

Practice Standards in International Medical Departments of Public Academic Hospitals in China: Cross-Sectional Study

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Practice Standards in International Medical Departments of Public Academic Hospitals in China: Cross-Sectional Study

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Abstract

Background: Improving health care in cities with a diverse, international population is crucial for ensuring health equity, particularly for foreigners facing challenges due to cultural and language barriers. This situation is especially relevant in China, a major destination for expatriates and travelers, where optimizing health care services and incorporating international standards in the public sector are vital. Achieving this involves understanding the operational details, cultural and linguistic nuances, and advancing medical digitalization. A strategic approach focusing on cultural competence and awareness of health care systems is essential for effectively navigating health care for foreigners and expatriates in China.

Objective: The aim of this study was to perform an in-depth analysis of the subjective and objective experiences of local and international patients in public hospitals in China to provide a basis for enhancing the medical experience of all patients.

Methods: A structured questionnaire was provided to patients at an international outpatient service of a top-tier university hospital in China. Qualitative analysis of the survey responses was performed to methodically categorize and analyze medical treatment, focusing on patient demand and satisfaction across four main category elements ("high demand, high satisfaction"; "high demand, low satisfaction"; "low demand, high satisfaction"; and "low demand, low satisfaction"), enabling a detailed cross-sectional analysis to identify areas for improvement.

Results: Elements falling under "high demand, high satisfaction" for both Chinese and international patients were primarily in the realms of medical quality and treatment processes. In contrast, elements identified as "high demand, low satisfaction" were significantly different between the two patient groups.

Conclusions: The findings highlight the importance of systematic, objective research in advancing the quality of international health care services within China's leading academic medical centers. Key to this improvement is rigorous quality control involving both patients and providers. This study highlights the necessity of certifying such centers and emphasizes the role of digital platforms in disseminating information about medical services. This strategy is expected to cater to diverse patient needs, enhancing the overall patient experience. Furthermore, by developing comprehensive diagnosis and treatment services and highlighting the superior quality and costs associated with international health care, these efforts aim to foster a sense of belonging among international patients and increase the attractiveness of China's medical services for this demographic.

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Correction: Practice Standards in International Medical Departments of Public Academic Hospitals in China: Cross-Sectional Study

In “Practice Standards in International Medical Departments of Public Academic Hospitals in China: Cross-Sectional Study” ([JMIRFormative Research JMIR Form Res 2024 | vol. 8 | e53898 | p. 1]) the authors noted one error].

[Correction Text]

~~Yaxu Zhou^{1*}, MPH; Ying Zhou^{2*}, MPH; Di Xu³, MPH; Jie Min³, MPH; Yu Du³, MPH; Qi Duan³, MPH; Wen Bao³, MPH; Yingying Sun³, MPH; Huiqin Xi⁴, RN; Chunming Wang², Prof Dr; Evelyne Bischof^{5,6}, Prof Dr~~

Should be corrected to:

Ying Zhou^{1*}; Yaxu Zhou^{2*}; Di Xu³; Jie Min³; Yu Du³; Qi Duan³; Wen Bao³; Yingying Sun³; Huiqin Xi⁴; Chunming Wang¹, Prof Dr; Evelyne Bischof^{5,6}, Prof Dr

Please, we would like to **urgently notify** that the authors order is not correct:

The first author and second have been **mixed up**, Ying Zhou was always and should remind the first author.

On the proofs (see attached) which we approved, the order is correct, while on the final publication it was suddenly changed.

Please we very kindly request to change the authors urgently to the initial order, we have never changed (at least not on purpose) the order of the authors.

The correction will appear in the online version of the paper on the JMIR Publications website on [May 17, 2024], together with the publication of this correction notice. Because this was made after submission to full-text repositories, the corrected article has also been resubmitted to those repositories.

Supplementary Files

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