



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.

Household Member No.	Relation to Questionnaire Respondent	Sex (F for female; M for male)	Age (yrs)	Education (number of years)
1	Self			
2				
3				
4				
5				
6				
7				
8				
9				
10				

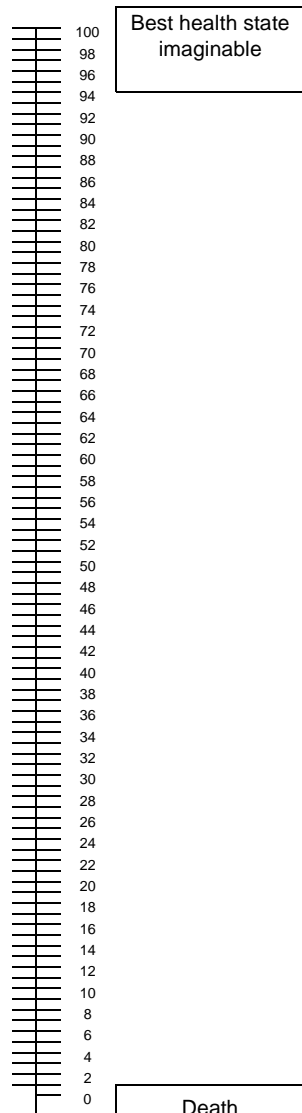
Answer all the questions by checking the box or filling in the spaces as appropriate.

## 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

- |  |  |
|--|--|
| <p>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?</p> <p>~ Always<br/>~ Usually<br/>~ Sometimes<br/>~ Never</p>                 | <p>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?</p> <p>~ Very good<br/>~ Good<br/>~ Moderate<br/>~ Bad<br/>~ Very bad</p>  |
| <p>21. Now, overall, how would you rate your experience of how well health care providers communicated with you in the last 12 months?</p> <p>~ Very good<br/>~ Good<br/>~ Moderate<br/>~ Bad<br/>~ Very bad</p>                                 | <p>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?</p> <p>~ Always<br/>~ Usually<br/>~ Sometimes<br/>~ Never</p>   |
| <p>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?</p> <p>~ Yes<br/>~ No → Go to Question 24</p>  | <p>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.</p> <p>~ Always<br/>~ Usually<br/>~ Sometimes<br/>~ Never<br/>~ Don't Know</p> |
| <p>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?</p> <p>~ Always<br/>~ Usually<br/>~ Sometimes<br/>~ Never</p> | <p>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?</p> <p>~ Very good<br/>~ Good<br/>~ Moderate<br/>~ Bad<br/>~ Very bad</p>  |
| <p>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?</p> <p>~ Always<br/>~ Usually<br/>~ Sometimes<br/>~ Never</p>                             | <p>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?</p> <p>~ No problem<br/>~ Mild problem<br/>~ Moderate problem<br/>~ Severe problem<br/>~ Extreme problem</p>                      |

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

---

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

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 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 do 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

---

61. [Paul] goes to visit Dr Jonathan because he is worried about his drinking problem and the effect it is having on his health. Dr Jonathan finds that Paul is suffering from severe stress. Dr Jonathan mentions Paul's visit to a mutual friend Robert, and asks him to advise Paul as well.

How would you rate Paul's experience of how well the health services kept information about him confidential?

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

62. [Malika] is not keeping in good health and has to go to the dispensary regularly. The place is very crowded, there are not enough chairs for people to sit on as they wait for the doctor. The place is not cleaned regularly and tends to be littered. The corridors are dark and the lights and fans often do not work.

How would you rate Malika's experience of the overall quality of surroundings, for example space, seating, fresh air and cleanliness of the health services?

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

63. [José] was admitted to a local hospital for a week as he developed high fever. The room was clean but small and the toilet was a few metres away down the corridor. It was summer and he felt hot and had to get a table fan from home.

How would you rate José's experience of the overall quality of surroundings, for example space, seating, fresh air and cleanliness of the health services?

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

64. As [Ben] is having high fever over a long period, his doctor orders a number of tests. The test reports are sent over to the ward from the laboratory. The nurse who is busy attending to some other patients leaves these reports on the counter where they are seen by Ben's neighbour.

How would you rate Ben's experience of how well the health services kept information about him confidential?

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

65. [Albert] sees his general practitioner in his office every month for his diabetes. The office has comfortable chairs in the waiting room and clean toilets. It is well lit and there are magazines and booklets to read while waiting.

How would you rate Albert's experience of the overall quality of surroundings, for example space, seating, fresh air and cleanliness of the health services?

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

66. [Roger] is suffering from AIDS. He is being treated on a general medical ward. The nurse who knows Roger's HIV status and is worried about her colleagues accidentally becoming infected tells the other nurses in the ward, as well as the orderlies but tells them they must keep this information confidential.

How would you rate Roger's experience of how well the health services kept information about him confidential?

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

67. [Shedra] had to be hospitalised last year for a hip operation. The hospital had a separate room for her with an attached bathroom. The room was cleaned twice a day by the hospital staff and the sheets changed daily. The bed was comfortable. She could move around in the gardens of the hospital.
- How would you rate Shedra's experience of the overall quality of surroundings, for example space, seating, fresh air and cleanliness of the health services?
- ~ Very good
  - ~ Good
  - ~ Moderate
  - ~ Bad
  - ~ Very bad
68. Dr Johnson is treating [Mark]. Mark seems to be suffering from a rare disease. The press is pressuring Dr Johnson to divulge information regarding this patient. Dr Johnson however is adamant that he will not reveal the personal details regarding his patient.
- How would you rate Mark's experience of how well the health services kept information about him confidential?
- ~ Very good
  - ~ Good
  - ~ Moderate
  - ~ Bad
  - ~ Very bad
69. [Fouad] goes to the local public hospital whenever he needs to. The hospital is large but crowded. The waiting rooms are noisy and poorly ventilated. The hospital is generally kept clean though the toilets in the outpatient department tend to smell by the end of the day.
- How would you rate Fouad's experience of the overall quality of surroundings, for example space, seating, fresh air and cleanliness of the health services?
- ~ Very good
  - ~ Good
  - ~ Moderate
  - ~ Bad
  - ~ Very bad
70. [Alioune] went to hospital to consult the doctor about some worrying symptoms he was having. He was worried because he had recently visited a commercial sex worker. The waiting room was very crowded. Alioune met some of his friends there. The doctor's consultation room was a little way away from the waiting room. One had to go down the corridor to this room when it was one's turn to consult the doctor. Alioune went in and spoke to the doctor who ordered some tests and advised him about safe sex.
- How would you rate Alioune's experience of how well the health services kept information about him confidential?
- ~ Very good
  - ~ Good
  - ~ Moderate
  - ~ Bad
  - ~ Very bad
71. [Simon] went to the hospital to consult the doctor about some worrying symptoms he was having. He wondered if they were connected with his recent heavy drinking. The waiting room was very crowded. Simon met a friend and a couple of his neighbours there. The doctor was sitting in a curtained off area at the end of the waiting room. Due to the noise in the room, the doctor and Simon had to speak very loudly to hear each other. The doctor ordered some tests and advised Simon to reduce his drinking.
- How would you rate Simon's experience of how well the health services kept information about him confidential?
- ~ Very good
  - ~ Good
  - ~ Moderate
  - ~ Bad
  - ~ Very bad

72. [Kamal] has a nervous breakdown and had to spend 3 months in the past year in the local hospital. He had to sleep on an uncomfortable mattress with no sheets. There were 30 other patients in the same dormitory style ward and the toilets would smell as they were not cleaned. He came back with a skin infection as he couldn't wash regularly and there were bugs in the bed.

How would you rate Kamal's experience of the overall quality of surroundings, for example space, seating, fresh air and cleanliness of the health services?

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

73. [Alma] goes to the hospital to take an HIV test. Though only a number is used to identify the sample, one of the lab technicians recognizes Alma. The test turns out to be positive. The lab technician begins to tell everyone in the village about Alma being HIV positive.

How would you rate Alma's experience of how well the health services kept information about him confidential?

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

74. [Hans] had an eye operation in a local polyclinic last month. He was in a room that he had to share with four others with no partitions between beds. He had a small locker to keep his things and shared a toilet which was cleaned only every other day.

How would you rate Hans' experience of the overall quality of surroundings, for example space, seating, fresh air and cleanliness of the health services?

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

