



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

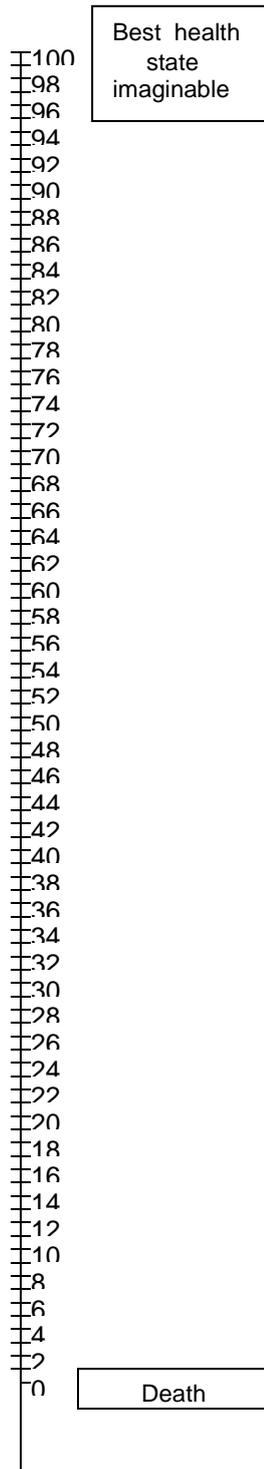
9. In the last 30 days, how many days were you completely unable to:

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.



11. Paul is an active athlete who runs long distance races of 20 kilometres twice a week and engages in soccer with no problems.

How would you rate his difficulty with moving around?

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

12. Jan feels nervous and anxious. He is depressed nearly every day for 3-4 hours thinking negatively about the future, but feels better in the company of people or when doing something that really interests him.

How would you rate how much distress, sadness or worry he experiences?

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

13. Margaret feels chest pain and gets breathless after walking distances of up to 200 metres, but is able to do so without assistance. Bending and lifting objects such as groceries produces pain.

How would you rate her difficulty with moving around?

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

14. Henriette remains happy and cheerful most of the time, but once week feels worried about things at work. She gets depressed once a month and loses interest but is able to come out of this mood within a few hours.

How would you rate how much distress, sadness or worry she experiences?

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

15. David is paralysed from the neck down. He is confined to bed and must be fed and bathed by somebody else.

**HEALTH STATES**

How would you rate his difficulty with moving around?

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

16. Ken remains happy and cheerful almost all the time. He is very enthusiastic and enjoys life.

How would you rate how much distress, sadness or worry he experiences?

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

17. Roberta feels depressed all the time, weeps frequently and feels completely hopeless. She feels she has become a burden, feels it is better to be dead than alive, and often plans suicide.

How would you rate how much distress, sadness or worry she experiences?

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

18. Mary has no problems with moving around or using her hands, arms and legs. She jogs 4 kilometres twice a week without any problems.

How would you rate her difficulty with moving around?

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

19. Eva feels worried all the time about things at work and home, and feels that they will go

wrong. She gets depressed once a week for a day, thinking negatively about the future, but is able to come out of this mood within a few hours.

How would you rate how much distress, sadness or worry she experiences?

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

20. Rob is able to walk distances of up to 200 metres without any problems but feels breathless after walking one kilometre or climbing up more than one flight of stairs. He has no problems with day-to-day physical activities, such as carrying food from the market.

How would you rate his difficulty with moving around?

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

21. Louis is able to move his arms and legs, but requires assistance in standing up from a chair or walking around the house. Any bending is painful and lifting is impossible.

How would you rate his difficulty with moving around?

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

22. John feels tense and on edge all the time. He is depressed nearly everyday and feels hopeless. He also has a low self esteem, is unable to enjoy life, and feels that he has become a burden.

How would you rate how much distress, sadness or worry he experiences?

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

## ABOUT YOU

23. How old are you?

\_\_\_\_\_ Years

24. Are you female or male?

~ Female

~ Male

25. Were you born in this country?

~ Yes

~ No

~ Don't Know

26. Were both your parents born in this country?

~ Yes

~ No

~ Don't Know

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

\_\_\_\_\_ years

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

~ **Country to fill in relevant**

~ **quintiles (income ranges)**

~

~

~

~ Don't know

29. 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

30. 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

31. 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.

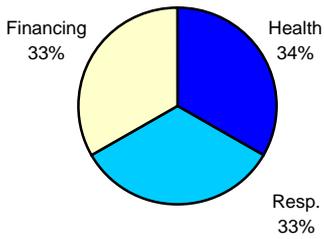
### 3. Fairness in financial contribution:

- 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.

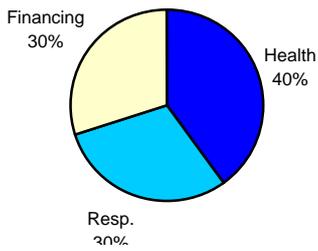
## RELATIVE IMPORTANCE OF HEALTH SYSTEM GOALS

32. 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).

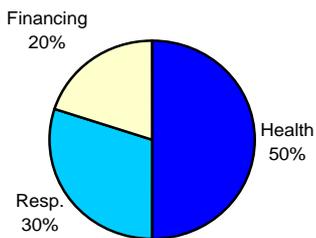
a)



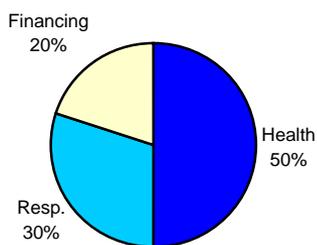
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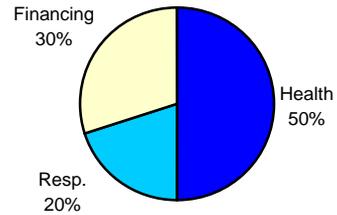
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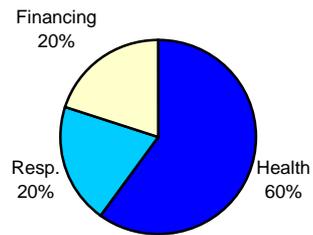
d)



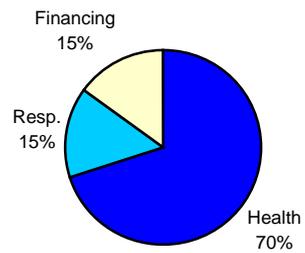
e)



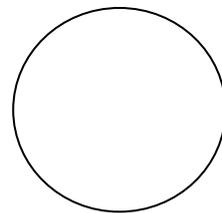
f)



g)



h) Other (specify)

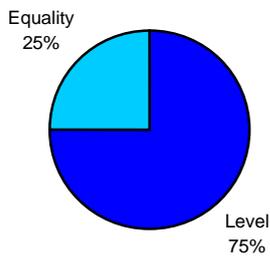


Please draw in the pie slices. Label the pie slices and indicate the share out of 100 that each pie slice represents.

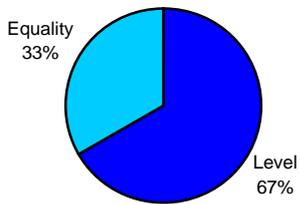
## HEALTH: IMPROVING AVERAGE LEVEL VERSUS IMPROVING EQUALITIES

33. 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).

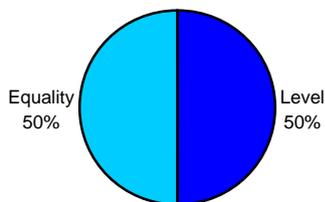
a)



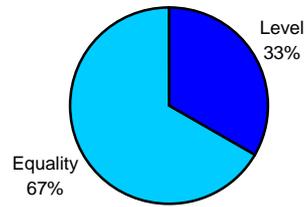
b)



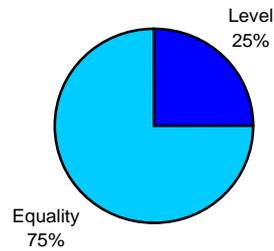
c)



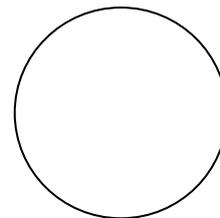
d)



e)



f) Other (specify)

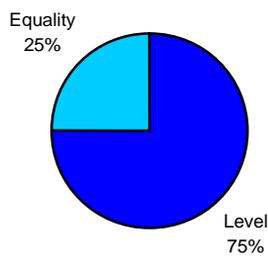


Please draw in the pie slices. Label the pie slices and indicate the share out of 100 that each pie slice represents.

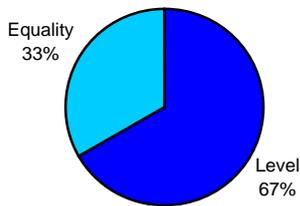
## **RESPONSIVENESS: IMPROVING AVERAGE LEVEL VERSUS IMPROVING EQUALITIES**

34. 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).

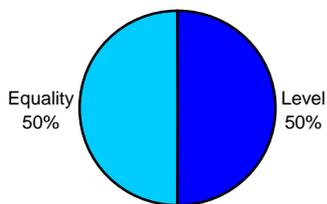
a)



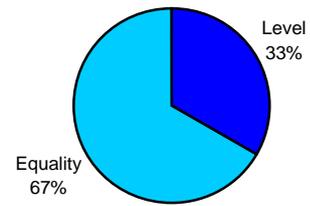
b)



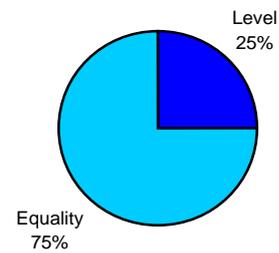
c)



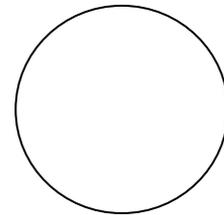
d)



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.