

H & HSR

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

Responsiveness Section

January 2001

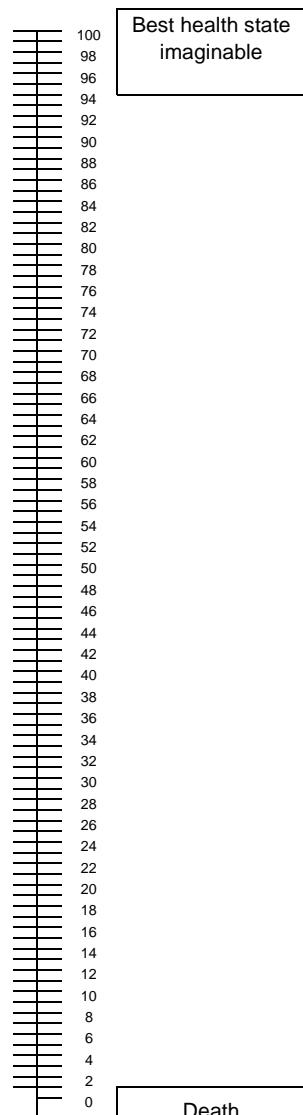
KEY SURVEY INSTRUCTIONS FOR THE SURVEY

- ◆ 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?
~ less than 700 som
~ 701- 900 som
~ 901- 1200 som
~ 1201- 1500 som
~ 1501- 2000 som
~ 2001- 3000 som
~ 3001- 4000 som
~ more than 4001 som
~ do not know /refusal
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.
- 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 services for outpatient visits?
~ Yes
~ No
~ Don't Know
60. Are there any public or private health insurance fund covering your hospital care?
~ Yes
~ No
~ Don't Know

CONSIDER THE FOLLOWING SCENARIOS

61. Carol was in hospital for a long period, as her illness was difficult to diagnose. The hospital staff were very attentive allowing her family to visit her and be with her as much as they liked. Whenever Carol wanted to contact her family she was allowed to use the phone. Knowing that Carol was worried, the hospital staff arranged to visit regularly a place or worship for her.

How would you evaluate Carol's situation of how the hospital allowed her to communicate with family and friends or to observe religious customs during her stay?

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

62. Polly was in hospital for a long time after a car accident. The hospital staff allowed her family to visit her daily at any time they could. Her mother often brought her sweets and cakes. Once a week her family took her to visit a place of worship and spend time praying together.

How would you evaluate Polly's situation of how the hospital allowed her to communicate with family and friends or to observe religious customs during her stay?

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

63. Simon has suffered from joint pains and breathlessness. Once every two months he has consultations with two specialists. Recently his breathlessness was growing worse and he asked to see a heart specialist and his medicines were adjusted. He visits his general physician regularly to get his prescriptions.

How would you evaluate Simon's situation of having right to use a health care provider or service of his choice?

~ Very good
~ Good
~ Satisfactory
~ Bad

~ Very bad

64. Alfredo has a family physician who he consults regularly. Recently friends advised him to consult a non-traditional medicine specialist for a skin problem. When he asked for an order, his doctor told him it was impossible and sent him to a skin specialist instead.

How would you evaluate Alfredo's situation of having right to use a health care provider or service of his choice?

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

65. Tamara for two weeks was restored after a bad fall in hospital. During the visiting hours her family visited her, but during the rest of the day she was bored. There was no common room in the hospital and patients were not allowed to go to each other's rooms to talk. There was a little library in the hospital which she visited and the nurses sometimes brought her the daily newspaper.

How would you evaluate Tamara's situation of how the hospital allowed her to communicate with family and friends or to observe religious customs during her stay?

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

66. Nathan was suffering from headache for the past year. First his doctor gave him medicines but that did not help. He asked to be sent to a specialist. He was investigated and found out to have a brain tumour that will require surgery. He knows a famous surgeon and has fixed up a date for the surgery this month.

How would you evaluate Nathan's situation of having right to use a health care provider or service of his choice?

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

67. When Dora broke her leg she had to stay in hospital for two weeks. Her husband and children were all working far from the hospital and it was difficult to come and visit her, particularly as the visiting time was very short. Dora's mother could not visit her at all as the visiting hours were not convenient for her.
- How would you evaluate Dora's situation of how the hospital allowed her to communicate with family and friends or to observe religious customs during her stay?
- ~ Very good
 - ~ Good
 - ~ Satisfactory
 - ~ Bad
 - ~ Very bad
68. Ibrahim has had stomach problems for several years. He has been sent to many doctors but has only had to follow the suggestions made by his family doctor. His requests to see a well known stomach specialist have been refused by his insurance system.
- How would you evaluate Ibrahim's situation of having right to use a health care provider or service of his choice?
- ~ Very good
 - ~ Good
 - ~ Satisfactory
 - ~ Bad
 - ~ Very bad
69. Asefa was in hospital for a long time undergoing tests in preparation for his surgery. His family came to see him during the visiting hours but for the rest of the day he only saw the hospital staff when they came to take care of him. He was not allowed to listen to his little radio even though he was not disturbing anybody, and his request to have the local spiritual leader visit him was also declined on the grounds that other patients would be disturbed.
- How would you evaluate Asefa's situation of how the hospital allowed her to communicate with family and friends or to observe religious customs during her stay?
- ~ Very good
 - ~ Good
 - ~ Satisfactory
 - ~ Bad
 - ~ Very bad
70. Penelope had to stay in hospital for two weeks after surgery. Her family did not like to come to see her, because even during visiting time the hospital staff were unfriendly. Whenever her family brought her some sweets or cakes from home, the nurses complained that Penelope was being fussy about the hospital food. Penelope would like her closest friends visit her but the nurses did not allow it.
- How would you evaluate Penelope's situation of how the hospital allowed her to communicate with family and friends or to observe religious customs during her stay?
- ~ Very good
 - ~ Good
 - ~ Satisfactory
 - ~ Bad
 - ~ Very bad
71. Pascal needs to go to the local hospital. He has problems with his blood pressure. Every time that he goes, he is seen by a different doctor. When he asked to see his previous doctor, he was told that it was not possible. Once when he was very sick and had been feeling dizzy he asked to see another doctor or specialist but he was told that he cannot choose a doctor.
- How would you evaluate Pascal's situation of having right to use a health care provider or service of his choice?
- ~ Very good
 - ~ Good
 - ~ Satisfactory
 - ~ Bad
 - ~ Very bad
72. Mamadou goes to the community hospital for his epilepsy. He has to go on a certain day of the week as the staff that sees him is working only on those days. Of the four members in the staff he cannot decide who he will see as he gets sent to whoever is free at the time, though he sees a neurologist each time,.
- How would you evaluate Mamadou's situation of having right to use a health care provider or service of his choice?
- ~ Very good
 - ~ Good
 - ~ Satisfactory
 - ~ Bad
 - ~ Very bad

73. Joseph for ten days had to stay in hospital after a traffic accident. The nurses asked his family not to visit him as the hospital was crowded with patients, and visitors as they said only added them extra. Although there were regular meals in the hospital, Joseph's family wanted to bring him some of his favourite dishes. That day both Joseph and his brother were blamed and told to obey the rules of the hospital. When Joseph asked to visit a place of worship the nurse said that he could not leave the hospital.

How would you evaluate Joseph's situation of how the hospital allowed him to communicate with family and friends or to observe religious customs during his stay?

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

74. Andhaka goes to the local hospital. The hospital is large and has several specialities. Depending on his complaints he can decide which department to go to. Once he is registered in a department he must see only the person assigned to him that day.

How would you evaluate Andhaka's situation of having right to use a health care provider or service of his choice?

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