

台灣 (Taiwan, ROC)

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全民健保健康存摺平台之價值創造：服務主導邏輯觀點

Study Documentation

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全民健保健康存摺平台之價值創造：服務主導邏輯觀點

Value Creation of My Health Bank of NHI: Service Dominant Logic Perspective

Overview

Identification	E10622
Version	Production Date: 2023-11-01 1
Abstract 本研究試圖在健康存摺平台上擴展和應用服務主導邏輯的概念，進行分析，以了解參與意願對價值共同創造的結果有何重大差異。本研究採用問卷調查法來進行研究資料的蒐集，以曾經使用過健康存摺之病人為研究對象。問卷於2017年8月至2018年2月進行問卷發放與收集，共回收有效問卷167份，有效問卷回收率為98.2%。研究結果發現，影響醫療效果的因素，有能力及互動達統計顯著水準。影響醫療滿意度的因素，有能力及互動達統計顯著水準。本研究在學術貢獻方面，可藉由價值共創研究提供一個理論性架構，釐清其內涵，更可豐富臺灣本土服務主導邏輯與價值共創之文獻。在實務貢獻方面，本研究的成果可讓價值主張者(即政府)對於價值共創在政策制定時，有更宏觀性之考量。	
Kind of Data	抽查
Unit of Analysis	個人

Scope & Coverage

Time Period(s)	2017-2018
Countries	台灣 (Taiwan, ROC)
Geographic Coverage 台灣地區	
Universe 曾經使用過健康存摺之病人	

Producers & Sponsors

Primary Investigator(s)	嚴玉華, 台南市立醫院(委託秀傳醫療社團法人經營)
Other Producer(s)	台南市立醫院(委託秀傳醫療社團法人經營)
Funding Agency/ies	科技部

Data Collection

Data Collection Dates	start 2017-08-01 end 2018-02-28
Time Period(s)	start 2017-08-01 end 2018-10-31
Data Collection Mode	留卷自填問卷

Data Processing & Appraisal

Data Editing

中央研究院人文社會科學研究中心調查研究專題中心所進行的資料整理方式，為不合理值檢核。

Accessibility

Contact(s)	學術調查研究資料庫(Survey Research Data Archive) (中央研究院人社中心調查研究專題中心), https://srda.sinica.edu.tw , srda@gate.sinica.edu.tw
Distributor(s)	學術調查研究資料庫(Survey Research Data Archive)
Depositor(s)	台南市立醫院(委託秀傳醫療社團法人經營)

Access Conditions

標準版(一般會員、院內會員直接下載)

Files Description

Dataset contains 1 file(s)

data	
# Cases	167
# Variable(s)	41

Variables Group(s)

Dataset contains 4 group(s)

Group 個人基本資料							
#	Name	Label	Type	Format	Valid	Invalid	Question
1	item	樣本編號	discrete	numeric-3.0	167	0	-
2	a1	是否曾登入健保署健康存摺網站	discrete	numeric-1.0	167	0	-
3	a2	是否曾申請健保署健康存摺網站密碼	discrete	numeric-1.0	167	0	-
4	a3	是否曾下載健康存摺或查詢健康存摺之資訊	discrete	numeric-1.0	167	0	-
5	b1	性別	discrete	numeric-1.0	167	0	-
6	b2	年齡	discrete	numeric-1.0	167	0	-
7	b3	教育程度	discrete	numeric-1.0	167	0	-
8	b4	婚姻狀況	discrete	numeric-1.0	167	0	-
9	b5	行業職位類別	discrete	numeric-2.0	167	0	-
10	b6	個人商業保險	discrete	numeric-1.0	167	0	-
11	b7	經濟收入	discrete	numeric-1.0	167	0	-

Group 價值共創潛因							
#	Name	Label	Type	Format	Valid	Invalid	Question
1	c1_1	健康存摺提供的醫療資訊，我有能力與醫師共同討論	discrete	numeric-1.0	167	0	-
2	c1_2	健康存摺提供的醫療資訊，我有能力與醫師共同選擇治療方案	discrete	numeric-1.0	167	0	-
3	c1_3	健康存摺提供的醫療資訊，我有能力與醫師共同決定診治方針	discrete	numeric-1.0	167	0	-
4	c1_4	健康存摺提供的醫療資訊，我有能力提出診療意見	discrete	numeric-1.0	167	0	-
5	c1_5	健康存摺提供的醫療資訊，我有意願告知醫師個人疾病史	discrete	numeric-1.0	167	0	-
6	c1_6	健康存摺提供的醫療資訊，我有意願告知醫師他院就醫資訊	discrete	numeric-1.0	167	0	-
7	c1_7	健康存摺提供的醫療資訊，我有意願告知醫師用藥習慣	discrete	numeric-1.0	167	0	-
8	c1_8	健康存摺提供的醫療資訊，我有意願告知醫師個人生理狀況	discrete	numeric-1.0	167	0	-
9	c1_9	針對健康存摺不足的醫療資訊，我有責任主動告知醫師	discrete	numeric-1.0	167	0	-

#	Name	Label	Type	Format	Valid	Invalid	Question
10	c1_10	針對健康存摺不足的醫療資訊，我會主動向醫師提出診療疑慮	discrete	numeric-1.0	167	0	-
11	c1_11	針對健康存摺不足的醫療資訊，我會主動提出自己的意見	discrete	numeric-1.0	167	0	-
12	c1_12	針對健康存摺不足的醫療資訊，我會尋找資訊管道獲取知識	discrete	numeric-1.0	167	0	-
13	c1_13	健康存摺提供的醫療資訊，我會與醫師維持良好的醫病關係	discrete	numeric-1.0	167	0	-
14	c1_14	健康存摺提供的醫療資訊，我會用我的語言與醫師溝通專業醫療問題	discrete	numeric-1.0	167	0	-
15	c1_15	健康存摺提供的醫療資訊，我會與醫師討論醫療專業新知	discrete	numeric-1.0	167	0	-
16	c1_16	健康存摺提供的醫療資訊，我會與醫師互動更多	discrete	numeric-1.0	167	0	-

Group 健康存摺平台涉入程度

#	Name	Label	Type	Format	Valid	Invalid	Question
1	c2_1	我會持續關切健康存摺提供的疾病管理服務	discrete	numeric-1.0	167	0	-
2	c2_2	我會持續關切健康存摺提供的門診及住診就醫資訊	discrete	numeric-1.0	167	0	-
3	c2_3	我會持續關切健康存摺提供的檢驗(查)結果資訊	discrete	numeric-1.0	167	0	-
4	c2_4	我會持續關切健康存摺提供的疾病篩選資訊	discrete	numeric-1.0	167	0	-
5	c2_5	我會持續關切健康存摺提供的藥品資訊	discrete	numeric-1.0	167	0	-
6	c2_6	我會持續關切健康存摺提供的基本健康資料專區	discrete	numeric-1.0	167	0	-

Group 價值共創

#	Name	Label	Type	Format	Valid	Invalid	Question
1	c3_1	健康存摺提供的醫療資訊，對於重複用藥減少感到	discrete	numeric-1.0	167	0	-
2	c3_2	健康存摺提供的醫療資訊，對於用藥錯誤的機率減少感到	discrete	numeric-1.0	167	0	-
3	c3_3	健康存摺提供的醫療資訊，對於醫師解說病情時間感到	discrete	numeric-1.0	167	0	-
4	c3_4	健康存摺提供的醫療資訊，對於醫療品質提升感到	discrete	numeric-1.0	167	0	-

#	Name	Label	Type	Format	Valid	Invalid	Question
5	c3_5	健康存摺提供的醫療資訊，對於疾病治療結果感到	discrete	numeric-1.0	167	0	-
6	c3_6	健康存摺提供的醫療資訊，對於診治時間感到	discrete	numeric-1.0	167	0	-
7	c3_7	健康存摺提供的醫療資訊，對於了解醫療問題感到	discrete	numeric-1.0	167	0	-
8	c3_8	健康存摺提供的醫療資訊，對於整體醫療照顧結果感到	discrete	numeric-1.0	167	0	-

Variables Description

Dataset contains 41 variable(s)

File : data				
# item: 様本編號				
Information		[Type= discrete] [Format=numeric] [Range= 1-245] [Missing=*]		
Statistics [NW/ W]		[Valid=167 /-] [Invalid=0 /-]		
Value	Label	Cases	Percentage	
1		1		0.6%
2		1		0.6%
3		1		0.6%
4		1		0.6%
5		1		0.6%
6		1		0.6%
7		1		0.6%
8		1		0.6%
9		1		0.6%
10		1		0.6%
11		1		0.6%
12		1		0.6%
13		1		0.6%
14		1		0.6%
15		1		0.6%
16		1		0.6%
17		1		0.6%
18		1		0.6%
19		1		0.6%
20		1		0.6%
21		1		0.6%
22		1		0.6%
23		1		0.6%
24		1		0.6%
25		1		0.6%
26		1		0.6%
27		1		0.6%
28		1		0.6%
29		1		0.6%
30		1		0.6%
31		1		0.6%
32		1		0.6%
33		1		0.6%
34		1		0.6%
35		1		0.6%
36		1		0.6%
37		1		0.6%
38		1		0.6%
39		1		0.6%
40		1		0.6%
41		1		0.6%

File : data

item: 様本編號

Value	Label	Cases	Percentage	
42		1		0.6%
43		1		0.6%
44		1		0.6%
45		1		0.6%
46		1		0.6%
47		1		0.6%
48		1		0.6%
49		1		0.6%
50		1		0.6%
51		1		0.6%
52		1		0.6%
53		1		0.6%
54		1		0.6%
55		1		0.6%
56		1		0.6%
57		1		0.6%
58		1		0.6%
59		1		0.6%
60		1		0.6%
61		1		0.6%
62		1		0.6%
63		1		0.6%
64		1		0.6%
65		1		0.6%
66		1		0.6%
67		1		0.6%
68		1		0.6%
69		1		0.6%
70		1		0.6%
71		1		0.6%
72		1		0.6%
73		1		0.6%
74		1		0.6%
75		1		0.6%
76		1		0.6%
77		1		0.6%
78		1		0.6%
79		1		0.6%
80		1		0.6%
81		1		0.6%
82		1		0.6%
83		1		0.6%
84		1		0.6%

File : data

item: 様本編號

Value	Label	Cases	Percentage
85		1	0.6%
86		1	0.6%
87		1	0.6%
88		1	0.6%
89		1	0.6%
90		1	0.6%
91		1	0.6%
92		1	0.6%
93		1	0.6%
94		1	0.6%
95		1	0.6%
96		1	0.6%
97		1	0.6%
98		1	0.6%
99		1	0.6%
100		1	0.6%
101		1	0.6%
102		1	0.6%
103		1	0.6%
104		1	0.6%
105		1	0.6%
106		1	0.6%
107		1	0.6%
108		1	0.6%
109		1	0.6%
110		1	0.6%
111		1	0.6%
112		1	0.6%
113		1	0.6%
114		1	0.6%
115		1	0.6%
116		1	0.6%
117		1	0.6%
118		1	0.6%
119		1	0.6%
120		1	0.6%
121		1	0.6%
122		1	0.6%
123		1	0.6%
124		1	0.6%
125		1	0.6%
126		1	0.6%
127		1	0.6%

File : data

item: 樣本編號

Value	Label	Cases	Percentage
128		1	0.6%
129		1	0.6%
130		1	0.6%
131		1	0.6%
132		1	0.6%
133		1	0.6%
134		1	0.6%
135		1	0.6%
136		1	0.6%
137		1	0.6%
138		1	0.6%
139		1	0.6%
140		1	0.6%
141		1	0.6%
142		1	0.6%
143		1	0.6%
144		1	0.6%
145		1	0.6%
146		1	0.6%
147		1	0.6%
148		1	0.6%
149		1	0.6%
150		1	0.6%
151		1	0.6%
152		1	0.6%
153		1	0.6%
154		1	0.6%
155		1	0.6%
156		1	0.6%
157		1	0.6%
158		1	0.6%
159		1	0.6%
160		1	0.6%
161		1	0.6%
162		1	0.6%
163		1	0.6%
165		1	0.6%
243		1	0.6%
244		1	0.6%
245		1	0.6%

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

a1: 是否曾登入健保署健康存摺網站

Information [Type= discrete] [Format=numeric] [Range= 0-1] [Missing=*]

File : data

a1: 是否曾登入健保署健康存摺網站

Statistics [NW/ W] [Valid=167 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
0	否	0	
1	是	167	<div><div></div></div> 100.0%

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

a2: 是否曾申請健保署健康存摺網站密碼

Information [Type= discrete] [Format=numeric] [Range= 0-1] [Missing=*]

Statistics [NW/ W] [Valid=167 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
0	否	0	
1	是	167	<div><div></div></div> 100.0%

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

a3: 是否曾下載健康存摺或查詢健康存摺之資訊

Information [Type= discrete] [Format=numeric] [Range= 0-1] [Missing=*]

Statistics [NW/ W] [Valid=167 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
0	否	0	
1	是	167	<div><div></div></div> 100.0%

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

b1: 性別

Information [Type= discrete] [Format=numeric] [Range= 0-1] [Missing=*]

Statistics [NW/ W] [Valid=167 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
0	男生	13	<div><div></div></div> 7.8%
1	女生	154	<div><div></div></div> 92.2%

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

b2: 年齡

Information [Type= discrete] [Format=numeric] [Range= 1-4] [Missing=*]

Statistics [NW/ W] [Valid=167 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	20-54歲	164	<div><div></div></div> 98.2%
2	55-64歲	3	<div><div></div></div> 1.8%
3	65-74歲	0	
4	≥75歲以上	0	

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

b3: 教育程度

Information [Type= discrete] [Format=numeric] [Range= 1-7] [Missing=*]

Statistics [NW/ W] [Valid=167 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	無	0	

File : data			
# b3: 教育程度			
Value	Label	Cases	Percentage
2	國小	0	
3	國中	0	
4	高中(職)	6	<div><div></div></div> 3.6%
5	專科	32	<div><div></div></div> 19.2%
6	大學	106	<div><div></div></div> 63.5%
7	研究所	23	<div><div></div></div> 13.8%
Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.			
# b4: 婚姻狀況			
Information	[Type= discrete] [Format=numeric] [Range= 1-4] [Missing=*]		
Statistics [NW/ W]	[Valid=167 /-] [Invalid=0 /-]		
Value	Label	Cases	Percentage
1	未婚	64	<div><div></div></div> 38.3%
2	已婚/同居	98	<div><div></div></div> 58.7%
3	離婚/分居	5	<div><div></div></div> 3.0%
4	喪偶	0	
Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.			
# b5: 行業職位類別			
Information	[Type= discrete] [Format=numeric] [Range= 1-12] [Missing=*]		
Statistics [NW/ W]	[Valid=167 /-] [Invalid=0 /-]		
Value	Label	Cases	Percentage
1	營造業	0	
2	水電燃氣業	0	
3	商業(含批發、零售、貿易及餐旅等)	0	
4	運輸、倉儲、及通信業	0	
5	農、林、漁、牧、狩獵業	0	
6	礦業及土石採取業	0	
7	製造業	0	
8	金融、保險、不動產、及工商服務業	0	
9	公共行政、社會服務及個人服務業	8	<div><div></div></div> 4.8%
10	公務員	0	
11	醫療產業	157	<div><div></div></div> 94.0%
12	其他不能規類之行業(如家庭主婦、學生、目前無工作者)	2	<div><div></div></div> 1.2%
Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.			
# b6: 個人商業保險			
Information	[Type= discrete] [Format=numeric] [Range= 0-1] [Missing=*]		
Statistics [NW/ W]	[Valid=167 /-] [Invalid=0 /-]		
Value	Label	Cases	Percentage
0	無	41	<div><div></div></div> 24.6%
1	有	126	<div><div></div></div> 75.4%
Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.			

File : data			
# b7: 經濟收入			
Information	[Type= discrete] [Format=numeric] [Range= 1-6] [Missing=*]		
Statistics [NW/ W]	[Valid=167 /-] [Invalid=0 /-]		
Value	Label	Cases	Percentage
1	9,999以下	1	<div><div></div></div> 0.6%
2	10,000-29,000	42	<div><div></div></div> 25.1%
3	30,000-49,999	86	<div><div></div></div> 51.5%
4	50,000-99,999	34	<div><div></div></div> 20.4%
5	100,000以上	2	<div><div></div></div> 1.2%
6	無	2	<div><div></div></div> 1.2%
Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.			
# c1_1: 健康存摺提供的醫療資訊, 我有能力與醫師共同討論			
Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]		
Statistics [NW/ W]	[Valid=167 /-] [Invalid=0 /-]		
Value	Label	Cases	Percentage
1	非常不同意	1	<div><div></div></div> 0.6%
2	不同意	7	<div><div></div></div> 4.2%
3	普通	68	<div><div></div></div> 40.7%
4	同意	87	<div><div></div></div> 52.1%
5	非常同意	4	<div><div></div></div> 2.4%
Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.			
# c1_2: 健康存摺提供的醫療資訊, 我有能力與醫師共同選擇治療方案			
Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]		
Statistics [NW/ W]	[Valid=167 /-] [Invalid=0 /-]		
Value	Label	Cases	Percentage
1	非常不同意	1	<div><div></div></div> 0.6%
2	不同意	9	<div><div></div></div> 5.4%
3	普通	75	<div><div></div></div> 44.9%
4	同意	80	<div><div></div></div> 47.9%
5	非常同意	2	<div><div></div></div> 1.2%
Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.			
# c1_3: 健康存摺提供的醫療資訊, 我有能力與醫師共同決定診治方針			
Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]		
Statistics [NW/ W]	[Valid=167 /-] [Invalid=0 /-]		
Value	Label	Cases	Percentage
1	非常不同意	2	<div><div></div></div> 1.2%
2	不同意	11	<div><div></div></div> 6.6%
3	普通	78	<div><div></div></div> 46.7%
4	同意	74	<div><div></div></div> 44.3%
5	非常同意	2	<div><div></div></div> 1.2%
Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.			
# c1_4: 健康存摺提供的醫療資訊, 我有能力提出診療意見			
Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]		

File : data

c1_4: 健康存摺提供的醫療資訊，我有能力提出診療意見

Statistics [NW/ W] [Valid=167 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常不同意	1	0.6%
2	不同意	10	6.0%
3	普通	84	50.3%
4	同意	69	41.3%
5	非常同意	3	1.8%

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

c1_5: 健康存摺提供的醫療資訊，我有意願告知醫師個人疾病史

Information [Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]

Statistics [NW/ W] [Valid=167 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常不同意	1	0.6%
2	不同意	1	0.6%
3	普通	46	27.5%
4	同意	104	62.3%
5	非常同意	15	9.0%

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

c1_6: 健康存摺提供的醫療資訊，我有意願告知醫師他院就醫資訊

Information [Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]

Statistics [NW/ W] [Valid=167 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常不同意	1	0.6%
2	不同意	3	1.8%
3	普通	45	26.9%
4	同意	103	61.7%
5	非常同意	15	9.0%

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

c1_7: 健康存摺提供的醫療資訊，我有意願告知醫師用藥習慣

Information [Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]

Statistics [NW/ W] [Valid=167 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常不同意	0	
2	不同意	2	1.2%
3	普通	43	25.7%
4	同意	106	63.5%
5	非常同意	16	9.6%

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

c1_8: 健康存摺提供的醫療資訊，我有意願告知醫師個人生理狀況

Information [Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]

Statistics [NW/ W] [Valid=167 /-] [Invalid=0 /-]

File : data

c1_8: 健康存摺提供的醫療資訊，我有意願告知醫師個人生理狀況

Value	Label	Cases	Percentage
1	非常不同意	0	
2	不同意	1	0.6%
3	普通	43	25.7%
4	同意	108	64.7%
5	非常同意	15	9.0%

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

c1_9: 針對健康存摺不足的醫療資訊，我有責任主動告知醫師

Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]
Statistics [NW/ W]	[Valid=167 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常不同意	0	
2	不同意	4	2.4%
3	普通	49	29.3%
4	同意	96	57.5%
5	非常同意	18	10.8%

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

c1_10: 針對健康存摺不足的醫療資訊，我會主動向醫師提出診療疑慮

Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]
Statistics [NW/ W]	[Valid=167 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常不同意	0	
2	不同意	3	1.8%
3	普通	48	28.7%
4	同意	105	62.9%
5	非常同意	11	6.6%

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

c1_11: 針對健康存摺不足的醫療資訊，我會主動提出自己的意見

Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]
Statistics [NW/ W]	[Valid=167 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常不同意	1	0.6%
2	不同意	4	2.4%
3	普通	50	29.9%
4	同意	101	60.5%
5	非常同意	11	6.6%

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

c1_12: 針對健康存摺不足的醫療資訊，我會尋找資訊管道獲取知識

Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]
Statistics [NW/ W]	[Valid=167 /-] [Invalid=0 /-]

File : data

c1_12: 針對健康存摺不足的醫療資訊，我會尋找資訊管道獲取知識

Value	Label	Cases	Percentage
1	非常不同意	0	
2	不同意	2	1.2%
3	普通	55	32.9%
4	同意	97	58.1%
5	非常同意	13	7.8%

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

c1_13: 健康存摺提供的醫療資訊，我會與醫師維持良好的醫病關係

Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]
Statistics [NW/ W]	[Valid=167 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常不同意	1	0.6%
2	不同意	2	1.2%
3	普通	56	33.5%
4	同意	96	57.5%
5	非常同意	12	7.2%

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

c1_14: 健康存摺提供的醫療資訊，我會用我的語言與醫師溝通專業醫療問題

Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]
Statistics [NW/ W]	[Valid=167 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常不同意	0	
2	不同意	3	1.8%
3	普通	51	30.5%
4	同意	102	61.1%
5	非常同意	11	6.6%

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

c1_15: 健康存摺提供的醫療資訊，我會與醫師討論醫療專業新知

Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]
Statistics [NW/ W]	[Valid=167 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常不同意	0	
2	不同意	6	3.6%
3	普通	62	37.1%
4	同意	94	56.3%
5	非常同意	5	3.0%

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

c1_16: 健康存摺提供的醫療資訊，我會與醫師互動更多

Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]
Statistics [NW/ W]	[Valid=167 /-] [Invalid=0 /-]

File : data

c1_16: 健康存摺提供的醫療資訊，我會與醫師互動更多

Value	Label	Cases	Percentage
1	非常不同意	1	0.6%
2	不同意	5	3.0%
3	普通	64	38.3%
4	同意	90	53.9%
5	非常同意	7	4.2%

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

c2_1: 我會持續關切健康存摺提供的疾病管理服務

Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]
Statistics [NW/ W]	[Valid=167 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常不同意	0	
2	不同意	6	3.6%
3	普通	75	44.9%
4	同意	80	47.9%
5	非常同意	6	3.6%

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

c2_2: 我會持續關切健康存摺提供的門診及住診就醫資訊

Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]
Statistics [NW/ W]	[Valid=167 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常不同意	0	
2	不同意	5	3.0%
3	普通	73	43.7%
4	同意	81	48.5%
5	非常同意	8	4.8%

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

c2_3: 我會持續關切健康存摺提供的檢驗(查)結果資訊

Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]
Statistics [NW/ W]	[Valid=167 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常不同意	0	
2	不同意	6	3.6%
3	普通	70	41.9%
4	同意	84	50.3%
5	非常同意	7	4.2%

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

c2_4: 我會持續關切健康存摺提供的疾病篩選資訊

Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]
Statistics [NW/ W]	[Valid=167 /-] [Invalid=0 /-]

File : data

c2_4: 我會持續關切健康存摺提供的疾病篩選資訊

Value	Label	Cases	Percentage
1	非常不同意	0	
2	不同意	6	<div><div></div></div> 3.6%
3	普通	75	<div><div></div></div> 44.9%
4	同意	78	<div><div></div></div> 46.7%
5	非常同意	8	<div><div></div></div> 4.8%

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

c2_5: 我會持續關切健康存摺提供的藥品資訊

Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]		
Statistics [NW/ W]	[Valid=167 /-] [Invalid=0 /-]		
Value	Label	Cases	Percentage
1	非常不同意	0	
2	不同意	6	<div><div></div></div> 3.6%
3	普通	71	<div><div></div></div> 42.5%
4	同意	84	<div><div></div></div> 50.3%
5	非常同意	6	<div><div></div></div> 3.6%

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

c2_6: 我會持續關切健康存摺提供的基本健康資料專區

Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]		
Statistics [NW/ W]	[Valid=167 /-] [Invalid=0 /-]		
Value	Label	Cases	Percentage
1	非常不同意	0	
2	不同意	6	<div><div></div></div> 3.6%
3	普通	71	<div><div></div></div> 42.5%
4	同意	83	<div><div></div></div> 49.7%
5	非常同意	7	<div><div></div></div> 4.2%

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

c3_1: 健康存摺提供的醫療資訊，對於重複用藥減少感到

Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]		
Statistics [NW/ W]	[Valid=167 /-] [Invalid=0 /-]		
Value	Label	Cases	Percentage
1	非常不滿意	0	
2	不滿意	2	<div><div></div></div> 1.2%
3	普通	71	<div><div></div></div> 42.5%
4	滿意	82	<div><div></div></div> 49.1%
5	非常滿意	12	<div><div></div></div> 7.2%

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

c3_2: 健康存摺提供的醫療資訊，對於用藥錯誤的機率減少感到

Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]		
Statistics [NW/ W]	[Valid=167 /-] [Invalid=0 /-]		

File : data			
# c3_2: 健康存摺提供的醫療資訊，對於用藥錯誤的機率減少感到			
Value	Label	Cases	Percentage
1	非常不滿意	0	
2	不滿意	3	<div><div></div></div> 1.8%
3	普通	73	<div><div></div></div> 43.7%
4	滿意	81	<div><div></div></div> 48.5%
5	非常滿意	10	<div><div></div></div> 6.0%
<i>Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.</i>			
# c3_3: 健康存摺提供的醫療資訊，對於醫師解說病情時間感到			
Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]		
Statistics [NW/ W]	[Valid=167 /-] [Invalid=0 /-]		
Value	Label	Cases	Percentage
1	非常不滿意	0	
2	不滿意	4	<div><div></div></div> 2.4%
3	普通	86	<div><div></div></div> 51.5%
4	滿意	72	<div><div></div></div> 43.1%
5	非常滿意	5	<div><div></div></div> 3.0%
<i>Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.</i>			
# c3_4: 健康存摺提供的醫療資訊，對於醫療品質提升感到			
Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]		
Statistics [NW/ W]	[Valid=167 /-] [Invalid=0 /-]		
Value	Label	Cases	Percentage
1	非常不滿意	0	
2	不滿意	4	<div><div></div></div> 2.4%
3	普通	73	<div><div></div></div> 43.7%
4	滿意	81	<div><div></div></div> 48.5%
5	非常滿意	9	<div><div></div></div> 5.4%
<i>Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.</i>			
# c3_5: 健康存摺提供的醫療資訊，對於疾病治療結果感到			
Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]		
Statistics [NW/ W]	[Valid=167 /-] [Invalid=0 /-]		
Value	Label	Cases	Percentage
1	非常不滿意	1	<div><div></div></div> 0.6%
2	不滿意	3	<div><div></div></div> 1.8%
3	普通	76	<div><div></div></div> 45.5%
4	滿意	82	<div><div></div></div> 49.1%
5	非常滿意	5	<div><div></div></div> 3.0%
<i>Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.</i>			
# c3_6: 健康存摺提供的醫療資訊，對於診治時間感到			
Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]		
Statistics [NW/ W]	[Valid=167 /-] [Invalid=0 /-]		

File : data

c3_6: 健康存摺提供的醫療資訊，對於診治時間感到

Value	Label	Cases	Percentage
1	非常不滿意	0	
2	不滿意	5	<div><div></div></div> 3.0%
3	普通	87	<div><div></div></div> 52.1%
4	滿意	70	<div><div></div></div> 41.9%
5	非常滿意	5	<div><div></div></div> 3.0%

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

c3_7: 健康存摺提供的醫療資訊，對於了解醫療問題感到

Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]
Statistics [NW/ W]	[Valid=167 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常不滿意	0	
2	不滿意	3	<div><div></div></div> 1.8%
3	普通	78	<div><div></div></div> 46.7%
4	滿意	82	<div><div></div></div> 49.1%
5	非常滿意	4	<div><div></div></div> 2.4%

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.

c3_8: 健康存摺提供的醫療資訊，對於整體醫療照顧結果感到

Information	[Type= discrete] [Format=numeric] [Range= 1-5] [Missing=*]
Statistics [NW/ W]	[Valid=167 /-] [Invalid=0 /-]

Value	Label	Cases	Percentage
1	非常不滿意	0	
2	不滿意	3	<div><div></div></div> 1.8%
3	普通	74	<div><div></div></div> 44.3%
4	滿意	84	<div><div></div></div> 50.3%
5	非常滿意	6	<div><div></div></div> 3.6%

Warning: these figures indicate the number of cases found in the data file. They cannot be interpreted as summary statistics of the population of interest.