1. OVERALL QUALITY OF HEALTHCARE

QC2. How would you evaluate the overall quality of healthcare in (OUR COUNTRY)?

<table>
<thead>
<tr>
<th>EU28</th>
<th>LT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total ’Good’</td>
<td>71%</td>
</tr>
<tr>
<td>Total ’Bad’</td>
<td>27%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>2%</td>
</tr>
</tbody>
</table>

QC3. Based on what you know, do you think that the quality of healthcare in (OUR COUNTRY) compared to other EU Member States is …?

<table>
<thead>
<tr>
<th>EU28</th>
<th>LT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Better</td>
<td>34%</td>
</tr>
<tr>
<td>The same</td>
<td>27%</td>
</tr>
<tr>
<td>Worse</td>
<td>25%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>14%</td>
</tr>
</tbody>
</table>

2. INFORMATION ON QUALITY OF HEALTHCARE

QC1. Of the following criteria, which are the three most important criteria when you think of high quality healthcare in (OUR COUNTRY)?

- Medical staff who are well trained: EU28 = 53%, LT = 56%
- Treatment that works: EU28 = 40%, LT = 50%
- Modern medical equipment: EU28 = 25%, LT = 42%
- Respect of a patient’s dignity: EU28 = 19%, LT = 24%
- Proximity of hospital and doctor: EU28 = 14%, LT = 24%
- Cleanliness at the healthcare facility: EU28 = 9%, LT = 24%
- No waiting lists to get seen and treated: EU28 = 24%, LT = 24%
- Healthcare that keeps you safe from harm: EU28 = 14%, LT = 23%
- Free choice of doctor: EU28 = 13%, LT = 12%
- Free choice of hospital: EU28 = 6%, LT = 7%
- A welcoming and friendly environment: EU28 = 1%, LT = 1%
- Other (SPONTANEOUS): EU28 = 1%, LT = 1%
- Don’t know: EU28 = 0%, LT = 1%

QC4. What are the three main sources you would use to seek information on quality of healthcare?

- Your general practitioner (GP) or another doctor/specialist: EU28 = 41%, LT = 57%
- Friends or family: EU28 = 41%, LT = 50%
- Social media/Internet forums: EU28 = 28%, LT = 28%
- Television: EU28 = 19%, LT = 20%
- Staff at hospitals: EU28 = 16%, LT = 15%
- Patient organisations or other NGOs: EU28 = 8%, LT = 17%
- Official statistics: EU28 = 16%, LT = 15%
- Pharmacist or nurse: EU28 = 14%, LT = 12%
- Newspapers and magazines: EU28 = 10%, LT = 10%
- Radio: EU28 = 3%, LT = 4%
- Other (SPONTANEOUS): EU28 = 4%, LT = 4%
- None (SPONTANEOUS): EU28 = 1%, LT = 1%
- Don’t know: EU28 = 2%, LT = 1%
3. PERCEIVED LIKELIHOOD OF BEING HARMED BY HEALTHCARE SERVICES

**QC6a.** How likely do you think it is that patients could be harmed by hospital care in (OUR COUNTRY)? By hospital care we mean being treated in a hospital as an outpatient or inpatient.

**EU28**
- Total 'Likely': 53% (+3)
- Total 'Not likely': 41% (-5)
- Don't know: 6% (+2)

**LT**
- Total 'Likely': 50% (+4)
- Total 'Not likely': 42% (-7)
- Don't know: 8% (+3)

**QC6b.** And how likely do you think it is that patients could be harmed by non-hospital healthcare in (OUR COUNTRY)? By non-hospital health care we mean receiving diagnosis, treatment or medicine in a clinic or surgery of your general practitioner or in a pharmacy.

**EU28**
- Total 'Likely': 53% (-8)
- Total 'Not likely': 58% (-9)
- Don't know: 50% (+1)

**LT**
- Total 'Likely': 58% (-6)
- Total 'Not likely': 38% (+6)
- Don't know: 50% (+3)

4. EXPERIENCE OF ADVERSE EVENTS

**QC7.** Have you or a member of your family ever experienced an adverse event when receiving healthcare?

**EU28**
- Yes: 27% (+1)
- No: 72% (-12)
- Don't know: 1%

**LT**
- Yes: 51% (-19)
- No: 46% (+8)
- Don't know: 3%

Respondents were explained that being harmed when receiving healthcare is also referred to as "adverse events". "Adverse events" include hospital infections; incorrect, missed or delayed diagnoses; surgical errors; medication related errors (wrong prescription, wrong dose, dispensing error in pharmacy; wrong administration route); medical device or equipment related errors.

Base: respondents who have experienced an adverse event.
5. INFORMATION ON PATIENT SAFETY

QC14a. Have you or a member of your family been hospitalised or admitted to a long-term care facility (such as nursing home or home for the elderly) in the last 12 months?

- Yes, hospitalised: 17%
- Yes, admitted to a long-term care facility: 4%
- No: 79%
- Don’t know: 0%

(MULTIPLE ANSWERS POSSIBLE)

QC14b. Did you or a member of your family receive any information on the risk of healthcare-associated infection?

- Yes: 31%
- No: 50%
- Don’t know: 19%

Base: respondents who have been hospitalised or admitted to a long-term care facility

6. WRITTEN CONSENT FOR SURGICAL PROCEDURES

QC13a. Did you or a member of your family undergo any surgical procedure within the last three years? This can be any type of surgical procedure, ranging from minor surgery, perhaps as a day patient in a hospital, to a major surgical procedure.

- Yes: 61%
- No: 34%
- Don’t know: 5%

QC13b. Were you or your family member asked for written consent beforehand?

- Yes: 88%
- Sometimes: 6%
- Never: 15%
- Don’t know: 11%

Base: respondents who underwent any surgical procedure within the last three years
7. SEEKING HELP IF HARMED WHEN RECEIVING HEALTHCARE

**QC18. From which of the following can you seek help in relation to redress if you or a member of your family is harmed whilst receiving healthcare in (OUR COUNTRY)?**

- A lawyer: 48% EU28, 36% LT
- Hospital Management: 30% EU28, 30% LT
- Ministry of health: 35% EU28, 35% LT
- Patient or consumer organisations or other NGOs: 29% EU28, 26% LT
- National agency on patient safety: 24% EU28, 17% LT
- The regional or local authorities: 16% EU28, 6% LT
- A doctor, a nurse or a pharmacist: 15% EU28, 13% LT
- Close relative or acquaintance who works in the healthcare system: 6% EU28, 6% LT
- Other (SPONTANEOUS): 1% EU28, 1% LT
- None (SPONTANEOUS): 3% EU28, 3% LT
- Don’t know: 5% EU28, 6% LT

**EUROBAROMETER 80.2 RESULTS FOR LITHUANIA**