

GHANA STATISTICAL SERVICE  
GHANA LIVING STANDARDS SURVEY  
AVAILABILITY, PRICE AND QUALITY OF HEALTH CARE SURVEY  
PROTOCOL FOR QUESTIONNAIRE ADMINISTRATORS

PURPOSE OF THE SURVEY

Data collected in this part of the Ghana Living Standards Survey (GLSS) will be used to analyse clients' demand for health care as a function of the quality, price and availability of health services. Data on the quality of both public and private health services will be collected in the areas where the GLSS interviewed households in the second year. Some of the important indicators of the quality of services to be collected are: drug availability, types of services provided, hours of operation, number and training of staff, condition of infrastructure, and type and condition of critical equipment. Information on the prices charged for various services in public and private facilities will also be collected. These measures of the price and quality of services will be linked to household data on the utilization of health care in order to examine the relation between the demand for health care and the price, quality, and availability of services.

SUMMARY OF DUTIES

GLSS questionnaire administrators have six (6) tasks. They must:

1. Fill in the Master list of health facilities in, or near each of the clusters visited in the second year of the GLSS (SHEET 1);
2. Complete the Health Facilities Questionnaire for the nearest health facility to each cluster (whether it is PUBLIC or PRIVATE);
3. Complete the Health Facilities Questionnaire for the nearest Family Planning facility to each cluster (if it is not part of the first health facility visited);
4. Complete the Health Facilities Questionnaire for the nearest PUBLIC HEALTH FACILITY to each cluster;
5. Complete the Questionnaire provided for Drugstores, Pharmacies and Drug Vendors for the nearest source of drugs that is not in one of the previously visited facilities; and
6. Complete the checklist provided for all the questionnaires above (SHEET 2).

## FILLING IN THE MASTER LIST OF HEALTH CARE FACILITIES

1) Fill in the names and cluster numbers of all the clusters that your team visited in the second year of the GLSS. Use SHEET 1. Be sure to write the names of all the communities (localities) in each cluster (if there is more than one community in a cluster). You should be able to fill in most of SHEET 1 with information from the Community Questionnaires - at least for the rural clusters. This work should be completed before field work actually begins.

### FILL IN THE FRONT OF EACH QUESTIONNAIRE WITH:

a) the Region/Region number of where the health facility or drug source is. By drug source, we mean pharmacy store, chemical store, market vendor of drugs etc.

b) the Facility Number. This will be the unique number assigned to each Health Facility you visit. It is the same as the Questionnaire number you will fill out on SHEET 2. Health facility questionnaires should have a separate sequence of numbers from Drugstore questionnaires.

c) your team number, and your name.

d) Lastly, fill out the cluster(s) for which the health facility you will be visiting is the nearest.

### IN THE FIELD:

Look for the location of the nearest health facility to the cluster on SHEET 1. If it is blank, you must travel to the cluster and ask for the information. The nearest health facility can be a clinic, a health post, a polyclinic, a mission dispensary etc. We want to know the name and location of the place that is the shortest distance from the cluster, even if people do not use it often.

You must also ask where the nearest Family Planning services or supplies can be obtained, and where the nearest drugstore is (or pharmacy, or chemical store, or vendor who sells drugs in the market). Complete SHEET 1.

If there is more than one facility at the same distance from the cluster and one of these is public, and the other private, choose the PRIVATE facility as the "nearest health facility" and the Public one as the "nearest public health facility". That is, you must complete questionnaires for both facilities.

2) Go to the place with the nearest health services to the cluster (the location is on SHEET 1, column 5). Complete a questionnaire for that facility. It may be public or private. It

must be the health facility closest to the cluster. Complete the appropriate column on the checklist provided (SHEET 2) for that cluster.

3) Go to the nearest PUBLIC health facility. If the facility you have already interviewed is a public facility, then repeat the information on SHEET 2, and do not complete a second questionnaire at the same place.

4) Go to the place with the nearest Family Planning services to the cluster (see SHEET 1).

a) If it is the same as the Public health facility you have already interviewed, then do not complete a new questionnaire; simply record the fact under the appropriate column on SHEET 2.

b) If the nearest place with a Family Planning clinic is different then **COMPLETE AN ENTIRE QUESTIONNAIRE** for the facility with the Family Planning clinic (or services).

5) Go to the nearest drugstore, pharmacy store, chemical store, or market vendor of drugs to the cluster, and complete the Questionnaire for Drugstores and Vendors. This questionnaire must NOT be used for a pharmacy that is part of the public health facility or private health facility that you have already interviewed, or part of some other facility. We need to know the places outside of health facilities where people can purchase drugs.

Note: If the nearest health facility is a regional hospital, or some other large hospital, and it is the only source of health services for that cluster, then fill out a Health & Family Planning questionnaire for that hospital. If possible, interview the out-patient department, or the polyclinic of the hospital. In any case, indicate the name of the hospital on the front page of the questionnaire.

#### FILLING OUT THE QUESTIONNAIRES

1. Please be sure to fill out the Region number and facility number for every page of each questionnaire you are completing. Do this in the office before you go into the field to ensure that each questionnaire has a unique identification code. Begin numbering each questionnaire for a Health facility from number 1. Note that the Health and Family Planning Questionnaires should have a separate sequence of numbers from the Drugstore Questionnaires. The Drugstore questionnaires will also start from the number "1" so that you will end up with two sets of questionnaires numbered a) 1 to whatever the last health facility you interviewed happens to be, and b) 1 to whatever the last drug source you interviewed happens to be.

## HEALTH FACILITIES AND FAMILY PLANNING QUESTIONNAIRE.

2. When filling out the time started and time completed on each questionnaire, write down the approximate time of beginning and ending each interview. If you do not have a watch, simply note the time of day that the interview took place. We need to know whether you visited the facility in the early morning, evening, or some other time of day.

### 3. FILLING OUT THE VARIOUS SECTIONS OF THE QUESTIONNAIRES.

#### SECTION I. Characteristics of the Facility.

Q.1. Is this facility public or private?

Quasi-Public facilities include institutional health facilities that are also open to the public eg, Legon Hospital, or VRA Hospital. Mission hospitals are private.

Q.2. In what year was this facility built?

This question is to find out how old the original building is. We want to know when the original building was built, before any renovations were made. If the respondent does not know the exact date, try to get an estimate of the date, or see if there are any records available for the original building.

Q.6. Is the current from an electric company or a generator?

We want to know whether the electricity comes from company power lines or from a generator on the premises.

#### Section II. Services.

Q.4 How much must they pay?

Be sure that you distinguish between "Per illness...4" and "One time charge...6." Per illness refers to a situation where the client/patient has more than one illness at the same time, and is charged separately for each illness. One time charge covers the situation where the client/patient pays an initial fee, but does not have to pay any more for subsequent visits.

#### SECTION IV. Personnel

If a facility staff member performs more than one function, write down the main function they perform. Ask to see what their official position is and take that as their job. Do NOT record the same person twice, even if they do more than one job. We want to know how many people work at the facility.

SECTION VI. Equipment.

Q.1 Does this facility have any vehicles?

We want to know about all vehicles that the facility has, including those currently off the road for repairs, or waiting for parts. Include vehicles that could be fixed and would be usable. Use your judgement. Do not include vehicles that have been condemned for years.

SECTION VII. Drug supply.

Q. 4. We want to know how long the last stock of each drug lasted. Consider the stock depleted if there is only 5 - 10% of it left. Sometimes there will be more than one brand or type of a particular drug (e.g., antibiotics). If that is the case, choose one of the available brands and answer the question.

SECTION VIII. Family Planning.

Q.1. Be sure to fill out the number of hours that Family Planning services are offered per day, each week. Even if services are offered only twice a month on a particular day, fill out the number of hours services are offered in the appropriate space. The next question (Q.2.) will capture the frequency of services.

Q. 8. When asking how much clients have to pay for each contraceptive, remember that we want the price for one unit (e.g., one condom, or one cycle of contraceptive pills.

Q. 12. Ask about each person offering Family Planning services. Complete a line for each person. The total number of lines should equal the number of persons in the previous question (Q.11).

FILLING OUT THE DRUGSTORE QUESTIONNAIRE

REMEMBER TO FILL OUT THE REGION No., TEAM No. AND FACILITY No. FOR EACH DRUGSTORE QUESTIONNAIRE.

Number each Drugstore questionnaire beginning from 1 to whatever the last source of drugs you interview is. Note that this is a separate numbering system from that of the Health and Family Planning Questionnaires which also begins from Questionnaire No.1. Also remember to fill in SHEET 2, as you complete your interviews.

You should have about least twenty (20) drugstore questionnaires filled out by the end of the field work.  
If there is more than one pharmacy or drug vendor nearest to a

cluster, choose one, and complete a questionnaire.

If you are interviewing in an area where there is a travelling drug vendor who provides drugs to many of your clusters, use one questionnaire, but remember to record all the clusters served by this source.

i) Ask the vendor where he goes, and record all clusters served by this vendor.

ii) If prices for the same drugs at different clusters vary according to the distance travelled by the vendor, etc. please make a note of this, so that we can get a range or average price for drugs in those areas.

Take note of any aspect of the data collection which presents problems. Write brief comments on questionnaires if necessary.

Thank you.

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