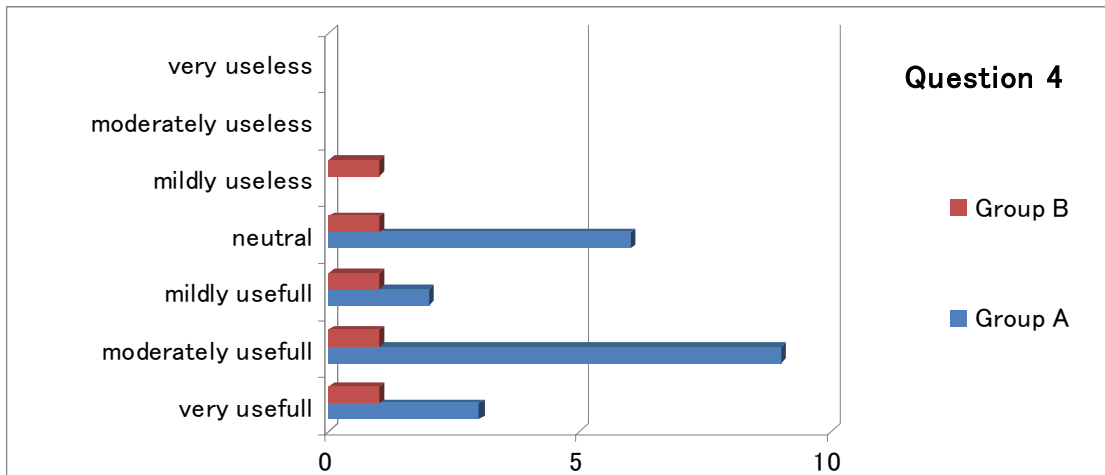


Figure 2. Age distribution of participants receiving individual medical examination.





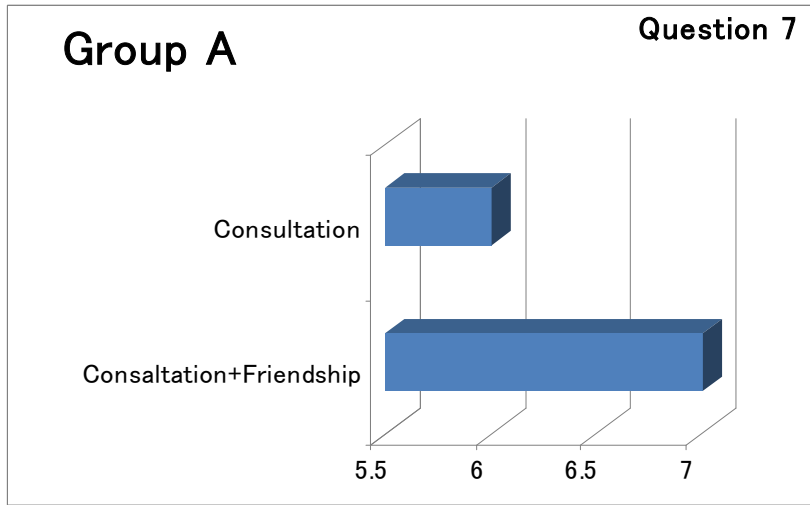


Figure 3. Summary of the answers to questions 1-7