



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 ?

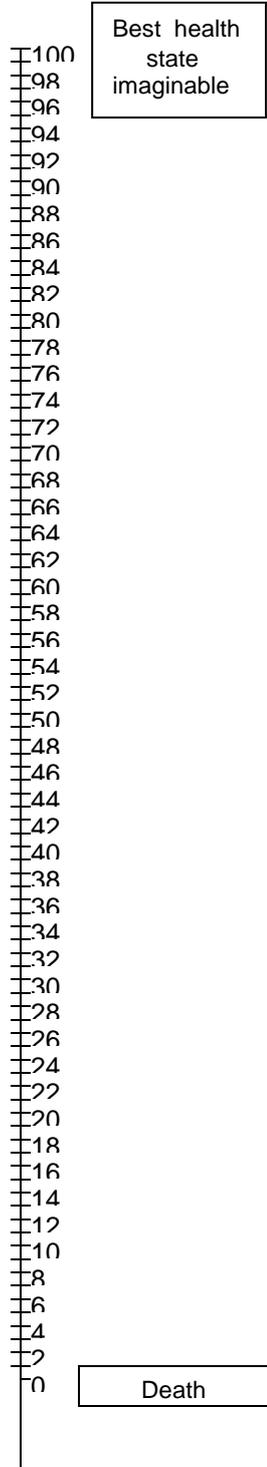
- ~ None
- ~ Mild
- ~ Moderate
- ~ Severe
- ~ Extreme

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. [John] cannot wash, groom or dress himself without personal help. He has no problems with feeding.  
How would you rate his difficulty with self-care?
- ~ None
  - ~ Mild
  - ~ Moderate
  - ~ Severe
  - ~ Extreme
12. [Mark] has joint pains that are present almost all the time. They are at their worst in the first half of the day. Taking medication reduces the pain though it does not go away completely. The pain makes moving around, holding and lifting things, quite uncomfortable.  
How would you rate how much pain or discomfort he has?
- ~ None
  - ~ Mild
  - ~ Moderate
  - ~ Severe
  - ~ Extreme
13. [Peter] can wash his face and comb his hair, but cannot wash his whole body without help. He needs assistance with putting clothes on over his head, but can put garments on the lower half of his body. He has no problems with feeding.  
How would you rate his difficulty with self-care?
- ~ None
  - ~ Mild
  - ~ Moderate
  - ~ Severe
  - ~ Extreme

14. [Phil] has pain in the hip that causes discomfort while going to sleep. The pain is there throughout the day but does not stop him from walking around.

How would you rate how much pain or discomfort he has?

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

15. [Rachel] feels pain and discomfort while washing, and in combing her hair. As a result, she neglects her personal appearance. She needs assistance with putting on and taking off clothes. She has no problems with feeding.

How would you rate her difficulty with self-care?

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

16. [Helena] keeps herself neat and tidy. She requires no assistance with cleanliness, dressing and eating.

How would you rate her difficulty with self-care?

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

17. [Jim] has back pain that makes changes in body position very uncomfortable. He is unable to stand or sit for more than half an hour. Medicines decrease the pain a little, but it is there all the time and interferes with his ability to carry out even day to day tasks.

How would you rate how much pain or discomfort he has?

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

18. [Anne] takes twice as long as others to put on and take off clothes, but needs no help with this. She is able to bathe and groom herself, though that requires effort and leads to reducing the frequency of bathing to half as often as before. She has no problems with feeding.

How would you rate her difficulty with self-care?

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

19. [Laura] has a headache once a month that is relieved one hour after taking a pill. During the headache she can carry on with her day to day affairs.

How would you rate how much pain or discomfort she has?

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

20. [Sue] requires the constant help of a person to wash and groom herself and has to be dressed and fed.

How would you rate her difficulty with self-care?

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

21. [Tom] has a toothache for about 10 minutes, several times a day. The pain is so intense that Tom finds it difficult to concentrate on work.

How would you rate how much pain or discomfort he has?

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

22. [Paul] has no problems with cleanliness, dressing and eating. However, he has to wear clothes with special fasteners as joint problems prevent him from buttoning and unbuttoning clothes.

How would you rate his difficulty with self-care?

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

23. [Patricia] has a headache once a week that is relieved 3-4 hours after taking a pill. During the headache she has to lie down, and cannot do any other tasks.

How would you rate how much pain or discomfort she has?

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

24. [Steve] has excruciating pain in the neck radiating to the arms that is very minimally relieved by any medicines or other treatment. The pain is sharp at all times and often wakes him from sleep. It has necessitated complete confinement to the bed and often makes him think of ending his life.

How would you rate how much pain or discomfort he has?

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

## ABOUT YOU

25. How old are you?

\_\_\_\_\_ Years

26. Are you female or male?

~ Female

~ Male

27. Were you born in this country?

~ Yes

~ No

~ Don't Know

28. Were both your parents born in this country?

~ Yes

~ No

~ Don't Know

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

\_\_\_\_\_ years

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

~ **Country to fill in relevant**

~ **quintiles (income ranges)**

~

~

~

~ Don't know

31. 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

32. 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

33. 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.

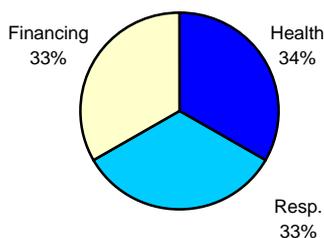
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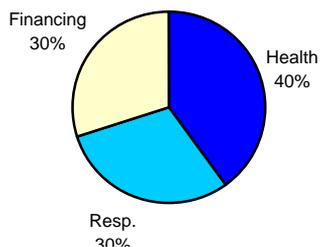
## RELATIVE IMPORTANCE OF HEALTH SYSTEM GOALS

34. 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).

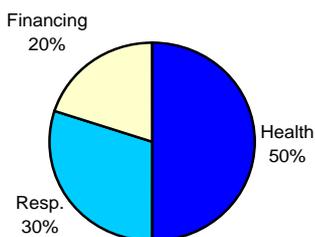
a)



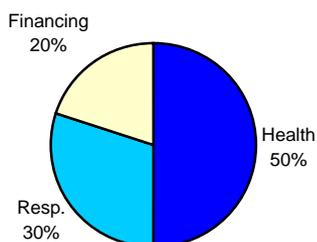
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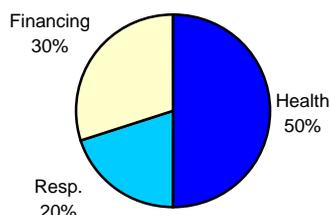
c)



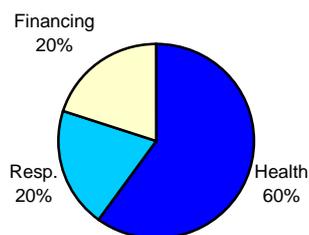
d)



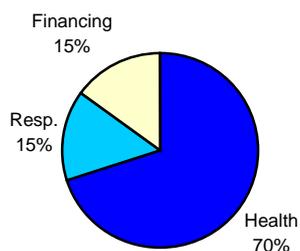
e)



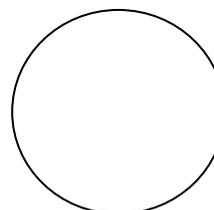
f)



g)



h) Other (specify)

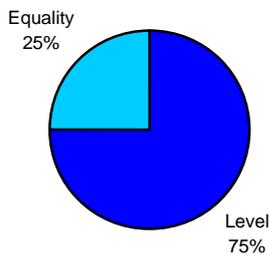


Please draw in the pie slices. Label the pie slices and indicate the share out of 100 that each pie slice represents.

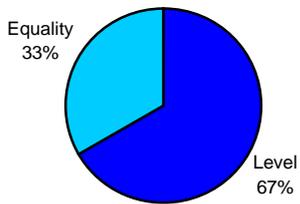
## HEALTH: IMPROVING AVERAGE LEVEL VERSUS IMPROVING EQUALITIES

35. 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).

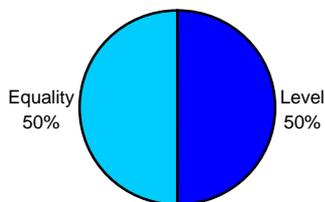
a)



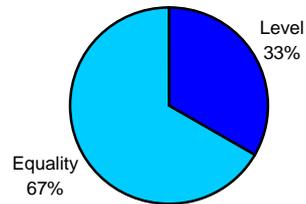
b)



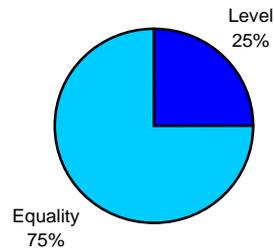
c)



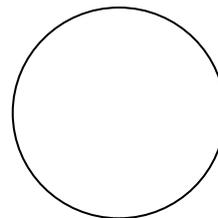
d)



e)



f) Other (specify)

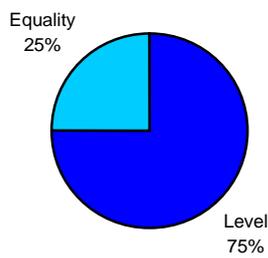


Please draw in the pie slices. Label the pie slices and indicate the share out of 100 that each pie slice represents.

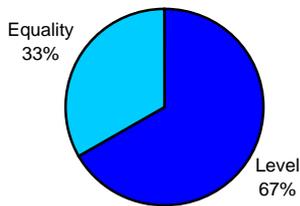
## **RESPONSIVENESS: IMPROVING AVERAGE LEVEL VERSUS IMPROVING EQUALITIES**

36. 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).

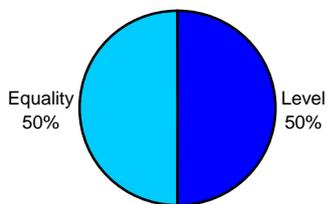
a)



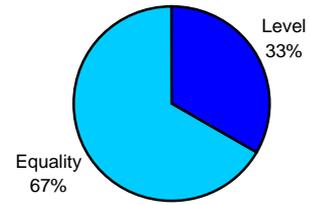
b)



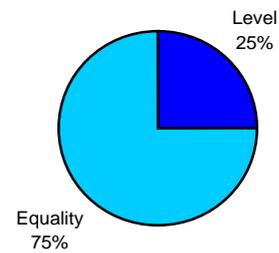
c)



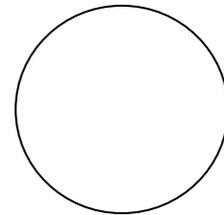
d)



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.