

The 2023 Public Opinion Survey on Satisfaction in Healthcare in Japan and Healthcare Applications of Generative AI

Survey Result

- Study Period: December 4, 2023 – December 7, 2023
- Study format: Online Surbay
- Total number of distributions: 13,004 individuals
- Number of survey respondents: 1,502 individuals (response rate: 11.55%)
- Number of completions: 1,000 individuals (terminated upon reaching 1,000 valid respondents)
- Target demographic: Japanese men and women aged 20 and above
- Sampling: Adjusted based on age, gender, and residential area

Region		Age Group		Gender	
• Hokkaido-Tohoku	11.3 %	• 20s	11.6 %	• Female	52.2%
• Kanto	34.7 %	• 30s	13.5 %	• Male	47.8%
• Chubu	16.7 %	• 40s	17.4 %		
• Kansai	17.6 %	• 50s	16 %		
• Chugoku-Shikoku	8.6 %	• 60s	28 %		
• Kyushu-Okinawa	11.1 %	• 70 and above	13.5 %		

Respondent occupations (only those relevant to responses)

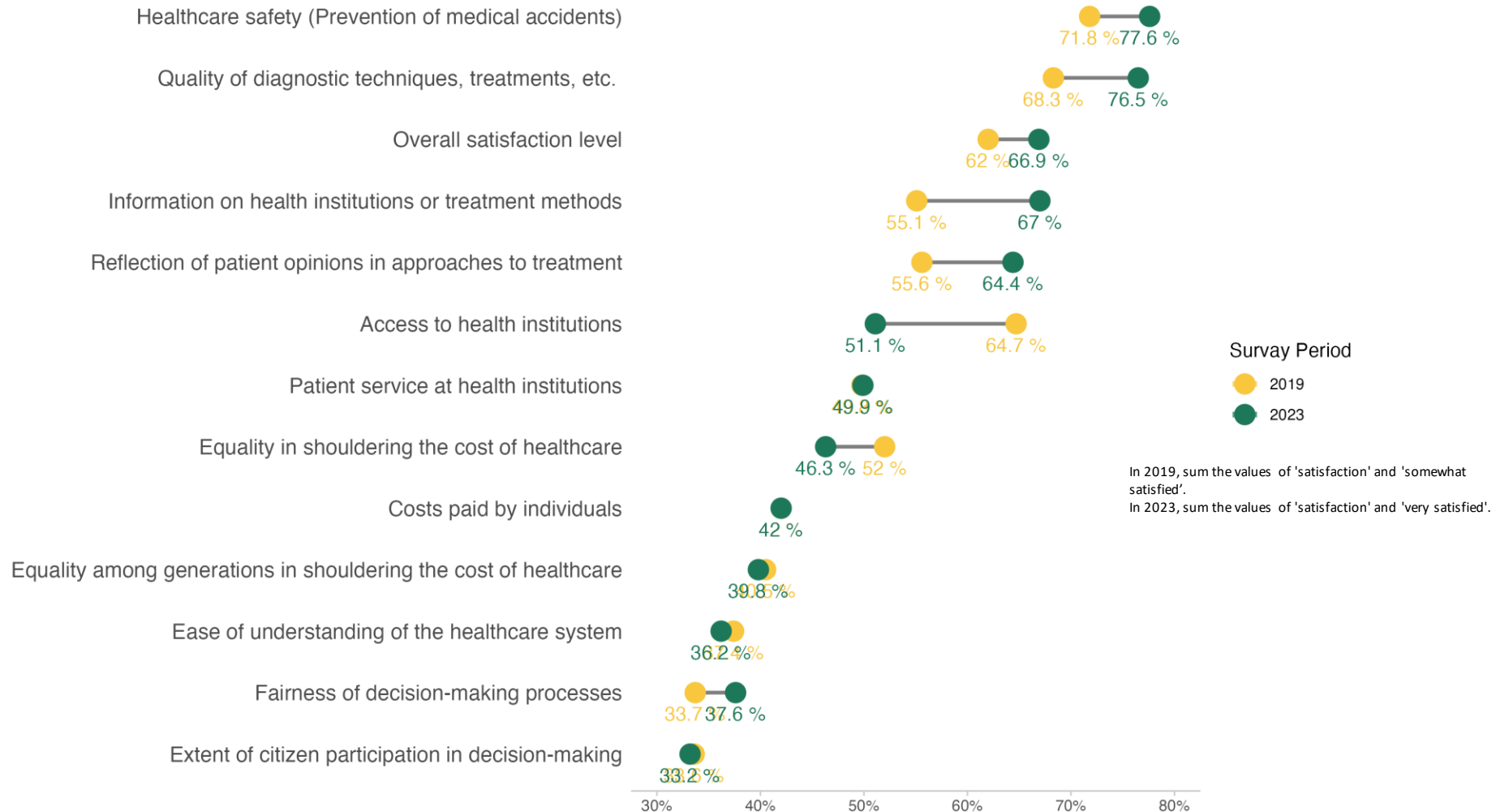
Please share your occupation(Multiple Answer)

	Response	%
Total	1000	100.0
Researcher	10	1.0
Information Processing and Communication Technology Professional	30	3.0
Physician	6	0.6
Dentist	4	0.4
Veterinarian	3	0.3
Pharmacist	6	0.6
Public Health Nurse	3	0.3
Midwife	1	0.1
Nurse	13	1.3
Medical Technologist	17	1.7
Dietitian, Registered Dietitian	5	0.5
Anma-Massage-Shiatsu Therapist, Acupuncturist, Moxibustion Therapist, Judo Therapist	4	0.4
Other Specialized Professions in Healthcare and Nursing	10	1.0
Healthcare-related Assistant	7	0.7
Other (including unemployed)	896	89.6

**Satisfaction with
healthcare and the healthcare system
in Japan.**

Compared to before the COVID-19 pandemic, overall satisfaction increased slightly.
Satisfaction in health facility access and healthcare system equality decreased

Q: Please tell us how satisfied you currently are with healthcare and the healthcare system in Japan. Which option most closely matches your opinion for the following items?

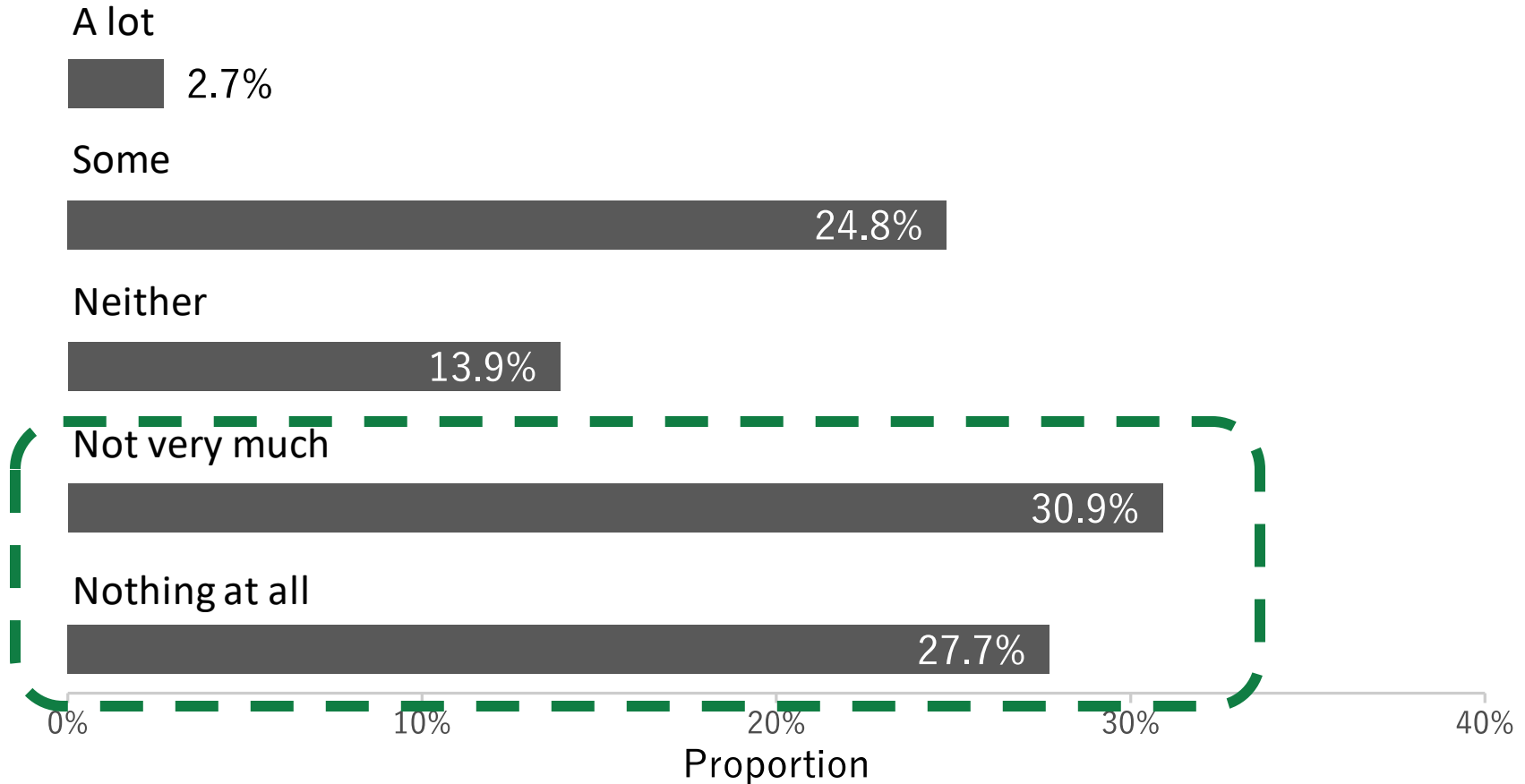


Questions related to AI and generative AI

Awareness, circumstances surrounding usage,
interest, and knowledge

Among the general public, over half (58.6%) did not know about generative AI

Q: How much do you know about generative AI?

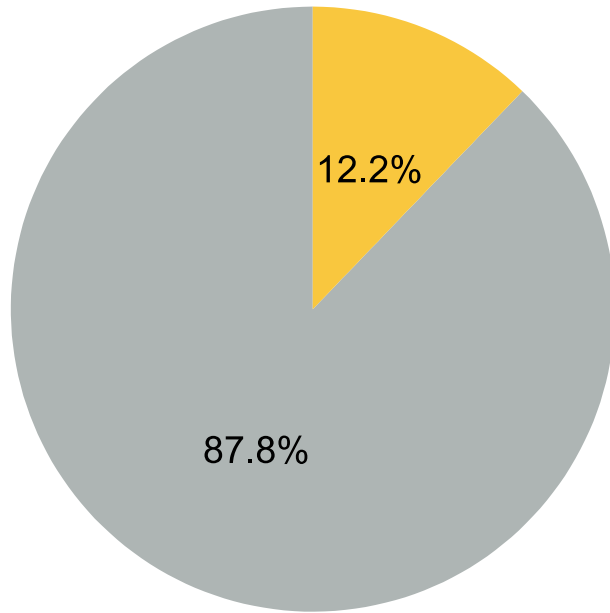


N=1000

Around 10% of respondents have used generative AI.

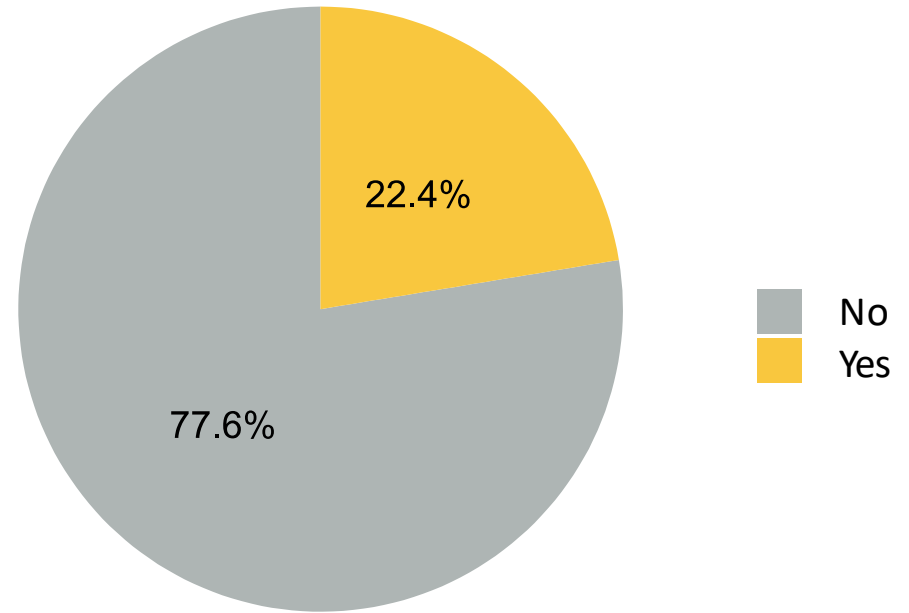
Around 20% of all respondents have used AI

Q: Have you ever used generative AI?



N=1000

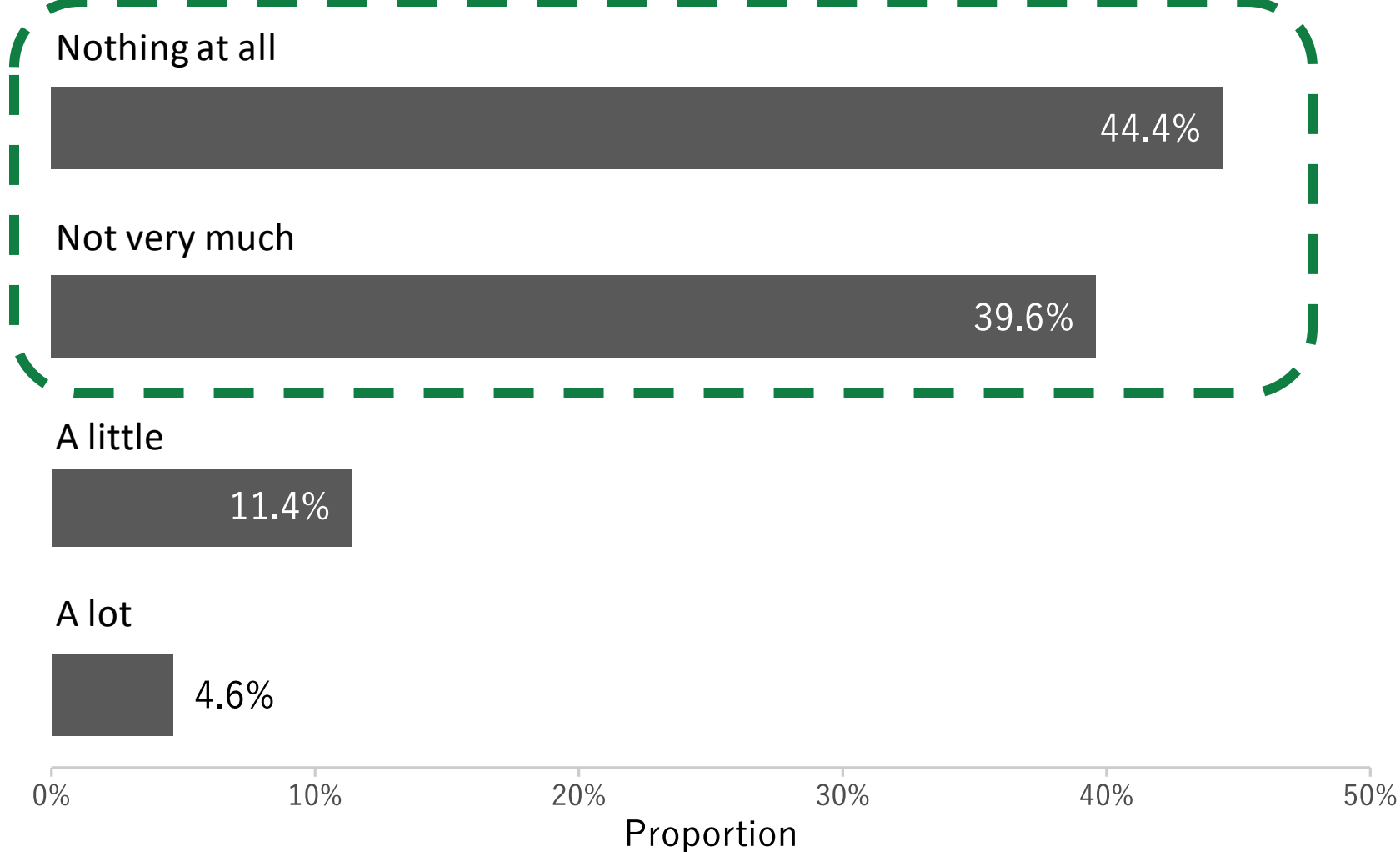
Q: Have you ever used any form of AI (not limited to generative AI)?



N=1000

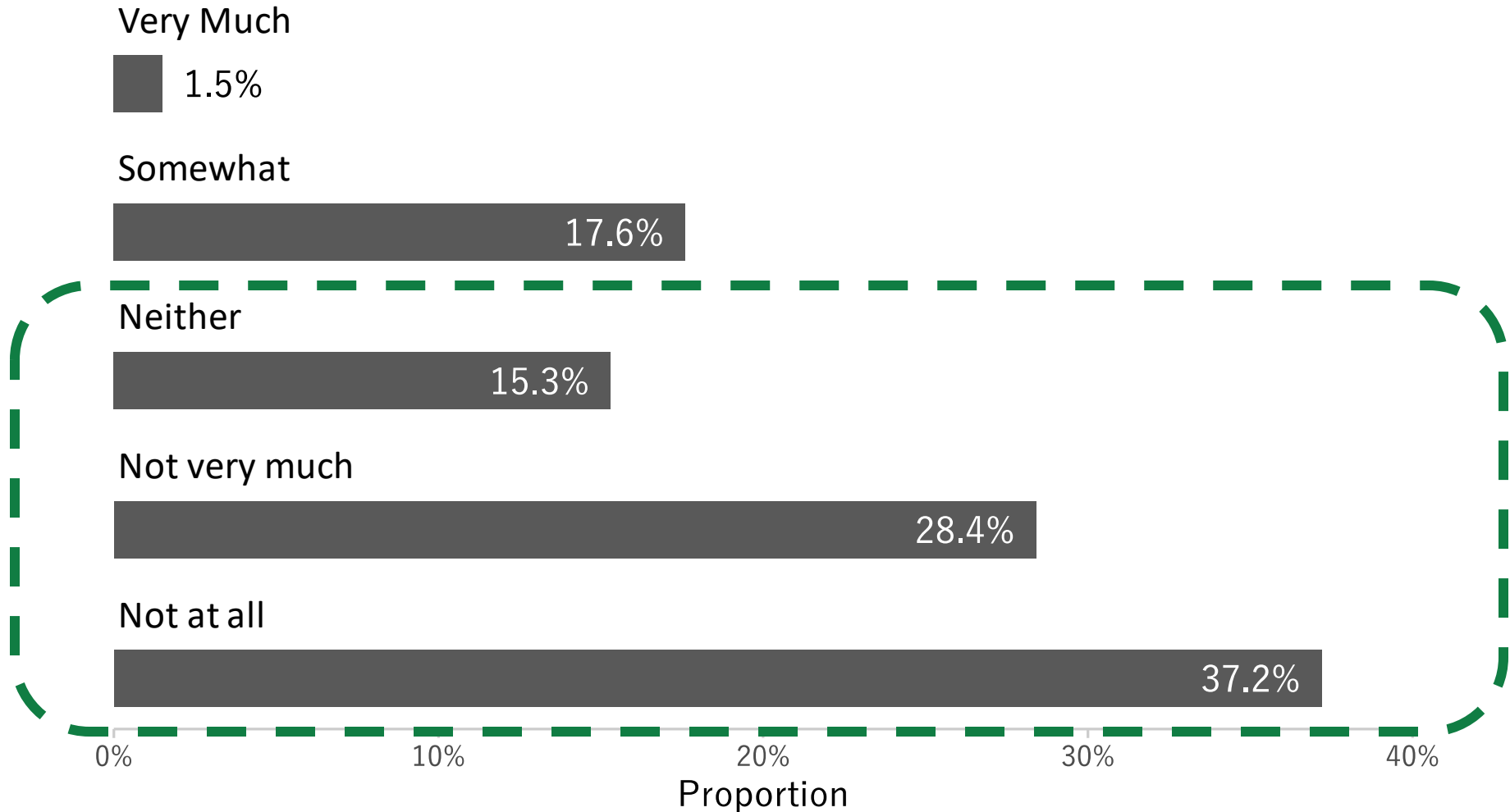
Respondents who did not know about traditional and generative AI: 84.0%

Q: How much do you know about the differences between generative AI and traditional AI?



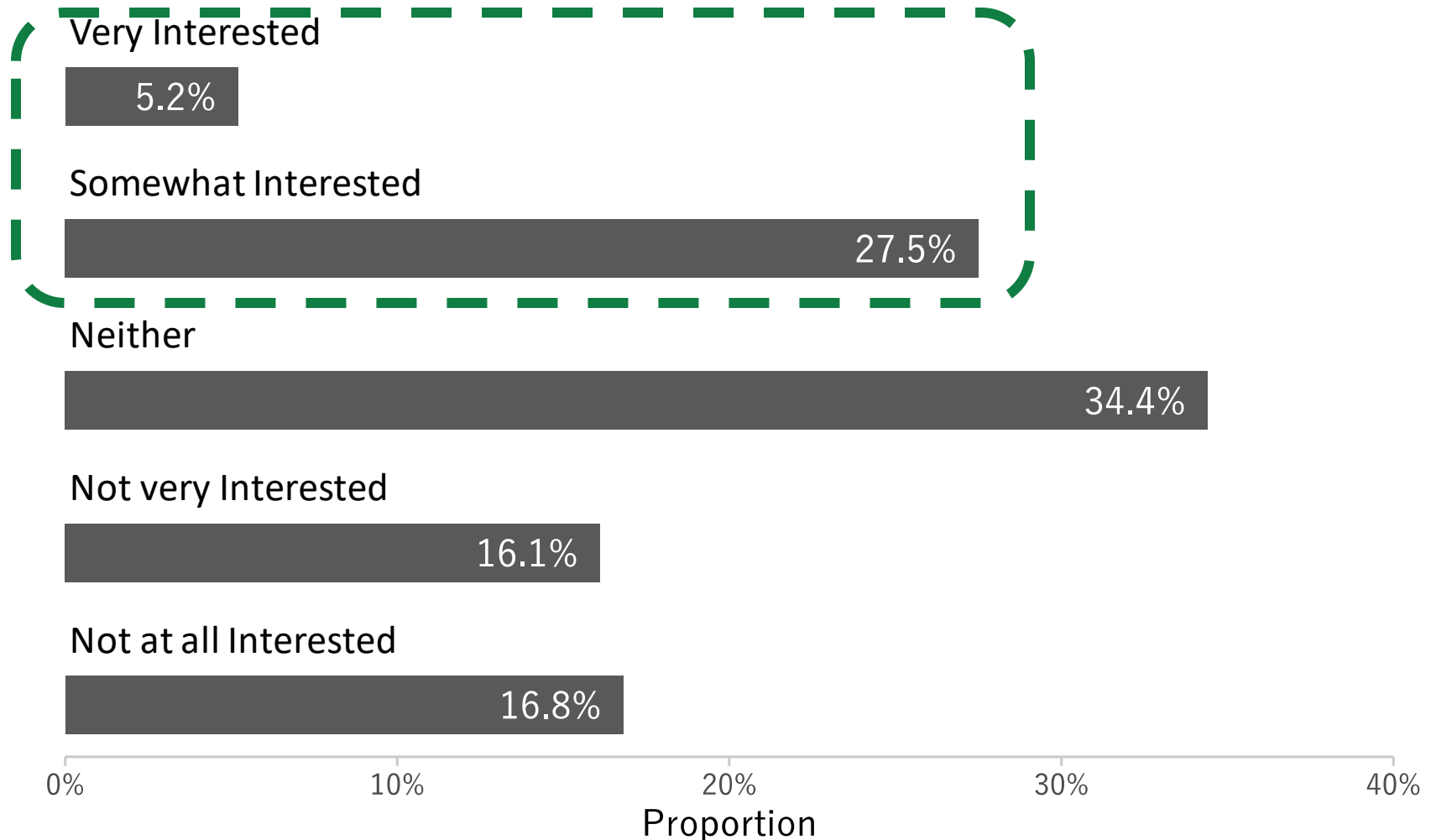
Few respondents knew about healthcare applications of generative AI

Q: Are you aware that generative AI is starting to be used in healthcare?



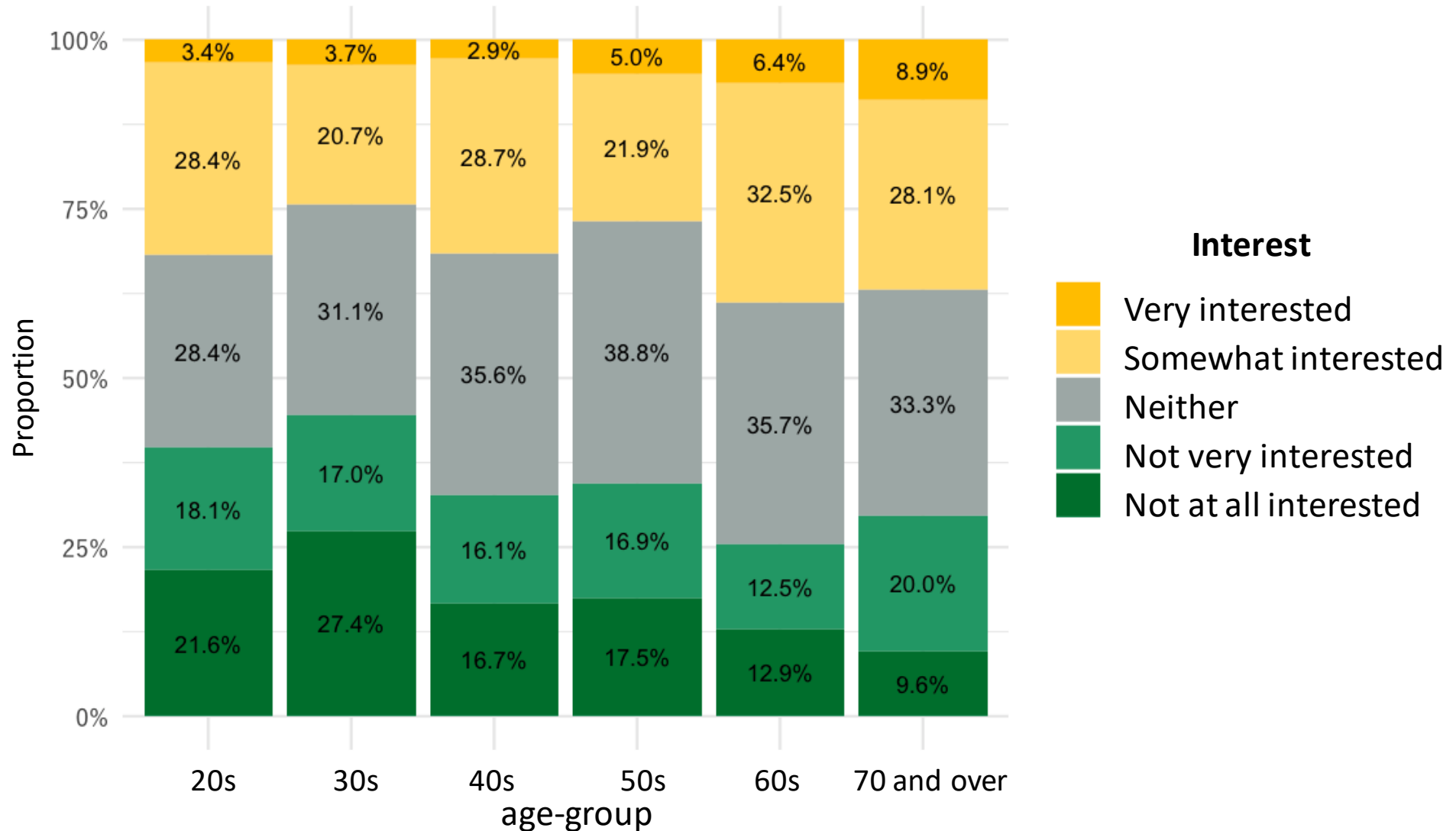
However, 32.7% were interested in healthcare applications of generative AI

Q: Are you interested in healthcare applications of generative AI?



Interest in generative AI was consistent among age groups

The percentage of interest in age-group-specific generative AI.

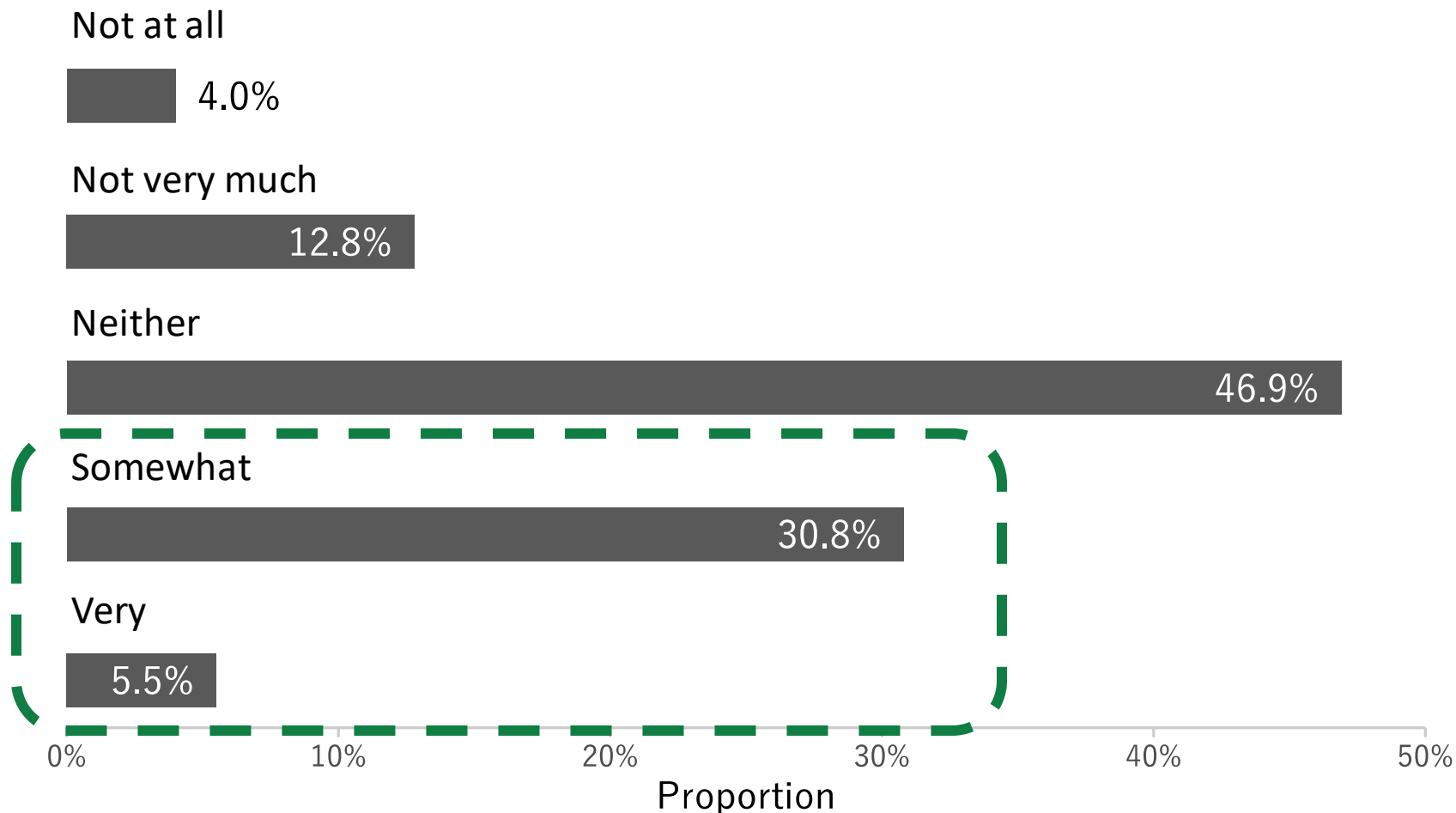


Questions related to AI and generative AI

Expectations, impressions, and concerns

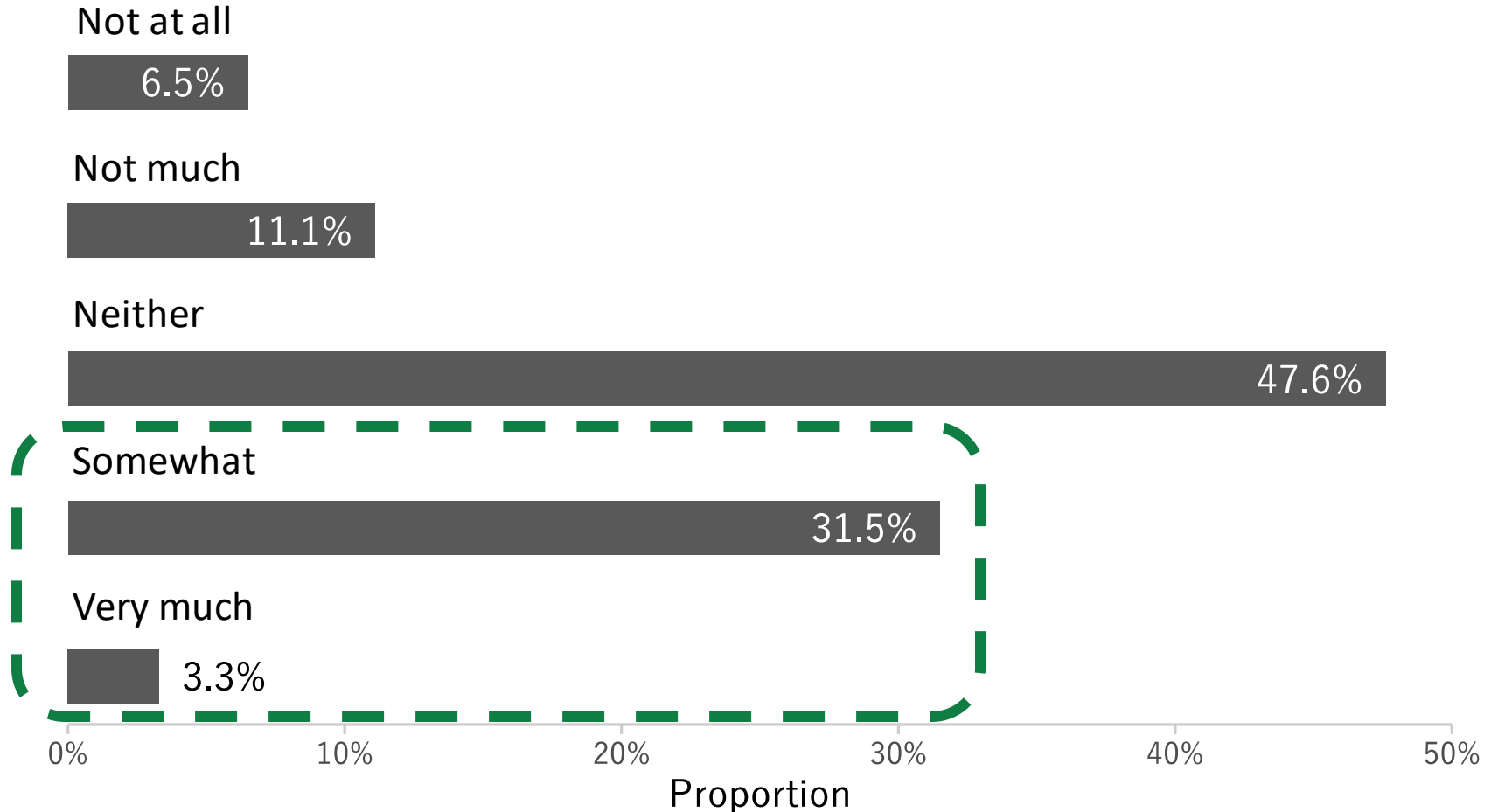
Over one-third (36.3%) thought healthcare applications of generative AI will change how they use health services

Q: Do you think healthcare applications of generative AI will cause major changes to how you use healthcare services in the future?



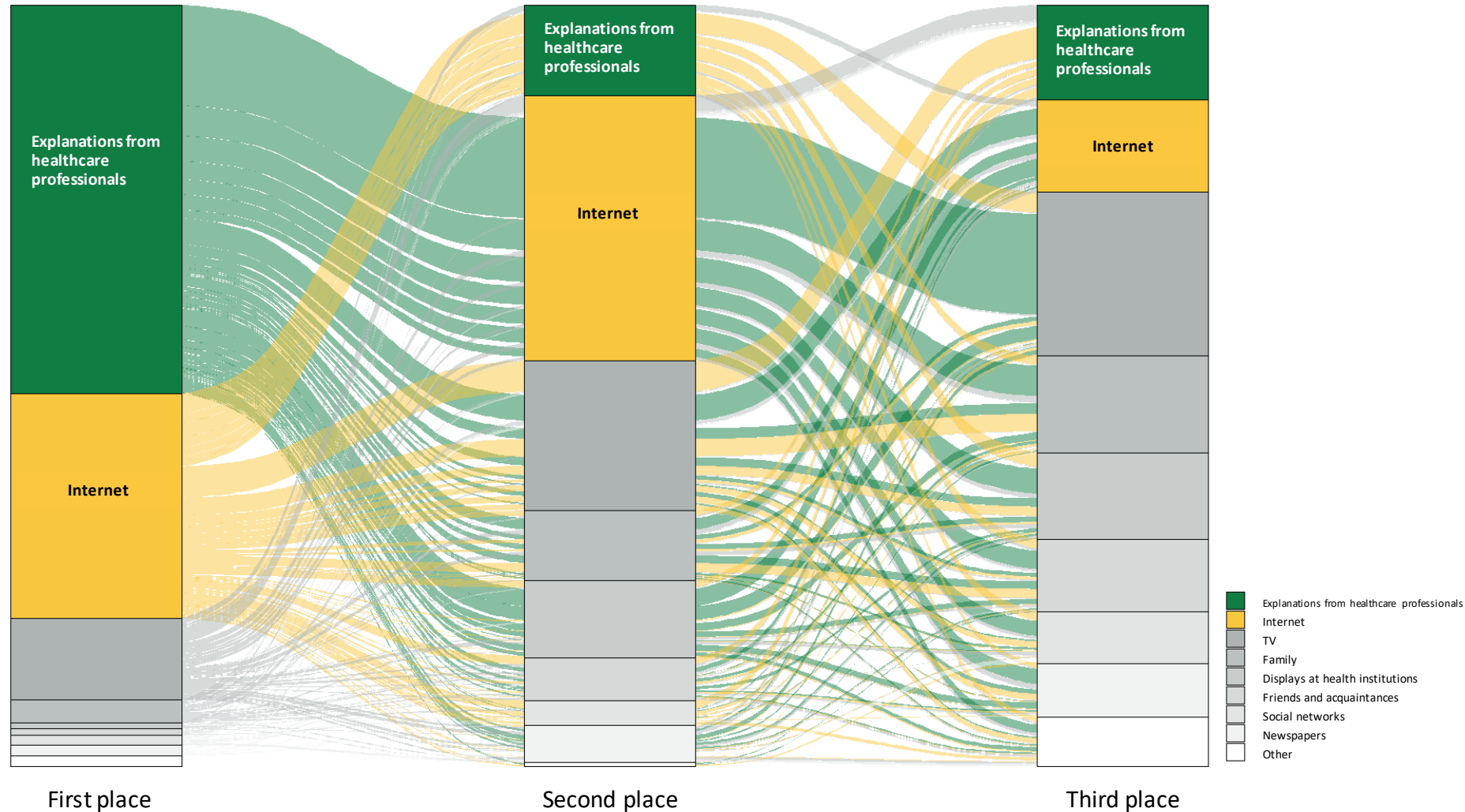
Over one-third (34.8%) thought generative AI will improve access to medical information

Q: Do you think the use of generative AI in healthcare will make it easier to gather healthcare-related information?



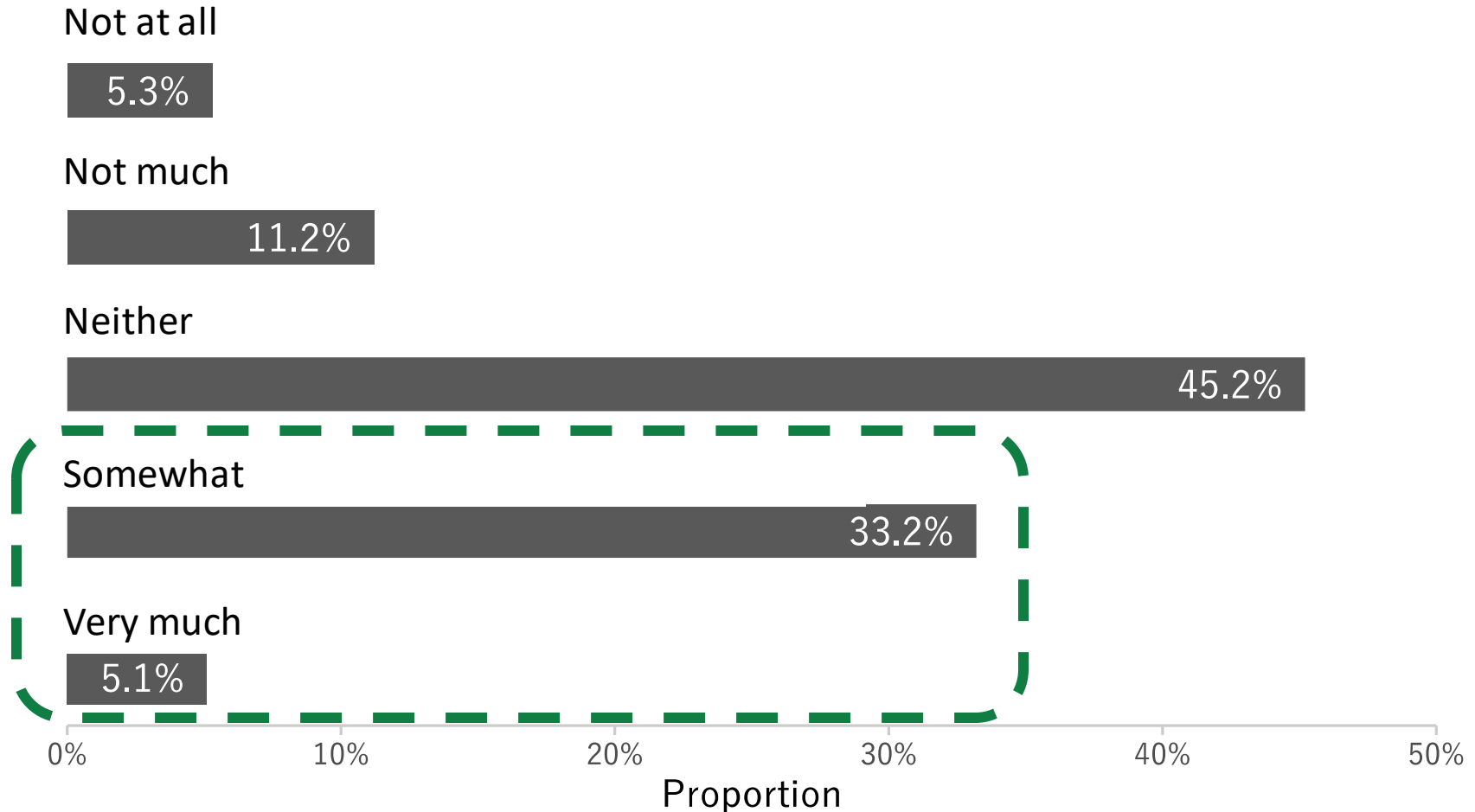
The potential for generative AI using online medical information to become the basis for searches for medical information

What methods do you currently use to gather your own information related to health, diseases, or healthcare? Please select the three most trustworthy methods from the options listed below. /First place-Second place-Third Place

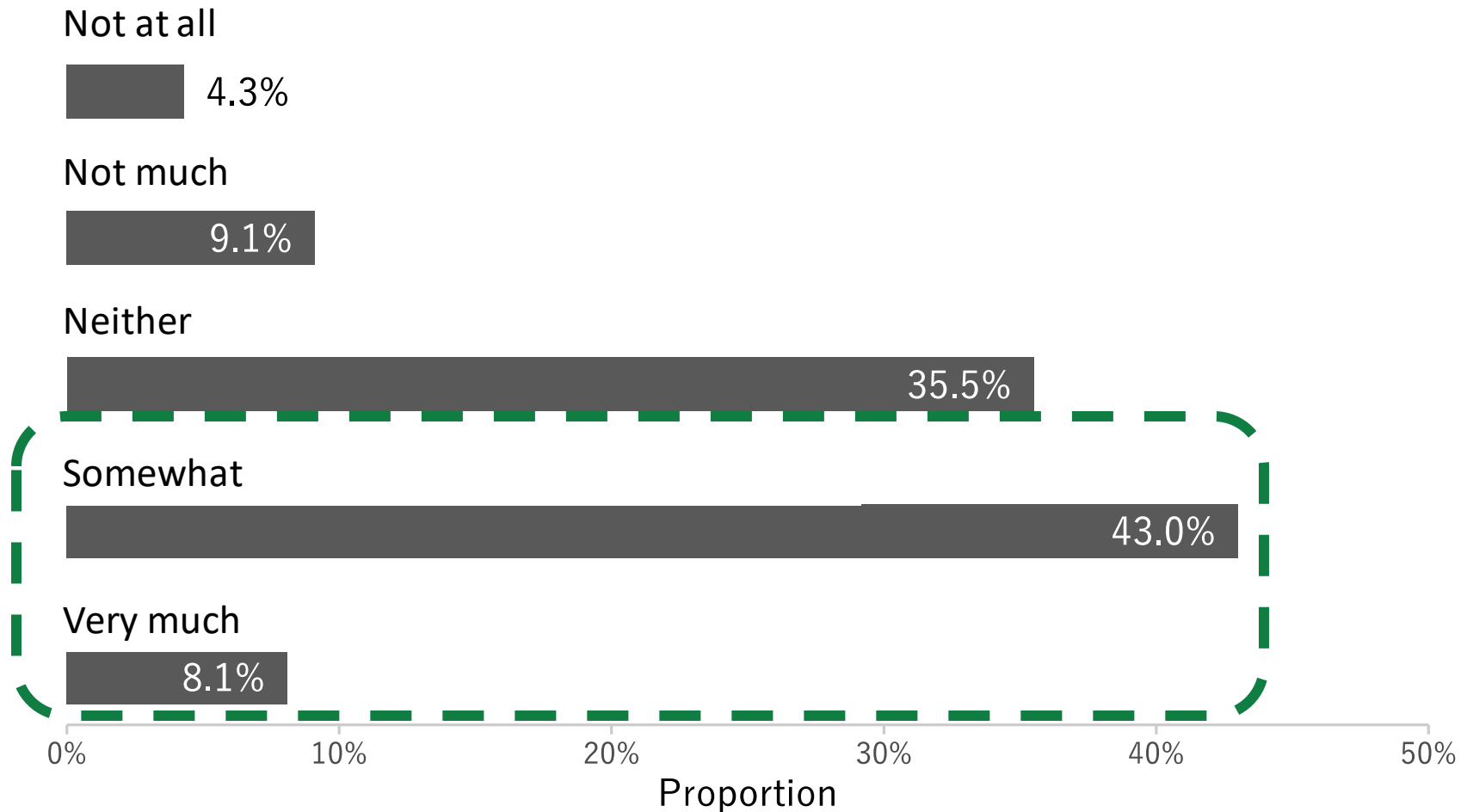


38.3% anticipate an improvement in healthcare services.

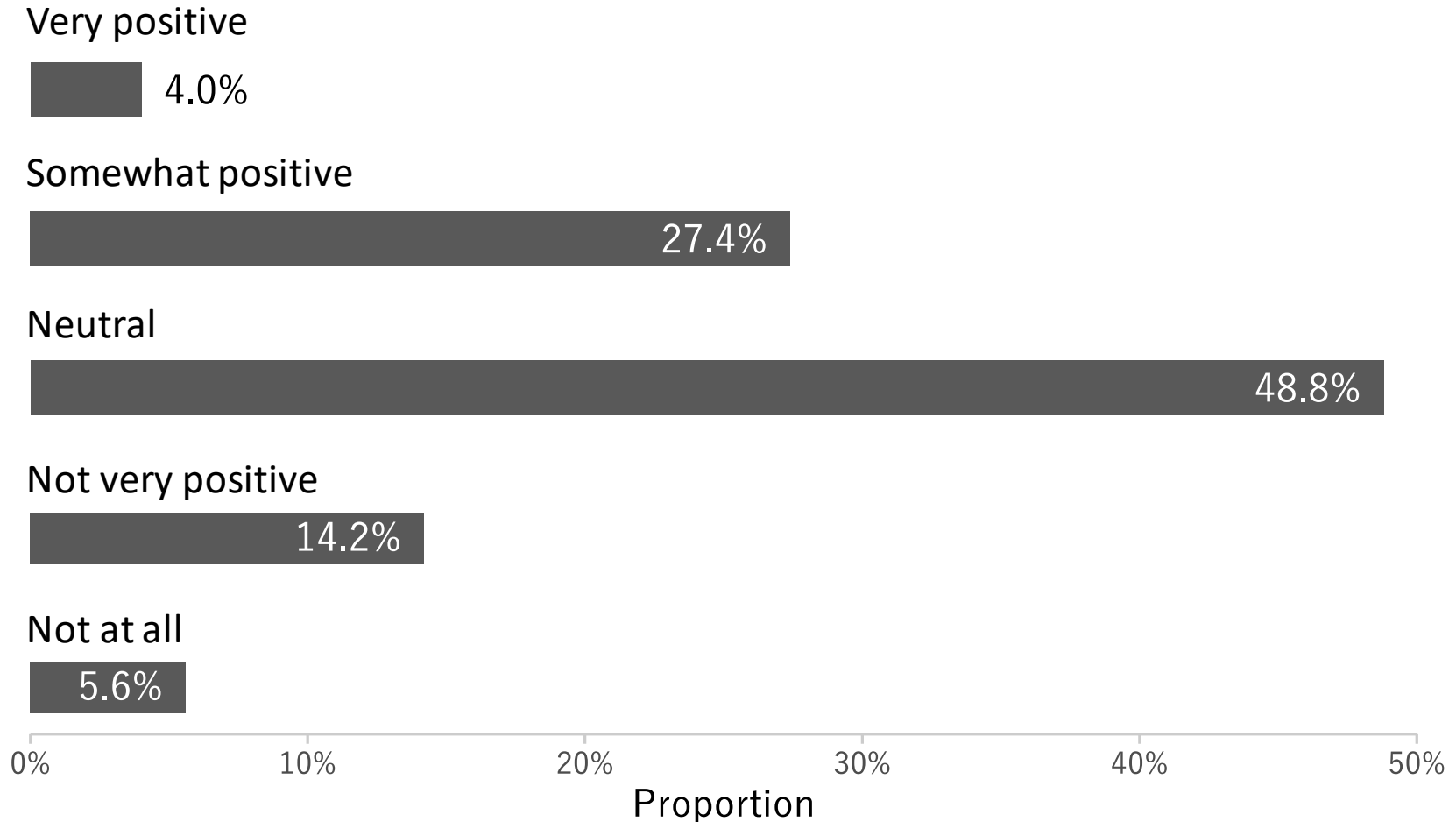
Q: Do you think the use of generative AI in healthcare will improve medical services?



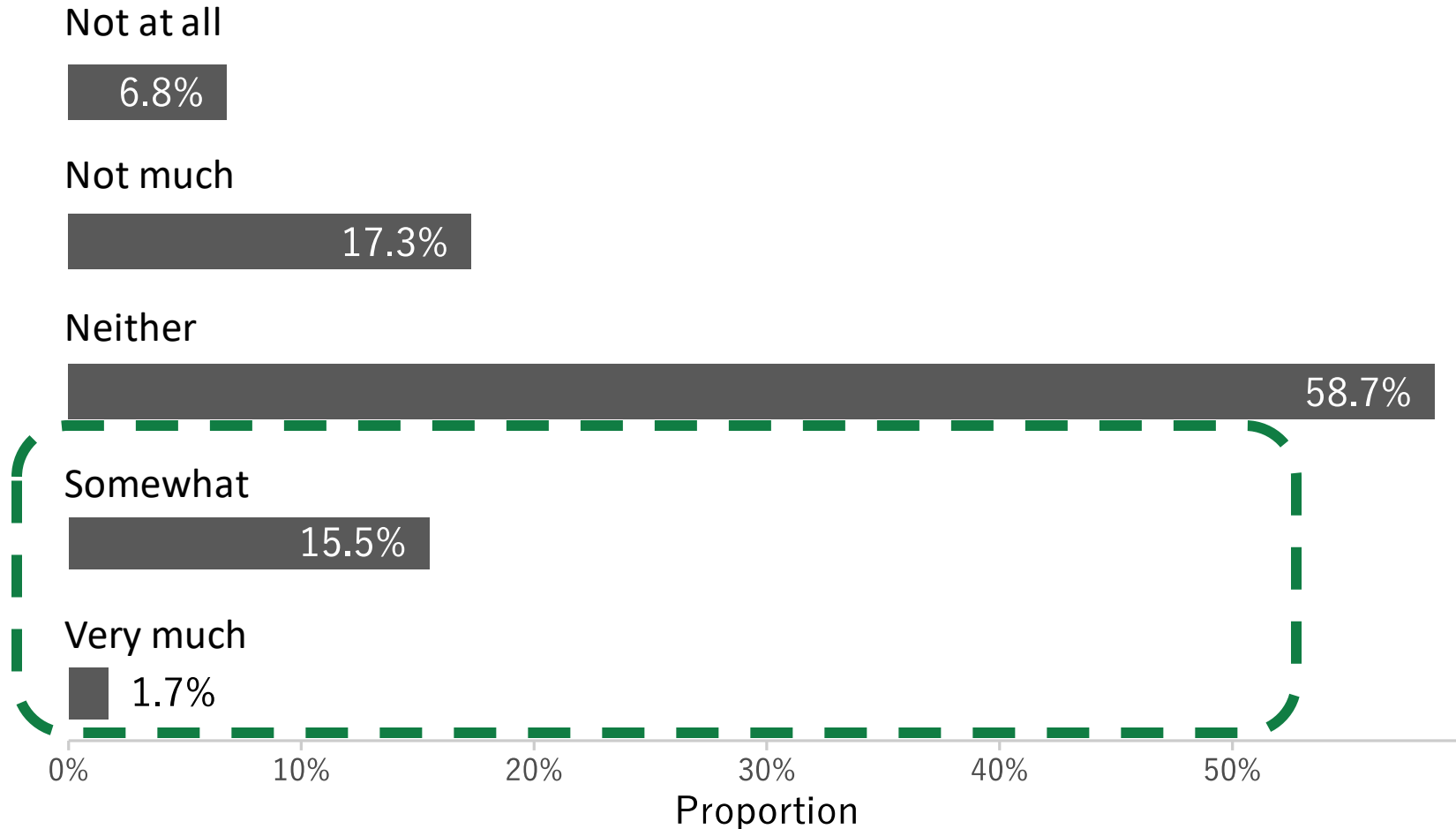
Q: Do you think the use of generative AI in healthcare will help make healthcare more efficient?



Q: Do you have a positive impression toward the use of generative AI in healthcare?

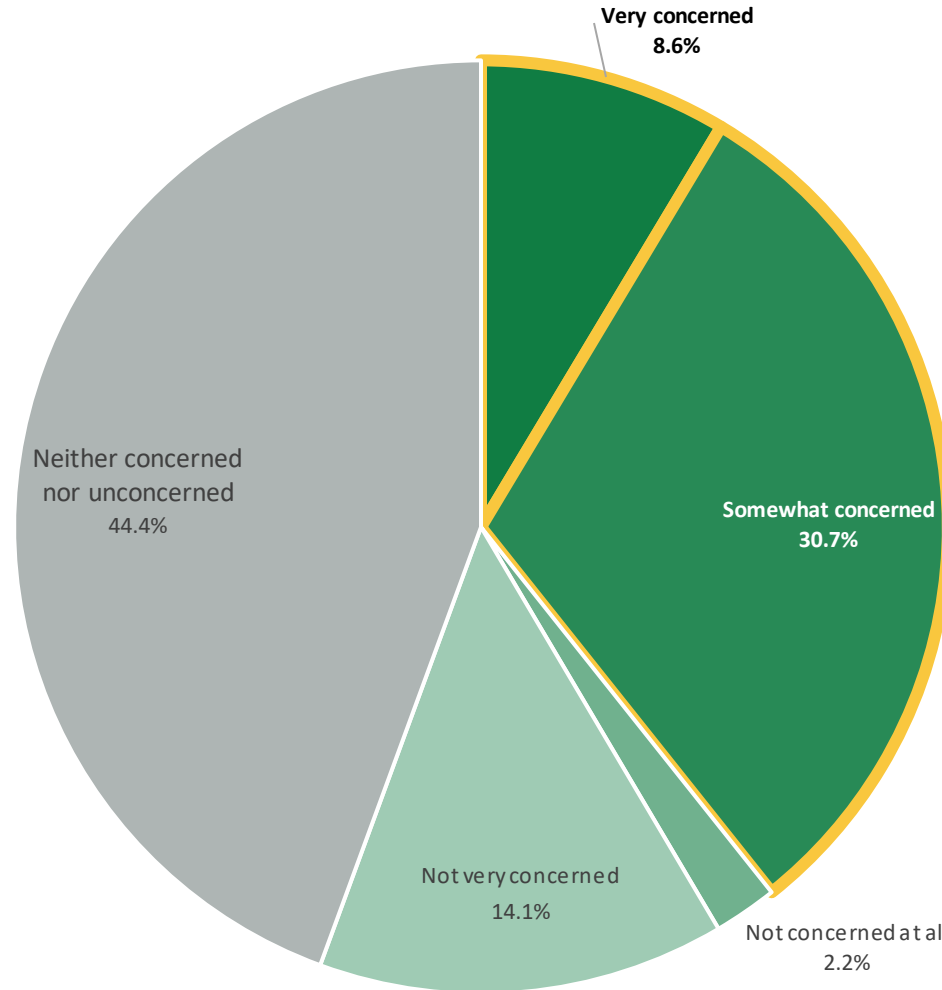


Q: Do you think those around you are optimistic toward generative AI?



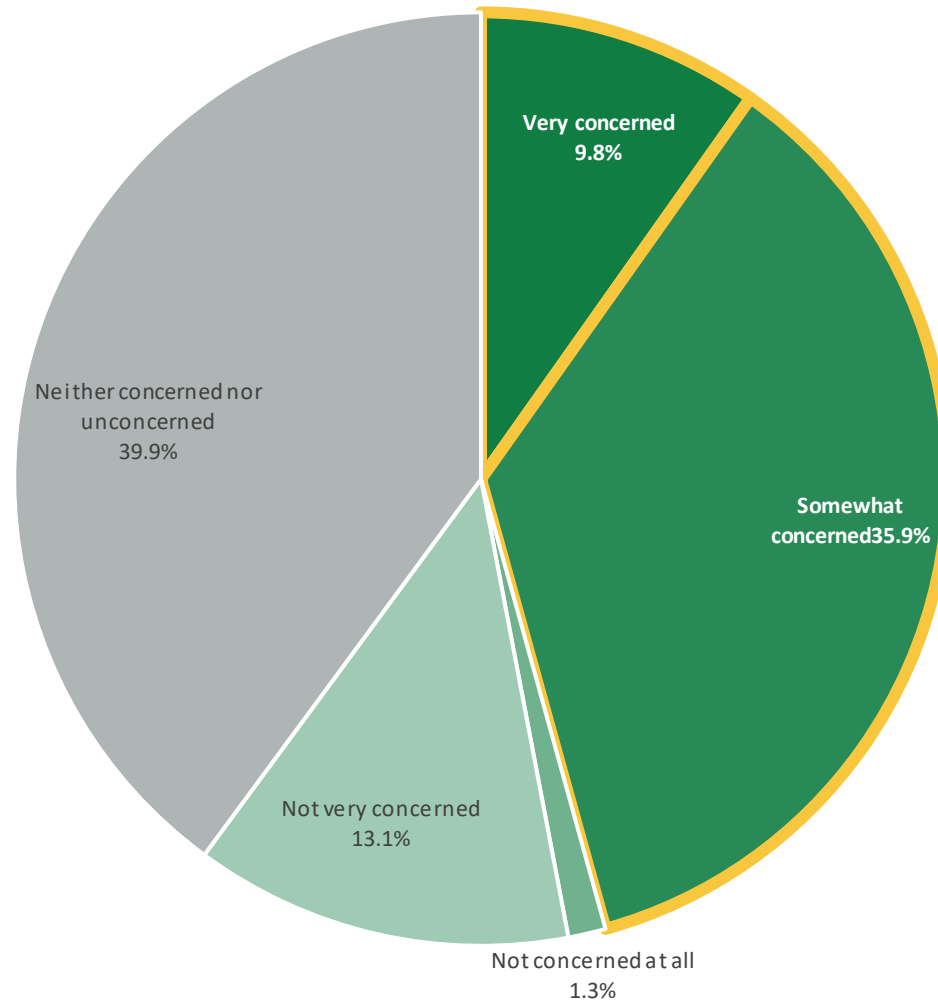
Approx. 40% (39.3%) were concerned about information disparities

Q: Are you concerned that the use of generative AI in healthcare will cause greater disparities (e.g., in information)?



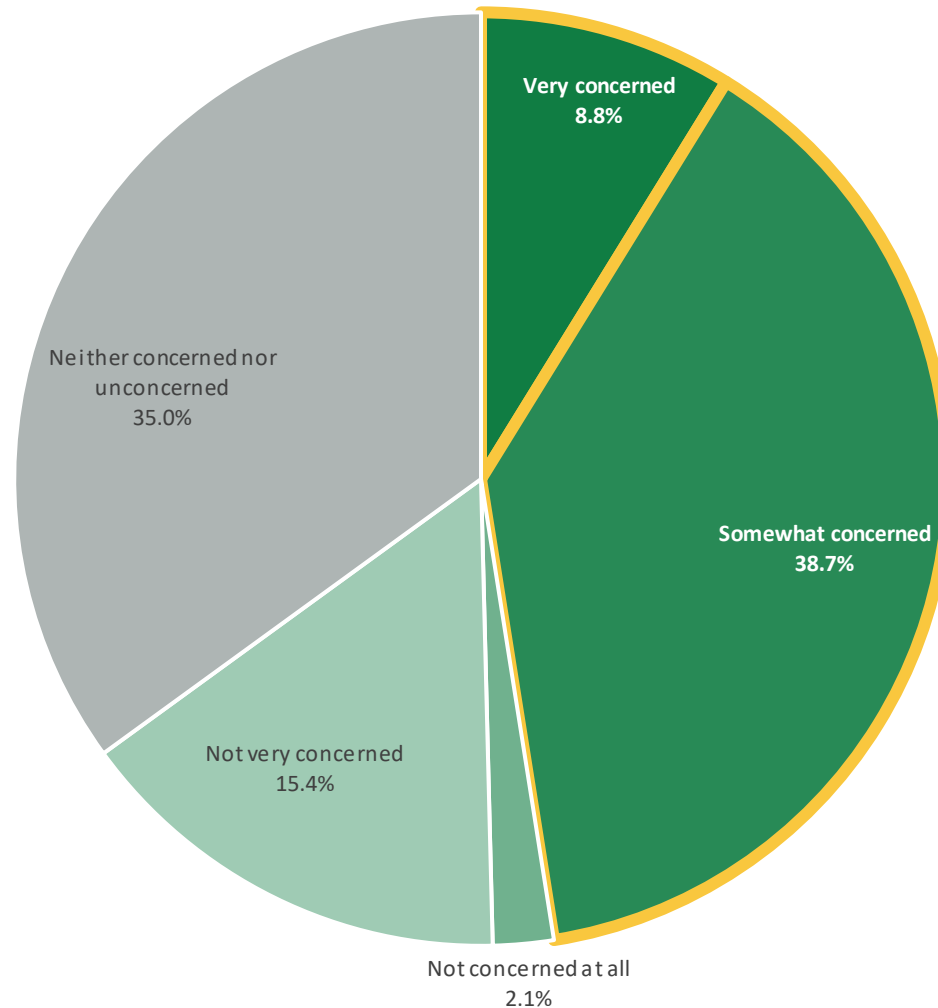
Around half (45.7%) were concerned about information accuracy

Q: Are you concerned about the accuracy of information when generative AI is used in healthcare?

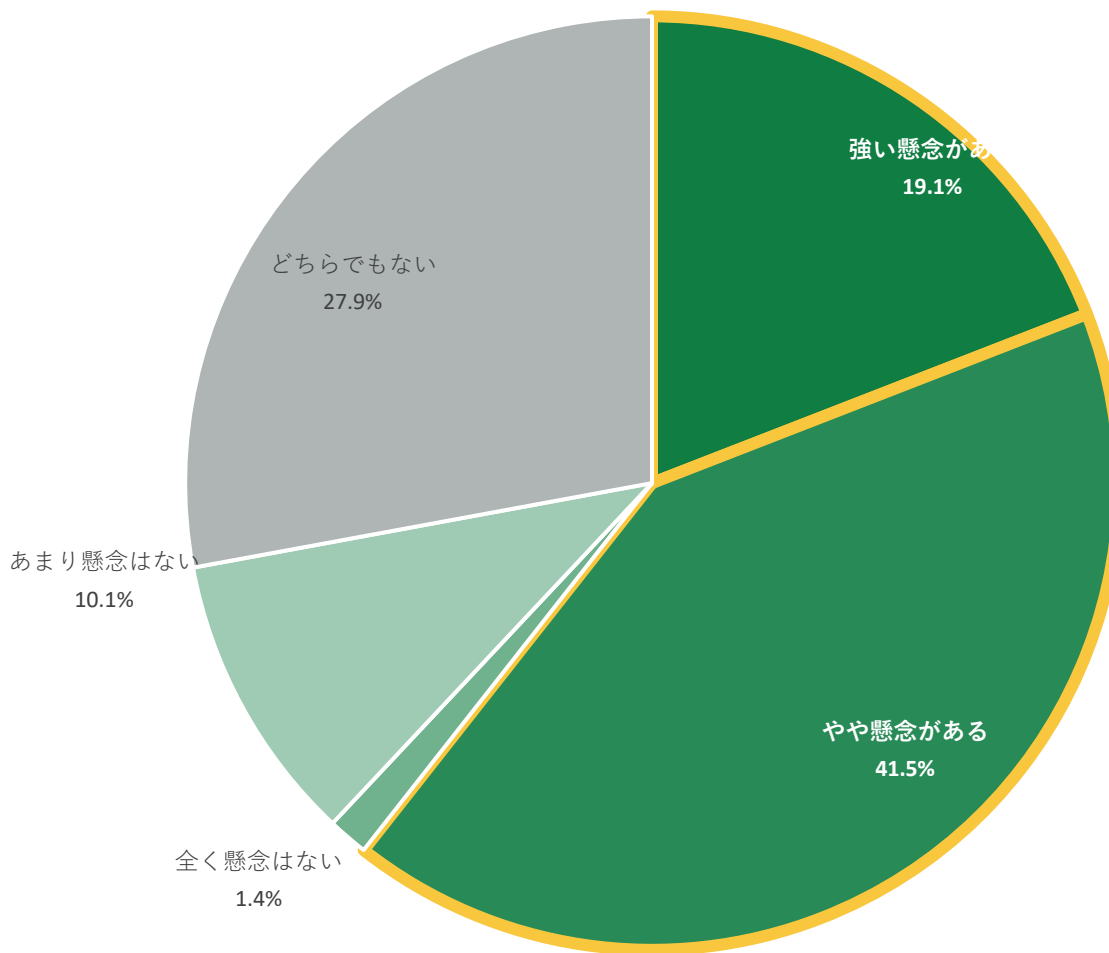


Around half (47.5%) were concerned about private information being leaked

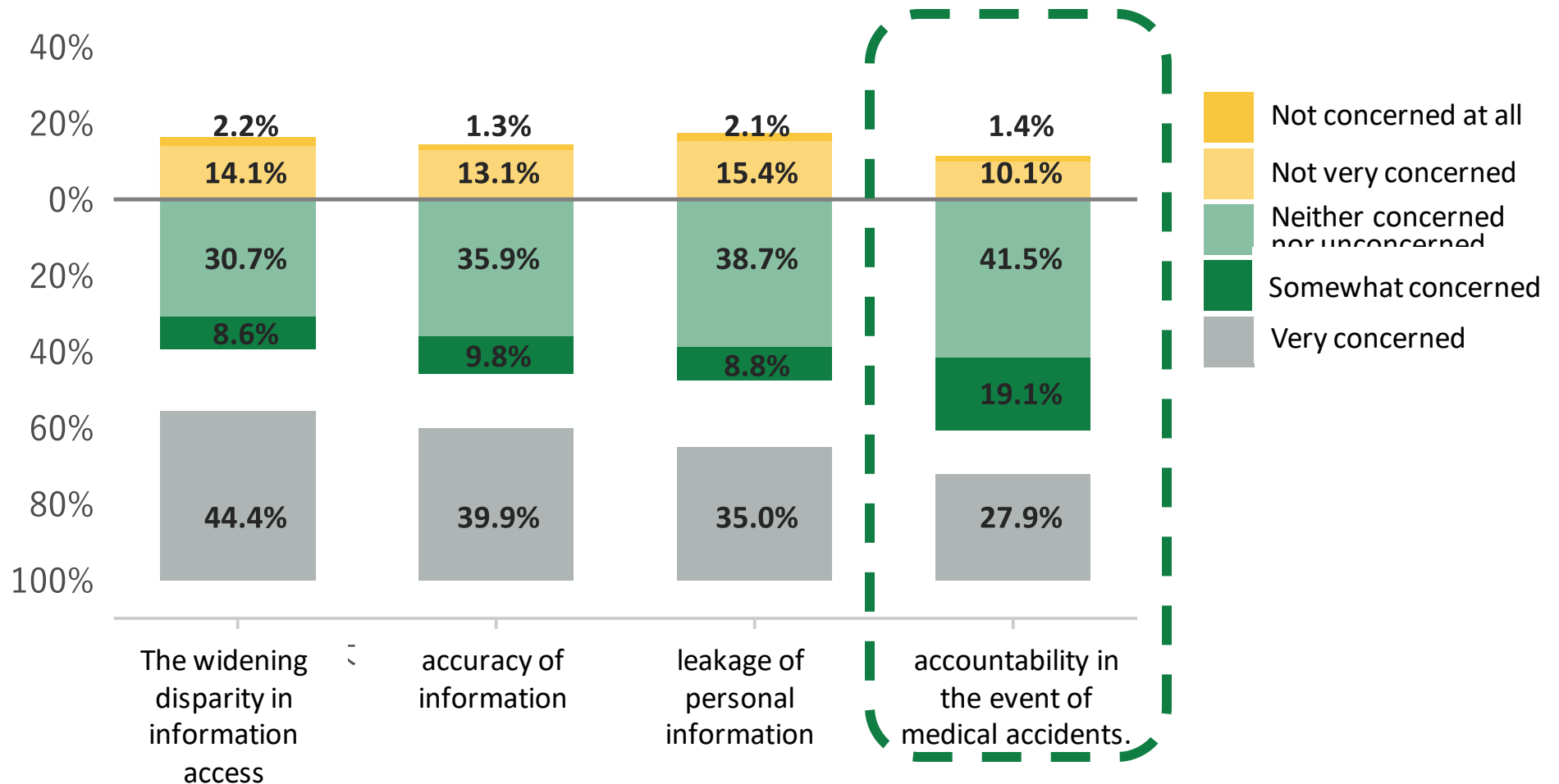
Q: Are you concerned about private information being leaked when generative AI is used in healthcare?



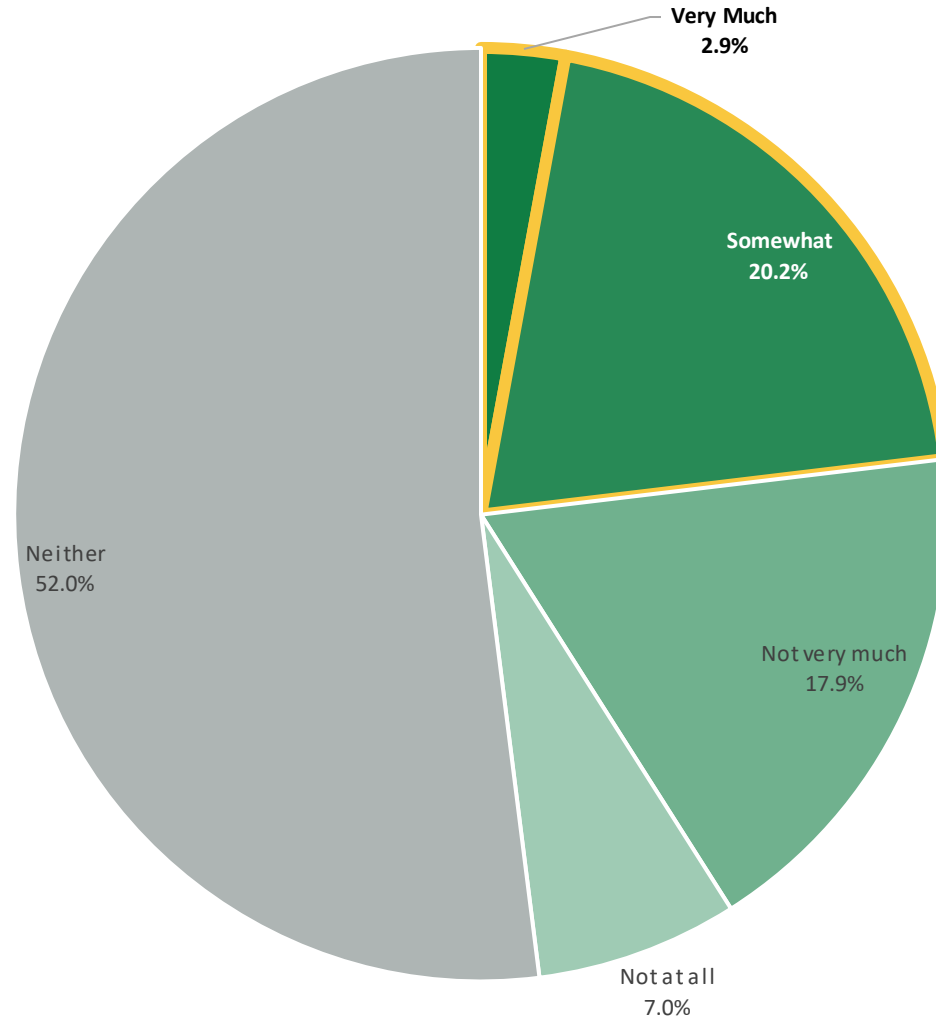
Q: Are you concerned about who will be held responsible when a medical accident occurs as a result of generative AI being used in healthcare?



The item of greatest concern regarding the use of generative AI: Liability for medical accidents

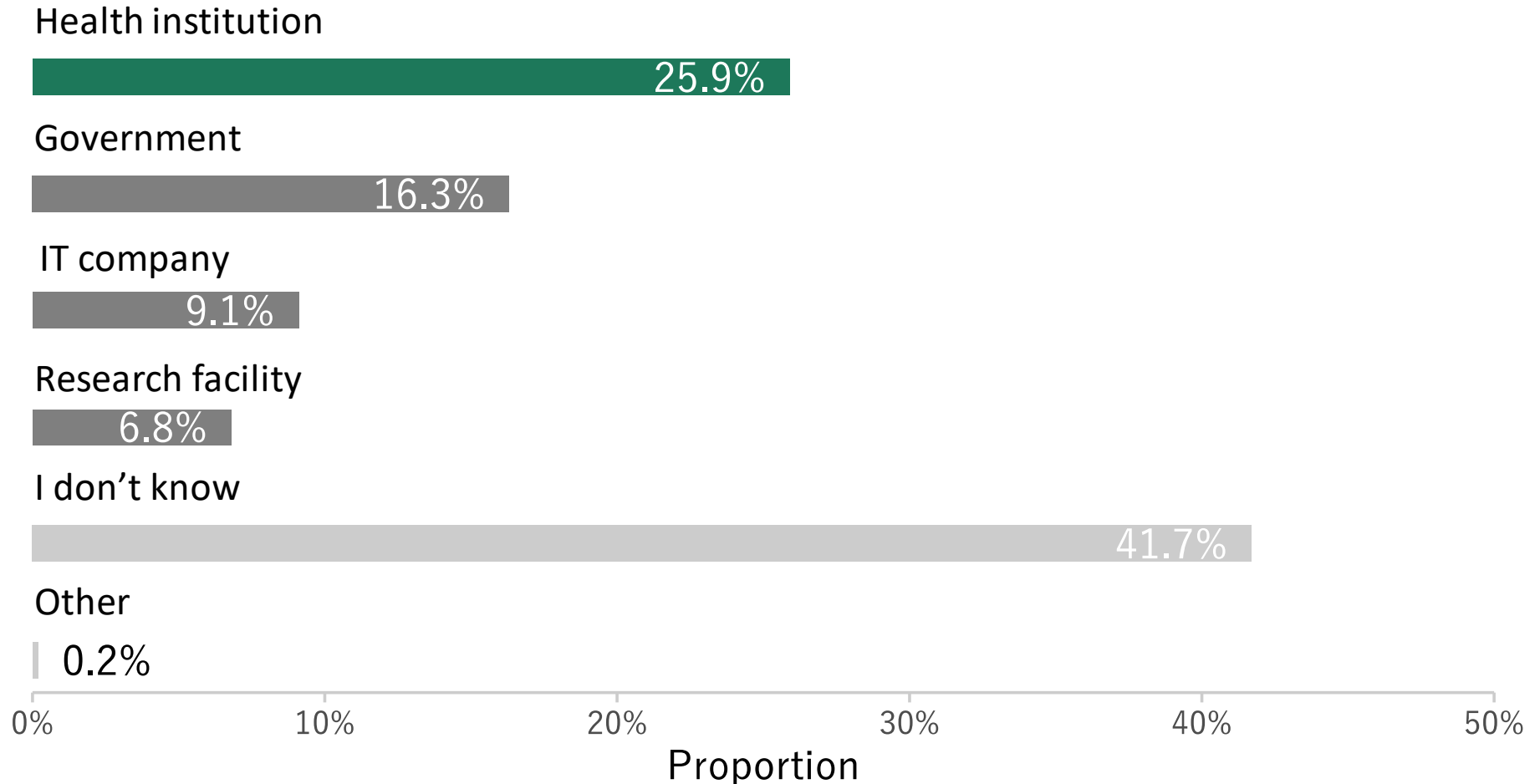


Q: Do you want to use healthcare services that use generative AI?



Respondents preferred for health institutions to be placed in charge of generative AI operations in healthcare

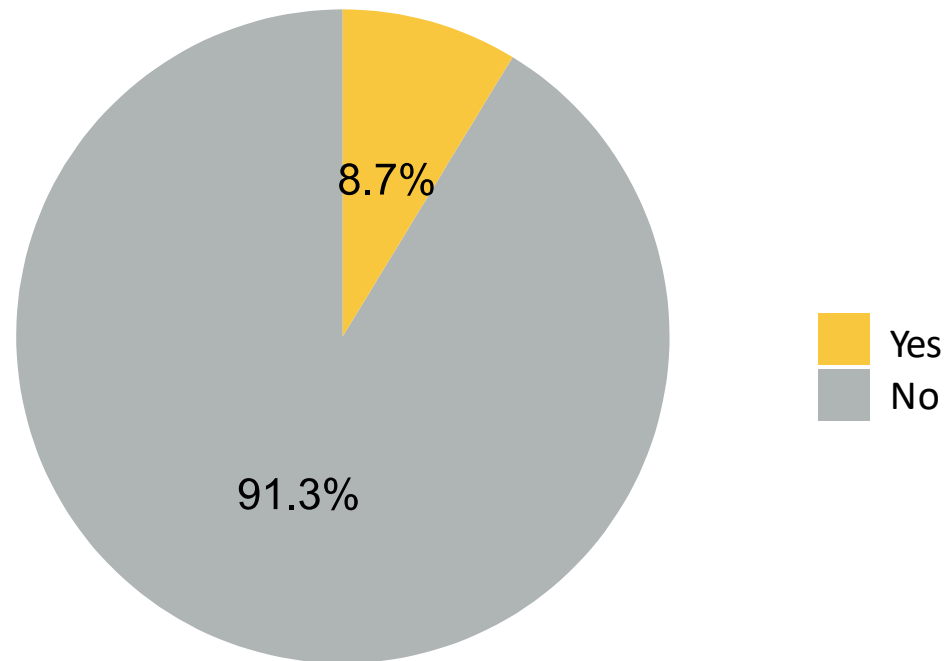
Q: When generative AI is used in healthcare, what kind of operational entity* should be responsible for its administration?



*Operational entity: A central organization that manages applications and servers or handles information operations when generative AI is used. Such an organization would manage and utilize information.

Almost 10% (8.7%) of respondents' affiliated organizations have started establishing rules for generative AI

Does the organization or facility to which you belong have rules concerning the use of generative AI?



Authors-Contributors

- Shotaro Tsukamoto (Senior Associate, Health and Global Policy Institute)
- Shi Chuwen (Program Specialist, Health and Global Policy Institute)
- Joji Sugawara (Vice President, Health and Global Policy Institute)
- Akira Shimabukuro (Adjunct Fellow, Health and Global Policy Institute)
- Kazumi Kubota (Fellow, Health and Global Policy Institute / The University of Tokyo Hospital Department of Healthcare Information Management)
- Taksen Fujita (Research Fellow, HGPI; Project Associate Professor, School of Health Innovation, Kanagawa University of Human Services; Project Associate Professor, Department of Health Policy and Management, School of Medicine, Keio University)

Contact

Grand Cube 3F, Otemachi Financial City,
Global Business Hub Tokyo
1-9-2, Otemachi, Chiyoda-ku, Tokyo
100-0004 JAPAN
TEL: +81-3-4243-7156
FAX: +81-3-4243-7378
Info: info@hgpi.org
Website: <https://www.hgpi.org/en/>

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