

H & HSR

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

Responsiveness Section

January 2001

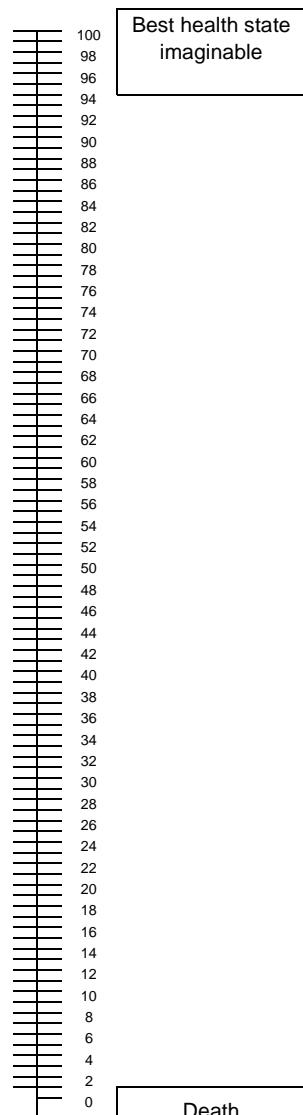
KEY SURVEY INSTRUCTIONS FOR THE SURVEY

- ◆ 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. Mary has a serious health problems and knows that she will soon die. Every time she sees her doctor she asks him about her treatment and how much her condition is worsening. She wants to be able to plan for the future and make arrangements for her family before she dies. The doctor always tells her not to worry, that things are under control, and that he knows what he is doing.

How would you evaluate Mary's situation of getting involved in making decisions about her care or treatment?

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

62. Xavier has a stomach ulcer and was advised surgery. His doctor told him it could be arranged only in 3 months as there was a long queue. Now he sees the doctor only when he has some discomfort and needs to arrange about 2 weeks in advance a time to meet him.

How would you evaluate Xavier's situation of getting prompt attention?

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

63. Romero has tuberculosis and needs to see his doctor in the primary health care centre every month to renew his prescription. He lives in a village 8 km away and he has to walk each time to see the doctor. Some days when he comes to the hospital he knows that the doctor is away, he has to come back without medicines and return again the next day. Once at night he coughed blood and became very breathless. His relatives took him to the hospital on cart which they borrowed from a neighbour.

How would you evaluate Romero's situation of getting prompt attention?

~ Very good
~ Good
~ Satisfactory
~ Bad

~ Very bad

64. Sarah visits her doctor regularly because of back pain. She has discussed with her doctor alternative treatment such as special back exercises, acupuncture, yoga and change in lifestyle but he only believes in medication. Whenever the pain has got worse, the doctor has increased doses of the medication. Despite the side effects that Sue has such as drowsiness, nausea and migraines, he does not consider other options.

How would you evaluate Sarah's situation of getting involved in making decisions about her care or treatment?

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

65. Henry has recently been diagnosed as having diabetes. The first time when he went to the polyclinic he had blood tests, eye check ups and other tests. The nurse explained to him every procedure in detail and asked him for his consent before doing any tests.

How would you evaluate Henry's situation of getting involved in making decisions about her care or treatment?

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

66. Bob a few months ago broke his arm and had to have a series of X-rays. First, the doctors told him about his fractures and explained what they were going to do. Then they sent Bob for some other tests all over the hospital without explaining why. Although he asked what was happening, the doctors ignored him saying they were busy.

How would you evaluate Bob's situation of getting involved in making decisions about his care or treatment?

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

67. Last year Kofi had a heart operation. Now he is doing well and continues a regular medication.

He lives outside the city and once every 3 months he has to drive to see his doctor. One night he had chest pain and called an ambulance, which took him to the hospital in 30 minutes.

How would you evaluate Kofi's situation of getting prompt attention?

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

68. Dilek suffers from difficulty breathing and almost every week has short-breathing attacks. She lives across the street from the hospital and can get to the emergency room within 5 minutes of an attack. Within 10 minutes of getting to the emergency room she is given an injection that relieves her distress.

How would you evaluate Dilek's situation of getting prompt attention?

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

69. John has been diagnosed as having HIV. The doctor has been very attentive in the hospital where he usually goes to. He has spent time discussing the psychological support and the medical care that John may need. Although he has advised John to start taking medication, he has asked John to decide what he wants to do.

How would you evaluate John's situation of getting involved in making decisions about his care or treatment?

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

70. Gabriel has a chest pain for long time. He usually goes to the local hospital for his check-ups. Once he had severe pain in his chest and had to have emergency care. As soon as he got there, the doctors quickly made tests and took a blood sample. They did not ask for his permission as there was no time and they were concerned about his condition.

How would you evaluate Gabriel's situation of getting involved in making decisions about his care or treatment?

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

71. Aitor had backache for several years. The local hospital is always crowded and he has to wait about 3 hours each time when he has to see a doctor. Sometimes he has to leave without seeing the doctor. He has been advised a special test and has to wait for 6 weeks before he can get it done as the machine in the hospital is booked.

How would you evaluate Aitor's situation of getting prompt attention?

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

72. One evening Stan fell down from a ladder and broke his leg. He had to be taken in a private car to the district hospital, about 10 miles away (15 km). He had to wait for an hour in the hospital for the surgeon to arrive and could be operated only the next day.

How would you evaluate Stan's situation of getting prompt attention?

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

73. Tara is always tired and has no energy to do anything. Two months ago she gave birth to a baby girl. The doctor has told her that she may have a post-natal depression. After discussing her condition with her, he has suggested that she could either try some anti-depressants or, if she prefers, go to a counsellor.

How would you evaluate Tara's situation of getting involved in making decisions about her care or treatment?

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

~ Very bad

74. Niels has a kidney disease and goes to the hospital every month for a check up. He sees his physician at a pre-arranged time and can reach the hospital within 15 minutes on a local bus. During past six months he had to call his doctor twice for urgent advice about his medication and has received the information he needed right away.

How would you evaluate Niels' situation of getting prompt attention?

~ Very good

~ Good

~ Satisfactory

~ Bad

~ Very bad