

Reactions of Users of the Public Nursing Care Insurance System and their Characteristics :

With an Emphasis Placed on the Questionnaire Survey on Users of Care Service Conducted in the City of Kashiwa

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Summary

The purpose of this paper is to examine the reactions of users of the Public Nursing Care Insurance system, which was introduced in April 2000, based on the results of the questionnaire survey conducted in a city in the Tokyo metropolitan area. The results can be summarized as follows:

(1) Only a half of those in need of nursing care regularly lived with their families. In addition, while women played a central role in giving nursing care, the number of “daughters living together” who provided nursing care was almost the same as that of “wives of the sons living together.” This is a characteristic commonly observed in cities.

(2) Seventy to eighty percent of those in need of nursing care (or their families) were satisfied with the Public Nursing Care Insurance system. From this it may be concluded that the system has generally been accepted favorably. However, though there were not many users discontent with care need assessments, those dissatisfied with the assessments complained that “No consideration was given to the family’s ability to give nursing care” or that “Assessment of the condition of dementia was too low.” These opinions suggest that the care need assessment method of the system has these defects.

(3) In the Public Nursing Care Insurance system, users have to pay 10% of the insurance premiums. While those who suffered from severer disability desired less economic burden even if it meant a lower service level, their families wanted, on the contrary, a better service even though it resulted in a heavier economic burden.

(4) After the introduction of the system, users of nursing care service increased by about 26%. On the other hand, 24% of those who had already used the service before the start of the system increased the level of use, and 13% of them decreased the level of use. This means that only 11% of these continued users of the service (24%-13%) increased their utilization level. The average use level of the service of those in need of nursing care was 50% of the upper limit. This shows that even after the system was introduced, the tendency to use nursing care service moderately has continued.

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