



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

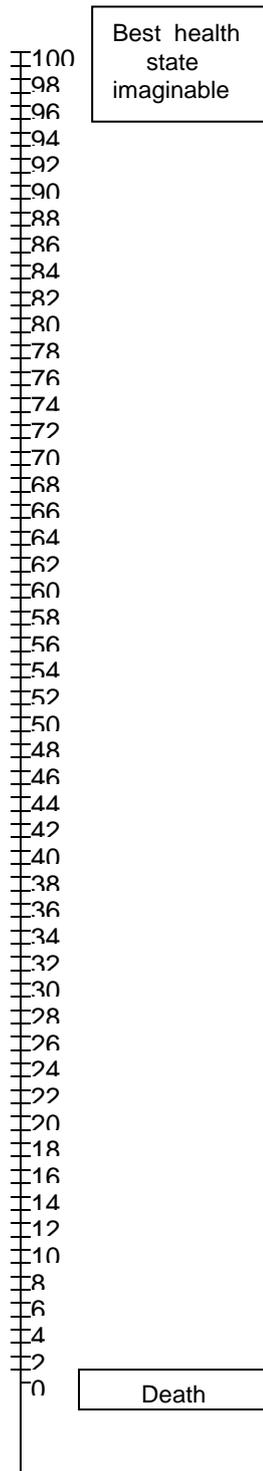
9. In the last 30 days, how many days were you completely unable to:

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. [Rebecca] can read newsprint (and can thread a needle easily). She can recognize people's faces and pick out details in pictures from across 10 metres quite distinctly. She also has no problems with seeing in dim light.  
How would you rate her difficulty with seeing and recognizing a person she knows across the road?
- ~ None
  - ~ Mild
  - ~ Moderate
  - ~ Severe
  - ~ Extreme
12. [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
13. [Antonio] can read newsprint (and can thread a needle easily). He can recognize shapes and colours from across 10 metres but misses out the fine details. He has no problems with seeing in dim light.  
How would you rate his difficulty with seeing and recognizing a person he knows across the road?
- ~ None
  - ~ Mild
  - ~ Moderate
  - ~ Severe
  - ~ Extreme
14. [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

15. [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

16. [Thiam] can read newsprint and can thread a needle easily. He can recognize people's faces and pick out details in pictures from across 10 metres quite distinctly. He has no problems with seeing in dim light. However, he cannot differentiate red from green.

How would you rate his difficulty with seeing and recognizing a person he knows across the road?

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

17. [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

18. [Hector] can read newsprint (and can thread a needle easily). He can recognize people's faces and pick out details in pictures from across 10 metres quite distinctly. He has problems with seeing clearly in dim light.

How would you rate his difficulty with seeing and recognizing a person he knows across the road?

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

19. [Angela] needs glasses to read newsprint (and to thread a needle). She can recognize people's faces and pick out details in pictures from across 10 metres quite distinctly. She has no problems with seeing in dim light.

How would you rate her difficulty with seeing and recognizing a person she knows across the road?

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

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

How would you rate his difficulty with moving around?

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

21. [Andrew] cannot read newsprint (or thread a needle). He cannot recognize people's faces from across several metres but can identify faces from close up. He has problems with seeing in dim light.

How would you rate his difficulty with seeing and recognizing a person he knows across the road?

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

22. [Jan] 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 his difficulty with moving around?

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

23. [Norman] can read newsprint (and can thread a needle easily). He cannot recognize people's faces or pick out details in pictures from across 10 metres as they appear blurred. He has no problems with seeing near objects clearly in dim light.

How would you rate his difficulty with seeing and recognizing a person he knows across the road?

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

24. [Sebastian] cannot detect any movement close to the eyes or even the presence of a light.

How would you rate his difficulty with seeing and recognizing a person he knows across the road?

- ~ 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.

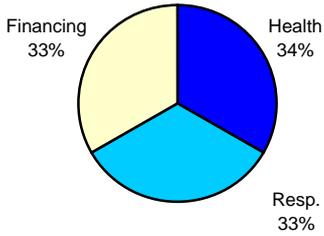
### 3. Fairness in financial contribution:

- 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.

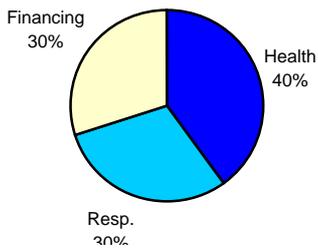
## RELATIVE IMPORTANCE OF HEALTH SYSTEM GOALS

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).

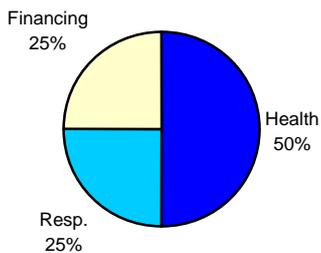
a)



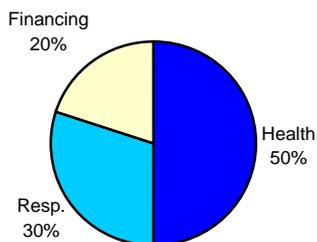
b)



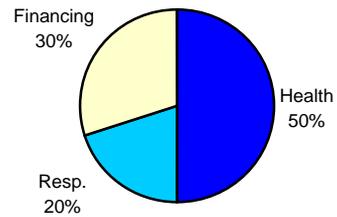
c)



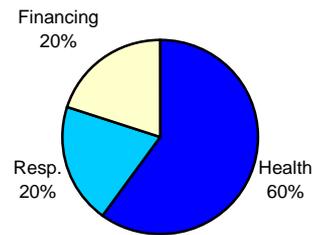
d)



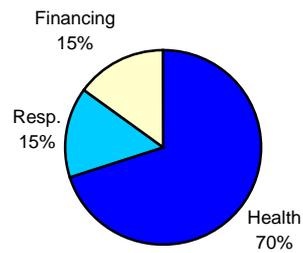
e)



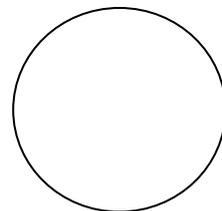
f)



g)



h) Other (specify)

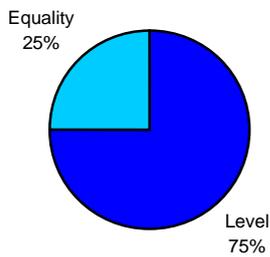


Please draw in the pie slices. Label the pie slices and indicate the share out of 100 that each pie slice represents.

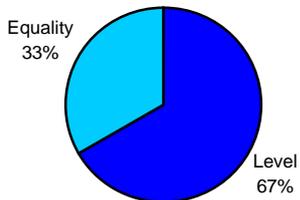
## HEALTH: IMPROVING AVERAGE LEVEL VERSUS IMPROVING EQUALITIES

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).

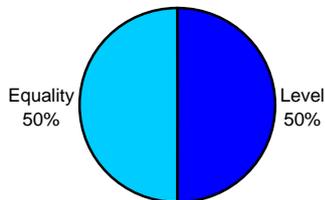
a)



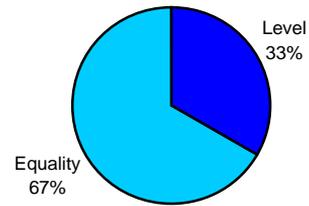
b)



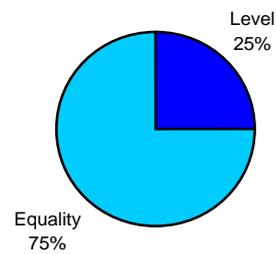
c)



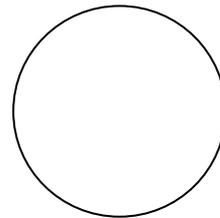
d)



e)



f) Other (specify)

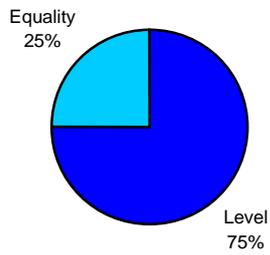


Please draw in the pie slices. Label the pie slices and indicate the share out of 100 that each pie slice represents.

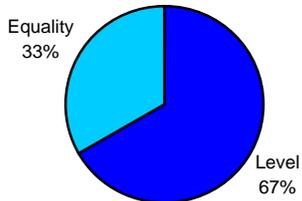
## **RESPONSIVENESS: IMPROVING AVERAGE LEVEL VERSUS IMPROVING EQUALITIES**

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).

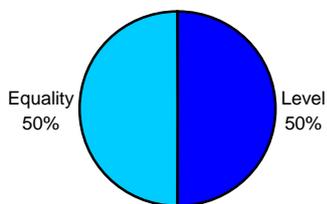
a)



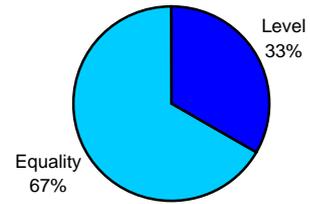
b)



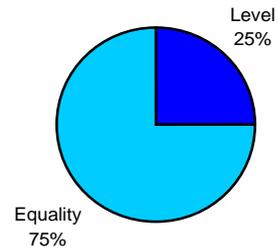
c)



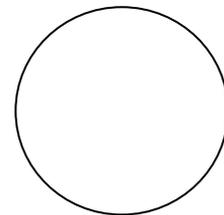
d)



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.