

JAMAICA SURVEY OF LIVING CONDITIONS

HEALTH FACILITIES SURVEY

INTERVIEWER'S INSTRUCTION MANUAL

THE RAND CORPORATION

SANTA MONICA, CALIFORNIA

AUGUST, 1990

## CONTENTS

## PART I: FIELD OPERATIONS

I.	INTRODUCTION.....	4
1.	The Jamaica Social Well-Being Program: Monitoring the system.....	4
2.	Organization of the Survey.....	5
2.	THE INTERVIEWER'S TASKS.....	5
1.	Interviews of health facilities.....	5
2.	Checking the completed questionnaires.....	5
3.	Selecting a respondent.....	6
3.	GENERAL SURVEY PROCEDURES.....	6
1.	The interview.....	6
2.	Keeping the tempo of the interview.....	7
3.	Objectivity of the interview.....	7
4.	Private nature of the interview.....	7

## PART II. THE QUESTIONNAIRE

1.	A PREVIEW OF THE QUESTIONNAIRE.....	8
1.	Public Primary Health Services.....	8
2.	Private Primary Health Services.....	8
3.	Public Secondary and Tertiary Health Services....	8
4.	Private Secondary and Tertiary Health Services...9	
2.	GENERAL INSTRUCTIONS FOR FILLING OUT THE QUESTIONNAIRE.....	10
1.	How to read the questions.....	10
2.	Upper and Lower case text.....	12
3.	Encoding the answers.....	13
4.	Amounts of money.....	14
5.	Skip patterns.....	15
6.	How to ask and code questions that are contained in a grid.....	16
7.	How to go from one part to the next.....	20

## PART III: DATA ENTRY CONSIDERATIONS

1.	RULES TO CONSIDER WHEN FILLING IN THE QUESTIONNAIRE..	21
1.	Writing on the instrument.....	21
2.	Capital letters and Arabic numerals.....	21
3.	Space allocation.....	21
4.	Amounts and figures.....	21

---

---

5.	Units of measurement.....	21
----	---------------------------	----

**PART IV: THE PARTS OF THE QUESTIONNAIRE**

1.	THE COVER.....	23
1.	Facility Identification.....	23
2.	Interviewer and date information box.....	26
2.	SECTION BY SECTION SUMMARY.....	27
1.	Section I: Facility Characteristics.....	27
2.	Section II: Patient Services.....	27
3.	Section III: Immunizations.....	27
4.	Section IV: Personnel.....	27
5.	Section V: Beds.....	27
6.	Section VI: Transportation.....	28
7.	Section VII: Drug Supply and Equipment.....	28
8.	Section VIII: Family Planning.....	28
9.	Section IX: Maternal Health Services.....	28
10.	Section X: Patient Flow, Revenues, and Expenditures.....	29
3.	QUESTION BY QUESTION SPECIFICATIONS.....	29
1.	Introduction.....	29
2.	How to read and understand the handwritten Q by Q's.....	29

**PART V: PARTICULAR INSTRUCTIONS FOR OTHER TYPES OF FACILITIES**

1.	PRIVATE PRIMARY FACILITIES.....	32
1.	Catchment area.....	32
2.	Length of time services offered.....	32
3.	Cost of services.....	32
4.	Patient Flow, Revenues, and Expenditures.....	33
2.	PUBLIC OR PRIVATE SECONDARY AND TERTIARY FACILITIES..	33

## PART I: FIELD OPERATIONS

## 1. INTRODUCTION

## 1. The Jamaica Social Well-Being Program: Monitoring the System.

This survey represents the institution-based portion of the monitoring system. It is associated with a household survey conducted in November, 1989. Both have a special focus on health. An essential part of this programme is the establishment of an integrated monitoring system, to ensure that the available resources are being utilized in the best possible way at all times.

As part of the Social Well-Being program, the monitoring system will be implemented to:

- A. Provide the base-line information necessary to set priorities for socio-economic policy.
- B. To feed back information on the effectiveness of such policies, thus allowing for corrective action where needed during the course of the program. The proposed monitoring will have the following characteristics:
  1. In order to allow for an overall assessment of the effectiveness of public policies, the system needs to be comprehensive in the sense that it includes information on all major components that influence the well-being of the population. It will at least include the following components: health, education, employment, income, consumption, nutritional status, housing conditions, and fertility:
  2. In order to guarantee that the information is relevant to policy makers, the delivery time of the data (from interview to data analysis) should be as short as possible.

The proposed monitoring system for the Social Well-Being Programme consists of two parts: (1) institution-based and (2) household-level data. The household level data will provide basic information on the major aspects of the population's well-being (income, employment, consumption, etc.) in relation to the social aspects (education, health, housing conditions, social security, etc.). Employment information is already being collected by STATIN through the current Labour Force Survey. This survey is an institution-based survey focusing on health care facilities, both public and private.

=====

Your role as an interviewer is to ensure that information is complete and accurate in order to enable our policy makers to make the best possible decisions with the purpose of improving the social well-being of all Jamaicans.

## 2. Organization of the Survey.

All public and a sample of private facilities will be surveyed. There are 372 public primary care facilities, 24 public secondary and tertiary care facilities in the survey. In addition, 240 private primary providers and 4 private secondary and tertiary facilities will be surveyed.

## 2. THE INTERVIEWER'S TASKS

The interviewer's role is critical to the success of the survey. The quality of the data and of the whole survey will be determined by the quality of your work. You must follow **exactly** all the instructions contained in this manual. You must also be always in touch with your supervisor and inform him/her of any problem you encounter during your work in the field. The supervisor, for his/her part, will:

- A. Provide you with all the necessary materials and instructions.
- B. Collect and check your work.
- C. Help you to solve any problem which may arise.

### 1. Interviews of health facilities.

Depending on the distance between facilities in your assignment, you may be able to conduct two interviews per day. You must be absolutely certain that you finish the interviews by the end of each week of the survey.

In conducting the interviews, you must scrupulously follow the instructions contained in the two parts of this manual - the most important of which is to **read the questions exactly as they appear** in the questionnaire.

### 2. Checking the completed questionnaires.

After finishing each interview, you must verify that all the sections have been filled out **correctly and legibly**. You must also make sure that you have recorded the required information for all sections of the interview. This must be done immediately after you complete the interview, before

=====

you hand in the questionnaire to your supervisor and -- most importantly -- before leaving the health facility.

Although you may correct minor errors such as those made when writing down an answer, you must **never** make any other changes in the completed questionnaire without posing the question again to the interviewee.

### 3. Selecting a respondent.

Once you are given your facility assignment by your supervisor, you will need to make an appointment with the **Senior medical Officer**, or most senior physician, in charge of the facility. If the Senior Medical Officer is not available, make an appointment with the **most senior member of the nursing staff**, whether in curative or in preventative care. The goal in selecting a respondent is to locate a member of the health centre staff who is **familiar with all of the operations of the entire facility**.

## 3. GENERAL SURVEY PROCEDURES

### 1. The interview.

You must be careful to follow all the instructions laid down in this Manual. You are especially asked to bear the following in mind:

- A. Ask the questions **exactly** as they appear on the questionnaire.
- B. The questionnaire should be filled in **during** the interview. You **must not** record the answers on scraps of paper and transfer them to the questionnaire; nor must you think that you can trust your memory for writing down the answers later.
- C. All the precoded spaces for recording answers in this questionnaire have been prepared so that you will **write down numbers only**. No letter or any other character should be written down. The entire questionnaire is either **pre-coded** or provides spaces for writing in numbers. Therefore the numbers you will write down can be:
  1. Codes, such as "1" for the answer "YES".
  2. Amounts of money, frequencies, etc.

Under no circumstance should you write down things like "--", " ", "/", etc. Nor should you write down the natural language answer itself in the questionnaire -- for example, you should not write down the word "YES" instead of the code "1".

---

---

**2. Keeping the tempo of the interview.**

You must maintain the tempo of the interview; in particular, avoid long discussions of the questions with the respondents. If you are receiving irrelevant or complicated answers from a respondent, do not break in too sharply, but listen to what the respondent is saying and then lead him/her back to the original question. Remember that it is **you** who are conducting the interview and that you **must control** the situation at all times.

**3. Objectivity of the interviewer.**

It is extremely important that you remain absolutely neutral with regard to the subject of the question. Most people are naturally polite, particularly with guests, and they tend to give answers and adopt attitudes they think will please the visitor. You must **not** show any surprise, approval or disapproval regarding the answer given by the respondent, and you must not tell him/her what your own answer would be. If he/she asks you for your opinion, explain that you are interested in that person's answers and that your job is to collect information from the respondent. You must also avoid any pre-conceived idea about the respondent's ability to answer certain questions, or about the kind of answer he/she is likely to give.

**4. Private nature of the interview.**

**ALL DATA COLLECTED ARE STRICTLY CONFIDENTIAL.** The divulgence of private data by an interviewer is **forbidden by law**. This rule is all the more important since it provides for the foundation of all statistical work.

=====

**PART II. THE QUESTIONNAIRE**

**1. A PREVIEW OF THE QUESTIONNAIRE**

There are 4 questionnaires, one for each type of facility. Before you go into the field, you will need to make sure that you have the right questionnaire for the type of facility you will be visiting. Notice that the questionnaire is divided into different sections, plus a cover page.

**1. Public Primary Health Services**

<u>SECTION</u>	<u>FACILITY ID INFORMATION (STATIN)</u>	<u>PAGE NUMBER</u>
I:	Facility Characteristics.....	4
II:	Patient Services.....	9
III:	Immunizations.....	10
IV:	Personnel.....	11
V:	Beds.....	13
VI:	Transportation.....	14
VII:	Drug Supply and Equipment.....	15
VIII:	Family Planning.....	20
IX:	Maternal Health Services.....	22

**2. Private Primary Health Services**

<u>SECTION</u>	<u>FACILITY ID INFORMATION (STATIN)</u>	<u>PAGE NUMBER</u>
I:	Facility Characteristics.....	2
II:	Patient Services.....	8
III:	Immunizations.....	9
IV:	Personnel.....	10
V:	Beds.....	14
VI:	Transportation.....	15
VII:	Drug Supply and Equipment.....	16
VIII:	Family Planning.....	21
IX:	Maternal Health Services.....	23
X:	Patient Flow, Revenues and Expenditures....	29

**3. Public Secondary and Tertiary Health Services**

<u>SECTION</u>	<u>FACILITY ID INFORMATION (STATIN)</u>	<u>PAGE NUMBER</u>
I:	Facility Characteristics.....	3
II:	Patient Services.....	12
III:	Immunizations.....	15
IV:	Personnel.....	16
V:	Beds.....	19
VI:	Transportation.....	21

VII:	Drug Supply and Equipment.....	22
VIII:	Family Planning.....	28
IX:	Maternal Health Services.....	30

#### 4. Private Secondary and Tertiary Health Services

<u>SECTION</u>	<u>FACILITY ID INFORMATION (STATIN)</u>	<u>PAGE NUMBER</u>
I:	Facility Characteristics.....	2
II:	Patient Services.....	11
III:	Immunizations.....	14
IV:	Personnel.....	15
V:	Beds.....	20
VI:	Transportation.....	21
VII:	Drug Supply and Equipment.....	22
VIII:	Family Planning.....	28
IX:	Maternal Health Services.....	30
X:	Patient Flow, Revenues and Expenditures....	36

Before starting you must make sure that the cover pages through page 4 (facilities identification information) of each of the questionnaires in your assignment has already been filled in by STATIN with the facilities name, location, type, and the catchment area for public facilities. Also, the cover must have the serial number of the facility.

**2. GENERAL INSTRUCTIONS FOR FILLING OUT THE QUESTIONNAIRE**

There are a number of basic principles that the interviewer should observe throughout the questionnaire. All of the examples that follow are from the Public Primary Questionnaire.

**1. How to read the questions.**

You must always read the questions as they are written in the questionnaire, making sure to emphasize any words written in bold face type.

After reading the question once in a clear and comprehensible manner, wait a short interval for an answer.

If the respondent does not answer after a reasonable length of time, or the answer is not relevant to the intent of the question, he/she has probably:

- Not heard the question.
- Not understood the question.
- Does not know the answer.

A. If there is no answer, repeat the question exactly as written. If there is still no reply, ask whether the question has been understood. If the answer is "NO", you may re-word the question, using standard probes (rewording).

**For example, Section I, Q.2 from the Public Primary Questionnaire:**

How long has this health centre been offering services?

- LESS THAN 1 YEAR.....1
- 1 YEAR TO LESS THAN 2 YEARS.....2
- 2 YEARS TO LESS THAN 5 YEARS.....3
- 5 YEARS TO LESS THAN 10 YEARS.....4
- 10 YEARS TO LESS THAN 20 YEARS.....5
- 20 OR MORE YEARS.....6
- DON'T KNOW.....9

\*\* (TEXT IN CAPS ARE NOT READ ALOUD TO THE RESPONDENT AS WILL BE EXPLAINED TO YOU LATER IN THIS MANUAL (ITEM 2, BELOW)).

*Probe (reword): How many years has this health centre been offering services?*

- B. If the respondent's answer indicates that he/she has misunderstood the question, you must repeat the question, emphasizing the part of the question that has not been understood.

For example, if the respondent's answer to the following question is "The government supplies all power", say "Yes, but, what is the main source of power for THIS REFRIGERATOR?"

**Section I, Q.5A from the Public Primary Questionnaire:**

What is the main source of power for this refrigerator?

- ELECTRICITY.....1
- GAS, DIESEL, OR KEROSENE.....2
- SOLAR POWER.....3
- NOT APPLICABLE.....9


- C. If the respondent's answer indicates he/she has still not understood the question, use the precoded response categories to reword the question. Say "Is the source of power electricity, gas, diesel fuel, kerosene, solar power, or some other source of power?"
- D. If, after probing for an answer by repeating or rewording the question, the respondent tells you that he/she does not know the answer you can record this information in one of two ways:
1. If response categories for a question provide a precoded response for don't know, write the code for don't know in the box or space provided for the response.

For example, for the following question you should write "9" in the box to indicate a "don't know" response.

**Section I, Q.3 from the Public Primary Questionnaire:**

How long ago were the last major repairs or renovations for this health centre completed?

- ONE YEAR OR LESS.....1
- TWO TO FIVE YEARS.....2
- FIVE TO NINE YEARS.....3
- TEN TO NINETEEN YEARS.....4
- TWENTY YEARS OR MORE.....5
- DON'T KNOW.....9


2. If there is no precoded response in the set of response codes for the question, write DK for "don't know" to the right in the box or space

provided for response.

For example, for the question below you should write "DK" to the right of the line, to indicate a "don't know" response.

**Section I, Q.25A from the Public Primary Questionnaire:**

How many employees have housing provided by this health centre?

NUMBER

**2. Upper and Lower case text.**

Text written in Upper case are instructions to you, or it is a list of codes. You are not to read this text to the respondent unless the instructions specifically tell you to do so. All of these examples are taken from the PUBLIC PRIMARY CARE FACILITIES QUESTIONNAIRE.

A. For example, there is an instruction in the following question:

**Section I, Q.8:**

IF ONE BUILDING, CONTINUE WITH Q.8A.  
IF TWO OR MORE BUILDINGS, GO TO Q.9.

This instruction is NOT to be read aloud.

B. Another example is the following instruction:

**Section VII, Chart 1:**

ASK R. TO VERIFY THE ANSWERS WITH PHARMACY PERSONNEL IF POSSIBLE.

This is NOT a direct question to be asked by the respondent - this is an instruction to you. It means that you should ask the respondent to contact pharmacy personnel by phone or in person to verify the answer to each question that follows the instructions.

C. Here is the third example of capital letters that should not be read aloud.

**Section I, Q.6:**

What is the main source of water for this health centre?

PUBLIC WATER SUPPLY.....1  
TANK.....2  
OTHER.....9

[ ]

The question only should be read aloud to the respondent, and the code of the answer written in the box provided to the right of the precoded responses. Because the possible answers are in CAPITAL LETTERS, they should not be read out loud.

3. Encoding the answers.

Most of the responses to questions in The questionnaire are precoded in order to speed up data entry. For questions with preprinted codes, you should ALWAYS enter the code for an answer and NOT the response itself.

- A. For instance, if the respondent answers "mainly cement" to the following question, write the code "2" in the box, not the words themselves.

Section I, Q.7:

What material is the health centre mainly constructed of?

- WOOD FRAME.....1
- CEMENT OR CONCRETE BLOCK...2
- PREFABRICATED.....3
- OTHER MATERIAL.....4

--

- B. Some questions ask the respondent for a numerical answer.

In the example below, if the respondent answers, "10 beds", you should write only the number "10" in the space, NOT "10 beds"

Section V, Q.2:

How many beds are in this facility?

--

- C. Frequencies

Frequencies will always be precoded in questions that ask about how often something occurs. Write the CODE that most closely corresponds to the respondent's answer in the box or space provided in the question. Do not write down the respondent's own answer.

- 1. For example, suppose the respondent answered, "about once every 10 days" to the following question:

Section II, Q.1:

How often is this health centre open for patient services?

- LESS THAN ONCE A WEEK.....1
- 1 DAY PER WEEK.....2
- 2 DAYS PER WEEK.....3
- 3 DAYS PER WEEK.....4
- 4 DAYS PER WEEK.....5
- 5 OR MORE DAYS PER WEEK.....6


In this case, you should write "1" in the answer box, since this precoded response (less than once a week) comes closest to the respondent's own answer. You should NOT write in "once in 10 days" or "10 days" or any other variation of the respondent's answer.

- 2. Suppose the respondent answered, "Almost every day in the past month", to the following question:

Section II, Q.2:

In the past month, on how many days were patients registered who could not be seen by medical personnel?

- NONE.....1                      2 TO 5 DAYS.....3
- 1 DAY.....2                      6 OR MORE DAYS....4


In this case, you should write "4" in the box, since this precoded response (6 or more days) comes closest to the respondent's own answer.

4. Amounts of money.

You should always write down the exact amount of money the respondent has said, including the two decimal places.

Let us consider different answers to the following question.

Section III, Q.4A:

What amount do patients usually give?

            
AMOUNT

- A. And the answer is "One Jamaican dollar and seventy-five cents", you should write on the appropriate line:

  "1.75"    
AMOUNT

- B. DO NOT write an approximation like:

      2        
AMOUNT

- C. DO NOT write the dollar symbol:

  JS 1.75    
AMOUNT

D. If the answer is "Patients usually give eighty cents",  
 You have to write:  $\frac{.80}{\text{AMOUNT}}$

E. If the answer is "Patients usually give three dollars",  
 You have to write:  $\frac{3.00}{\text{AMOUNT}}$

**5. Skip patterns**

Normally, you should ask the questions in the same order in which they appear in the questionnaire - i.e. Q.5 should follow Q.4, Q.6 should follow Q.5, and so on.

In some cases, however, after a reply you will find the words "Go to" followed by a question or section number. The number indicates which question should be asked immediately after.

A. In the example below, there are no skip instructions after the precoded responses. Therefore, you should go to the very next question, Q.20.

**Section I, Q.19:**

Is there a laboratory in the health centre?

YES.....1   
 NO.....2

B. In the next example, there ARE instructions after the precoded responses. Whenever there is a skip instruction, (Go to Q. \_\_\_), next to a precoded response, you will also find a reminder next to all other precoded responses for the same question, telling you to "Continue with Q. \_\_\_", meaning that you should go to the very next question.

Below, if the respondent's answer is "no", you should skip to the question indicated in the instruction (Q.5). If the answer is "yes", continue with the next question (Q.4A).

**Section I, Q.4:**

Does this building have electricity?

YES.....1 (Continue with 4A)   
 NO.....2 (Go to Q.5)

**ANSWER BOXES FOR SKIPPED QUESTIONS SHOULD REMAIN BLANK.  
 PLEASE BE SURE NOT TO WRITE ANYTHING IN THEM.**

---

---

**6. How to ask and code questions that are contained in a grid.**

When the same question, or several questions, are asked about many similar items, the questions and items will usually appear in a special kind of format, resembling a grid. This makes the question(s) much easier to ask and to code.

There are several different kinds of grid formats in the health facility questionnaires. Some grids contain one question and a list of items. Other grids will contain two or more questions that ask about a single list of items.

**A. Grids that ask a single question about a list of items.**

1. Reading the question - In the example below, we want the same type of information about 14 different types of services (a-n). You should first read the stem part of the question (*How often are the following services offered at this facility*) and then read the list of services. To help respondents' recall, repeat a part of the stem after every 4 or 5 items on the list. In this instance, you would say, *and how often are these services offered at this facility*, and then ask about the next 4 or 5 services. Repeat this procedure until you have asked about all items on the list, unless an instruction in the grid tells you to skip an item. In the example below, there is no instruction. Therefore, you would ask about every service on the list.
  
2. Coding the question - Precoded responses will appear in the grid just below the stem part of the question. Select the code that best corresponds to the respondent's answer and write it in the answer box to the right of each item. Every item should have a coded response written in, unless an instruction in the grid tells you to skip an item. Answer boxes for items that you are instructed to skip should remain blank. In the example below, there is no skip instruction, so you should write in a precoded response for every item.

Section II, Q.3:

3. How often are the following services offered at this facility?	
(ASK ITEMS a-n)	
LESS THAN ONCE A WEEK....1	3 DAYS PER WEEK.....4
1 DAY PER WEEK.....2	4 DAYS PER WEEK.....5
2 DAYS PER WEEK.....3	5 OR MORE DAYS PER WEEK..6
	NOT OFFERED.....9
a. Curative care?	h. Minor surgery?
b. Delivery of babies?	i. Major surgery?
c. Prenatal care?	j. Blood transfusion?
d. Postnatal care?	k. Local anaesthesia?
e. Family planning?	l. General anaesthesia?
f. Nutrition clinic?	m. Dental services?
g. Skin clinic?	n. STD clinic?

B. Grids that ask multiple questions about a single list of items.

1. Reading the questions:

a. Replacing \_\_\_ by an item name. When reading the text of the question to the respondent, you should replace the line \_\_\_, with the name of each item on the list. In the example below, you would replace \_\_\_ with each of the vaccine names shown.

For example: "BCG" and each subsequent vaccine on the list would replace the line \_\_\_. You would begin by asking the question and then ask about all the other items on the list the same way.

b. Follow instructions which appear in boldface type in the grid. Some instructions tell you how to ask the group of items - whether to ask each question about all items **before** asking the **next** question, or whether to ask the **next** item. If there is no instruction about the way to ask the questions, ask **all** questions about the first item (across), **before** asking all questions about the next item.

1. In the example below, there are no instructions about whether to ask Q.2 & 3 down or across. Therefore, you should ask Q.2 & 3 about ALL items (across), before asking about the next item.

Section III, Q.2 & 3:

ASK Q.2 & 3 FOR EACH VACCINE.	2. Do you usually offer ___ here?	3. Do you have ___ in stock today?
	YES...1 NO....2	YES...1 NO....2
a. BCG		
b. DPT/DT		
c. Polio		
d. Measles		
e. Rubella		
f. Tetanus Toxoid		

2. In the example below, Q.2-4 ask drug supplies. A set of instructions tell you how to ask the questions (across) and when to ask questions 3 & 4 for a particular item.

In this instance, you are instructed to "ASK Q.1-4 ACROSS". This means you are to ask all questions for each item, BEFORE you ask about the next item listed.

3. Another instruction directs you to "ASK Q.3 & 4 IF YES TO Q.2". This means you are to ask Q.3 & 4 only if the respondent answers "Yes" to Q.2:

In this instance, if the respondent answers "Yes" to the question "Do you normally keep oral rehydration salts in stock", you should continue with Q.3. But if the respondent answers "No" to having oral rehydration salts in stock, you should not ask Q.3 & 4, but go back to Q.1 and ask about the next item on the list.

Section VII, Chart 1, Q.1-4:

ASK Q.1-4		ASK Q.3-4 IF YES TO Q.2.		
ACROSS.	1. Are the following drugs in stock today?	2. Do you normally keep _____ in stock?  YES...1 (Q.3) NO....2 (IF NO, ASK ABOUT THE NEXT ITEM)	3. In the last 6 mos, have you received a shipment of _____ that was <b>expired</b> when it arrived?	4. In the last 6 mos, has there been a week or more when you had <b>no supply</b> of _____?
	YES...1 NO....2		YES....1 NO.....2	YES.....1 NO.....2
a. Oral Rehydration Salts				
b. Hydrochlorothiazide				
c. Phenobarbitone				
d. Chlorpropamide				
e. Ergometrine Maleate				
f. Sulhamethoxazole + Trimethoprim (Co-trimoxazole)				
g. Benzylbenzoate or Gammabenzene Hexachloride				
h. Sodium Lactate Compound (Hartman's Solution)				

Section VII, Chart 1, Q.1-4 (continued):

ASK Q.1-4 ACROSS		ASK Q.3-4 IF YES TO Q.2.	
1.	2.	3.	4.
Are the following drugs in stock today?	Do you normally keep _____ in stock? YES...1 (Q.3) NO....2 (IF NO, ASK ABOUT THE NEXT ITEM)	In the last 6 mos, have you received a shipment of _____ that was <b>expired</b> when it arrived? YES....1 NO.....2	In the last 6 mos, has there been a week or more when you had <b>no supply</b> of _____? YES.....1 NO.....2
i. Ferrous Sulphate (or other iron supplement)			
j. Uristix Strips			

2. Coding the question

In the example above, precoded response categories appear in the column designated for each question, under the question stem. The precoded response that corresponds to the respondent's answer should be written in the column for each question and the row for each drug supply. When questions about an item are skipped, the box for that question and item should be left blank.

7. How to go from one part to the next.

You must start with Section I and then move on to each section. You should go in sequential order from Section I through Section IX (or Section X).

## PART III: DATA ENTRY CONSIDERATIONS

## I. RULES TO CONSIDER WHEN FILLING OUT THE QUESTIONNAIRE

Data will be entered directly from the questionnaire, which means that everything you write down on the questionnaire will be entered in the computer. **You must therefore write only information that is to be entered.** In particular, you must not use the sheets for writing down notes or computations.

The following are some rules you should observe when filling in the questionnaires:

**1. Writing on the instrument.**

Write legibly in pencil, without crossing out or overwriting. If you make a mistake, erase it completely and write down the correct reply.

**2. Capital letters and Arabic numerals.**

Write in CAPITAL LETTERS and use Arabic numerals. For example, you should write "1", NOT "I"; "4" NOT "IV"; and so on.

**3. Space allocation.**

Never go beyond the space allotted for a question, even when the next space is not used.

**4. Amounts and figures.**

In writing amounts and other figures, you should always mark the two decimal places first; then starting from the right, separate each group of three figures by a comma. For instance, one hundred thousand must be written down as "100,000.00"; NOT as "100000" or as "100 000".

**5. Units of measurement.**

For questions to which the reply is an amount, write down only the number on the appropriate line. Do NOT write the unit of measurement.

Section V, Q.6A for example:

How much do inpatients pay for food, per day?  
 (IF FREE, WRITE 0)           
AMOUNT

If the answer is "One Jamaican dollar"  
 Then you should write: 1.00  
AMOUNT

Do NOT write: 1.00J\$ or J\$1.100  
AMOUNT

Section I, Q.8A for example:

B. IF ONE BUILDING, ASK:  
 How many **rooms** do you have in this facility?  
 (Include all rooms, examination, treatment,  
 waiting, storage, records, kitchens, etc.)           
NUMBER

If the answer is "3 rooms"  
 Then you should write: 3  
NUMBER

Do NOT write: 3 rooms  
NUMBER

## PART IV: THE PARTS OF THE QUESTIONNAIRE

## QUESTION BY QUESTION SPECIFICATIONS

## PUBLIC PRIMARY HEALTH SERVICES QUESTIONNAIRE

**Introduction.**

On the following pages are question by question specification (Q by Q spex) for administering and coding each question in the Public Primary questionnaire. Pages from the questionnaire illustrate how to code and read each question and indicate the kind of information the question is designed to collect.

You will sometimes find additional information about a particular question, when the question requires it. You should refer to both the annotated pages and the additional text. They are complementary to each other; neither can replace the other.

**1. THE COVER**

This section corresponds to the first three pages you see in the questionnaire. It collects information on:

Facility identification and the facility catchment area.

**1. Facility identification.**

When starting an interview, make sure that the questionnaire has already been filled out with the following information (first 3 pages) - this is information that should have been completed by STATIN:

- A. Facility name
- B. Location (eg: Parish name & code  
Constituency name & code  
Enumeration district name & code)
- C. Type of facility code
- D. Facility catchment area
- E. Parish name(s) & code
- F. Constituency name(s) & code
- G. Enumeration name(s) & code

There can be from one to three parishes within a facility's catchment area. All answer boxes should have a code entered, even if there is only one parish for that facility (code can be "999").

The following displays the cover sheet information from the Public Primary Questionnaire that should be completed by STATIN.

JAMAICA SURVEY OF LIVING CONDITIONS  
HEALTH FACILITIES SURVEY

QUESTIONNAIRE FOR

PUBLIC PRIMARY HEALTH SERVICES

**INTERVIEWER: IF NOT COMPLETELY FILLED OUT, DO NOT USE THIS FORM BEFORE CONSULTING WITH SUPERVISOR.**

**IMPORTANT: SECTIONS A AND B MUST BE COMPLETED AT STATIN BEFORE THE QUESTIONNAIRE IS SENT OUT TO THE INTERVIEWER.**

**THESE INSTRUCTIONS ARE FOR STATIN TO USE IN FILLING OUT THE FACILITY INFORMATION ASKED FOR IN THESE PAGES.**

Record data for the following as shown here:

**FACILITY CATCHMENT AREA, Q.4-4B**

Record Parish Name: \_\_\_\_\_

FIRST CONSTITUENCY NAME: \_\_\_\_\_   
(If entire parish, leave constituency name blank and code constituency as '999')

ENUMERATION DISTRICTS CODES:

- Please fill in all of the codes that apply.
- Complete one row across before starting another.
- If entire constituency, code '999' in first box.


**ENTER CODES ACROSS**

FACILITY CATCHMENT AREA, Q.5-5B

Record Parish Name: \_\_\_\_\_ IF 1 OR 2 CONSTITUENCIES, CODE AS '999'

FIRST CONSTITUENCY NAME: \_\_\_\_\_  
(If entire parish, leave constituency name blank and code constituency as '999')

LEAVE BLANK IF ONLY ONE CONSTITUENCY ENUMERATION DISTRICTS CODES:

- Please fill in all of the codes that apply.
- Complete one row across before starting another.
- If entire constituency, code '999' in first box.


ENTER CODES ACROSS

FACILITY CATCHMENT AREA, Q.6-6B

Record Parish Name: \_\_\_\_\_ IF 1 OR 2 CONSTITUENCIES, CODE AS '999'

FIRST CONSTITUENCY NAME: \_\_\_\_\_  
(If entire parish, leave constituency name blank and code constituency as '999')

ENUMERATION DISTRICTS CODES:

- Please fill in all of the codes that apply.
- Complete one row across before starting another.
- If entire constituency, code '999' in first box.


ENTER CODES ACROSS

2. Interviewer and date information box.

- A. Information about you, the interviewer, should be written in each questionnaire **BEFORE** you begin the interview. This information is as essential to complete as the questions themselves.
- B. Write in your name **AND** your code in the box at the top of page 4 of the questionnaire. You will be provided with your code.
- C. Be sure the date you record is the date you **STARTED THE INTERVIEW**.

Notice that the space for the date has three small boxes. The first one is for the day (two digits), the second one is for the month (two digits), and the third one is for the year (two digits). You should always write two digits in each box.

For example, if the interview were done on August 25, 1990:

**YOU SHOULD WRITE:**

TODAY'S DATE?	25	08	90
	DAY	MONTH	YEAR

**YOU SHOULD NOT WRITE:**

TODAY'S DATE?	25	8	1990
	DAY	MONTH	YEAR

- D. Be sure to record the **TIME** you start the interview. Hours and minutes should be written as 2 digits, just as you were instructed to do for recording the date the interview started. Also remember to write in **AM** or **PM** on the line.

For example, if the time you started the interview is 9:00 in the morning:

**YOU SHOULD WRITE:**

TIME:	09	00	AM
	HOUR	MIN	AM/PM

**YOU SHOULD NOT WRITE:**

TIME:	9		AM
	HOUR	MIN	AM/PM

Entries for hours and minutes must be 2 digits, even if you start the interview on the hour, as shown in the example above.

---

---

## 2. SECTION BY SECTION SUMMARY

### 1. Section I: Facility Characteristics

Questions in this section are mainly about the physical features of the health care facility including number of buildings and rooms, types of fixtures, and the condition and availability of laboratory equipment and supplies.

### 2. Section II: Patient Services

The Patient Services section asks about the kinds of services offered at the health facility and how frequently these services are offered.

### 3. Section III: Immunizations

This very brief section asks specific details about the kinds of immunization usually offered at the health facility and the current availability of vaccines used for the facility's immunization services.

### 4. Section IV: Personnel

In this section you will ask about the different kinds of personnel on staff at the health facility, the number working at the facility on the day you conduct the interview, how many are sessional and how many full time workers and the number of staff on leave or vacation. All personnel questions are included in a single grid.

To obtain accurate answers about staff in different departments, you will be required to ask the respondent to verify the answers to selected questions by contacting a variety of personnel, including a lab, dental, pharmacy, and public health provider, if they are available. These contacts can be by phone or in person. They should NOT interrupt the flow of the interview.

### 5. Section V: Beds

Questions in this section are about the number of beds, overnight patients or inpatients, and types of services available to inpatients.

**6. Section VI: Transportation**

Transportation questions inquire about the different kinds of vehicles the health centre has available and the condition of those vehicles. All questions are included in a single grid.

**7. Section VII: Drug Supply and Equipment**

There are two charts in this section. The first chart includes a series of questions regarding a list of drug supplies. The second chart includes a list of health centre equipment.

When asking and coding the questions contained in these charts, it is important to become familiar with the pronunciation of both drug supply and equipment names. It is also important to know the skip instructions. We do not want to lose information because skips were not accurately followed nor do we want to burden or annoy the respondent with questions they are not expected to answer.

**8. Section VIII: Family Planning**

Before you ask the questions in this section, please inquire about whether the health facility offers family planning services (Q.1). If it does not, you should proceed to the next section (Maternal Health Services).

This section asks about the types of family planning services offered, and the availability of family planning supplies on the day of the interview and the prior six months. Most of these questions are in a grid.

**9. Section IX: Maternal Health Services**

In this section of the questionnaire, you will ask the following series of questions:

1. The kinds of tests and other services women receive during a standard prenatal visit.
2. Specimens collected and laboratory analysis conducted by the health centre or other facility in connection with prenatal visits.

There are also questions on procedures for handling complications during pregnancy and delivery

**10. Section X: Patient Flow, Revenues, and Expenditures**

This section appears only in the two Private facilities questionnaires.

**3. QUESTION BY QUESTION SPECIFICATIONS****PUBLIC PRIMARY HEALTH FACILITY QUESTIONNAIRE****1. Introduction.**

The question by question specification (Q by Q spex) handwritten in the copy of the Public Primary questionnaire reproduced in this manual highlight special features of each question. The Q by Q spex explain how to administer and code questions in the Public Primary questionnaire and tell you more about the kind of information the question is designed to collect.

In addition to its use during training, these specifications should help to answer questions that may arise during the course of the study. The annotated questions and graphics are designed for easy reference and should accompany you in the field.

**PLEASE DO THE FOLLOWING BEFORE YOU BEGIN THIS SECTION:**

Open your questionnaire booklet with the handwritten Question by Question specifications. As you read through the material below, find the question that corresponds to the section and question number shown in each example.

**2. How to read and understand the handwritten Q by Q's.**

- A. You will notice that a variety of graphic elements highlight the features of the question that we want you to notice.
- Arrows will direct you to answer boxes, questions, and handwritten notations.
  - We highlight a word or phrase we want you to be aware of by drawing a circle around it. If the circled word or phrase needs written explanation or clarification, an arrow or line will lead you to it.
- B. The handwritten annotations will give you examples to help the respondent understand the kind of information the question is intended to collect.

In the following example, we explain what we mean by "collect samples". If the respondent expresses confusion about what we mean by "collect samples", you should explain, "For example, does the health centre draw blood, or collect urine or stool samples from patients?"

Of course, it is not necessary to offer examples to respondents who have no trouble answering the question.

**Section I, Q.20:**

When tests are needed, do you collect samples or specimens here?

YES.....1 (Continue with Q.21)

NO.....2 (Go to Q.23)


- C. The specifications for a question may point out the correct answer to code, based on the kind of information we want to know.

In the following example, the text indicates that we are asking about whether electrical power is **AVAILABLE** for use in the building and instructs you to code the respondent's answer as "yes" if the respondent's answer indicates that the building has a source of electrical power.

For instance, the respondent may tell you that there is electricity in the building, but it is not working. You should write the code for "yes" in the answer box. It is clear from this answer that electricity is **AVAILABLE** to the building, regardless of its working condition.

**Section I, Q.4:**

Does this building have electricity?

YES.....1 (Continue with 4A)

NO.....2 (Go to Q.5)


- D. The handwritten specifications can clarify the meaning of a particular word used in the question. You should use your knowledge of what is meant by "you" to clarify the question for the respondent, if he/she misunderstands what we mean.

The following example has a notation for the question that clarifies the meaning of the word "you". It states that "you" refers to the staff of the health centre (not just to the respondent). If the respondent tells you, for example, that others can sometimes wait

about a week for results but that he/she can get them quicker because he/she knows the person who does the analysis personally, you should clarify the question by saying "Yes, but how about how long is the **USUAL** wait for the **STAFF OF THIS CENTRE?**"

**Section I, Q.23:**

How long do you usually wait for laboratory test results?

HOURS.....1 MONTHS.....4  
 DAYS.....2 DON'T KNOW..5  
 WEEKS.....3

--

- E. The specifications clarify skip instruction directing you to the next question to ask the respondent.

In the following example, the arrows direct you to the next question to ask when the respondent answers "one building" and shows you which question to skip to if the respondent tells you that there are two or more buildings in the health centre.

**Section I, Q.8:**

How many **separate** buildings are there altogether in this health centre?  
 (Include storage sheds, pharmacy, labs, etc.)

NUMBER

IF ONE BUILDING, CONTINUE WITH Q.8A.  
 IF TWO OR MORE BUILDINGS, GO TO Q.9.

**PART V: PARTICULAR INSTRUCTIONS FOR OTHER TYPES OF FACILITIES**

**1. PRIVATE PRIMARY FACILITIES**

**1. Catchment area.**

You will need to ask the physician about the geographical area his practice serves. This means in which parish do most of his/her patients live.

**Section I, Q.1, Private Primary Questionnaire:**

Which parishes form the catchment area for this facility? (LIST AS MANY PARISHES AS APPLY - UP TO 3.)

- a. First Parish: \_\_\_\_\_ CODE
- b. Second Parish: \_\_\_\_\_ CODE
- c. Third Parish: \_\_\_\_\_ CODE

**2. Length of time services offered.**

The following question asks how long health care services have been offered at that particular location, even if they were offered by different physicians than those currently practicing at that location. Ask the respondent to answer the question to the best of his or her ability.

**Section I, Q.3, Private Primary Questionnaire:**

How long has this health centre been offering services?

- LESS THAN 1 YEAR.....1
- 1 YEAR TO LESS THAN 2 YEARS.....2
- 2 YEARS TO LESS THAN 5 YEARS.....3
- 5 YERAS TO LESS THAN 10 YEARS.....4
- 10 YEARS TO LESS THAN 20 YEARS.....5
- 20 OR MORE YEARS.....6
- DON'T KNOW.....9

**3. Cost of services.**

In a number of locations you will be instructed to ask the respolndent how much patients pay for services. The example that follows asks about charges for family planning visits.

**Section VIII, Q.2A, Private Primary Questionnaire:**

How much do patients pay for a Family Planning visit, excluding the price of the contraceptives themselves? AMOUNT

**4. Patient Flow, Revenues, and Expenditures.**

The Private facilities questionnaires contain an additional section (X) on patient flow, revenues, and expenditures. When completing this section you should ask to see administrative records if at all possible.

**2. PUBLIC OR PRIVATE SECONDARY AND TERTIARY FACILITIES**

Hospitals are generally larger and more complex than health centres. The Secondary and Tertiary questionnaires are correspondingly more complex. They follow the same outlines as the Primary Questionnaires, but include, for example, more types of equipment and more categories of personnel. Some sections refer only to outpatient services (Section VIII: Family Planning).

**Section VIII, Q.1, Public Secondary/Tertiary Questionnaire:**

Does this facility offer family planning services?

YES.....1 (Continue with Q.2) |  |  
 NO.....2 (Go to Section IX: |  |  
 MATERNAL HEALTH SERVICES)

In other sections, some questions refer only to outpatient care whereas others refer to the facility in general.

**Section IX, Q.1, Public Secondary/Tertiary Questionnaire:**

Are maternal health services offered at this facility?

YES.....1 (Continue with Q.2) |  |  
 NO.....2 (Go to Q.6 in Chart 3) |  |