



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.

<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				

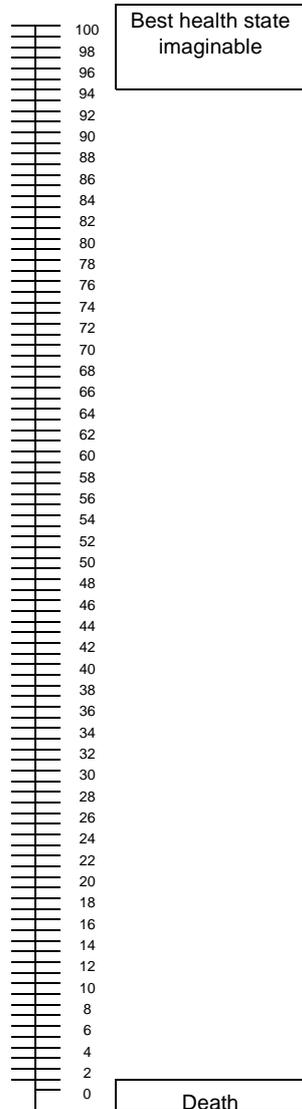
Answer all the questions by checking the box or filling in the spaces as appropriate.

## 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

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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 each 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 getting 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

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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 did 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

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61. [Kim] took her six month old infant went to the health centre for her regular check-up. The nurse was very annoyed when she found that Kim had forgotten to bring the baby's growth chart with her. She scolded her loudly in the hearing of all the other mothers who had come to the clinic, and kept grumbling about inconsiderate forgetful mothers who caused extra work as she weighed the baby.
- How would you rate Kim's experience of how the health care provider treated her with dignity?
- ~ Very good
  - ~ Good
  - ~ Moderate
  - ~ Bad
  - ~ Very bad
62. [Rose] is an elderly woman who is illiterate. Lately, she has been feeling dizzy and has problems sleeping. The doctor did not seem very interested in what she was telling him. He told her it was nothing and wrote something on a piece of paper, telling her to get the medication at the pharmacy.
- How would you rate Rose's experience of how the health care provider communicated with her?
- ~ Very good
  - ~ Good
  - ~ Moderate
  - ~ Bad
  - ~ Very bad
63. [Anya] took her three-month old infant for her vaccination. The nurse asked her why she had not been to the clinic before, and was sympathetic to hear that Anya had a problem finding transport. She advised her about the importance of regularly monitoring the growth of her baby.
- How would you rate Anya's experience of how the health care provider treated her with dignity?
- ~ Very good
  - ~ Good
  - ~ Moderate
  - ~ Bad
  - ~ Very bad
64. [Florence] goes to the hospital as she has a pain in her stomach. The nurse shouts at her for not bringing her health card. Two other nurses who are standing by make rude comments about Florence's family and those from her village. Though Florence is in pain, and moaning she is not asked to sit down while her personal details are entered in the register.
- How would you rate Florence's experience of how the health care provider treated her with dignity?
- ~ Very good
  - ~ Good
  - ~ Moderate
  - ~ Bad
  - ~ Very bad
65. [Carmen] has gone for a blood test and the doctor has told her that she has "diabetes mellitus" and that her "pancreatic activity is faulty". He has also told her she needs "insulin injections three times a day" and that she should watch for "hypoglycemia". If she does not control her blood sugar she may also go blind. Carmen feels very bad because she does not understand what the doctor is talking about, but she has to leave because he has already called the next patient.
- How would you rate Carmen's experience of how the health care provider communicated with her?
- ~ Very good
  - ~ Good
  - ~ Moderate
  - ~ Bad
  - ~ Very bad
66. [Julia] visits the health care centre for treatment at a time when the centre is very crowded. The patients are all impatient to get their treatment and are reluctant to queue and wait for their turn. The nurses are very patient most of the time about asking patients to wait their turn, but occasionally they get angry and shout at her for breaking the queue.
- How would you rate Julia's experience of how the health care provider treated her with dignity?
- ~ Very good
  - ~ Good
  - ~ Moderate
  - ~ Bad
  - ~ Very bad

67. [Deborah] is a young woman who has been brought to the clinic by her family because she feels very anxious and distressed. She is also afraid that she may die although she is in good health. The doctor has taken time to listen and reassure her and has invited Deborah to come to the clinic whenever she needs to.

How would you rate Deborah's experience of how the health care provider communicated with her?

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

68. [Sonia] has arrived at the clinic with her three-month-old baby girl. The mother says that the baby has lost a lot of weight, has had fever for two days and will not take her milk. The nurse has listened to the mother without interrupting. She has asked her for additional information and has encouraged the mother to ask her questions if she did not understand.

How would you rate Sonia's experience of how the health care provider communicated with her?

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

69. [Conrad] is suffering from AIDS. When he enters the health care unit the doctor shakes his hand. He asks him to sit down and inquires what his problems are. The nurses are concerned about Conrad. They give him advice about improving his health.

How would you rate Conrad's experience of how the health care provider treated him with dignity?

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

70. [Mario] has been told that he has epilepsy and that needs to take medication. The doctor has very briefly explained what the condition is. He is very busy and there is a queue of patients waiting to see him. Mario would like to know more about what he has, but feels that there is not time to ask questions and that the doctor will not be very helpful.

How would you rate Mario's experience of how the health care providers communicated with him?

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

71. [Said] has AIDS. When he goes to his health centre he feels that all the doctors and nurses are unfriendly towards him. They do not talk to him freely. Often they deliberately ignore him. He often has to beg them to answer his questions.

How would you rate Said's experience of how the health care provider treated him with dignity?

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

72. [Thomas] has been told that he has cataracts and that he needs an operation. He has never had his eyes checked and does not understand why he cannot see well. The doctor has explained to Thomas what he has, but he has not understood a word and is afraid to ask again. The doctor has not checked whether or not he has understood.

How would you rate Thomas's experience of how the health care provider communicated with him?

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

73. [Patricia] goes to a health care unit close to her home regularly. The nurses there are very busy, but they always speak pleasantly to her. The receptionist however is often in a bad mood, and when she is in a bad mood she shouts at Patricia, and at other patients. All appointments to meet doctors and nurses have to be made through this receptionist so the patients put up with her rudeness.

How would you rate Patricia's experience of how the health care provider treated her with dignity?

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

74. [Jiang] has been having pain in his chest for a while. Whenever he coughs or exercises his chest is painful. He has been smoking for 30 years. After examining him, the doctor has told him that he will get cancer if he does not stop smoking. The doctor is not very sympathetic and has not even suggested what Jiang could do to give up smoking.

How would you rate Jiang's experience of how the health care provider communicated with him?

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