



World Health Organization  
(WHO)

**HEALTH AND HEALTH SYSTEM  
RESPONSIVENESS POSTAL SURVEY**

Health 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.

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

Answer all the questions by checking the box, marking 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. Overall in the last 30 days, how much difficulty did you have with moving around?

- ~ None
- ~ Mild
- ~ Moderate
- ~ Severe
- ~ Extreme

3. Overall in the last 30 days, how much difficulty did you have with self-care, such as washing or dressing yourself?

- ~ None
- ~ Mild
- ~ Moderate
- ~ Severe
- ~ Extreme

4. Overall in the last 30 days, how much difficulty did you have with work or household activities?

- ~ None
- ~ Mild
- ~ Moderate
- ~ Severe
- ~ Extreme

5. Overall in the last 30 days, how much pain or discomfort did you have?

- ~ None
- ~ Mild
- ~ Moderate
- ~ Severe
- ~ Extreme

6. Overall in the last 30 days, how much distress, sadness or worry did you experience?

- ~ None
- ~ Mild
- ~ Moderate
- ~ Severe
- ~ Extreme

7. Overall in the last 30 days, how much difficulty did you have with concentrating or remembering things?

- ~ None
- ~ Mild
- ~ Moderate
- ~ Severe
- ~ Extreme

8. Overall in the last 30 days how much difficulty did you have with personal relationships or participation in the community ?

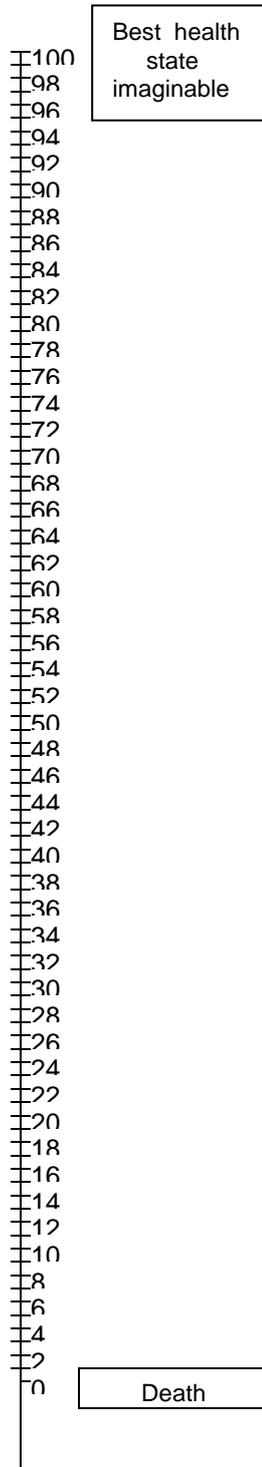
- ~ None
- ~ Mild
- ~ Moderate
- ~ Severe
- ~ Extreme

9. In the last 30 days, how many days were you completely unable to:

Do any household work \_\_\_\_\_ Days

To go to work \_\_\_\_\_ Days

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



## HEALTH STATES

11. [Maria] is an accountant in the local bank. She is regularly at work. However, she makes minor errors in the accounts and tends to postpone tasks. She delays producing account statements and is late on deadlines.

How would you rate her difficulty with work or household activities?

- ~ None
- ~ Mild
- ~ Moderate
- ~ Severe
- ~ Extreme

12. [Helena] can remember details of events that have taken place or names of people she has met many years ago. She can do everyday calculations in her mind. During periods of anxiety lasting a few hours, she becomes confused and cannot think very clearly.

How would you rate her difficulty with concentrating or remembering things?

- ~ None
- ~ Mild
- ~ Moderate
- ~ Severe
- ~ Extreme

13. [Karen] is a teacher and has had to miss work for 2 weeks in the past month. Even now she feels tired and exhausted, and cannot stand for long periods in the classroom. Colleagues notice that she is making serious mistakes in correcting answer papers.

How would you rate her difficulty with work or household activities?

- ~ None
- ~ Mild
- ~ Moderate
- ~ Severe
- ~ Extreme

14. [Sue] can only count money and bring back the correct change after shopping. Mental arithmetic is otherwise a problem. She can find her way around the neighbourhood and know where her own belongings are kept.

How would you rate her difficulty with concentrating or remembering things?

- ~ None
- ~ Mild
- ~ Moderate
- ~ Severe
- ~ Extreme

15. [John] is a teacher and goes to work regularly. He teaches the senior grades and takes classes for 6 hours each day. He prepares lessons and corrects exam papers. Students come to him for advice.

How would you rate his difficulty with work or household activities?

- ~ None
- ~ Mild
- ~ Moderate
- ~ Severe
- ~ Extreme

16. [Rob] can do complex mathematical problems in his mind. He can pay attention to the task at hand for long uninterrupted periods of time. He can remember names of people, addresses, phone numbers and such details that go back several years.

How would you rate his difficulty with concentrating or remembering things?

- ~ None
- ~ Mild
- ~ Moderate
- ~ Severe
- ~ Extreme

17. [Carol] is a housewife who leaves most chores around the house half done. Even with domestic help she cannot complete important tasks in time, such as getting her son ready for school. Her husband has had to take over the cooking.

How would you rate her difficulty with work or household activities?

- ~ None
- ~ Mild
- ~ Moderate
- ~ Severe
- ~ Extreme

18. [Peter] does not recognize even close relatives and cannot be trusted to leave the house unaccompanied for fear of getting lost. Even when prompted, he shows no recollection of events or recognition of relatives.

How would you rate his difficulty with concentrating or remembering things?

- ~ None
- ~ Mild
- ~ Moderate
- ~ Severe
- ~ Extreme

19. [Doris] is a housewife and does most of the cooking and cleaning around the house. About once a week she leaves tasks half done. Her cooking has deteriorated and the house is not as clean as it used to be. She also takes about twice as long to do the chores.

How would you rate her difficulty with work or household activities?

- ~ None
- ~ Mild
- ~ Moderate
- ~ Severe
- ~ Extreme

20. [Christian] is very forgetful and often loses his way around places which are not very familiar. He needs to be prompted about names of close relatives and loses important things such as keys and money, as he cannot recollect where they have been kept. He has to make notes to remind himself to do even very important tasks.

How would you rate his difficulty with concentrating or remembering things?

- ~ None
- ~ Mild
- ~ Moderate
- ~ Severe
- ~ Extreme

21. [Mathew] is a clerk in the local government office. He maintains ledgers with no errors and keeps them up to date. However, he ends up not doing any work for a day once every 2 weeks or so because of a migraine headache.

How would you rate his difficulty with work or household activities?

- ~ None
- ~ Mild
- ~ Moderate
- ~ Severe
- ~ Extreme

22. [Tom] finds it difficult to concentrate on reading newspaper articles, or watching television programmes. He is forgetful and once a week or so, he misplaces important things, such as keys or money, and spends a considerable amount of time looking for them, but is able to find them eventually.

How would you rate his difficulty with concentrating or remembering things?

- ~ None
- ~ Mild
- ~ Moderate
- ~ Severe
- ~ Extreme

23. [Jack] is a clerk at the local post office. He just sits around all day and cannot engage in any work. He cannot sort letters, manage the counter or interact with customers. His employers are considering replacing him.

How would you rate his difficulty with work or household activities?

- ~ None
- ~ Mild
- ~ Moderate
- ~ Severe
- ~ Extreme

24. [Henriette] can pay attention to the task at hand for periods of up to one hour, with occasional distractions and can quickly return to the task. She can remember names of people she meets often, their addresses and important numbers, but occasionally has to remind herself of the names of distant relatives or acquaintances.

How would you rate her difficulty with concentrating or remembering things?

- ~ None
- ~ Mild
- ~ Moderate
- ~ Severe
- ~ Extreme

25. [Dan] is a mason in a building firm. Three to four times per week, he is noticed to leave his bricklaying tasks incomplete. With help and supervision, he is able to use his skills to finish the walls of the buildings well.

How would you rate his difficulty with work or household activities?

- ~ None
- ~ Mild
- ~ Moderate
- ~ Severe
- ~ Extreme

26. [Julian] is easily distracted, and within 10 minutes of beginning a task, his attention shifts to something else happening around him. He can remember important facts when he tries, but several times a week finds that he has to struggle to recollect what people have said or events that have taken place recently.

How would you rate his difficulty with concentrating or remembering things?

- ~ None
- ~ Mild
- ~ Moderate
- ~ Severe
- ~ Extreme

## ABOUT YOU

27. How old are you?

\_\_\_\_\_ Years

28. Are you female or male?

~ Female

~ Male

29. Were you born in this country?

~ Yes

~ No

~ Don't Know

30. Were both your parents born in this country?

~ Yes

~ No

~ Don't Know

31. How many years of formal education have you successfully completed (including primary, secondary (high school) and tertiary (e.g., university, technical schools) levels)?

\_\_\_\_\_ years

32. Which income bracket does your household fall into (net income):

~ **Country to fill in relevant**

~ **quintiles (income ranges)**

~

~

~

~ Don't know

33. 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)

\_\_\_\_\_

~ Don't Know

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

~ Yes

~ No

~ Don't Know

35. Are you covered by any public or private health insurance funds for hospital care?

~ Yes

~ No

~ Don't Know

## **RELATIVE IMPORTANCE OF HEALTH SYSTEM GOALS**

To answer the following questions, you need to understand what is meant by the term “Health System Goals”.

The main goals of a health system of a country are:

1. Improving the health of the population (both the level and equality of health)
2. Improving responsiveness of the health system (both the level and the equality)
3. Fairness in financial contribution.

These goals mean the following:

### 1. Improving the health of the population

- The whole population lives longer
- The whole population lives with less illness
- There is more equality in length and quality of life and illness

### 2. Improving responsiveness of the health system,

- The health system respects the rights of the individual for dignity, autonomy, confidentiality and clear communication.
- The health system provides basic amenities in a prompt way, allows adequate social support and gives people a choice of provider.
- The health system treats all people equally with respect to the above issues.

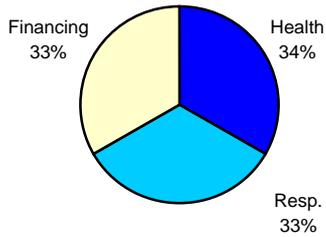
### 3. Fairness in financial contribution:

- Every household should pay a fair share towards the health system.
- This means that healthy people share costs for the services for the ill; and richer people subsidize the services for the poor.

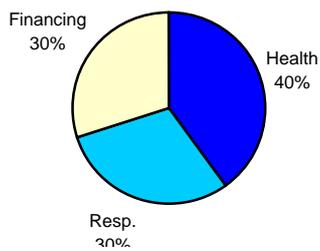
## RELATIVE IMPORTANCE OF HEALTH SYSTEM GOALS

36. Select the pie which most closely shows the importance you place on the three health system goals, or draw your own pie slices in (h).

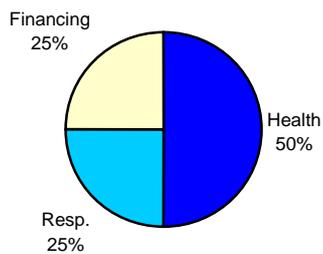
a)



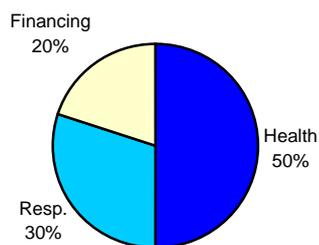
b)



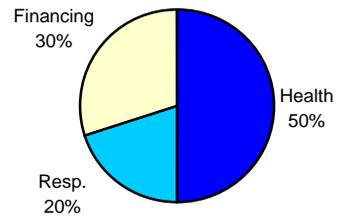
c)



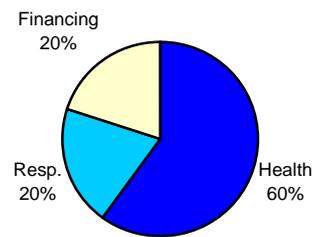
d)



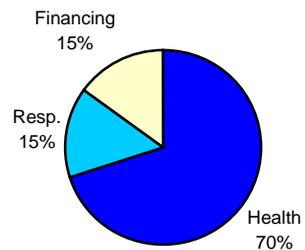
e)



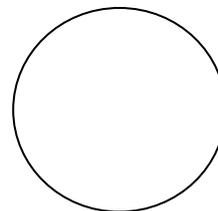
f)



g)



h) Other (specify)

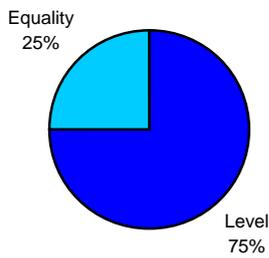


Please draw in the pie slices. Label the pie slices and indicate the share out of 100 that each pie slice represents.

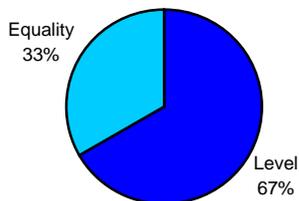
## HEALTH: IMPROVING AVERAGE LEVEL VERSUS IMPROVING EQUALITIES

37. Select the pie which most closely shows the importance you place on improving average level of health versus improving the equality of health in the population, or draw your own pie slices in (f).

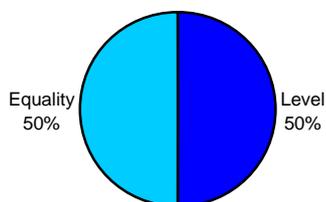
a)



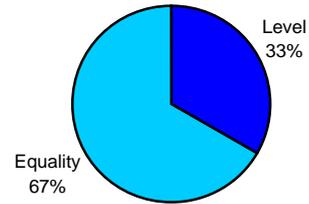
b)



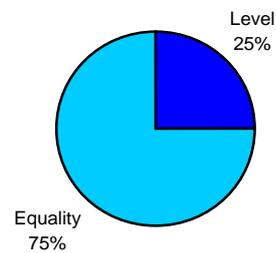
c)



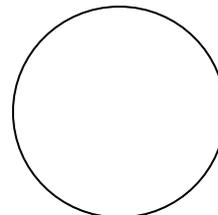
d)



d)



f) Other (specify)

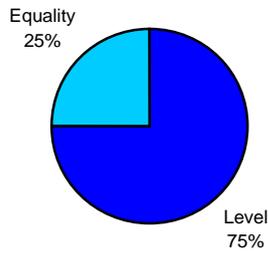


Please draw in the pie slices. Label the pie slices and indicate the share out of 100 that each pie slice represents.

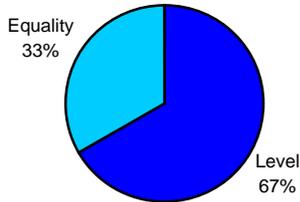
## RESPONSIVENESS: IMPROVING AVERAGE LEVEL VERSUS IMPROVING EQUALITIES

38. Select the pie which most closely shows the importance you place on improving the average level of responsiveness versus improving the equality of responsiveness in the population, or draw your own pie slices in (f).

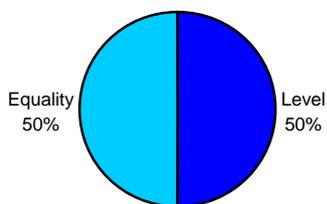
a)



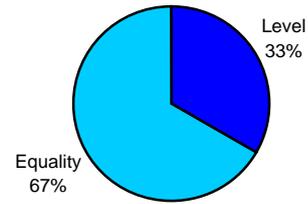
b)



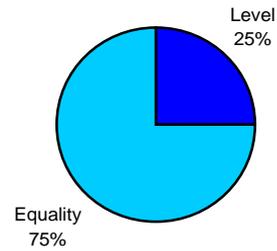
c)



d)

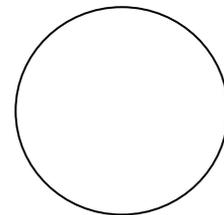


e)



f)

Other (specify)



Please draw in the pie slices. Label the pie slices and indicate the share out of 100 that each pie slice represents.