

H & HSR

WHO
***Health and Health System
Responsiveness Survey***

Responsiveness Section

January 2001

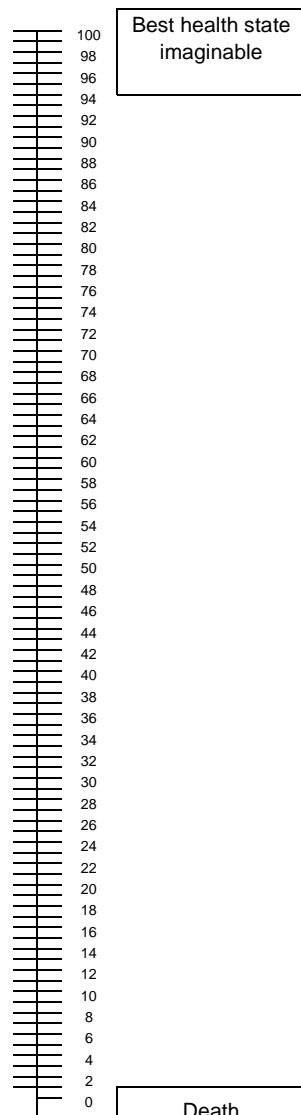
KEY SURVEY INSTRUCTIONS FOR THE SURVEY

- ◆ We would appreciate you participating as a one of 5000 respondents in the survey on the health system in your country. The information you provide will contribute to the work of the United Nations in Kyrgyzstan's health system.
- ◆ We invite you to answer the questions of this questionnaire. All information about you or your family will be kept confidential.
- ◆ The questionnaire is sent to your household. The person to answer should be 18 years or older and whose birthday is the closest to the current date.
- ◆ You will sometimes skip over some questions in the questionnaire. In those cases 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 Siar-Bishkek, phone numbers (312)220833, 210925 or Ms L. Bendib at WHO: + 41 22 791 38 40

Please, answer all the questions by circling the letter as appropriate to your opinion.

OVERALL HEALTH

1. How would you evaluate the condition of your health today?
 - A** Very good
 - B** Good
 - C** Satisfactory
 - D** Bad
 - E** Very Bad
2. Considering different aspects of your own health today as you indicated it earlier, please indicate by drawing an arrow where would you place yourself on this scale.



SEEING HEALTH CARE PROVIDERS

3. Have you received any health care in the last 12 months? (Including visits to local doctors for any minor reason. In case if you are a doctor, do not consider 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 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, where did you get most of your health care from a health provider at a health facility or at your home?
 - A** Mostly at a health facility
 - B** Mostly from a health provider in my home
 - C** Equally from both
6. When was your last most recent visit to a health facility or provider? Was it...
 - A** In the last 30 days?
 - B** In the last 3 months?
 - C** In the last 6 months?
 - D** Between 6 months and 12 months ago?
 - C** Don't remember
7. Please, indicate the name of the health care facility, e.g., Oxford Clinic. Fill in the name of the provider only if the facility does not have another name.

Name: _____
8. Was the place you indicated in Question 7 your usual place of care if you have a usual place of care?
 - A** Yes
 - B** No
 - C** Not applicable

9. In the last 12 months, when you wanted care, how often did you get it as soon as you wanted?

- A** Always
- B** Usually
- C** Sometimes
- C** Never

10. In the last 12 months, how long did you usually have to wait for care from the time that you wanted it to the time that you received it? Indicate the waiting 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? For instance, blood tests, scans or X-rays.

- ~ Yes
- ~ No → Go to Question 13

12. How long did you have to wait to get the results laboratory tests or examinations done?

- A** Got them the same day
- B** 1-2 days
- C** 3-5 days
- D** 6-10 days
- E** More than 10 days (specify) _____

13. Overall, how would you evaluate your experience of getting prompt attention at the health services in the last 12 months?

- A** Very good
- B** Good
- C** Satisfactory
- D** Bad
- E** 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?

- A** Always
- B** Usually

- C** Sometimes
- C** Never

15. In the last 12 months, how often did the health care office staff, such as receptionists or clerks there, treat you with respect?

- A** Always
- B** Usually
- C** Sometimes
- C** Never

16. In the last 12 months, how often was your privacy respected during physical examinations and treatments that no one can disturb you?

- A** Always
- B** Usually
- C** Sometimes
- C** Never

17. Overall, how would you evaluate your experience of being treated with dignity at the health services in the last 12 months?

- A** Very good
- B** Good
- C** Satisfactory
- D** Bad
- E** Very bad

18. In the last 12 months, how often did doctors, nurses or other health care providers listen carefully to you?

- A** Always
- B** Usually
- C** Sometimes
- C** Never

19. In the last 12 months, how often did doctors, nurses or other health care providers, explain your problems in a way you could understand?

- A** Always
- B** Usually
- C** Sometimes
- C** Never

20. In the last 12 months, how often did doctors, nurses, or other health care providers give you

opportunity to ask questions about your health problem or treatment?

- A** Always
- B** Usually
- C** Sometimes
- C** Never

21. Overall, how would you evaluate your experience of health care providers' attitude to you in the last 12 months?

- A** Very good
- B** Good
- C** Satisfactory
- D** Bad
- E** Very bad

22. In the last 12 months, were any decisions made about your care when you went for health care (for example, treatment, giving you drugs or making 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, taking into account you desire, to take part in deciding about the care, treatment or tests?

- A** Always
- B** Usually
- C** Sometimes
- C** 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?

- A** Always
- B** Usually
- C** Sometimes
- C** Never

25. Overall, how would you evaluate your experience of getting involved in making decisions about your care or treatment in the last 12 months?

- A** Very good
- B** Good
- C** Satisfactory
- D** Bad
- E** Very bad

26. In the last 12 months, how often were talks with your doctor, nurse or other health care provider done privately so no one could hear it?

- A** Always
- B** Usually
- C** Sometimes
- C** 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 no one could find out about your medical conditions.

- A** Always
- B** Usually
- C** Sometimes
- D** Never
- E** Don't Know

28. Overall, how would you evaluate your experience of the way the health services kept information about you confidential in the last 12 months?

- A** Very good
- B** Good
- C** Satisfactory
- D** Bad
- E** Very bad

29. Over the last 12 months, did you have problems with the doctors, nurses and other health care providers available to you, if any, was it to get a health care provider you were happy with?

- A** No problem
- B** Mild problem
- C** Moderate problem
- D** Severe problem
- E** Extreme problem

30. Over the last 12 months, did you have problems to get to use other health services other than the one you usually went to?

- A** No problem
- B** Mild problem
- C** Moderate problem
- D** Severe problem
- E** Extreme problem
- F** Not applicable-never tried

31. Overall, how would you evaluate your experience of being able to use a health care provider or service of your choice over the last 12 months?

- A** Very good
- B** Good
- C** Satisfactory
- D** Bad
- E** Very bad

32. Remembering the places you visited for health care in the last 12 months, how would you evaluate the general conditions of the waiting room, for example, space, seating and fresh air?

- A** Very good
- B** Good
- C** Satisfactory
- D** Bad
- E** Very bad
- F** Not applicable – visited in my home

33. Remembering the places you visited for health care over the last 12 months, how would you evaluate the cleanliness of the place?

- A** Very good
- B** Good
- C** Satisfactory
- D** Bad
- E** Very bad
- F** Not applicable – visited in my home

34. Overall, how would you evaluate the quality of the surroundings, for example, space, seating, fresh air and cleanliness of the health services you visited in the last 12 months?

- A** Very good
- B** Good
- C** Satisfactory
- D** Bad
- E** Very bad
- F** Not applicable – visited in my home

CARE AT PLACES YOU STAY OVERNIGHT

35. Have you stayed overnight in a 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?

- A** Always
- B** Usually
- C** Sometimes
- C** Never

39. Overall, how would you evaluate your experience of getting prompt attention at the hospital in the last 12 months?

- A** Very good
- B** Good
- C** Satisfactory
- D** Bad
- E** Very bad

40. ~ Very bad
Overall, how would you evaluate your experience of being treated with dignity at the hospital in the last 12 months?

- A** Very good
- B** Good
- C** Satisfactory
- D** Bad
- E** Very bad

41. Overall, how would you evaluate your experience of how well health care providers treated you during your stay in the hospital in the last 12 months?

- A** Very good
- B** Good
- C** Satisfactory
- D** Bad
- E** Very bad

42. Overall, how would you evaluate your experience of taking part in making decisions

about your care or treatment when you were in hospital in the last 12 months?

- A** Very good
- B** Good
- C** Satisfactory
- D** Bad
- E** Very bad

43. Overall, how would you evaluate your experience of the way the hospital kept personal information about you confidential in the last 12 months.

- A** Very good
- B** Good
- C** Satisfactory
- D** Bad
- E** Very bad

44. Overall, how would you evaluate your experience of being able to use a hospital of your choice over the last 12 months?

- A** Very good
- B** Good
- C** Satisfactory
- D** Bad
- E** Very bad

45. Overall, how would you evaluate the conditions of the surroundings, for example, space, seating, fresh air and cleanliness of the health services you visited in the last 12 months?

- A** Very good
- B** Good
- C** Satisfactory
- D** Bad
- E** Very bad

46. In the last 12 months, when you stayed in a hospital, did you have problems 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.)?

- A** No problem
- B** Mild problem
- C** Moderate problem
- D** Severe problem
- E** Extreme problem

47. During your stay in the hospital, in the last 12 months, did you have problems to have the

hospital allow you to practice your religious or traditional observances?

- A** No problem
- B** Mild problem
- C** Moderate problem
- D** Severe problem
- E** Extreme problem

48. Overall, how would you evaluate your experience of how the hospital allowed you to communicate with your family, friends and also to continue your social and/or religious customs during your stay over the last 12 months?

- A** Very good
- B** Good
- C** Satisfactory
- D** Bad
- E** 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 |
| ~ | ~ Colour |
| ~ | ~ Sex |
| ~ | ~ Language |
| ~ | ~ Religion |
| ~ | ~ Political/other beliefs |
| ~ | ~ Health status |
| ~ | ~ Lack of wealth or money |
| ~ | ~ Other (specify)_____ |

50. In the last 12 months, were there cases when you did not seek health care because you could not afford it?

~ Yes

~ No

51. Please, read the cards below. Here descriptions are given of some different ways the health care services in your country show respect for people and make them the centre of care. To your opinion which is the most important and the least important taking into account what is on these cards and the whole health system?

DIGNITY

- ◆ respectful attitude
- ◆ having physical examinations conducted in privacy

AUTONOMY

- ◆ being involved in deciding on your care, 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 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 a place for health care if you want to

SOCIAL SUPPORT

- ◆ the provision of food and other gifts by relatives
- ◆ freedom of religious practices

PROMPT ATTENTION

- ◆ there is a reasonable distance and travel time from your home to the health care provider
- ◆ to get fast care in emergencies
- ◆ to have short waiting times for appointments and consultations, and get tests done quickly
- ◆ short waiting lists for non-emergency surgery

COMMUNICATION

- ◆ the provider listens to you carefully
- ◆ the provider explains things so you can understand
- ◆ you have time to ask questions

MOST IMPORTANT _____

LEAST IMPORTANT _____

ABOUT YOU

52. Age

_____ Years

53. Sex

- ~ Male
- ~ Female

54. Were you born in Kyrgyzstan?

- ~ Yes
- ~ No

55. Were both your parents born in Kyrgyzstan?

- ~ Yes
- ~ No

56. How many years have you spent for your education (including primary school, secondary school and higher education)?

_____ years

57. Your income monthly/net?

- A. Less than 700 som
- B. 701-900 som
- C. 901-2000 som
- D. 2001-4000 som
- E. more than 4001 som
- F. Don't know

58. There are different types of places of health services where you can be cured given below. Please could you indicate the number of times you visited each of them for the last 30 days.

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 there any public or private health insurance funds covering your visits to doctors or other health care providers for outpatient visits?

- ~ Yes
- ~ No
- ~ Don't Know

60. Are there any public or private health insurance funds for hospital care?

- ~ Yes
- ~ No
- ~ Don't Know

CONSIDER THE FOLLOWING SCENARIOS

61. Rose is an elderly illiterate woman. Lately, she has been feeling dizzy and has sleeping problems. The doctor did not seem interested in what she was telling him. Having written something on a piece of paper, he told her it was nothing to be worry about and she needed to get the medication at the pharmacy.

How would you evaluate Rose's situation of how the health care provider communicated with her?

- ~ Very good
- ~ Good
- ~ Satisfactory
- ~ Bad
- ~ Very bad

62. Conrad has AIDS. When he enters the health care unit the doctor shakes his hand. He asks him to sit down and asks him about his health problems. The nurses are concerned about Conrad. They give him advice about improving his health.

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

- ~ Very good
- ~ Good
- ~ Satisfactory
- ~ Bad
- ~ Very bad

63. Anya went to the hospital with her three-month old infant for her vaccination. She could not come before as she had a problem to find transport. The nurse was sympathetic to hear that and advised her about the importance of regularly monitoring her baby by a doctor.

How would you evaluate Anya's situation experience of how the health care provider treated her with dignity?

- ~ Very good
- ~ Good
- ~ Satisfactory
- ~ Bad
- ~ Very bad

64. Carmen had a blood test and the doctor has told her that she has "diabetes mellitus" and 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 become 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 evaluate Carmen's situation of how the health care provider communicated with her?

- ~ Very good
- ~ Good
- ~ Satisfactory
- ~ Bad
- ~ Very bad

65. Julia goes to the health care centre for treatment. When she is there the centre is very crowded. The patients are all impatient waiting for their turn to get their treatment. The nurses ask patients very patiently to keep the line to wait for their turn, but sometimes they get angry and shout at Julia for breaking the line.

How would you evaluate Julia's situation of how the health care provider treated her with dignity?

- ~ Very good
- ~ Good
- ~ Satisfactory
- ~ Bad
- ~ Very bad

66. A young woman, Deborah, has been brought to the clinic by her family. She feels very anxious, distressed and is afraid of death being in good health condition. The doctor has carefully listened to and reassured her, and has suggested her to come to the clinic any time she needs to.

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

- ~ Very good
- ~ Good
- ~ Satisfactory
- ~ Bad
- ~ Very bad

67. Patricia goes to the nearest health care unit regularly. The nurses always are polite with her

there but they are very busy. But the receptionist is often in a bad mood, and when she is in a such mood she usually shouts at Patricia, and at other patients. As all appointments to see doctors and nurses are to be made only through her the patients have to put up with her rudeness.

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

- ~ Very good
- ~ Good
- ~ Satisfactory
- ~ Bad
- ~ Very bad

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

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

- ~ Very good
- ~ Good
- ~ Satisfactory
- ~ Bad
- ~ Very bad

69. Kim came to the hospital with her six month old infant for her regular check-up. The nurse was very annoyed that the mother had forgotten to bring the baby's growth chart with her. She cursed at her loudly in presence of other mothers who had come to the clinic. As she weighed the baby, she kept complaining of forgetful mothers who made her work difficult.

How would you evaluate Kim's situation of how the health care provider treated her with dignity?

- ~ Very good
- ~ Good
- ~ Satisfactory
- ~ Bad
- ~ Very bad

70. Mario has been told that he has epilepsy and that needs to take pills. The doctor has very briefly explained the situation as he is very busy and there is a line of patients waiting to

see him. Mario wanted to know more about his illness, but feels that the doctor does not have time and he will not be very helpful.

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

- ~ Very good
- ~ Good
- ~ Satisfactory
- ~ Bad
- ~ Very bad

71. Said has AIDS, when he comes to the health centre he feels that all the doctors and nurses are unfriendly towards him. They talk to him unwillingly, they often deliberately ignore him. He always has to beg them to answer his questions.

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

- ~ Very good
- ~ Good
- ~ Satisfactory
- ~ Bad
- ~ Very bad

72. Florence goes to the hospital as she has a pain in her stomach. The nurse shouts at her because she has not brought her health card. Two other nurses standing aside make rude comments about Florence's family and those from her village. Despite that Florence has pain and is moaning she is not offered her to sit down while her personal data are registered.

How would you evaluate Florence's situation of how the health care provider treated her with dignity?

- ~ Very good
- ~ Good
- ~ Satisfactory
- ~ Bad
- ~ Very bad

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

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

- ~ Very good
- ~ Good
- ~ Satisfactory
- ~ Bad
- ~ Very bad

74. During some time Jiang has been having pain in his chest. Every time when he coughs or exercises the pain grows. Jiang has been smoking for 30 years. After examining him, the doctor has warned him if he does not stop smoking he will get cancer. The doctor shows insensitiveness and has not suggested Jiang how he could quit smoking.

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

- ~ Very good
- ~ Good
- ~ Satisfactory
- ~ Bad
- ~ Very bad