



World Health Organization
(WHO)

**HEALTH AND HEALTH SYSTEM
RESPONSIVENESS POSTAL SURVEY**

Responsiveness Section

KEY SURVEY INSTRUCTIONS

- ◆ We would appreciate you answering this questionnaire as you are one of 5000 people who have been asked to report on the health system in your country. The information you provide will contribute to the work the United Nations is compiling on your country's health system.
- ◆ We invite you to answer this survey and if you do, all information that would let someone identify you or your family will be kept confidential.
- ◆ If the questionnaire was not sent to you directly, the person to answer should be 18 years or older and whose birthday was the closest to the current date.
- ◆ You are sometimes told to skip over some questions in this survey. When this happens, you will see an arrow with a note that tells you what question to answer next, like this:
 - Yes → Go to Question 1
 - No
- ◆ If you want to know more about this study, please call <insert institution name> or Ms L. Bendib at WHO: + 41 22 791 38 40

COVERPAGE

Questionnaire number:

Before starting, please complete this simple table that describes your household composition. Please include yourself if you are the respondent, as well as other members of your family.

| Household Member No. | Relation to Questionnaire Respondent | Sex (F for female; M for male) | Age (yrs) | Education (number of years) |
|-----------------------------|---|---------------------------------------|------------------|------------------------------------|
| 1 | Self | | | |
| 2 | | | | |
| 3 | | | | |
| 4 | | | | |
| 5 | | | | |
| 6 | | | | |
| 7 | | | | |
| 8 | | | | |
| 9 | | | | |
| 10 | | | | |

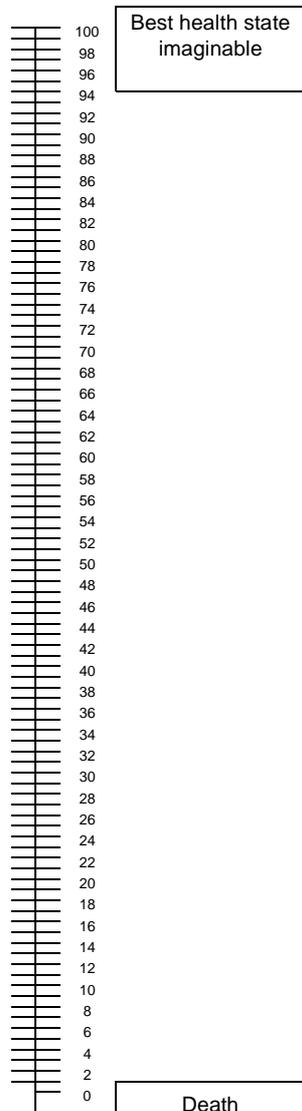
Answer all the questions by checking the box or filling in the spaces as appropriate.

OVERALL HEALTH

1. In general, how would you rate your health today?

- ~ Very good
- ~ Good
- ~ Moderate
- ~ Bad
- ~ Very Bad

2. Considering different aspects of your own health today as you described it earlier, where would you place yourself on this scale? Please indicate by drawing an arrow on the scale below.



SEEING HEALTH CARE PROVIDERS

3. Have you received any health care in the last 12 months?(Including visits to local doctors and alternative health care providers for any minor reason, and stays in hospitals. If you are a doctor, exclude treating yourself.)

- ~ Yes
- ~ No → Go to Question 50

4. In the last 12 months, did you get any health care at an outpatient health facility or did a health care provider visit you at home? (An outpatient health facility is a doctor's consulting room, a clinic or a hospital outpatient unit-any place outside your home where you did not stay overnight.)

- ~ Yes
- ~ No → Go to Question 35

5. In the last 12 months, did you get most of your health care at a health facility or most from a health provider who visited you in your home?

- ~ Mostly at a health facility
- ~ Mostly from a health provider in my home
- ~ Equally from both

6. When was your last (most recent) visit to a health facility or provider? Was it...

- ~ In the last 30 days?
- ~ In the last 3 months?
- ~ In the last 6 months?
- ~ Between 6 months and 12 months ago?
- ~ Don't remember

7. What was the name of the health care facility? (Please fill in the name of facility, e.g., Oxford Clinic. Only fill in the name of the provider if the facility does not have another name.)

Name: _____

8. Was the place you described in Question 7 your usual place of care (if you have a usual place of care for the problem for which you presented)?

- ~ Yes
- ~ No
- ~ Not applicable

9. In the last 12 months, when you wanted care, how often did you get care as soon as you wanted?

- ~ Always
- ~ Usually
- ~ Sometimes
- ~ Never

10. In the last 12 months, how long did you usually have to wait from the time that you wanted care to the time that you received care? (Fill in the applicable time in one of the spaces below.)

- _____ minutes
- _____ hours
- _____ days
- _____ weeks
- _____ months

11. In the last 12 months, have you needed any laboratory tests or examinations? Some examples of these tests or special examinations are blood tests, scans or X-rays.

- ~ Yes
- ~ No → Go to Question 13

12. Generally, how long did you have to wait before you could get the laboratory tests or examinations done?

- ~ Got them the same day
- ~ 1-2 days
- ~ 3-5 days
- ~ 6-10 days
- ~ More than 10 days (specify) _____

13. Now, overall, how would you rate your experience of getting prompt attention at the health services in the last 12 months?

- ~ Very good
- ~ Good
- ~ Moderate
- ~ Bad
- ~ Very bad

14. In the last 12 months, when you sought health care, how often did doctors, nurses or other health care providers treat you with respect?

- ~ Always
- ~ Usually
- ~ Sometimes
- ~ Never

15. In the last 12 months, how often did the office staff, such as receptionists or clerks there, treat you with respect?

- ~ Always
- ~ Usually
- ~ Sometimes
- ~ Never

16. In the last 12 months, how often were your physical examinations and treatments done in a way that your privacy was respected?

- ~ Always
- ~ Usually
- ~ Sometimes
- ~ Never

17. Now, overall, how would you rate your experience of being treated with dignity at the health services in the last 12 months?

- ~ Very good
- ~ Good
- ~ Moderate
- ~ Bad
- ~ Very bad

18. In the last 12 months, how often did doctors, nurses or other health care providers listen carefully to you?

- ~ Always
- ~ Usually
- ~ Sometimes
- ~ Never

19. In the last 12 months, how often did doctors, nurses or other health care providers, explain things in a way you could understand?

- ~ Always
- ~ Usually
- ~ Sometimes
- ~ Never

20. In the last 12 months, how often did doctors, nurses, or other health care providers give you time to ask questions about your health problem or treatment?
- ~ Always
 - ~ Usually
 - ~ Sometimes
 - ~ Never
21. Now, overall, how would you rate your experience of how well health care providers communicated with you in the last 12 months?
- ~ Very good
 - ~ Good
 - ~ Moderate
 - ~ Bad
 - ~ Very bad
22. In the last 12 months, when you went for health care, were any decisions made about your care, treatment (giving you drugs, for example) or tests?
- ~ Yes
 - ~ No → Go to Question 24
23. In the last 12 months, how often did doctors, nurses or other health care providers involve you as much as you wanted to be in deciding about the care, treatment or tests?
- ~ Always
 - ~ Usually
 - ~ Sometimes
 - ~ Never
24. In the last 12 months, how often did doctors, nurses or other health care providers ask your permission before starting the treatment or tests?
- ~ Always
 - ~ Usually
 - ~ Sometimes
 - ~ Never
25. Now, overall, how would you rate your experience of getting involved in making decisions about your care or treatment as much as you wanted in the last 12 months?
- ~ Very good
 - ~ Good
 - ~ Moderate
 - ~ Bad
 - ~ Very bad
26. In the last 12 months, how often were talks with your doctor, nurse or other health care provider done privately so other people who you did not want to hear could not overhear what was said?
- ~ Always
 - ~ Usually
 - ~ Sometimes
 - ~ Never
27. In the last 12 months, how often did your doctor, nurse or other health care provider keep your personal information confidential? This means that anyone whom you did not want informed could not find out about your medical conditions.
- ~ Always
 - ~ Usually
 - ~ Sometimes
 - ~ Never
 - ~ Don't Know
28. Now, overall, how would you rate your experience of the way the health services kept information about you confidential in the last 12 months?
- ~ Very good
 - ~ Good
 - ~ Moderate
 - ~ Bad
 - ~ Very bad
29. Over the last 12 months, with the doctors, nurses and other health care providers available to you how big a problem, if any, was it to get a health care provider you were happy with?
- ~ No problem
 - ~ Mild problem
 - ~ Moderate problem
 - ~ Severe problem
 - ~ Extreme problem

30. Over the last 12 months, how big a problem, if any, was it to get to use other health services other than the one you usually went to?

- ~ No problem
- ~ Mild problem
- ~ Moderate problem
- ~ Severe problem
- ~ Extreme problem
- ~ Not applicable-never tried

31. Now, overall, how would you rate your experience of being able to use a health care provider or service of your choice over the last 12 months?

- ~ Very good
- ~ Good
- ~ Moderate
- ~ Bad
- ~ Very bad

32. Thinking about the places you visited for health care in the last 12 months, how would you rate the basic quality of the waiting room, for example, space, seating and fresh air?

- ~ Very good
- ~ Good
- ~ Moderate
- ~ Bad
- ~ Very bad
- ~ Not applicable – visited in my home

33. Thinking about the places you visited for health care over the last 12 months, how would you rate the cleanliness of the place?

- ~ Very good
- ~ Good
- ~ Moderate
- ~ Bad
- ~ Very bad
- ~ Not applicable – visited in my home

34. Now, overall, how would you rate the quality of the surroundings, for example, space, seating, fresh air and cleanliness of the health services you visited in the last 12 months?

- ~ Very good
- ~ Good
- ~ Moderate
- ~ Bad
- ~ Very bad
- ~ Not applicable – visited in my home

CARE AT PLACES YOU STAY OVERNIGHT

35. Have you stayed overnight in a health care centre or hospital in the last 12 months?

- ~ Yes
- ~ No → Go to Question 50

36. What was the name of the hospital you stayed in most recently?

37. Did you get your hospital care as soon as you wanted?

- ~ Yes
- ~ No

38. When you were in the hospital, how often did you get attention from doctors and nurses as quickly as you wanted?

- ~ Always
- ~ Usually
- ~ Sometimes
- ~ Never

39. Now, overall, how would you rate your experience of getting prompt attention at the hospital in the last 12 months?

- ~ Very good
- ~ Good
- ~ Moderate
- ~ Bad
- ~ Very bad

40. Overall, how would you rate your experience of being treated with dignity at the hospital in the last 12 months?

- ~ Very good
- ~ Good
- ~ Moderate
- ~ Bad
- ~ Very bad

41. Overall, how would you rate your experience of how well health care providers communicated with you during your stay in the hospital in the last 12 months?

- ~ Very good
- ~ Good
- ~ Moderate
- ~ Bad
- ~ Very bad

42. Overall, how would you rate your experience of getting involved in making decisions about your care or treatment as much as you wanted when you were in hospital in the last 12 months?

- ~ Very good
- ~ Good
- ~ Moderate
- ~ Bad
- ~ Very bad

43. Overall, how would you rate your experience of the way the hospital kept personal information about you confidential in the last 12 months.

- ~ Very good
- ~ Good
- ~ Moderate
- ~ Bad
- ~ Very bad

44. Overall, how would you rate your experience of being able to use a hospital of your choice over the last 12 months?

- ~ Very good
- ~ Good
- ~ Moderate
- ~ Bad
- ~ Very bad

45. Overall, how would you rate the quality of the surroundings, for example, space, seating, fresh air and cleanliness of the health services you visited in the last 12 months?

- ~ Very good
- ~ Good
- ~ Moderate
- ~ Bad
- ~ Very bad

46. In the last 12 months, when you stayed in a hospital, how big a problem, if any, was it to get the hospital to allow your family and friends to take care of your personal needs, such as bringing you your favourite food, soap etc..?

- ~ No problem
- ~ Mild problem
- ~ Moderate problem
- ~ Severe problem
- ~ Extreme problem

47. During your stay in the hospital, how big a problem, if any, was it to have the hospital allow you to practice religious or traditional observances if you wanted to?

- ~ No problem
- ~ Mild problem
- ~ Moderate problem
- ~ Severe problem
- ~ Extreme problem

48. Now, overall, how would you rate your experience of how the hospital allowed you to interact with family, friends and to continue your social and/ or religious customs during your stay over the last 12 months?

- ~ Very good
- ~ Good
- ~ Moderate
- ~ Bad
- ~ Very bad

49. Please check with either a yes or no for question. In the last 12 months were you treated badly by the health system or services in your country because of your:

(Check all that apply)

Yes No

- ~ ~ Nationality
- ~ ~ Social class
- ~ ~ Lack of private insurance
- ~ ~ Ethnicity
- ~ ~ Colour
- ~ ~ Sex
- ~ ~ Language
- ~ ~ Religion
- ~ ~ Political/other beliefs
- ~ ~ Health status
- ~ ~ Lack of wealth or money
- ~ ~ Other (specify)_____

50. In the last 12 months, did you ever not seek health care because you could not afford it?

~ Yes

~ No

51. Read the cards below. These provide descriptions of some different ways the health care services in your country show respect for people and make them the centre of care. Thinking about what is on these cards and about the whole health system, which is the most important and the least important to you?

DIGNITY

- ◆ being shown respect
- ◆ having physical examinations conducted in privacy

AUTONOMY

- ◆ being involved in deciding on your care or treatment if you want to
- ◆ having the provider ask your permission before starting treatments or tests

CONFIDENTIALITY OF INFORMATION

- ◆ having your medical history kept confidential
- ◆ having talks with health providers done so that other people who you don't want to have hear you can't overhear you

SURROUNDINGS OR ENVIRONMENT

- ◆ having enough space, seating and fresh air in the waiting room
- ◆ having a clean facility (including clean toilets)
- ◆ having healthy and edible food

CHOICE

- ◆ being able to choose your doctor or nurse or other person usually providing your health care
- ◆ being able to go to another place for health care if you want to

SOCIAL SUPPORT

- ◆ being allowed the provision of food and other gifts by relatives
- ◆ being allowed freedom of religious practices

PROMPT ATTENTION

- ◆ having a reasonable distance and travel time from your home to the health care provider
- ◆ getting fast care in emergencies
- ◆ having short waiting times for appointments and consultations, and get tests done quickly
- ◆ having short waiting lists for non-emergency surgery

COMMUNICATION

- ◆ having the provider listen to you carefully
- ◆ having the provider explain things so you can understand
- ◆ having time to ask questions

MOST IMPORTANT _____

LEAST IMPORTANT _____

ABOUT YOU

52. How old are you?
_____ Years
53. Are you female or male?
~ Female
~ Male
54. Were you born in this country?
~ Yes
~ No
55. Were both your parents born in this country?
~ Yes
~ No
56. How many years of formal education have you successfully completed (including primary, secondary (high school) and tertiary (e.g., university, technical schools levels)?

_____ years
57. Which income bracket does your household fall into (net income):

~ **Country to fill in relevant**
~ **quintiles (income ranges)**
~
~
~
~ Don't know

58. There are different types of places you can get health services listed below. Please can you indicate the number of times you went to each of them in the last 30 days for your personal medical care.

Times

- _____ General Practitioners
- _____ Dentists
- _____ Specialists
- _____ Physiotherapists
- _____ Chiropractors
- _____ Traditional healers
- _____ Clinic (staffed mainly by nurses, operating separately from a hospital)
- _____ Hospital outpatient unit
- _____ Hospital inpatient services
- _____ Pharmacy (where you talked to someone about your care and did not just purchase medicine)
- _____ Home health care services
- ~ Other (specify)

59. Are you covered by any public or private health insurance funds for visits to doctors or other health care providers where you do not stay overnight (outpatient care)?

~ Yes
~ No
~ Don't Know
60. Are you covered by any public or private health insurance funds for hospital care?

~ Yes
~ No
~ Don't Know

CONSIDER THE FOLLOWING SCENARIOS

61. [Mary] has a serious health problem and knows that she will soon die. Every time she visits her doctor she asks him about her treatment and how much her condition is deteriorating. She wants to be able to plan for the future and make arrangements for her family once she dies. The doctor always tells her not to worry, that things are under control, and that he knows what he is doing.

How would you rate Mary's experience of getting involved in making decisions about her care or treatment as much as she wanted?

- ~ Very good
- ~ Good
- ~ Moderate
- ~ Bad
- ~ Very bad

62. [Xavier] has a stomach ulcer and was advised surgery. His doctor told him it could be arranged only after 3 months as there were other patients in the queue. He now sees the doctor only when he has some discomfort and needs to arrange about 2 weeks in advance a time to meet him.

How would you rate Xavier's experience of getting prompt attention?

- ~ Very good
- ~ Good
- ~ Moderate
- ~ Bad
- ~ Very bad

63. [Romero] has tuberculosis and needs to see his doctor in the primary care centre every month for renewing his prescription. He lives in a village 5 miles (8 km) away and must walk each time to see the doctor. Some days when he gets to the hospital he learns that the doctor is away on leave and must come back without medicines and make the trip again the next day. Once when he coughed blood at night and became very breathless his relatives had to borrow a neighbour's cart to take him to the hospital.

How would you rate Romero's experience of getting prompt attention?

- ~ Very good
- ~ Good
- ~ Moderate
- ~ Bad
- ~ Very bad

64. [Sarah] visits her doctor regularly because of back pain. She has discussed alternative treatment with her doctor such as special back exercises, acupuncture, yoga and change in lifestyle, but he only believes in medication. Whenever the pain has got worse, he has adjusted the medication by prescribing higher doses. Despite the side effects that Sue is having, drowsiness, nausea and migraines, he will not consider other options.

How would you rate Sarah's experience of getting involved in making decisions about her care or treatment as much as she wanted?

- ~ Very good
- ~ Good
- ~ Moderate
- ~ Bad
- ~ Very bad

65. [Henry] has recently been diagnosed as having diabetes. The first time he went to the clinic he had to have blood tests, eye check ups and other routine tests. The nurse explained every procedure in detail and asked him for his consent before doing any tests.

How would you rate Henry's experience of getting involved in making decisions about his care or treatment as much as he wanted?

- ~ Very good
- ~ Good
- ~ Moderate
- ~ Bad
- ~ Very bad

66. [Bob] broke his arm a few months ago and had to have a series of X-rays. Initially, the doctors told him about his fractures and explained what they were going to do. After that, they sent him for some other tests all over the hospital without explaining why. Although Bob asked what was happening, the doctors ignored him saying they were busy.

How would you rate Bob's experience of getting involved in making decisions about his care or treatment as much as he wanted?

- ~ Very good
- ~ Good
- ~ Moderate
- ~ Bad
- ~ Very bad

67. [Kofi] has had a heart operation last year. He is now doing well and is on regular medication. He lives outside the city and has to drive once every 3 months to see his doctor. One night he had chest pain and called an ambulance and managed to get to the hospital in 30 minutes.

How would you rate Kofi's experience of getting prompt attention?

- ~ Very good
- ~ Good
- ~ Moderate
- ~ Bad
- ~ Very bad

68. [Dilek] suffers from difficulty breathing and has wheezing attacks almost every week. She lives across the street from the city hospital and can get to the emergency room within 5 minutes of an attack. Within 10 minutes of getting to the emergency room she is given an injection that relieves her distress.

How would you rate Dilek's experience of getting prompt attention?

- ~ Very good
- ~ Good
- ~ Moderate
- ~ Bad
- ~ Very bad

69. [John] has been diagnosed as having HIV. The doctor has been very supportive at the health centre he usually goes to. He has spent time discussing the different drug therapies, the psychological support that is available, and the medical care that he may need. Although he has advised John to start taking medication, he has asked John to decide what he wants to do.

How would you rate John's experience of getting involved in making decisions about his care or treatment as much as he wanted?

- ~ Very good
- ~ Good
- ~ Moderate
- ~ Bad
- ~ Very bad

70. [Gabriel] has a history of chest pain. He usually goes to the local public hospital for his check-ups. One day he had severe pain in his chest and had to have emergency care. As soon as he got there, the doctors had to quickly run tests and take a blood sample. They did not ask for his permission as there was no time and they were concerned about his condition.

How would you rate Gabriel's experience of getting involved in making decisions about his care or treatment as much as he wanted?

- ~ Very good
- ~ Good
- ~ Moderate
- ~ Bad
- ~ Very bad

71. [Aitor] has had backache for several years. The local hospital is always busy and he has to wait about 3 hours each time he has to see a doctor. At times he has to come away without seeing the doctor. He has been advised of a special test and will have to wait for 6 weeks before he can get it done as the machine in the hospital is booked.

How would you rate Aitor's experience of getting prompt attention?

- ~ Very good
- ~ Good
- ~ Moderate
- ~ Bad
- ~ Very bad

72. [Stan] fell down from a ladder and broke his leg one evening. He had to be taken to the district hospital, about 10 miles away (15 km), in a private car. He had to wait for an hour in the hospital for the surgeon to arrive and could be operated only the next day.

How would you rate Stan's experience of getting prompt attention?

- ~ Very good
- ~ Good
- ~ Moderate
- ~ Bad
- ~ Very bad

73. [Tara] is always tired and has no energy to do anything. She gave birth to a baby girl two months ago. The doctor has told her that she may be suffering from post-natal depression. After discussing her condition with her, he has suggested that she could either try some anti-depressants or, if she prefers, go to a counsellor.

How would you rate Tara's experience of getting involved in making decisions about her care or treatment as much as she wanted?

- ~ Very good
- ~ Good
- ~ Moderate
- ~ Bad
- ~ Very bad

74. [Niels] has a kidney disease and has to go to the hospital every month for a check up. He sees his regular physician at a pre-arranged time and can reach the hospital on a local bus within 15 minutes. In the past six months he has had to phone his doctor twice for urgent advice about his medication and has received the information he required right away.

How would you rate Niels' experience of getting prompt attention?

- ~ Very good
- ~ Good
- ~ Moderate
- ~ Bad
- ~ Very bad

