This survey represents a very important initiative of the World Health Organization (a United Nations specialized agency) in evaluating the performance of health systems worldwide.

This questionnaire focuses on measuring how well the health system in your country responds to the legitimate needs of the people. It deals with issues such as different ways the health care services in your country show respect for people and make them the centre of care.

This questionnaire is most likely different from others you have filled out. Some of the questions want you to answer about your own experience with the health system. For example how you have been treated as a patient. Other questions ask you to respond as a person who is knowledgeable about the whole system in your country because of your profession. You will be told which questions to answer from each of these perspectives.

Note that when we refer to a country’s “health system”, we are including both public or private health sectors, as well as organized and traditional health sectors. We appreciate your support in agreeing to complete this questionnaire. The questionnaire has 12 sections, labeled from A to L and completing the entire questionnaire will take between 25 and 30 minutes. Note that you may be asked to skip some questions. Finally, please note that we will not be able to identify you as a result of your responses and all information you provide is completely confidential.

If you want to know more about the work on health systems performance, please refer to the website: http://www.who.int/whr/. If you do not have access to the web, please contact your local WHO office for more information about the 2000 World Health Report.
A. ABOUT YOU

This section asks some general questions about your background, what health system you will be reporting on for the rest of the questionnaire and how you heard about the survey.

1. What country are you going to report on for this survey? (Specify)
   _______________________

2. Are you a citizen of this country?
   ~ Yes
   ~ No

3. What country are you a national of? (Only answer if you answered no to question 2) (Specify)
   _______________________

4. How old are you?
   __________ _ Years

5. Are you female or male?
   ~ Female
   ~ Male

6. What is the highest grade or level of schooling/education that you have completed?
   ~ Less than primary school
   ~ Primary school
   ~ Secondary school
   ~ High school or equivalent
   ~ College or university

7. How many years of formal education, including higher education, have you completed?
   __________ years

8. Please describe your working environment by marking the appropriate boxes. (Check all that are appropriate)
   ~ Urban
   ~ Rural
   ~ Private
   ~ Public
   ~ Clinical setting
   ~ Non-clinical setting

9. Which of the following organizations describes where you spend most of your time working?
   ~ Ministry/Department of Health
   ~ Other ministries or departments
   ~ Consumer/patient groups/organizations
   ~ Universities/ academic institutions/schools
   ~ WHO collaborating centres
   ~ Non-governmental organizations/religious missions
   ~ Non-governmental organizations/charities
   ~ Public sector research organizations
   ~ Private sector research organizations
   ~ Public sector clinics or hospitals
   ~ Private health care practices, clinics or hospitals
   ~ Expert advisory panels
   ~ Disease surveillance/monitoring units
   ~ Regulatory/standard setting authorities
   ~ Private insurance companies
   ~ Public insurance companies
   ~ Professional associations (including non-medical professional associations)
   ~ Other private companies
   ~ Other public companies
   ~ International organizations
   ~ Other

10. Do you have any public or private health insurance funds to cover visits to doctors or other health care providers where you do not stay over night? (Include national health insurance schemes as public insurance coverage if relevant to your country.)
    ~ Yes
    ~ No

11. Do you have any public or private health insurance funds to cover hospital inpatient care?
    ~ Yes
    ~ No
12. The different types of places you can get health services are listed below. Please can you indicate the number of times you went to each of them in the last 30 days for your personal medical care. (Leave blank if no visits.)

**Times**

- _____ General Practitioners
- _____ Dentists
- _____ Specialists
- _____ Physiotherapists
- _____ Chiropractors
- _____ Traditional healers
- _____ Clinics (staffed mainly by nurses, operating separately from a hospital)
- _____ Hospital outpatient facilities
- _____ Hospital inpatient services
- _____ Pharmacies (where you talked to someone about your care and did not just purchase medicine)
- _____ Home health care services (number of home visits)
- _____ Other

13. How did you learn about this survey?

~ Through a WHO representative
~ Through the Ministry of Health
~ Through another government department
~ Through a professional organization
~ Through a web advertisement or link
~ Through a newspaper advertisement
~ Through a colleague/business associate
~ Through a friend
~ Other

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**B. OVERALL HEALTH**

This section asks about your health.

1. In general, how would you rate your health today?

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

2. Overall in the last 30 days, how much difficulty did you have with moving around?

~ None
~ Mild
~ Moderate
~ Severe
~ Extreme

3. Overall in the last 30 days, how much difficulty did you have with self-care, such as washing or dressing yourself?

~ None
~ Mild
~ Moderate
~ Severe
~ Extreme

4. Overall in the last 30 days, how much difficulty did you have with work or household activities?

~ None
~ Mild
~ Moderate
~ Severe
~ Extreme

5. Overall in the last 30 days, how much pain or discomfort did you have?

~ None
~ Mild
~ Moderate
~ Severe
~ Extreme
6. Overall in the last 30 days, how much distress, sadness or worry did you experience?
~ None
~ Mild
~ Moderate
~ Severe
~ Extreme

7. Overall in the last 30 days, how much difficulty did you have with concentrating or remembering things?
~ None
~ Mild
~ Moderate
~ Severe
~ Extreme

8. Overall in the last 30 days how much difficulty did you have with personal relationships or participation in the community?
~ None
~ Mild
~ Moderate
~ Severe
~ Extreme

9. In the last 30 days, as a result of your physical or emotional health, how many days were you completely unable:
To do any household work  ________ Days
To go to work  ________ Days

10. 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.

[Diagram of a scale from 0 to 100, labeled "Best health state imaginable" at the left end and "Death" at the right end.]
C. DIFFICULTIES USING THE HEALTH SYSTEM
Please refer to your personal experiences when answering C1 and C2.

1. In the last 12 months, did you ever not seek health care at outpatient facilities (for example, local doctors, or clinics, or hospital outpatient units) because you could not afford it?
   ~ Yes
   ~ No

2. In the last 12 months, did you ever not seek hospital care because you could not afford it?
   ~ Yes
   ~ No

Please refer to your knowledge about the health system you are most familiar with when answering C3 and C4.

3. How often do you think people in your country consult health care providers who are friends or relatives for free, as the consultation was a “favour”?
   ~ Always
   ~ Usually
   ~ Sometimes
   ~ Never

4. Please check with either a yes or no if you think that people in your country are discriminated against by the health system for any of the following reasons: (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

D. RESPONSIVENESS
Section D, E, F and G ask about the responsiveness of health services.

Responsiveness means the following:

♦ being treated with dignity,
♦ being attended to promptly,
♦ having autonomy,
♦ having personal information kept confidential,
♦ having a choice of health care provider,
♦ having the health care provider communicate with you in a way you understand,
♦ having access to social support during care,
♦ having amenities in the health care environment that are of an acceptable standard.

In order to keep the questionnaire short, we are randomising the questions on these different issues, and in the next 4 sections you will only be asked about communication and dignity.

Before the questions about responsiveness, we ask about your utilization of health services.

Utilization of Health Services

1. Have you received any health care in the last 12 months? (Including visits to local doctors or alternative health care providers for any minor reason, and stays in hospitals. If you are a doctor, exclude treating yourself. If you did not have any health care in the last 12 months, go to Section F)
   ~ Yes
   ~ No  Go to Section F (evaluating your health system)

2. 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, hospital outpatient unit or any alternative provider - any place outside your home where you did not stay overnight.)
   ~ Yes
   ~ No  Go to Section E (care at places you stay overnight)
3. 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 at home
   ~ Equally from both

4. When was your last (most recent) visit to a health care facility or from a health care 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

5. Was the last place you visited your usual place of care (if you have a usual place of care for the problem for which you presented)?
   ~ Yes
   ~ No
   ~ Not applicable, don’t have a usual place

When answering questions D6 to D13, please reflect on all personal experiences you have had with the health system you elected to report on in the last 12 months. The health system you are reporting on should be the one you are most familiar with.

Communication

6. In the last 12 months, how often did doctors, nurses or other health care providers listen carefully to you?
   ~ Always
   ~ Usually
   ~ Sometimes
   ~ Never

7. 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

8. 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?
   ~ Always
   ~ Usually
   ~ Sometimes
   ~ Never

9. Now, overall, how would you rate your experience of how well health care providers communicated with you in the last 12 months?
   ~ Very good
   ~ Good
   ~ Moderate
   ~ Bad
   ~ Very bad

Dignity

10. 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

11. In the last 12 months, how often did the office staff, such as receptionists or clerks, treat you with respect?
    ~ Always
    ~ Usually
    ~ Sometimes
    ~ Never

12. In the last 12 months, how often were your physical examinations and treatment done in a way that your privacy was respected?
    ~ Always
    ~ Usually
    ~ Sometimes
    ~ Never

13. 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
E. CARE AT PLACES YOU STAY OVERNIGHT

This section asks about your personal experiences of the responsiveness of inpatient health services if you had any health care in the last 12 months. If you have not had any inpatient health care in the last 12 months, you should go to Section F.

1. Have you stayed overnight in a health care centre or hospital in the last 12 months?
   ~ Yes
   ~ No ➔ Go to beginning of Section F

Communication

2. 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

Dignity

3. 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

F. EVALUATING YOUR HEALTH SYSTEM

This section asks you about different aspects of responsiveness of the health system you are most familiar with. We would like you to think about what you know about the responsiveness of the whole health system, and not just your own personal experiences. Please try to answer all questions for both the public and private health sectors.

Communication

1. How often are patients provided information on alternative treatment options?
   Public Sector
   ~ Always
   ~ Usually
   ~ Sometimes
   ~ Never

   Private Sector
   ~ Always
   ~ Usually
   ~ Sometimes
   ~ Never

2. How often do health care providers explain diagnoses and treatments in a way that is easy for patients to understand?
   Public Sector
   ~ Always
   ~ Usually
   ~ Sometimes
   ~ Never

   Private Sector
   ~ Always
   ~ Usually
   ~ Sometimes
   ~ Never

3. How often are patients encouraged to ask questions about diseases, treatment and care?
   Public Sector
   ~ Always
   ~ Usually
   ~ Sometimes
   ~ Never

   Private Sector
   ~ Always
   ~ Usually
   ~ Sometimes
   ~ Never

4. How would you rate the communicability of information the health system provides about how to avoid getting ill?
   ~ Very Good
   ~ Good
   ~ Moderate
   ~ Bad
   ~ Very Bad
5. If your country has public, private, national or social health insurance systems, please indicate how you would rate the clarity of the communication these systems use to inform people about payments and benefits?

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<tr>
<th>Public Sector</th>
<th>Private Sector</th>
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<td>~ Very Bad</td>
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6. Considering all the factors that you have reported on (F1-F5), how would you rate the health system in your country in terms of communicating with the population on a scale of very good to very bad?

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<tr>
<th>Public Sector</th>
<th>Private Sector</th>
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<td>~ Very Good</td>
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<td>~ Very Bad</td>
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7. How often are patients treated with respect by health care providers?

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<th>Public Sector</th>
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8. How often are patients treated with respect by office staff, such as receptionists or clerks?

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<thead>
<tr>
<th>Public Sector</th>
<th>Private Sector</th>
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9. How often are the human rights of patients with communicable diseases such as AIDS or leprosy safeguarded within the health system?

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<tr>
<th>Public Sector</th>
<th>Private Sector</th>
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<td>~ Never</td>
<td>~ Never</td>
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10. How often is respect shown for the patient’s desire for privacy during treatment and examinations?

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<thead>
<tr>
<th>Public Sector</th>
<th>Private Sector</th>
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<tbody>
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<td>~ Sometimes</td>
<td>~ Sometimes</td>
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<tr>
<td>~ Never</td>
<td>~ Never</td>
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11. Considering all the factors that you have reported on (F7-F10), how would you rate the health system in your country in terms of treating patients with dignity on a scale of very good to very bad?

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<thead>
<tr>
<th>Public Sector</th>
<th>Private Sector</th>
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<tbody>
<tr>
<td>~ Very Good</td>
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<td>~ Bad</td>
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<tr>
<td>~ Very Bad</td>
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</table>
G. RESPONSIVENESS SCENARIOS

Consider the following scenarios describing different experiences of responsiveness and rate them on a scale from very good to very bad.

1. [Kim] took her six month old infant went to the health centre for her regular check-up. The nurse was very annoyed when she found that Kim had forgotten to bring the baby's growth chart with her. She scolded her loudly in the hearing of all the other mothers who had come to the clinic, and kept grumbling about inconsiderate forgetful mothers who caused extra work as she weighed the baby.

   How would you rate Kim's experience of how the health care provider treated her with dignity?
   ~ Very good
   ~ Good
   ~ Moderate
   ~ Bad
   ~ Very bad

2. [Rose] is an elderly woman who is illiterate. Lately, she has been feeling dizzy and has problems sleeping. The doctor did not seem very interested in what she was telling him. He told her it was nothing and wrote something on a piece of paper, telling her to get the medication at the pharmacy.

   How would you rate Rose's experience of how the health care provider communicated with her?
   ~ Very good
   ~ Good
   ~ Moderate
   ~ Bad
   ~ Very bad

3. [Anya] took her three-month old infant for her vaccination. The nurse asked her why she had not been to the clinic before, and was sympathetic to hear that Anya had a problem finding transport. She advised her about the importance of regularly monitoring the growth of her baby.

   How would you rate Anya's experience of how the health care provider treated her with dignity?
   ~ Very good
   ~ Good
   ~ Moderate
   ~ Bad
   ~ Very bad

4. [Florence] goes to the hospital as she has a pain in her stomach. The nurse shouts at her for not bringing her health card. Two other nurses who are standing by make rude comments about Florence's family and those from her village. Though Florence is in pain, and moaning she is not asked to sit down while her personal details are entered in the register.

   How would you rate Florence's experience of how the health care provider treated her with dignity?
   ~ Very good
   ~ Good
   ~ Moderate
   ~ Bad
   ~ Very bad

5. [Carmen] has gone for a blood test and the doctor has told her that she has "diabetes mellitus" and that 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 go 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 rate Carmen's experience of how the health care provider communicated with her?
   ~ Very good
   ~ Good
   ~ Moderate
   ~ Bad
   ~ Very bad
6. [Julia] visits the health care centre for treatment at a time when the centre is very crowded. The patients are all impatient to get their treatment and are reluctant to queue and wait for their turn. The nurses are very patient most of the time about asking patients to wait their turn, but occasionally they get angry and shout at her for breaking the queue.

How would you rate Julia’s experience of how the health care provider treated her with dignity?

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

7. [Deborah] is a young woman who has been brought to the clinic by her family because she feels very anxious and distressed. She is also afraid that she may die although she is in good health. The doctor has taken time to listen and reassure her and has invited Deborah to come to the clinic whenever she needs to.

How would you rate Deborah’s experience of how the health care provider communicated with her?

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

8. [Sonia] has arrived at the clinic with her three-month-old baby girl. The mother says that the baby has lost a lot of weight, has had fever for two days and will not take her milk. The nurse has listened to the mother without interrupting. She has asked her for additional information and has encouraged the mother to ask her questions if she did not understand.

How would you rate Sonia’s experience of how the health care provider communicated with her?

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

9. [Conrad] is suffering from AIDS. When he enters the health care unit the doctor shakes his hand. He asks him to sit down and inquires what his problems are. The nurses are concerned about Conrad. They give him advice about improving his health.

How would you rate Conrad’s experience of how the health care provider treated him with dignity?

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

10. [Mario] has been told that he has epilepsy and that needs to take medication. The doctor has very briefly explained what the condition is. He is very busy and there is a queue of patients waiting to see him. Mario would like to know more about what he has, but feels that there is not time to ask questions and that the doctor will not be very helpful.

How would you rate Mario’s experience of how the health care provider communicated with him?

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

11. [Said] has AIDS. When he goes to his health centre he feels that all the doctors and nurses are unfriendly towards him. They do not talk to him freely. Often they deliberately ignore him. He often has to beg them to answer his questions.

How would you rate Said’s experience of how the health care provider treated him with dignity?

~ Very good
~ Good
~ Moderate
~ Bad
~ Very bad
12. [Thomas] has been told that he has cataracts and that he needs an operation. He has never had his eyes checked and does not understand why he cannot see well. The doctor has explained to Thomas what he has, but he has not understood a word and is afraid to ask again. The doctor has not checked whether or not he has understood.

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

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

13. [Patricia] goes to a health care unit close to her home regularly. The nurses there are very busy, but they always speak pleasantly to her. The receptionist however is often in a bad mood, and when she is in a bad mood she shouts at Patricia, and at other patients. All appointments to meet doctors and nurses have to be made through this receptionist so the patients put up with her rudeness.

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

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

14. [Jiang] has been having pain in his chest for a while. Whenever he coughs or exercises his chest is painful. He has been smoking for 30 years. After examining him, the doctor has told him that he will get cancer if he does not stop smoking. The doctor is not very sympathetic and has not even suggested what Jiang could do to give up smoking.

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

~ Very good
~ Good
~ Moderate
~ Bad
~ Very bad
H. THE RESPONSIVENESS OF THE HEALTH SYSTEM TO DIFFERENT GROUPS IN THE POPULATION

In this section we are asking you to rate health system performance with respect to different population groups and with respect to the elements of responsiveness. When making the rating, we would like you to think about the part(s) of the health system you are most familiar with.

There are two sets of responsiveness elements that we ask you about:

1) Respect of persons elements, meaning:
   • being treated with dignity,
   • having autonomy,
   • having personal information kept confidential,
   • having the health care provider communicate with you in a way you understand;

2) Client orientation elements, meaning:
   • being attended to promptly,
   • having a choice of health care provider,
   • having access to social support during care,
   • having amenities in the health care environment that are of an acceptable standard.

First, in question H1, we would like to ask you about how you feel the health system performs on average with respect to these groups of elements. Then we will ask you about how the health system performs with respect to different groups in the population.

For example in H4, you are asked to rate the performance of the health system, on a scale from 0 to 10, where 0 is the worst and 10 is the best, for ensuring respect of persons and client orientation to those who are poor, compared to those who are rich.

For questions H1 to H7 and using a scale from 0 to 10, with 0 being the worst and 10 the best, how would rate health system performance in the context of different population groups cited in each of the columns below? Think of the part(s) of the health system you are most familiar with.

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<tr>
<th></th>
<th>Average for General Population</th>
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<tr>
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<td>Respect of persons</td>
<td>Client orientation</td>
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<th>Male /Female</th>
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<td>Respect of persons</td>
<td>Client orientation</td>
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<th>Less than 65 years/ 65 years or older</th>
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<td>Respect of persons</td>
<td>Client orientation</td>
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<th>Rich/poor</th>
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<td>Respect of persons</td>
<td>Client orientation</td>
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<th>Those with primary school education/ those without primary school education</th>
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<td>Respect of persons</td>
<td>Client orientation</td>
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<td>Respect of persons</td>
<td>Client orientation</td>
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<th>Indigenous/minority groups</th>
<th>Rest of population</th>
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<tr>
<td></td>
<td>Respect of persons</td>
<td>Client orientation</td>
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</table>
I. INEQUALITIES IN RESPONSIVENESS

The next questions are about how you value changes in the distribution of responsiveness across different parts of the population.

When we refer to responsiveness, we are referring to all the elements of responsiveness. These include:

♦ being treated with dignity,
♦ being attended to promptly,
♦ having autonomy,
♦ having personal information kept confidential,
♦ having a choice of health care provider,
♦ having the health care provider communicate with you in a way you understand,
♦ having access to social support during care,
♦ having amenities in the health care environment that are of an acceptable standard.

The following three questions are hypothetical scenarios designed for you to show your preferences on inequalities in responsiveness. In each scenario there are two Populations, A and B, each made up of seven individuals.

1. **Scenario 1**

♦ Population A has an average level of responsiveness of 4 out of 10
♦ Population B has an average level of responsiveness of 7 out of 10
♦ In both populations A and B individuals are distributed similarly around the mean

**Which population, A or B, do you think has more inequality in responsiveness?**

~ Population A has more inequality in responsiveness  
~ Population B has more inequality in responsiveness  
~ Both have the same inequality in responsiveness

2. **Scenario 2**
Populations A and B have exactly the same inequality of responsiveness
Populations A and B have the same average level of responsiveness
In both populations two individuals experience a transfer of 2 units of responsiveness
In Population A, one person with 2 units loses 1 unit of responsiveness and another person with 8 units gains 1 unit of responsiveness
In Population B, one person with 4 units loses 1 unit of responsiveness and another person with 6 units gains 1 unit of responsiveness.

Which population has a greater increase in inequality of responsiveness?

~ Population A has a greater increase in inequality of responsiveness
~ Population B has a greater increase in inequality of responsiveness
~ The increase is the same for both populations
3. **Scenario 3**

- Populations A and B have the same average level of responsiveness
- Populations A and B have different inequality in responsiveness.
- In both populations there is a transfer of 8 units of responsiveness; one person with 5 units loses 4 units and another person with 5 units gains 4 units.

Which population experiences a greater increase in inequality of responsiveness?

~ Population A has a greater increase in inequality of responsiveness
~ Population B has a greater increase in inequality of responsiveness
~ The increase is the same for both populations
J. THE IMPORTANCE OF DIFFERENT ELEMENTS OF RESPONSIVENESS

Read the cards below. These provide descriptions of some different ways health care services show respect for people and make them the centre of care.

DIGNITY
♦ being shown respect
♦ maintaining privacy during physical examinations

CONFIDENTIALITY OF INFORMATION
♦ having your medical history kept confidential
♦ consulting with health providers in a manner that your discussions cannot be overheard

CHOICE
♦ being able to choose the 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 do so

PROMPT ATTENTION
♦ having a health care provider a reasonable distance and travel time from your home
♦ having 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

AUTONOMY
♦ being involved in deciding on your care and treatment if you want to
♦ having the provider ask your permission before starting treatments or tests

QUALITY OF SURROUNDINGS AND ENVIRONMENT
♦ having enough space, seating and fresh air in the waiting room
♦ having a clean facility (including clean toilets)
♦ having healthy and edible food

SOCIAL SUPPORT DURING CARE
♦ being allowed visits from relatives and friends
♦ being allowed the provision of food and other gifts by relatives
♦ having freedom for religious practices

COMMUNICATION
♦ having the provider listen to you carefully
♦ having the provider explains things so you can understand
♦ having time to ask questions

1. Using the ranks 1 to 8, 1 being the most important, and 8 being the least important, rank the elements from most important to least important. Please note that each element should have its own number between 1 and 8 unless you think that certain elements share the same rank.

<table>
<thead>
<tr>
<th>Dignity</th>
<th>Autonomy</th>
<th>Confidentiality of Information</th>
<th>Communication</th>
<th>Prompt Attention</th>
<th>Social Support during care</th>
<th>Quality of Surroundings or Environment</th>
<th>Choice of Care Provider/Institution</th>
</tr>
</thead>
</table>

16
2. The slices in the pie chart below refer to two groups of the elements of responsiveness. These groups are:

1) Respect of persons elements (ROP), meaning:
   ♦ being treated with dignity,
   ♦ having autonomy,
   ♦ having personal information kept confidential,
   ♦ having the health care provider communicate with you in a way you understand;

2) Client orientation elements (CLO), meaning:
   ♦ being attended to promptly,
   ♦ having a choice of health care provider,
   ♦ having access to social support during care,
   ♦ having amenities in the health care environment that are of an acceptable standard.

Please select the pie which most closely shows the importance you place on respect of person (ROP) elements versus client orientation (CLO) elements of responsiveness, or draw your own pie slices in (f).

Please draw in the pie slices. Label the pie slices and indicate the share out of 100 that each pie slice represents.
K. HEALTH STATES

The following questions ask you to rate different health states.

1. [John] cannot wash, groom or dress himself without personal help. He has no problems with feeding.

   How would you rate his difficulty with self-care?
   ~ None
   ~ Mild
   ~ Moderate
   ~ Severe
   ~ Extreme

2. [Mark] has joint pains that are present almost all the time. They are at their worst in the first half of the day. Taking medication reduces the pain though it does not go away completely. The pain makes moving around, holding and lifting things, quite uncomfortable.

   How would you rate how much pain or discomfort he has?
   ~ None
   ~ Mild
   ~ Moderate
   ~ Severe
   ~ Extreme

3. [Peter] can wash his face and comb his hair, but cannot wash his whole body without help. He needs assistance with putting clothes on over his head, but can put garments on the lower half of his body. He has no problems with feeding.

   How would you rate his difficulty with self-care?
   ~ None
   ~ Mild
   ~ Moderate
   ~ Severe
   ~ Extreme

4. [Phil] has pain in the hip that causes discomfort while going to sleep. The pain is there throughout the day but does not stop him from walking around.

   How would you rate how much pain or discomfort he has?
   ~ None
   ~ Mild
   ~ Moderate
   ~ Severe
   ~ Extreme

5. [Rachel] feels pain and discomfort while washing, and in combing her hair. As a result, she neglects her personal appearance. She needs assistance with putting on and taking off clothes. She has no problems with feeding.

   How would you rate her difficulty with self-care?
   ~ None
   ~ Mild
   ~ Moderate
   ~ Severe
   ~ Extreme

6. [Helena] keeps herself neat and tidy. She requires no assistance with cleanliness, dressing and eating.

   How would you rate her difficulty with self-care?
   ~ None
   ~ Mild
   ~ Moderate
   ~ Severe
   ~ Extreme

7. [Jim] has back pain that makes changes in body position very uncomfortable. He is unable to stand or sit for more than half an hour. Medicines decrease the pain a little, but it is there all the time and interferes with his ability to carry out even day to day tasks.

   How would you rate how much pain or discomfort he has?
   ~ None
   ~ Mild
   ~ Moderate
   ~ Severe
   ~ Extreme
8. [Anne] takes twice as long as others to put on and take off clothes, but needs no help with this. She is able to bathe and groom herself, though that requires effort and leads to reducing the frequency of bathing to half as often as before. She has no problems with feeding.

How would you rate her difficulty with self-care?

~ None
~ Mild
~ Moderate
~ Severe
~ Extreme

9. [Laura] has a headache once a month that is relieved one hour after taking a pill. During the headache she can carry on with her day to day affairs.

How would you rate how much pain or discomfort she has?

~ None
~ Mild
~ Moderate
~ Severe
~ Extreme

10. [Sue] requires the constant help of a person to wash and groom herself and has to be dressed and fed.

How would you rate her difficulty with self-care?

~ None
~ Mild
~ Moderate
~ Severe
~ Extreme

11. [Tom] has a toothache for about 10 minutes, several times a day. The pain is so intense that Tom finds it difficult to concentrate on work.

How would you rate how much pain or discomfort he has?

~ None
~ Mild
~ Moderate
~ Severe
~ Extreme

12. [Paul] has no problems with cleanliness, dressing and eating. However, he has to wear clothes with special fasteners as joint problems prevent him from buttoning and unbuttoning clothes.

How would you rate his difficulty with self-care?

~ None
~ Mild
~ Moderate
~ Severe
~ Extreme

13. [Patricia] has a headache once a week that is relieved 3-4 hours after taking a pill. During the headache she has to lie down, and cannot do any other tasks.

How would you rate how much pain or discomfort she has?

~ None
~ Mild
~ Moderate
~ Severe
~ Extreme

14. [Steve] has excruciating pain in the neck radiating to the arms that is very minimally relieved by any medicines or other treatment. The pain is sharp at all times and often wakes him from sleep. It has necessitated complete confinement to the bed and often makes him think of ending his life.

How would you rate how much pain or discomfort he has?

~ None
~ Mild
~ Moderate
~ Severe
~ Extreme
L. RELATIVE IMPORTANCE OF HEALTH SYSTEM GOALS

To answer the following questions, you need to understand what is meant by the term "Health System Goals".

The main goals of a health system of a country are:

1. Improving the health of the population
   - The whole population lives longer
   - The whole population lives with less illness
   - There is more equality in length and quality of life and illness.

2. Improving responsiveness of the health system,
   - The health system respects the rights of the individual for dignity, autonomy, confidentiality and clear communication
   - The health system provides basic amenities in a prompt way, allows adequate social support and gives people a choice of provider
   - The health system treats all people equally with respect to the above issues.

3. Fairness in financial contribution:
   - Every household should pay a fair share towards the health system
   - This means that healthy people share costs for the services for the ill; and richer people subsidize the services for the poor.
IMPROVING HEALTH, RESPONSIVENESS AND FAIRNESS IN FINANCIAL CONTRIBUTION

1. Select the pie which most closely shows the importance you place on the three health system goals, or draw your own pie slices in (h):

a)

b)

c)

d)

e)

f)

g)

h) Other (specify)

Please draw in the pie slices. Label the pie slices and indicate the share out of 100 that each pie slice represents.
HEALTH: IMPROVING AVERAGE LEVEL VERSUS IMPROVING EQUALITY

2. Select the pie which most closely shows the importance you place on improving average level of health versus improving the equality of health in the population, or draw your own pie slices in (f):

a)

b)

c)

d)

e)

f) Other (specify)

Please draw in the pie slices. Label the pie slices and indicate the share out of 100 that each pie slice represents.
RESPONSIVENESS: IMPROVING AVERAGE LEVEL VERSUS IMPROVING EQUALITY

3. Select the pie which most closely shows the importance you place on improving the average level of responsiveness versus improving equality, or draw your own pie slices in (f).

   a)
   
   Equality 25%
   Level 75%

   b)
   
   Equality 33%
   Level 67%

   c)
   
   Equality 50%
   Level 50%

   d)
   
   Level 33%
   Equality 67%

   e)
   
   Level 25%
   Equality 75%

   f) Other (specify)

Please draw in the pie slices. Label the pie slices and indicate the share out of 100 that each pie slice represents.
This survey represents a very important initiative of the World Health Organization (a United Nations specialized agency) in evaluating the performance of health systems worldwide.

This questionnaire focuses on measuring how well the health system in your country responds to the legitimate needs of the people. It deals with issues such as different ways the health care services in your country show respect for people and make them the centre of care.

This questionnaire is most likely different from others you have filled out. Some of the questions want you to answer about your own experience with the health system. For example how you have been treated as a patient. Other questions ask you to respond as a person who is knowledgeable about the whole system in your country because of your profession. You will be told which questions to answer from each of these perspectives.

Note that when we refer to a country’s “health system”, we are including both public or private health sectors, as well as organized and traditional health sectors. We appreciate your support in agreeing to complete this questionnaire. The questionnaire has 12 sections, labeled from A to L and completing the entire questionnaire will take between 25 and 30 minutes. Note that you may be asked to skip some questions. Finally, please note that we will not be able to identify you as a result of your responses and all information you provide is completely confidential.

If you want to know more about the work on health systems performance, please refer to the website:
A. ABOUT YOU

This section asks some general questions about your background, what health system you will be reporting on for the rest of the questionnaire and how you heard about the survey.

1. What country are you going to report on for this survey?  
___________________(Specify)

2. Are you a citizen of this country?  
~ Yes  
~ No

3. What country are you a national of? (Only answer if you answered no to question 2)  
___________________(Specify)

4. How old are you?  
___________ Years

5. Are you female or male?  
~ Female  
~ Male

6. What is the highest grade or level of schooling/education that you have completed?  
~ Less than primary school  
~ Primary school  
~ Secondary school  
~ High school or equivalent  
~ College or university

7. How many years of formal education, including higher education, have you completed?  
_______years

8. Please describe your working environment by marking the appropriate boxes. (Check all that are appropriate)  
~ Urban  
~ Rural  
~ Private  
~ Public

9. Which of the following organizations describes where you spend most of your time working?  
~ Urban  
~ Rural  
~ Non-clinical setting

~ Ministry/Department of Health  
~ Other ministries or departments  
~ Consumer/patient groups/organizations  
~ Universities/academic institutions/schools  
~ WHO collaborating centres  
~ Non-governmental organizations/religious missions  
~ Non-governmental organizations/charities  
~ Public sector research organizations  
~ Private sector research organizations  
~ Public sector clinics or hospitals  
~ Private health care practices, clinics or hospitals  
~ Expert advisory panels  
~ Disease surveillance/monitoring units  
~ Regulatory/standard setting authorities  
~ Private insurance companies  
~ Public insurance companies  
~ Professional associations (including non-medical professional associations)  
~ Other private companies  
~ Other public companies  
~ International organizations  
~ Other

10. Do you have any public or private health insurance funds to cover visits to doctors or other health care providers where you do not stay over night? (Include national health insurance schemes as public insurance coverage if relevant to your country.)  
~ Yes  
~ No

11. Do you have any public or private health insurance funds to cover hospital inpatient care?  
~ Yes  
~ No
12. The different types of places you can get health services are listed below. Please can you indicate the number of times you went to each of them in the last 30 days for your personal medical care. *Leave blank if no visits.*

<table>
<thead>
<tr>
<th>Times</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>______</td>
<td>General Practitioners</td>
</tr>
<tr>
<td>______</td>
<td>Dentists</td>
</tr>
<tr>
<td>______</td>
<td>Specialists</td>
</tr>
<tr>
<td>______</td>
<td>Physiotherapists</td>
</tr>
<tr>
<td>______</td>
<td>Chiropractors</td>
</tr>
<tr>
<td>______</td>
<td>Traditional healers</td>
</tr>
<tr>
<td>______</td>
<td>Clinics (staffed mainly by nurses, operating separately from a hospital)</td>
</tr>
<tr>
<td>______</td>
<td>Hospital outpatient facilities</td>
</tr>
<tr>
<td>______</td>
<td>Hospital inpatient services</td>
</tr>
<tr>
<td>______</td>
<td>Pharmacies (where you talked to someone about your care and did not just purchase medicine)</td>
</tr>
<tr>
<td>______</td>
<td>Home health care services (number of home visits)</td>
</tr>
<tr>
<td>______</td>
<td>Other</td>
</tr>
</tbody>
</table>

13. How did you learn about this survey?
~ Through a WHO representative
~ Through the Ministry of Health
~ Through another government department
~ Through a professional organization
~ Through a web advertisement or link
~ Through a newspaper advertisement
~ Through a colleague/business associate
~ Through a friend
~ Other

B. OVERALL HEALTH

This section asks about your health.

1. In general, how would you rate your health today?
   ~ Very good
   ~ Good
   ~ Moderate
   ~ Bad
   ~ Very Bad

2. Overall in the last 30 days, how much difficulty did you have with moving around?
   ~ None
   ~ Mild
   ~ Moderate
   ~ Severe
   ~ Extreme

3. Overall in the last 30 days, how much difficulty did you have with self-care, such as washing or dressing yourself?
   ~ None
   ~ Mild
   ~ Moderate
   ~ Severe
   ~ Extreme

4. Overall in the last 30 days, how much difficulty did you have with work or household activities?
   ~ None
   ~ Mild
   ~ Moderate
   ~ Severe
   ~ Extreme

5. Overall in the last 30 days, how much pain or discomfort did you have?
   ~ None
   ~ Mild
   ~ Moderate
   ~ Severe
   ~ Extreme
6. Overall in the last 30 days, how much distress, sadness or worry did you experience?

~ None
~ Mild
~ Moderate
~ Severe
~ Extreme

7. Overall in the last 30 days, how much difficulty did you have with concentrating or remembering things?

~ None
~ Mild
~ Moderate
~ Severe
~ Extreme

8. Overall in the last 30 days how much difficulty did you have with personal relationships or participation in the community?

~ None
~ Mild
~ Moderate
~ Severe
~ Extreme

9. In the last 30 days, as a result of your physical or emotional health, how many days were you completely unable:
   To do any household work    ________ Days
   To go to work                ________ Days

10. 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.

   Best health state imaginable

   100
   98
   96
   94
   92
   90
   88
   86
   84
   82
   80
   78
   76
   74
   72
   70
   68
   66
   64
   62
   60
   58
   56
   54
   52
   50
   48
   46
   44
   42
   40
   38
   36
   34
   32
   30
   28
   26
   24
   22
   20
   18
   16
   14
   12
   10
   0

   Death
C. DIFFICULTIES USING THE HEALTH SYSTEM

Please refer to your personal experiences when answering C1 and C2.

1. In the last 12 months, did you ever not seek health care at outpatient facilities (for example, local doctors, or clinics, or hospital outpatient units) because you could not afford it?
   ~ Yes
   ~ No

2. In the last 12 months, did you ever not seek hospital care because you could not afford it?
   ~ Yes
   ~ No

Please refer to your knowledge about the health system you are most familiar with when answering C3 and C4.

3. How often do you think people in your country consult health care providers who are friends or relatives for free, as the consultation was a “favour”?
   ~ Always
   ~ Usually
   ~ Sometimes
   ~ Never

4. Please check with either a yes or no if you think that people in your country are discriminated against by the health system for any of the following reasons: (Check all that apply)
   Yes No
   ~ ~ Nationality
   ~ ~ Social class
   ~ ~ Lack of private insurance
   ~ ~ Ethnicity
   ~ ~ Colour
   ~ ~ Sex
   ~ ~ Language
   ~ ~ Religion
   ~ ~ Political/other beliefs
   ~ ~ Health status

D. RESPONSIVENESS

Section D, E, F and G ask about the responsiveness of health services.

Responsiveness means the following:
♦ being treated with dignity,
♦ being attended to promptly,
♦ having autonomy,
♦ having personal information kept confidential,
♦ having a choice of health care provider,
♦ having the health care provider communicate with you in a way you understand,
♦ having access to social support during care,
♦ having amenities in the health care environment that are of an acceptable standard.

In order to keep the questionnaire short, we are randomising the questions on these different issues, and in the next 4 sections you will only be asked about confidentiality and quality of basic amenities.

Before the questions about responsiveness, we ask about your utilization of health services.

Utilization of Health Services

1. Have you received any health care in the last 12 months? (Including visits to local doctors or alternative health care providers for any minor reason, and stays in hospitals. If you are a doctor, exclude treating yourself. If you did not have any health care in the last 12 months, go to Section F)
   ~ Yes
   ~ No → Go to Section F (evaluating your health system)

2. 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, hospital outpatient unit or any alternative provider - any place outside your home where you did not stay overnight.)
   ~ Yes
3. 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 at home
~ Equally from both

4. When was your last (most recent) visit to a health care facility or from a health care 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

5. Was the last place you visited your usual place of care (if you have a usual place of care for the problem for which you presented)?

~ Yes
~ No
~ Not applicable, don’t have a usual place

When answering questions D6 to D11, please reflect on all personal experiences you have had with the health system you elected to report on in the last 12 months. The health system you are reporting on should be the one you are most familiar with.

Confidentiality

6. 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?

~ Always
~ Usually
~ Sometimes
~ Never

7. 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 condition.

~ Always
~ Usually

8. Now, overall, how would you rate your experience of the way the health services kept information about you confidential in the last 12 months?

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

Quality of Basic Amenities

9. 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

10. 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

11. 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
E. CARE AT PLACES YOU STAY OVERNIGHT

This section asks about your personal experiences of the responsiveness of inpatient health services if you had any health care in the last 12 months. If you have not had any inpatient health care in the last 12 months, you should go to Section F.

1. Have you stayed overnight in a health care centre or hospital in the last 12 months?
   ~ Yes
   ~ No → Go to beginning of Section F

Confidentiality

2. 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
   ~ Don’t know

Quality of Basic Amenities

3. 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

F. EVALUATING YOUR HEALTH SYSTEM

This section asks you about different aspects of responsiveness of the health system you are most familiar with. We would like you to think about what you know about the responsiveness of the whole health system, and not just your own personal experiences. Please try to answer all questions for both the public and private health sectors.

Confidentiality

1. How often are consultations carried out in a manner that protects patient confidentiality?
   Public Sector   Private Sector
   ~ Always        ~ Always
   ~ Usually       ~ Usually
   ~ Sometimes     ~ Sometimes
   ~ Never         ~ Never

2. How often is the confidentiality of information provided by patients preserved (except if the information is needed by other health care providers)?
   Public Sector   Private Sector
   ~ Always        ~ Always
   ~ Usually       ~ Usually
   ~ Sometimes     ~ Sometimes
   ~ Never         ~ Never

3. How often is the confidentiality of patients' medical records preserved (except if the information is needed by other health care providers)?
   Public Sector   Private Sector
   ~ Always        ~ Always
   ~ Usually       ~ Usually
   ~ Sometimes     ~ Sometimes
   ~ Never         ~ Never
4. Considering all the factors that you have reported on (F1-F3), how would you rate the health system in your country in terms of protecting patient confidentiality on a scale of very good to very bad?

<table>
<thead>
<tr>
<th>Public Sector</th>
<th>Private Sector</th>
</tr>
</thead>
<tbody>
<tr>
<td>~ Very Good</td>
<td>~ Very Good</td>
</tr>
<tr>
<td>~ Good</td>
<td>~ Good</td>
</tr>
<tr>
<td>~ Moderate</td>
<td>~ Moderate</td>
</tr>
<tr>
<td>~ Bad</td>
<td>~ Bad</td>
</tr>
<tr>
<td>~ Very Bad</td>
<td>~ Very Bad</td>
</tr>
</tbody>
</table>

Quality of Basic Amenities

5. How would you rate the basic quality of the waiting rooms in outpatient facilities, for example, space, seating and fresh air?

<table>
<thead>
<tr>
<th>Public Sector</th>
<th>Private Sector</th>
</tr>
</thead>
<tbody>
<tr>
<td>~ Very Good</td>
<td>~ Very Good</td>
</tr>
<tr>
<td>~ Good</td>
<td>~ Good</td>
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<tr>
<td>~ Moderate</td>
<td>~ Moderate</td>
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<tr>
<td>~ Bad</td>
<td>~ Bad</td>
</tr>
<tr>
<td>~ Very Bad</td>
<td>~ Very Bad</td>
</tr>
</tbody>
</table>

6. How would you rate the basic quality of the waiting rooms in hospitals, for example, space, seating and fresh air?

<table>
<thead>
<tr>
<th>Public Sector</th>
<th>Private Sector</th>
</tr>
</thead>
<tbody>
<tr>
<td>~ Very Good</td>
<td>~ Very Good</td>
</tr>
<tr>
<td>~ Good</td>
<td>~ Good</td>
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<td>~ Moderate</td>
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<td>~ Bad</td>
<td>~ Bad</td>
</tr>
<tr>
<td>~ Very Bad</td>
<td>~ Very Bad</td>
</tr>
</tbody>
</table>

7. How would you rate the cleanliness of the outpatient facilities?

<table>
<thead>
<tr>
<th>Public Sector</th>
<th>Private Sector</th>
</tr>
</thead>
<tbody>
<tr>
<td>~ Very Good</td>
<td>~ Very Good</td>
</tr>
<tr>
<td>~ Good</td>
<td>~ Good</td>
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<tr>
<td>~ Moderate</td>
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<td>~ Bad</td>
<td>~ Bad</td>
</tr>
<tr>
<td>~ Very Bad</td>
<td>~ Very Bad</td>
</tr>
</tbody>
</table>

8. How would you rate the cleanliness of the hospital facilities?

<table>
<thead>
<tr>
<th>Public Sector</th>
<th>Private Sector</th>
</tr>
</thead>
<tbody>
<tr>
<td>~ Very Good</td>
<td>~ Very Good</td>
</tr>
<tr>
<td>~ Good</td>
<td>~ Good</td>
</tr>
<tr>
<td>~ Moderate</td>
<td>~ Moderate</td>
</tr>
<tr>
<td>~ Bad</td>
<td>~ Bad</td>
</tr>
</tbody>
</table>

9. How would you rate the nutrition and edibility of food provided to inpatients in hospitals?

<table>
<thead>
<tr>
<th>Public Sector</th>
<th>Private Sector</th>
</tr>
</thead>
<tbody>
<tr>
<td>~ Very Good</td>
<td>~ Very Good</td>
</tr>
<tr>
<td>~ Good</td>
<td>~ Good</td>
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<tr>
<td>~ Moderate</td>
<td>~ Moderate</td>
</tr>
<tr>
<td>~ Bad</td>
<td>~ Bad</td>
</tr>
<tr>
<td>~ Very Bad</td>
<td>~ Very Bad</td>
</tr>
</tbody>
</table>

10. Considering all the factors that you have reported on (F5-F9), how would you rate the health system in your country in terms of the quality of basic amenities on a scale of very good to very bad?

<table>
<thead>
<tr>
<th>Public Sector</th>
<th>Private Sector</th>
</tr>
</thead>
<tbody>
<tr>
<td>~ Very Good</td>
<td>~ Very Good</td>
</tr>
<tr>
<td>~ Good</td>
<td>~ Good</td>
</tr>
<tr>
<td>~ Moderate</td>
<td>~ Moderate</td>
</tr>
<tr>
<td>~ Bad</td>
<td>~ Bad</td>
</tr>
<tr>
<td>~ Very Bad</td>
<td>~ Very Bad</td>
</tr>
</tbody>
</table>
G. RESPONSIVENESS SCENARIOS

Consider the following scenarios describing different experiences of responsiveness and rate them on a scale from very good to very bad.

1. [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

2. [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

3. [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

4. 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

5. [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
6. [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

7. [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

8. 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

9. [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

10. [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
11. [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 Roger’s experience of how well the health services kept information about him confidential?

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

12. [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

13. [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

14. [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
H. THE RESPONSIVENESS OF THE HEALTH SYSTEM TO DIFFERENT GROUPS IN THE POPULATION

In this section we are asking you to rate health system performance with respect to different population groups and with respect to the elements of responsiveness. When making the rating, we would like you to think about the part(s) of the health system you are most familiar with.

There are two sets of responsiveness elements that we ask you about:

1) Respect of persons elements, meaning:
   ♦ being treated with dignity,
   ♦ having autonomy,
   ♦ having personal information kept confidential,
   ♦ having the health care provider communicate with you in a way you understand;

2) Client orientation elements, meaning:
   ♦ being attended to promptly,
   ♦ having a choice of health care provider,
   ♦ having access to social support during care,
   ♦ having amenities in the health care environment that are of an acceptable standard.

First, in question H1, we would like to ask you about how you feel the health system performs on average with respect to these groups of elements. Then we will ask you about how the health system performs with respect to different groups in the population.

For example in H4, you are asked to rate the performance of the health system, on a scale from 0 to 10, where 0 is the worst and 10 is the best, for ensuring respect of persons and client orientation to those who are poor, compared to those who are rich.

For questions H1 to H7 and using a scale from 0 to 10, with 0 being the worst and 10 the best, how would rate health system performance in the context of different population groups cited in each of the columns below? Think of the part(s) of the health system you are most familiar with.

<table>
<thead>
<tr>
<th></th>
<th>Respect of persons</th>
<th>Client orientation</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Average for General Population</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Male/Female</td>
<td>Male</td>
<td>Female</td>
</tr>
<tr>
<td>3. Less than 65 years/65 years or older</td>
<td>Up to 65yrs</td>
<td>65yrs and over</td>
</tr>
<tr>
<td>4. Rich/poor</td>
<td>Rich</td>
<td>Poor</td>
</tr>
<tr>
<td>5. Those with primary school education/those without primary school education</td>
<td>With primary schooling</td>
<td>Without primary schooling</td>
</tr>
<tr>
<td>6. Urban/Rural</td>
<td>Urban</td>
<td>Rural</td>
</tr>
<tr>
<td>7. Indigenous/minority groups</td>
<td>Indigenous or minority groups</td>
<td>Rest of population</td>
</tr>
</tbody>
</table>
I. INEQUALITIES IN RESPONSIVENESS

The next questions are about how you value changes in the distribution of responsiveness across different parts of the population.

When we refer to responsiveness, we are referring to all the elements of responsiveness. These include:

♦ being treated with dignity,
♦ being attended to promptly,
♦ having autonomy,
♦ having personal information kept confidential,
♦ having a choice of health care provider,
♦ having the health care provider communicate with you in a way you understand,
♦ having access to social support during care,
♦ having amenities in the health care environment that are of an acceptable standard.

The following three questions are hypothetical scenarios designed for you to show your preferences on inequalities in responsiveness. In each scenario there are two Populations, A and B, each made up of seven individuals.

1. **Scenario 1**

   ♦ Population A has an average level of responsiveness of 4 out of 10
   ♦ Population B has an average level of responsiveness of 7 out of 10
   ♦ In both populations A and B individuals are distributed similarly around the mean

   **Which population, A or B, do you think has more inequality in responsiveness?**

   ~ Population A has more inequality in responsiveness
   ~ Population B has more inequality in responsiveness
   ~ Both have the same inequality in responsiveness

2. **Scenario 2**
Populations A and B have exactly the same inequality of responsiveness
Populations A and B have the same average level of responsiveness
In both populations two individuals experience a transfer of 2 units of responsiveness
In Population A, one person with 2 units loses 1 unit of responsiveness and another person with 8 units gains 1 unit of responsiveness
In Population B, one person with 4 units loses 1 unit of responsiveness and another person with 6 units gains 1 unit of responsiveness.

Which population has a greater increase in inequality of responsiveness?

~ Population A has a greater increase in inequality of responsiveness
~ Population B has a greater increase in inequality of responsiveness
~ The increase is the same for both populations
3. **Scenario 3**

- Populations A and B have the same average level of responsiveness
- Populations A and B have different inequality in responsiveness.
- In both populations there is a transfer of 8 units of responsiveness; one person with 5 units loses 4 units and another person with 5 units gains 4 units.

Which population experiences a greater increase in inequality of responsiveness?

~ Population A has a greater increase in inequality of responsiveness
~ Population B has a greater increase in inequality of responsiveness
~ The increase is the same for both populations
J. THE IMPORTANCE OF DIFFERENT ELEMENTS OF RESPONSIVENESS

Read the cards below. These provide descriptions of some different ways health care services show respect for people and make them the centre of care.

**DIGNITY**
- being shown respect
- maintaining privacy during physical examinations

**CONFIDENTIALITY OF INFORMATION**
- having your medical history kept confidential
- consulting with health providers in a manner that your discussions cannot be overheard

**CHOICE**
- being able to choose the 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 do so

**PROMPT ATTENTION**
- having a health care provider a reasonable distance and travel time from your home
- having 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

**AUTONOMY**
- being involved in deciding on your care and treatment if you want to
- having the provider ask your permission before starting treatments or tests

**QUALITY OF SURROUNDINGS AND ENVIRONMENT**
- having enough space, seating and fresh air in the waiting room
- having a clean facility (including clean toilets)
- having healthy and edible food

**SOCIAL SUPPORT DURING CARE**
- being allowed visits from relatives and friends
- being allowed the provision of food and other gifts by relatives
- having freedom for religious practices

**COMMUNICATION**
- having the provider listen to you carefully
- having the provider explains things so you can understand
- having time to ask questions

1. Using the ranks 1 to 8, 1 being the most important, and 8 being the least important, rank the elements from most important to least important. Please note that each element should have its own number between 1 and 8 unless you think that certain elements share the same rank.

<table>
<thead>
<tr>
<th>Dignity</th>
<th>Autonomy</th>
<th>Confidentiality of Information</th>
<th>Communication</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Prompt Attention</th>
<th>Social Support during care</th>
<th>Quality of Surroundings or Environment</th>
<th>Choice of Care Provider/Institution</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

16
2. The slices in the pie chart below refer to two groups of the elements of responsiveness. These groups are:

1) Respect of persons elements (ROP), meaning:
   ♦ being treated with dignity,
   ♦ having autonomy,
   ♦ having personal information kept confidential,
   ♦ having the health care provider communicate with you in a way you understand;

2) Client orientation elements (CLO), meaning:
   ♦ being attended to promptly,
   ♦ having a choice of health care provider,
   ♦ having access to social support during care,
   ♦ having amenities in the health care environment that are of an acceptable standard.

Please select the pie which most closely shows the importance you place on respect of person (ROP) elements versus client orientation (CLO) elements of responsiveness, or draw your own pie slices in (f).

a) 

b) 

c) 

d) 

e) 

f) Other (specify)

Please draw in the pie slices. Label the pie slices and indicate the share out of 100 that each pie slice represents.
K. HEALTH STATES

The following questions ask you to rate different health states.

1. Paul is an active athlete who runs long distance races of 20 kilometres twice a week and engages in soccer with no problems.
   How would you rate his difficulty with moving around?
   ~ None
   ~ Mild
   ~ Moderate
   ~ Severe
   ~ Extreme

2. Jan feels nervous and anxious. He is depressed nearly every day for 3-4 hours thinking negatively about the future, but feels better in the company of people or when doing something that really interests him.
   How would you rate how much distress, sadness or worry he experiences?
   ~ None
   ~ Mild
   ~ Moderate
   ~ Severe
   ~ Extreme

3. Margaret feels chest pain and gets breathless after walking distances of up to 200 metres, but is able to do so without assistance. Bending and lifting objects such as groceries produces pain.
   How would you rate her difficulty with moving around?
   ~ None
   ~ Mild
   ~ Moderate
   ~ Severe
   ~ Extreme

4. Henriette remains happy and cheerful most of the time, but once week feels worried about things at work. She gets depressed once a month and loses interest but is able to come out of this mood within a few hours.
   How would you rate how much distress, sadness or worry she experiences?
   ~ None
   ~ Mild
   ~ Moderate
   ~ Severe
   ~ Extreme

5. David is paralysed from the neck down. He is confined to bed and must be fed and bathed by somebody else.
   How would you rate his difficulty with moving around?
   ~ None
   ~ Mild
   ~ Moderate
   ~ Severe
   ~ Extreme

6. Ken remains happy and cheerful almost all the time. He is very enthusiastic and enjoys life.
   How would you rate how much distress, sadness or worry he experiences?
   ~ None
   ~ Mild
   ~ Moderate
   ~ Severe
   ~ Extreme

7. Roberta feels depressed all the time, weeps frequently and feels completely hopeless. She feels she has become a burden, feels it is better to be dead than alive, and often plans suicide.
   How would you rate how much distress, sadness or worry she experiences?
   ~ None
   ~ Mild
   ~ Moderate
   ~ Severe
   ~ Extreme
8. Mary has no problems with moving around or using her hands, arms and legs. She jogs 4 kilometres twice a week without any problems.

   How would you rate her difficulty with moving around?
   ~ None
   ~ Mild
   ~ Moderate
   ~ Severe
   ~ Extreme

9. Eva feels worried all the time about things at work and home, and feels that they will go wrong. She gets depressed once a week for a day, thinking negatively about the future, but is able to come out of this mood within a few hours.

   How would you rate how much distress, sadness or worry she experiences?
   ~ None
   ~ Mild
   ~ Moderate
   ~ Severe
   ~ Extreme

10. Rob is able to walk distances of up to 200 metres without any problems but feels breathless after walking one kilometre or climbing up more than one flight of stairs. He has no problems with day-to-day physical activities, such as carrying food from the market.

    How would you rate his difficulty with moving around?
    ~ None
    ~ Mild
    ~ Moderate
    ~ Severe
    ~ Extreme

11. Louis is able to move his arms and legs, but requires assistance in standing up from a chair or walking around the house. Any bending is painful and lifting is impossible.

    How would you rate his difficulty with moving around?
    ~ None
    ~ Mild
    ~ Moderate
    ~ Severe
    ~ Extreme

12. John feels tense and on edge all the time. He is depressed nearly everyday and feels hopeless. He also has a low self esteem, is unable to enjoy life, and feels that he has become a burden.

    How would you rate how much distress, sadness or worry he experiences?
    ~ None
    ~ Mild
    ~ Moderate
    ~ Severe
    ~ Extreme
L. Relative Importance of Health System Goals

To answer the following questions, you need to understand what is meant by the term "Health System Goals".

The main goals of a health system of a country are:

1. Improving the health of the population
2. Improving responsiveness of the health system
3. Fairness in financial contribution.

These goals mean the following:

1. Improving the health of the population
   - The whole population lives longer
   - The whole population lives with less illness
   - There is more equality in length and quality of life and illness.

2. Improving responsiveness of the health system,
   - The health system respects the rights of the individual for dignity, autonomy, confidentiality and clear communication
   - The health system provides basic amenities in a prompt way, allows adequate social support and gives people a choice of provider
   - The health system treats all people equally with respect to the above issues.

3. Fairness in financial contribution:
   - Every household should pay a fair share towards the health system
   - This means that healthy people share costs for the services for the ill; and richer people subsidize the services for the poor.
IMPROVING HEALTH, RESPONSIVENESS AND FAIRNESS IN FINANCIAL CONTRIBUTION

1. Select the pie which most closely shows the importance you place on the three health system goals, or draw your own pie slices in (h):

a)

b)

c)

d)

e)

f)

g)

h) Other (specify)

Please draw in the pie slices. Label the pie slices and indicate the share out of 100 that each pie slice represents.
HEALTH: IMPROVING AVERAGE LEVEL VERSUS IMPROVING EQUALITY

2. Select the pie which most closely shows the importance you place on improving average level of health versus improving the equality of health in the population, or draw your own pie slices in (f):

a)

b)

c)

d)

e)

f) Other (specify)

Please draw in the pie slices. Label the pie slices and indicate the share out of 100 each pie slice represents.
3. Select the pie which most closely shows the importance you place on improving the average level of responsiveness versus improving equality, or draw your own pie slices in (f).

a)

b)

c)

d)

Level 33%
Equality 67%

Level 25%
Equality 75%

Level 67%
Equality 25%

Level 50%
Equality 50%

Level 75%
Equality 25%

Level 67%
Equality 33%

Level 50%
Equality 50%

f) Other (specify)

Please draw in the pie slices. Label the pie slices and indicate the share out of 100 each pie slice represents.
This survey represents a very important initiative of the World Health Organization (a United Nations specialized agency) in evaluating the performance of health systems worldwide.

This questionnaire focuses on measuring how well the health system in your country responds to the legitimate needs of the people. It deals with issues such as different ways the health care services in your country show respect for people and make them the centre of care.

This questionnaire is most likely different from others you have filled out. Some of the questions want you to answer about your own experience with the health system. For example how you have been treated as a patient. Other questions ask you to respond as a person who is knowledgeable about the whole system in your country because of your profession. You will be told which questions to answer from each of these perspectives.

Note that when we refer to a country’s “health system”, we are including both public or private health sectors, as well as organized and traditional health sectors. We appreciate your support in agreeing to complete this questionnaire. The questionnaire has 12 sections, labeled from A to L and completing the entire questionnaire will take between 25 and 30 minutes. Note that you may be asked to skip some questions. Finally, please note that we will not be able to identify you as a result of your responses and all information you provide is completely confidential.

If you want to know more about the work on health systems performance, please refer to the website:
http://www.who.int/whr/. If you do not have access to the web, please contact your local WHO office for more information about the 2000 World Health Report.

## A. ABOUT YOU

This section asks some general questions about your background, what health system you will be reporting on for the rest of the questionnaire and how you heard about the survey.

1. What country are you going to report on for this survey?  
   _______________________(Specify)

2. Are you a citizen of this country?  
   ~ Yes  
   ~ No

3. What country are you a national of? (Only answer if you answered no to question 2)  
   _______________________(Specify)

4. How old are you?  
   ___________ Years

5. Are you female or male?  
   ~ Female  
   ~ Male

6. What is the highest grade or level of schooling/education that you have completed?  
   ~ Less than primary school  
   ~ Primary school  
   ~ Secondary school  
   ~ High school or equivalent  
   ~ College or university

7. How many years of formal education, including higher education, have you completed?  
   ___________ years

8. Please describe your working environment by marking the appropriate boxes. (Check all that are appropriate)  
   ~ Urban  
   ~ Rural  
   ~ Private  
   ~ Public

9. Which of the following organizations describes where you spend most of your time working?  
   ~ Ministry/Department of Health  
   ~ Other ministries or departments  
   ~ Consumer/patient groups/organizations  
   ~ Universities/ academic institutions/schools  
   ~ WHO collaborating centres  
   ~ Non-governmental organizations/religious missions  
   ~ Non-governmental organizations/charities  
   ~ Public sector research organizations  
   ~ Private sector research organizations  
   ~ Public sector clinics or hospitals  
   ~ Private health care practices, clinics or hospitals  
   ~ Expert advisory panels  
   ~ Disease surveillance/monitoring units  
   ~ Regulatory/standard setting authorities  
   ~ Private insurance companies  
   ~ Public insurance companies  
   ~ Professional associations (including non-medical professional associations)  
   ~ Other private companies  
   ~ Other public companies  
   ~ International organizations  
   ~ Other

10. Do you have any public or private health insurance funds to cover visits to doctors or other health care providers where you do not stay over night? (Include national health insurance schemes as public insurance coverage if relevant to your country.)  
   ~ Yes  
   ~ No

11. Do you have any public or private health insurance funds to cover hospital inpatient care?  
   ~ Yes  
   ~ No
12. The different types of places you can get health services are listed below. Please can you indicate the number of times you went to each of them in the last 30 days for your personal medical care. (Leave blank if no visits.)

<table>
<thead>
<tr>
<th>Times</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>_____</td>
<td>General Practitioners</td>
</tr>
<tr>
<td>_____</td>
<td>Dentists</td>
</tr>
<tr>
<td>_____</td>
<td>Specialists</td>
</tr>
<tr>
<td>_____</td>
<td>Physiotherapists</td>
</tr>
<tr>
<td>_____</td>
<td>Chiropractors</td>
</tr>
<tr>
<td>_____</td>
<td>Traditional healers</td>
</tr>
<tr>
<td>_____</td>
<td>Clinics (staffed mainly by nurses, operating separately from a hospital)</td>
</tr>
<tr>
<td>_____</td>
<td>Hospital outpatient facilities</td>
</tr>
<tr>
<td>_____</td>
<td>Hospital inpatient services</td>
</tr>
<tr>
<td>_____</td>
<td>Pharmacies (where you talked to someone about your care and did not just purchase medicine)</td>
</tr>
<tr>
<td>_____</td>
<td>Home health care services (number of home visits)</td>
</tr>
<tr>
<td>_____</td>
<td>Other</td>
</tr>
</tbody>
</table>

13. How did you learn about this survey?
~ Through a WHO representative
~ Through the Ministry of Health
~ Through another government department
~ Through a professional organization
~ Through a web advertisement or link
~ Through a newspaper advertisement
~ Through a colleague/business associate
~ Through a friend
~ Other

B. OVERALL HEALTH

This section asks about your health.

1. In general, how would you rate your health today?
   ~ Very good
   ~ Good
   ~ Moderate
   ~ Bad
   ~ Very Bad

2. Overall in the last 30 days, how much difficulty did you have with moving around?
   ~ None
   ~ Mild
   ~ Moderate
   ~ Severe
   ~ Extreme

3. Overall in the last 30 days, how much difficulty did you have with self-care, such as washing or dressing yourself?
   ~ None
   ~ Mild
   ~ Moderate
   ~ Severe
   ~ Extreme

4. Overall in the last 30 days, how much difficulty did you have with work or household activities?
   ~ None
   ~ Mild
   ~ Moderate
   ~ Severe
   ~ Extreme

5. Overall in the last 30 days, how much pain or discomfort did you have?
   ~ None
   ~ Mild
   ~ Moderate
   ~ Severe
   ~ Extreme
6. Overall in the last 30 days, how much distress, sadness or worry did you experience?
   ~ None
   ~ Mild
   ~ Moderate
   ~ Severe
   ~ Extreme

7. Overall in the last 30 days, how much difficulty did you have with concentrating or remembering things?
   ~ None
   ~ Mild
   ~ Moderate
   ~ Severe
   ~ Extreme

8. Overall in the last 30 days how much difficulty did you have with personal relationships or participation in the community?
   ~ None
   ~ Mild
   ~ Moderate
   ~ Severe
   ~ Extreme

9. In the last 30 days, as a result of your physical or emotional health, how many days were you completely unable:
   To do any household work ________ Days
   To go to work ________ Days

10. 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.

Best health state imaginable

Death
C. DIFFICULTIES USING THE HEALTH SYSTEM

Please refer to your personal experiences when answering C1 and C2.

1. In the last 12 months, did you ever not seek health care at outpatient facilities (for example, local doctors, or clinics, or hospital outpatient units) because you could not afford it?

   ~ Yes
   ~ No

2. In the last 12 months, did you ever not seek hospital care because you could not afford it?

   ~ Yes
   ~ No

Please refer to your knowledge about the health system you are most familiar with when answering C3 and C4.

3. How often do you think people in your country consult health care providers who are friends or relatives for free, as the consultation was a “favour”?

   ~ Always
   ~ Usually
   ~ Sometimes
   ~ Never

4. Please check with either a yes or no if you think that people in your country are discriminated against by the health system for any of the following reasons: (Check all that apply)

   Yes   No
   ~ ~ Nationality
   ~ ~ Social class
   ~ ~ Lack of private insurance
   ~ ~ Ethnicity
   ~ ~ Colour
   ~ ~ Sex
   ~ ~ Language
   ~ ~ Religion
   ~ ~ Political/other beliefs

D. RESPONSIVENESS

Section D, E, F and G ask about the responsiveness of health services.

Responsiveness means the following:

♦ being treated with dignity,
♦ being attended to promptly,
♦ having autonomy,
♦ having personal information kept confidential,
♦ having a choice of health care provider,
♦ having the health care provider communicate with you in a way you understand,
♦ having access to social support during care,
♦ having amenities in the health care environment that are of an acceptable standard.

In order to keep the questionnaire short, we are randomising the questions on these different issues, and in the next 4 sections you will only be asked about social support and choice.

Before the questions about responsiveness, we ask about your utilization of health services.

Utilization of Health Services

1. Have you received any health care in the last 12 months? (Including visits to local doctors or alternative health care providers for any minor reason, and stays in hospitals. If you are a doctor, exclude treating yourself. If you did not have any health care in the last 12 months, go to Section F)

   ~ Yes
   ~ No  → Go to Section F (evaluating your health system)

2. 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, hospital outpatient unit or any alternative provider - any place outside your home where you did not stay overnight.)
3. 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 at home
   ~ Equally from both

4. When was your last (most recent) visit to a health care facility or from a health care 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

5. Was the last place you visited your usual place of care (if you have a usual place of care for the problem for which you presented)?
   ~ Yes
   ~ No
   ~ Not applicable, don’t have a usual place

When answering questions D6 to D9, please reflect on all personal experiences you have had with the health system you elected to report on in the last 12 months. The health system you are reporting on should be the one you are most familiar with.

Social Support

6. In the last 12 months, when you wanted to be accompanied by friends or relatives during consultations, how big a problem, if any, was it?
   ~ No problem
   ~ Mild problem
   ~ Moderate problem
   ~ Severe problem
   ~ Extreme problem

Choice

7. 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 of your choice (someone you were happy with)?
   ~ No problem
   ~ Mild problem
   ~ Moderate problem
   ~ Severe problem
   ~ Extreme problem

8. Over the last 12 months, how big a problem, if any, was it to get to use health services other than the one you usually went to?
   ~ No problem
   ~ Mild problem
   ~ Moderate problem
   ~ Severe problem
   ~ Extreme problem
   ~ Not applicable-never tried

9. 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
E. CARE AT PLACES YOU STAY OVERNIGHT

This section asks about your personal experiences of the responsiveness of inpatient health services if you had any health care in the last 12 months. If you have not had any inpatient health care in the last 12 months, you should go to Section F.

1. Have you stayed overnight in a health care centre or hospital in the last 12 months?
   ~ Yes
   ~ No ➔ Go to beginning of Section F

Social Support

2. 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

3. 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

4. Now, overall, how would you rate your experience of how the hospital allowed you to interact with family and friends and to continue your social and/ or religious customs during your stay in hospital over the last 12 months?
   ~ Very good
   ~ Good
   ~ Moderate

Choice

5. 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
F. EVALUATING YOUR HEALTH SYSTEM

This section asks you about different aspects of responsiveness of the health system you are most familiar with. We would like you to think about what you know about the responsiveness of the whole health system, and not just your own personal experiences. Please try to answer all questions for both the public and private health sectors.

Social Support

1. How often do patients have an opportunity to be accompanied by friends or relatives during consultations if they want?

   Public Sector | Private Sector
   --------------|----------------
   ~ Always       | ~ Always
   ~ Usually      | ~ Usually
   ~ Sometimes    | ~ Sometimes
   ~ Never        | ~ Never

2. How often do patients have an opportunity to have visitors during their stay in hospitals?

   Public Sector | Private Sector
   --------------|----------------
   ~ Always       | ~ Always
   ~ Usually      | ~ Usually
   ~ Sometimes    | ~ Sometimes
   ~ Never        | ~ Never

3. How often do patients have the opportunity to have their personal needs taken care of by friends and family while receiving care?

   Public Sector | Private Sector
   --------------|----------------
   ~ Always       | ~ Always
   ~ Usually      | ~ Usually
   ~ Sometimes    | ~ Sometimes
   ~ Never        | ~ Never

4. How often do patients have the opportunity to involve themselves in religious activities during their stay in hospitals?

   Public Sector | Private Sector
   --------------|----------------
   ~ Always       | ~ Always
   ~ Usually      | ~ Usually
   ~ Sometimes    | ~ Sometimes
   ~ Never        | ~ Never

5. Considering all the factors that you have reported on (F1-F4), how would you rate the health system in your country in terms of providing access to social support networks during care on a scale of very good to very bad?

   Public Sector | Private Sector
   --------------|----------------
   ~ Very Good    | ~ Very Good
   ~ Good         | ~ Good
   ~ Moderate     | ~ Moderate
   ~ Bad          | ~ Bad
   ~ Very Bad     | ~ Very Bad

Choice

6. How often do individuals have a choice between health care providers in a health care unit?

   Public Sector | Private Sector
   --------------|----------------
   ~ Always       | ~ Always
   ~ Usually      | ~ Usually
   ~ Sometimes    | ~ Sometimes
   ~ Never        | ~ Never

7. How often do individuals have a choice between health care units?

   Public Sector | Private Sector
   --------------|----------------
   ~ Always       | ~ Always
   ~ Usually      | ~ Usually
   ~ Sometimes    | ~ Sometimes
   ~ Never        | ~ Never

8. How often do individuals have the opportunity to see a specialist, if they wish to?

   Public Sector | Private Sector
   --------------|----------------
   ~ Always       | ~ Always
   ~ Usually      | ~ Usually
   ~ Sometimes    | ~ Sometimes
   ~ Never        | ~ Never

9. Considering all the factors that you have reported on (F6-F8), how would you rate the health system in your country in terms of choice with regard to care provider on a scale of very good to very bad?

   Public Sector | Private Sector
   --------------|----------------
   ~ Very Good    | ~ Very Good
   ~ Good         | ~ Good
   ~ Moderate     | ~ Moderate
   ~ Bad          | ~ Bad
G. RESPONSIVENESS SCENARIOS

Consider the following scenarios describing different experiences of responsiveness and rate them on a scale from very good to very bad.

1. [Joseph] had to stay in hospital for ten days after a road traffic accident. The nurses asked his family not to visit him as the hospital was crowded with patients, and visitors they said "added to our workload". Though regular meals were provided in the hospital, Joseph's family thought they would treat him to some of his favourite dishes. Both Joseph and his brother were soundly scolded that day and told to mind the rules of the hospital. When Joseph asked if he could visit a place of worship the nurse in charge said that he could not leave the hospital.

How would you rate Joseph’s experience of how the hospital allowed him to interact with family and friends or to continue religious customs during his stay?

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

2. [Polly] had to be in hospital for a long time after being involved in a car accident. The hospital staff encouraged her family to visit her daily at any time they could. Her mother often brought her sweets and cakes. Her family would take her to visit a place of worship once a week and spend time praying together.

How would you rate Polly’s experience of how the hospital allowed her to interact with family and friends or to continue religious customs during her stay?

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

3. [Alfredo] has a family physician who he consults regularly. Recently friends advised him to consult an alternative medicine provider (substitute appropriate name) for a skin problem. When he asked for a referral, his doctor told him this was not possible and sent him to a skin specialist instead.

How would you rate Alfredo’s experience of being able to use a health care provider or service of his choice?

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

4. [Tamara] had to recuperate in hospital for two weeks after a bad fall. Her family visited her regularly during the visiting hours, but she was bored during the rest of the day. The hospital had no common room and patients were not encouraged to go to each other's rooms to chat. There was however a little library in the hospital which she visited and the nurses sometimes brought her the daily newspaper.

How would you rate Tamara’s experience of how the hospital allowed her to interact with family and friends or to continue religious customs during her stay?

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

5. [Andhaka] goes to the local general 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 rate Andhaka’s experience of being able to use a health care provider or service of his choice?

~ Very good
~ Good
~ Moderate
~ Bad
~ Very bad
6. [Nathan] has been having headache for the past year. Initially his general practitioner gave medicines but that did not help. He asked to be referred to a specialist. He has been investigated and detected to have a brain tumour that will require surgery. He knows a famous surgeon and has been able to fix up a date for the surgery by him this month.

How would you rate Nathan's experience of being able to use a health care provider or service of his choice?

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

7. [Dora] had to stay in hospital for two weeks when she broke her leg. Her husband and children were all working far from the hospital and they found it difficult to come and visit her, particularly as the visiting time allowed was very short. Her mother could not visit her at all as the visiting hours did not suit her.

How would you rate Dora’s experience of how the hospital allowed her to interact with family and friends or to continue religious customs during her stay?

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

8. [Ibrahim] has had stomach problems for several years. He has been referred to many doctors but has only had to follow the suggestions made by his family doctor. His requests to see a particularly well known stomach specialist have been turned down by his insurance system.

How would you rate Ibrahim’s experience of being able to use a health care provider or service of his choice?

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

9. [Asefa] had to be in hospital for a long time undergoing tests in preparation for his by-pass 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 attend to him. He was told not 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 discouraged on the grounds that other patients would be disturbed.

How would you rate Asefa’s experience of how the hospital allowed him to interact with family and friends or to continue religious customs during his stay?

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

10. [Simon] has joint pains and breathlessness. He sees two specialists for these problems once every 2 months. Recently as his breathlessness was worsening, he asked to see a heart specialist and his medicines were adjusted. He sees his general physician regularly to get his prescriptions.

How would you rate Simon’s experience of being able to use a health care provider or service of his choice?

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

11. [Carol] had to be in hospital over a long period, as her illness was difficult to diagnose. The hospital staff were very considerate in allowing her family to see her and be with her as much as possible. Whenever Carol wanted to contact her family they would allow her to use the phone. Knowing that Carol was worried, the hospital staff arranged for her to visit regularly a place or worship.

How would you rate Carol’s experience of how the hospital allowed her to interact with family and friends or to continue religious customs during her stay?

~ Very good
~ Good
~ Moderate
~ Bad
~ Very bad
12. [Penelope] had to stay in hospital for two weeks after undergoing surgery. Her family hated coming to see her, because even during visiting time the hospital staff made them feel very unwelcome. Whenever her family brought her some sweets or cakes from home, the nurses would grumble saying that Penelope was being fussy about the hospital food. Penelope would have liked to have her closest friends visit her but the nurses did not encourage this.

How would you rate Penelope’s experience of how the hospital allowed her to interact with family and friends or to continue religious customs during her stay?

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

13. [Pascal] needs to go to the local hospital for his blood pressure. Each 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 was told that he cannot decide who he should see.

How would you rate Pascal’s experience of being able to use a health care provider or service of his choice?

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

14. [Mamadou] goes to the community health centre for his epilepsy. He has to go on a certain day of the week as the unit / team that sees him is available only on those days. Of the four members in the team, though he sees a neurologist each time, he cannot decide who he will see as he gets sent to whoever is free at the time.

How would you rate Mamadou’s experience of being able to use a health care provider or service of his choice?

~ Very good
~ Good
~ Moderate
~ Bad
~ Very bad
H. THE RESPONSIVENESS OF THE HEALTH SYSTEM TO DIFFERENT GROUPS IN THE POPULATION

In this section we are asking you to rate health system performance with respect to different population groups and with respect to the elements of responsiveness. When making the rating, we would like you to think about the part(s) of the health system you are most familiar with.

There are two sets of responsiveness elements that we ask you about:

1) Respect of persons elements, meaning:
- being treated with dignity,
- having autonomy,
- having personal information kept confidential,
- having the health care provider communicate with you in a way you understand;

2) Client orientation elements, meaning:
- being attended to promptly,
- having a choice of health care provider,
- having access to social support during care,
- having amenities in the health care environment that are of an acceptable standard.

First, in question H1, we would like to ask you about how you feel the health system performs on average with respect to these groups of elements. Then we will ask you about how the health system performs with respect to different groups in the population.

For example in H4, you are asked to rate the performance of the health system, on a scale from 0 to 10, where 0 is the worst and 10 is the best, for ensuring respect of persons and client orientation to those who are poor, compared to those who are rich.

For questions H1 to H7 and using a scale from 0 to 10, with 0 being the worst and 10 the best, how would rate health system performance in the context of different population groups cited in each of the columns below? Think of the part(s) of the health system you are most familiar with.

<table>
<thead>
<tr>
<th>1. Average for General Population</th>
</tr>
</thead>
<tbody>
<tr>
<td>Respect of persons</td>
</tr>
<tr>
<td>Client orientation</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2. Male /Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>Respect of persons</td>
</tr>
<tr>
<td>Client orientation</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>3. Less than 65 years/ 65 years or older</th>
</tr>
</thead>
<tbody>
<tr>
<td>Respect of persons</td>
</tr>
<tr>
<td>Client orientation</td>
</tr>
</tbody>
</table>

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<tr>
<th>4. Rich/poor</th>
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</thead>
<tbody>
<tr>
<td>Respect of persons</td>
</tr>
<tr>
<td>Client orientation</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>5. Those with primary school education/ those without primary school education</th>
</tr>
</thead>
<tbody>
<tr>
<td>Respect of persons</td>
</tr>
<tr>
<td>Client orientation</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>6. Urban/Rural</th>
</tr>
</thead>
<tbody>
<tr>
<td>Respect of persons</td>
</tr>
<tr>
<td>Client orientation</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>7. Indigenous/minority groups</th>
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</thead>
<tbody>
<tr>
<td>Respect of persons</td>
</tr>
<tr>
<td>Client orientation</td>
</tr>
</tbody>
</table>

<table>
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<tr>
<th>8. With primary schooling/ Without primary schooling</th>
</tr>
</thead>
<tbody>
<tr>
<td>Respect of persons</td>
</tr>
<tr>
<td>Client orientation</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>9. Indigenous or minority groups/ Rest of population</th>
</tr>
</thead>
<tbody>
<tr>
<td>Respect of persons</td>
</tr>
<tr>
<td>Client orientation</td>
</tr>
</tbody>
</table>
I. INEQUALITIES IN RESPONSIVENESS

The next questions are about how you value changes in the distribution of responsiveness across different parts of the population.

When we refer to responsiveness, we are referring to all the elements of responsiveness. These include:

♦ being treated with dignity,
♦ being attended to promptly,
♦ having autonomy,
♦ having personal information kept confidential,
♦ having a choice of health care provider,
♦ having the health care provider communicate with you in a way you understand,
♦ having access to social support during care,
♦ having amenities in the health care environment that are of an acceptable standard.

The following three questions are hypothetical scenarios designed for you to show your preferences on inequalities in responsiveness. In each scenario there are two Populations, A and B, each made up of seven individuals.

1. **Scenario 1**

   ♦ Population A has an average level of responsiveness of 4 out of 10
   ♦ Population B has an average level of responsiveness of 7 out of 10
   ♦ In both populations A and B individuals are distributed similarly around the mean

Which population, A or B, do you think has more inequality in responsiveness?

~ Population A has more inequality in responsiveness
~ Population B has more inequality in responsiveness
~ Both have the same inequality in responsiveness

2. **Scenario 2**
Populations A and B have exactly the same inequality of responsiveness
Populations A and B have the same average level of responsiveness
In both populations two individuals experience a transfer of 2 units of responsiveness
In Population A, one person with 2 units loses 1 unit of responsiveness and another person with 8 units gains 1 unit of responsiveness
In Population B, one person with 4 units loses 1 unit of responsiveness and another person with 6 units gains 1 unit of responsiveness.

Which population has a greater increase in inequality of responsiveness?

~ Population A has a greater increase in inequality of responsiveness
~ Population B has a greater increase in inequality of responsiveness
~ The increase is the same for both populations
3. **Scenario 3**

- Populations A and B have the same average level of responsiveness
- Populations A and B have different inequality in responsiveness.
- In both populations there is a transfer of 8 units of responsiveness; one person with 5 units loses 4 units and another person with 5 units gains 4 units.

**Which population experiences a greater increase in inequality of responsiveness?**

~ Population A has a greater increase in inequality of responsiveness
~ Population B has a greater increase in inequality of responsiveness
~ The increase is the same for both populations
J. THE IMPORTANCE OF DIFFERENT ELEMENTS OF RESPONSIVENESS

Read the cards below. These provide descriptions of some different ways health care services show respect for people and make them the centre of care.

**DIGNITY**
- being shown respect
- maintaining privacy during physical examinations

**CONFIDENTIALITY OF INFORMATION**
- having your medical history kept confidential
- consulting with health providers in a manner that your discussions cannot be overheard

**CHOICE**
- being able to choose the 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 do so

**PROMPT ATTENTION**
- having a health care provider a reasonable distance and travel time from your home
- having 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

**AUTONOMY**
- being involved in deciding on your care and treatment if you want to
- having the provider ask your permission before starting treatments or tests

**QUALITY OF SURROUNDINGS AND ENVIRONMENT**
- having enough space, seating and fresh air in the waiting room
- having a clean facility (including clean toilets)
- having healthy and edible food

**SOCIAL SUPPORT DURING CARE**
- being allowed visits from relatives and friends
- being allowed the provision of food and other gifts by relatives
- having freedom for religious practices

**COMMUNICATION**
- having the provider listen to you carefully
- having the provider explains things so you can understand
- having time to ask questions

1. Using the ranks 1 to 8, 1 being the most important, and 8 being the least important, rank the elements from most important to least important. Please note that each element should have its own number between 1 and 8 unless you think that certain elements share the same rank.

<table>
<thead>
<tr>
<th>Dignity</th>
<th></th>
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<tbody>
<tr>
<td>Autonomy</td>
<td></td>
</tr>
<tr>
<td>Confidentiality of Information</td>
<td></td>
</tr>
<tr>
<td>Communication</td>
<td></td>
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<tr>
<td>Prompt Attention</td>
<td></td>
</tr>
<tr>
<td>Social Support during care</td>
<td></td>
</tr>
<tr>
<td>Quality of Surroundings or Environment</td>
<td></td>
</tr>
<tr>
<td>Choice of Care Provider/Institution</td>
<td></td>
</tr>
</tbody>
</table>
2. The slices in the pie chart below refer to two groups of the elements of responsiveness. These groups are:

1) Respect of persons elements (ROP), meaning:
- being treated with dignity,
- having autonomy,
- having personal information kept confidential,
- having the health care provider communicate with you in a way you understand;

2) Client orientation elements (CLO), meaning:
- being attended to promptly,
- having a choice of health care provider,
- having access to social support during care,
- having amenities in the health care environment that are of an acceptable standard.

Please select the pie which most closely shows the importance you place on respect of person (ROP) elements versus client orientation (CLO) elements of responsiveness, or draw your own pie slices in (f).

a) CLO 75% ROP 25%
b) CLO 67% ROP 33%
c) CLO 50% ROP 50%
d) CLO 33% ROP 67%
e) CLO 25% ROP 75%
f) Other (specify)

Please draw in the pie slices. Label the pie slices and indicate the share out of 100 that each pie slice represents.
K. HEALTH STATES

The following questions ask you to rate different health states.

1. [Maria] is an accountant in the local bank. She is regularly at work. However, she makes minor errors in the accounts and tends to postpone tasks. She delays producing account statements and is late on deadlines. How would you rate her difficulty with work or household activities?
   ~ None
   ~ Mild
   ~ Moderate
   ~ Severe
   ~ Extreme

2. [Helena] can remember details of events that have taken place or names of people she has met many years ago. She can do everyday calculations in her mind. During periods of anxiety lasting a few hours, she becomes confused and cannot think very clearly. How would you rate her difficulty with concentrating or remembering things?
   ~ None
   ~ Mild
   ~ Moderate
   ~ Severe
   ~ Extreme

3. [Karen] is a teacher and has had to miss work for 2 weeks in the past month. Even now she feels tired and exhausted, and cannot stand for long periods in the classroom. Colleagues notice that she is making serious mistakes in correcting answer papers. How would you rate her difficulty with work or household activities?
   ~ None
   ~ Mild
   ~ Moderate
   ~ Severe
   ~ Extreme

4. [Sue] can only count money and bring back the correct change after shopping. Mental arithmetic is otherwise a problem. She can find her way around the neighbourhood and know where her own belongings are kept. How would you rate her difficulty with concentrating or remembering things?
   ~ None
   ~ Mild
   ~ Moderate
   ~ Severe
   ~ Extreme

5. [John] is a teacher and goes to work regularly. He teaches the senior grades and takes classes for 6 hours each day. He prepares lessons and corrects exam papers. Students come to him for advice. How would you rate his difficulty with work or household activities?
   ~ None
   ~ Mild
   ~ Moderate
   ~ Severe
   ~ Extreme

6. [Rob] can do complex mathematical problems in his mind. He can pay attention to the task at hand for long uninterrupted periods of time. He can remember names of people, addresses, phone numbers and such details that go back several years. How would you rate his difficulty with concentrating or remembering things?
   ~ None
   ~ Mild
   ~ Moderate
   ~ Severe
   ~ Extreme

7. [Carol] is a housewife who leaves most chores around the house half done. Even with domestic help she cannot complete important tasks in time, such as getting her son ready for school. Her husband has had to take over the cooking. How would you rate her difficulty with work or household activities?
   ~ None
   ~ Mild
   ~ Moderate
   ~ Severe
   ~ Extreme

8. [Peter] does not recognize even close relatives and cannot be trusted to leave the arithmetic is otherwise a problem. She can find her way around the neighbourhood and know where her own belongings are kept. How would you rate her difficulty with concentrating or remembering things?
   ~ None
   ~ Mild
   ~ Moderate
   ~ Severe
   ~ Extreme
house unaccompanied for fear of getting lost. Even when prompted, he shows no recollection of events or recognition of relatives.

How would you rate his difficulty with concentrating or remembering things?
~ None
~ Mild
~ Moderate
~ Severe
~ Extreme

9. [Doris] is a housewife and does most of the cooking and cleaning around the house. About once a week she leaves tasks half done. Her cooking has deteriorated and the house is not as clean as it used to be. She also takes about twice as long to do the chores.

How would you rate her difficulty with work or household activities?
~ None
~ Mild
~ Moderate
~ Severe
~ Extreme

10. [Christian] is very forgetful and often loses his way around places which are not very familiar. He needs to be prompted about names of close relatives and loses important things such as keys and money, as he cannot recollect where they have been kept. He has to make notes to remind himself to do even very important tasks.

How would you rate his difficulty with concentrating or remembering things?
~ None
~ Mild
~ Moderate
~ Severe
~ Extreme

11. [Mathew] is a clerk in the local government office. He maintains ledgers with no errors and keeps them up to date. However, he ends up not doing any work for a day once every 2 weeks or so because of a migraine headache.

How would you rate his difficulty with work or household activities?
~ None
~ Mild
~ Moderate
~ Severe
~ Extreme

12. [Tom] finds it difficult to concentrate on reading newspaper articles, or watching television programmes. He is forgetful and once a week or so, he misplaces important things, such as keys or money, and spends a considerable amount of time looking for them, but is able to find them eventually.

How would you rate his difficulty with concentrating or remembering things?
~ None
~ Mild
~ Moderate
~ Severe
~ Extreme

13. [Jack] is a clerk at the local post office. He just sits around all day and cannot engage in any work. He cannot sort letters, manage the counter or interact with customers. His employers are considering replacing him.

How would you rate his difficulty with work or household activities?
~ None
~ Mild
~ Moderate
~ Severe
~ Extreme

14. [Henriette] can pay attention to the task at hand for periods of up to one hour, with
occasional distractions and can quickly return to the task. She can remember names of people she meets often, their addresses and important numbers, but occasionally has to remind herself of the names of distant relatives or acquaintances.

How would you rate her difficulty with concentrating or remembering things?

~ None
~ Mild
~ Moderate
~ Severe
~ Extreme

15. [Dan] is a mason in a building firm. Three to four times per week, he is noticed to leave his bricklaying tasks incomplete. With help and supervision, he is able to use his skills to finish the walls of the buildings well.

How would you rate his difficulty with work or household activities?

~ None
~ Mild
~ Moderate
~ Severe
~ Extreme

16. [Julian] is easily distracted, and within 10 minutes of beginning a task, his attention shifts to something else happening around him. He can remember important facts when he tries, but several times a week finds that he has to struggle to recollect what people have said or events that have taken place recently.

How would you rate his difficulty with concentrating or remembering things?

~ None
~ Mild
~ Moderate
~ Severe
~ Extreme
L. RELATIVE IMPORTANCE OF HEALTH SYSTEM GOALS

To answer the following questions, you need to understand what is meant by the term “Health System Goals”.

The main goals of a health system of a country are:

1. Improving the health of the population
2. Improving responsiveness of the health system
3. Fairness in financial contribution.

These goals mean the following:

1. Improving the health of the population
   - The whole population lives longer
   - The whole population lives with less illness
   - There is more equality in length and quality of life and illness.

2. Improving responsiveness of the health system,
   - The health system respects the rights of the individual for dignity, autonomy, confidentiality and clear communication
   - The health system provides basic amenities in a prompt way, allows adequate social support and gives people a choice of provider
   - The health system treats all people equally with respect to the above issues.

3. Fairness in financial contribution:
   - Every household should pay a fair share towards the health system
   - This means that healthy people share costs for the services for the ill; and richer people subsidize the services for the poor.
IMPROVING HEALTH, RESPONSIVENESS AND FAIRNESS IN FINANCIAL CONTRIBUTION

1. Select the pie which most closely shows the importance you place on the three health system goals, or draw your own pie slices in (h):

a) ![Pie Chart A]

b) ![Pie Chart B]

c) ![Pie Chart C]

d) ![Pie Chart D]

e) ![Pie Chart E]

f) ![Pie Chart F]

g) ![Pie Chart G]

h) Other (specify)

Please draw in the pie slices. Label the pie slices and indicate the share out of 100 that each pie slice represents.
2. Select the pie which most closely shows the importance you place on improving average level of health versus improving the equality of health in the population, or draw your own pie slices in (f):

a) Level 75%  
   Equality 25%

b) Level 67%  
   Equality 33%

c) Level 50%  
   Equality 50%

d) Level 33%  
   Equality 67%

e) Level 25%  
   Equality 75%

f) Other (specify)

Please draw in the pie slices. Label the pie slices and indicate the share out of 100 that each pie slice represents.
RESPONSIVENESS: IMPROVING AVERAGE LEVEL VERSUS IMPROVING EQUALITY

3. Select the pie which most closely shows the importance you place on improving the average level of responsiveness versus improving equality, or draw your own pie slices in (f).

a) Level 75%  Equality 25%

b) Level 67%  Equality 33%

c) Level 50%  Equality 50%

d) Level 33%  Equality 67%

e) Level 25%  Equality 75%

f) Other (specify)

Please draw in the pie slices. Label the pie slices and indicate the share out of 100 that each pie slice represents.
This survey represents a very important initiative of the World Health Organization (a United Nations specialized agency) in evaluating the performance of health systems worldwide.

This questionnaire focuses on measuring how well the health system in your country responds to the legitimate needs of the people. It deals with issues such as different ways the health care services in your country show respect for people and make them the center of care.

This questionnaire is most likely different from others you have filled out. Some of the questions want you to answer about your own experience with the health system. For example how you have been treated as a patient. Other questions ask you to respond as a person who is knowledgeable about the whole system in your country because of your profession. You will be told which questions to answer from each of these perspectives.

Note that when we refer to a country’s “health system”, we are including both public or private health sectors, as well as organized and traditional health sectors. We appreciate your support in agreeing to complete this questionnaire. The questionnaire has 12 sections, labeled from A to L and completing the entire questionnaire will take between 25 and 30 minutes. Note that you may be asked to skip some questions. Finally, please note that we will not be able to identify you as a result of your responses and all information you provide is completely confidential.

If you want to know more about the work on health systems performance, please refer to the website: http://www.who.int/whr/. If you do not have access to the web, please contact your local WHO office for more information about the 2000 World Health Report.
A. ABOUT YOU

This section asks some general questions about your background, what health system you will be reporting on for the rest of the questionnaire and how you heard about the survey.

1. What country are you going to report on for this survey? (Specify)

2. Are you a citizen of this country?
   ~ Yes
   ~ No

3. What country are you a national of? (Only answer if you answered no to question 2) (Specify)

4. How old are you?
   __________ Years

5. Are you female or male?
   ~ Female
   ~ Male

6. What is the highest grade or level of schooling/education that you have completed?
   ~ Less than primary school
   ~ Primary school
   ~ Secondary school
   ~ High school or equivalent
   ~ College or university

7. How many years of formal education, including higher education, have you completed?
   __________ years

8. Please describe your working environment by marking the appropriate boxes. (Check all that are appropriate)
   ~ Urban
   ~ Rural
   ~ Private
   ~ Public
   ~ Clinical setting
   ~ Non-clinical setting

9. Which of the following organizations describes where you spend most of your time working?
   ~ Ministry/Department of Health
   ~ Other ministries or departments
   ~ Consumer/patient groups/organizations
   ~ Universities/ academic institutions/schools
   ~ WHO collaborating centres
   ~ Non-governmental organizations/religious missions
   ~ Non-governmental organizations/charities
   ~ Public sector research organizations
   ~ Private sector research organizations
   ~ Public sector clinics or hospitals
   ~ Private health care practices, clinics or hospitals
   ~ Expert advisory panels
   ~ Disease surveillance/monitoring units
   ~ Regulatory/standard setting authorities
   ~ Private insurance companies
   ~ Public insurance companies
   ~ Professional associations (including non-medical professional associations)
   ~ Other private companies
   ~ Other public companies
   ~ International organizations
   ~ Other

10. Do you have any public or private health insurance funds to cover visits to doctors or other health care providers where you do not stay over night? (Include national health insurance schemes as public insurance coverage if relevant to your country.)
   ~ Yes
   ~ No

11. Do you have any public or private health insurance funds to cover hospital inpatient care?
   ~ Yes
   ~ No
12. The different types of places you can get health services are listed below. Please can you indicate the number of times you went to each of them in the last 30 days for your personal medical care. *(Leave blank if no visits.)*

**Times**
- _____ General Practitioners
- _____ Dentists
- _____ Specialists
- _____ Physiotherapists
- _____ Chiropractors
- _____ Traditional healers
- _____ Clinics (staffed mainly by nurses, operating separately from a hospital)
- _____ Hospital outpatient facilities
- _____ Hospital inpatient services
- _____ Pharmacies (where you talked to someone about your care and did not just purchase medicine)
- _____ Home health care services (number of home visits)
- _____ Other

13. How did you learn about this survey?

~ Through a WHO representative
~ Through the Ministry of Health
~ Through another government department
~ Through a professional organization
~ Through a web advertisement or link
~ Through a newspaper advertisement
~ Through a colleague/business associate
~ Through a friend
~ Other

### B. OVERALL HEALTH

This section asks about your health.

1. In general, how would you rate your health today?
   - ~ Very good
   - ~ Good
   - ~ Moderate
   - ~ Bad
   - ~ Very Bad

2. Overall in the last 30 days, how much difficulty did you have with moving around?
   - ~ None
   - ~ Mild
   - ~ Moderate
   - ~ Severe
   - ~ Extreme

3. Overall in the last 30 days, how much difficulty did you have with self-care, such as washing or dressing yourself?
   - ~ None
   - ~ Mild
   - ~ Moderate
   - ~ Severe
   - ~ Extreme

4. Overall in the last 30 days, how much difficulty did you have with work or household activities?
   - ~ None
   - ~ Mild
   - ~ Moderate
   - ~ Severe
   - ~ Extreme

5. Overall in the last 30 days, how much pain or discomfort did you have?
   - ~ None
   - ~ Mild
   - ~ Moderate
   - ~ Severe
   - ~ Extreme
6. Overall in the last 30 days, how much distress, sadness or worry did you experience?

~ None
~ Mild
~ Moderate
~ Severe
~ Extreme

7. Overall in the last 30 days, how much difficulty did you have with concentrating or remembering things?

~ None
~ Mild
~ Moderate
~ Severe
~ Extreme

8. Overall in the last 30 days how much difficulty did you have with personal relationships or participation in the community?

~ None
~ Mild
~ Moderate
~ Severe
~ Extreme

9. In the last 30 days, as a result of your physical or emotional health, how many days were you completely unable:

To do any household work  _______ Days
To go to work  _______ Days

10. 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.
C. DIFFICULTIES USING THE HEALTH SYSTEM
Please refer to your personal experiences when answering C1 and C2.

1. In the last 12 months, did you ever not seek health care at outpatient facilities (for example, local doctors, or clinics, or hospital outpatient units) because you could not afford it?
   ~ Yes
   ~ No

2. In the last 12 months, did you ever not seek hospital care because you could not afford it?
   ~ Yes
   ~ No

Please refer to your knowledge about the health system you are most familiar with when answering C3 and C4.

3. How often do you think people in your country consult health care providers who are friends or relatives for free, as the consultation was a “favour”?
   ~ Always
   ~ Usually
   ~ Sometimes
   ~ Never

4. Please check with either a yes or no if you think that people in your country are discriminated against by the health system for any of the following reasons: (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

D. RESPONSIVENESS
Section D, E, F and G ask about the responsiveness of health services.

Responsiveness means the following:
♦ being treated with dignity,
♦ being attended to promptly,
♦ having autonomy,
♦ having personal information kept confidential,
♦ having a choice of health care provider,
♦ having the health care provider communicate with you in a way you understand,
♦ having access to social support during care,
♦ having amenities in the health care environment that are of an acceptable standard.

In order to keep the questionnaire short, we are randomising the questions on these different issues, and in the next 4 sections you will only be asked about prompt attention and autonomy.

Before the questions about responsiveness, we ask about your utilization of health services.

Utilization of Health Services

1. Have you received any health care in the last 12 months? (Including visits to local doctors or alternative health care providers for any minor reason, and stays in hospitals. If you are a doctor, exclude treating yourself. If you did not have any health care in the last 12 months, to Section F)
   ~ Yes
   ~ No → Go to Section F (evaluating your health system)

2. 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, hospital outpatient unit or any alternative provider - any place outside your home where you did not stay overnight.)
   ~ Yes
   ~ No → Go to Section E (care at places you stay overnight)
3. 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 at home
   ~ Equally from both

4. When was your last (most recent) visit to a health care facility or from a health care 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

5. Was the last place you visited your usual place of care (if you have a usual place of care for the problem for which you presented)?
   ~ Yes
   ~ No
   ~ Not applicable, don’t have a usual place

When answering questions D6 to D15, please reflect on all personal experiences you have had with the health system you elected to report on in the last 12 months. The health system you are reporting on should be the one you are most familiar with.

Prompt Attention

6. In the last 12 months, when you wanted care, how often did you get care as soon as you wanted?
   ~ Always
   ~ Usually
   ~ Sometimes
   ~ Never

7. 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

8. 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 11

9. 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) ____________

10. Generally, how long did you have to wait before you could get the results from the laboratory tests or examinations?
    ~ Got them the same day
    ~ 1-2 days
    ~ 3-5 days
    ~ 6-10 days
    ~ More than 10 days (Specify) ____________

11. 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

Autonomy

12. In the last 12 months, how often did doctors, nurses or other health care providers ask your permission before starting treatment or tests?
    ~ Always
    ~ Usually
    ~ Sometimes
    ~ Never
    ~ Not applicable, never had any treatment or tests
13. 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?
   ~ Yes
   ~ No ➞ Go to Question 15

14. 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?
   ~ Always
   ~ Usually
   ~ Sometimes
   ~ Never

15. 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?
   ~ Very good
   ~ Good
   ~ Moderate
   ~ Bad
   ~ Very bad

E. CARE AT PLACES YOU STAY OVERNIGHT

This section asks about your personal experiences of the responsiveness of inpatient health services if you had any health care in the last 12 months. If you have not had any inpatient health care in the last 12 months, you should go to Section F.

1. Have you stayed overnight in a health care centre or hospital in the last 12 months?
   ~ Yes
   ~ No ➞ Go to beginning of Section F

Prompt Attention

2. Did you get your hospital care as soon as you wanted?
   ~ Yes
   ~ No

3. 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

4. Overall, considering your answers above (E2-E3), 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

Autonomy

5. 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
F. EVALUATING YOUR HEALTH SYSTEM

This section asks you about different aspects of responsiveness of the health system you are most familiar with. We would like you to think about what you know about the responsiveness of the whole health system, and not just your own personal experiences. Please try to answer all questions for both the public and private health sectors.

Prompt Attention

1. How often is the duration of time spent on waiting to have tests and examinations done, reasonable?

   Public Sector
   ~ Always
   ~ Usually
   ~ Sometimes
   ~ Never

   Private Sector
   ~ Always
   ~ Usually
   ~ Sometimes
   ~ Never

2. How often is the duration of time spent on waiting for the results of tests and examinations, reasonable?

   Public Sector
   ~ Always
   ~ Usually
   ~ Sometimes
   ~ Never

   Private Sector
   ~ Always
   ~ Usually
   ~ Sometimes
   ~ Never

3. How often is the duration of time spent on waiting for emergency care, reasonable?

   Public Sector
   ~ Always
   ~ Usually
   ~ Sometimes
   ~ Never

   Private Sector
   ~ Always
   ~ Usually
   ~ Sometimes
   ~ Never

4. How often is the length of time spent at health care units waiting for consultation/treatment, reasonable?

   Public Sector
   ~ Always
   ~ Usually
   ~ Sometimes
   ~ Never

   Private Sector
   ~ Always
   ~ Usually
   ~ Sometimes
   ~ Never

5. How often is the duration of time spent on waiting lists for non-emergency surgery, reasonable?

   Public Sector
   ~ Always
   ~ Usually
   ~ Sometimes
   ~ Never

   Private Sector
   ~ Always
   ~ Usually
   ~ Sometimes
   ~ Never

6. Considering all the factors that you have reported on (F1-F5), how would you rate the health system in your country in terms of providing prompt attention on a scale of very good to very bad?

   Public Sector
   ~ Very Good
   ~ Good
   ~ Moderate
   ~ Bad
   ~ Very Bad

   Private Sector
   ~ Very Good
   ~ Good
   ~ Moderate
   ~ Bad
   ~ Very Bad

Autonomy

7. How often are patients consulted about their preferences regarding alternative treatment options?

   Public Sector
   ~ Always
   ~ Usually
   ~ Sometimes
   ~ Never

   Private Sector
   ~ Always
   ~ Usually
   ~ Sometimes
   ~ Never

8. How often is patient consent sought before testing or starting treatment?

   Public Sector
   ~ Always
   ~ Usually
   ~ Sometimes
   ~ Never

   Private Sector
   ~ Always
   ~ Usually
   ~ Sometimes
   ~ Never

9. Considering the factors that you have reported on (F7-F8), how would you rate the health system in your country in terms of giving patients autonomy on a scale of very good to very bad?

   Public Sector
   ~ Very Good
   ~ Good
   ~ Moderate
   ~ Bad

   Private Sector
   ~ Very Good
   ~ Good
   ~ Moderate
   ~ Bad
G. RESPONSIVENESS SCENARIOS

Consider the following scenarios describing different experiences of responsiveness and rate them on a scale from very good to very bad.

1. [Mary] has a serious health problem and knows that she will soon die. Every time she visits her doctor she asks him about her treatment and how much her condition is deteriorating. She wants to be able to plan for the future and make arrangements for her family once 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 rate Mary’s experience of getting involved in making decisions about her care or treatment as much as she wanted?

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

2. [Xavier] has a stomach ulcer and was advised surgery. His doctor told him it could be arranged only after 3 months as there were other patients in the queue. He now 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 rate Xavier’s experience of getting prompt attention?

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

3. [Romero] has tuberculosis and needs to see his doctor in the primary care centre every month for renewing his prescription. He lives in a village 5 miles (8 km) away and must walk each time to see the doctor. Some days when he gets to the hospital he learns that the doctor is away on leave and must come back without medicines and make the trip again the next day. Once when he coughed blood at night and became very breathless his relatives had to borrow a neighbour’s cart to take him to the hospital.

How would you rate Romero’s experience of getting prompt attention?

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

4. [Sarah] visits her doctor regularly because of back pain. She has discussed alternative treatment with her doctor such as special back exercises, acupuncture, yoga and change in lifestyle, but he only believes in medication. Whenever the pain has got worse, he has adjusted the medication by prescribing higher doses. Despite the side effects that Sue is having, drowsiness, nausea and migraines, he will not consider other options.

How would you rate Sarah’s experience of getting involved in making decisions about her care or treatment as much as she wanted?

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

5. [Henry] has recently been diagnosed as having diabetes. The first time he went to the clinic he had to have blood tests, eye checkups and other routine tests. The nurse explained every procedure in detail and asked him for his consent before doing any tests.

How would you rate Henry’s experience of getting involved in making decisions about his care as much as he wanted?

~ Very good
~ Good
~ Moderate
~ Bad
~ Very bad
6. [Bob] broke his arm a few months ago and had to have a series of X-rays. Initially, the doctors told him about his fractures and explained what they were going to do. After that, they sent him for some other tests all over the hospital without explaining why. Although Bob asked what was happening, the doctors ignored him saying they were busy.

How would you rate Bob’s experience of getting involved in making decisions about his care or treatment as much as he wanted?

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

7. [Kofi] has had a heart operation last year. He is now doing well and is on regular medication. He lives outside the city and has to drive once every 3 months to see his doctor. One night he had chest pain and called an ambulance and managed to get to the hospital in 30 minutes.

How would you rate Kofi’s experience of getting prompt attention?

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

8. [Dilek] suffers from difficulty breathing and has wheezing attacks almost every week. She lives across the street from the city 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 rate Dilek’s experience of getting prompt attention?

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

9. [John] has been diagnosed as having HIV. The doctor has been very supportive at the health centre he usually goes to. He has spent time discussing the different drug therapies, the psychological support that is available, and the medical care that he 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 rate John’s experience of getting involved in making decisions about his care or treatment as much as he wanted?

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

10. [Gabriel] has a history of chest pain. He usually goes to the local public hospital for his check-ups. One day he had severe pain in his chest and had to have emergency care. As soon as he got there, the doctors had to quickly run tests and take 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 rate Gabriel’s experience of getting involved in making decisions about his care or treatment as much as he wanted?

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

11. [Aitor] has had backache for several years. The local hospital is always busy and he has to wait about 3 hours each time he has to see a doctor. At times he has to come away without seeing the doctor. He has been advised of a special test and will have to wait for 6 weeks before he can get it done as the machine in the hospital is booked.

How would you rate Aitor’s experience of getting prompt attention?

~ Very good
~ Good
~ Moderate
~ Bad
~ Very bad
12. [Stan] fell down from a ladder and broke his leg one evening. He had to be taken to the district hospital, about 10 miles away (15 km), in a private car. 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 rate Stan’s experience of getting prompt attention?

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

13. [Tara] is always tired and has no energy to do anything. She gave birth to a baby girl two months ago. The doctor has told her that she may be suffering from 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 rate Tara’s experience of getting involved in making decisions about her care or treatment as much as she wanted?

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

14. [Niels] has a kidney disease and has to go to the hospital every month for a check up. He sees his regular physician at a pre-arranged time and can reach the hospital on a local bus within 15 minutes. In the past six months he has had to phone his doctor twice for urgent advice about his medication and has received the information he required right away.

   How would you rate Niels’ experience of getting prompt attention?

   ~ Very good
   ~ Good
   ~ Moderate
   ~ Bad
   ~ Very bad
H. THE RESPONSIVENESS OF THE HEALTH SYSTEM TO DIFFERENT GROUPS IN THE POPULATION

In this section we are asking you to rate health system performance with respect to different population groups and with respect to the elements of responsiveness. When making the rating, we would like you to think about the part(s) of the health system you are most familiar with.

There are two sets of responsiveness elements that we ask you about:

1) Respect of persons elements, meaning:
   ♦ being treated with dignity,
   ♦ having autonomy,
   ♦ having personal information kept confidential,
   ♦ having the health care provider communicate with you in a way you understand;

2) Client orientation elements, meaning:
   ♦ being attended to promptly,
   ♦ having a choice of health care provider,
   ♦ having access to social support during care,
   ♦ having amenities in the health care environment that are of an acceptable standard.

First, in question H1, we would like to ask you about how you feel the health system performs on average with respect to these groups of elements. Then we will ask you about how the health system performs with respect to different groups in the population.

For example in H4, you are asked to rate the performance of the health system, on a scale from 0 to 10, where 0 is the worst and 10 is the best, for ensuring respect of persons and client orientation to those who are poor, compared to those who are rich.

For questions H1 to H7 and using a scale from 0 to 10, with 0 being the worst and 10 the best, how would rate health system performance in the context of different population groups cited in each of the columns below? Think of the part(s) of the health system you are most familiar with.
I. INEQUALITIES IN RESPONSIVENESS

The next questions are about how you value changes in the distribution of responsiveness across different parts of the population.

When we refer to responsiveness, we are referring to all the elements of responsiveness. These include:

♦ being treated with dignity,
♦ being attended to promptly,
♦ having autonomy,
♦ having personal information kept confidential,
♦ having a choice of health care provider,
♦ having the health care provider communicate with you in a way you understand,
♦ having access to social support during care,
♦ having amenities in the health care environment that are of an acceptable standard.

The following three questions are hypothetical scenarios designed for you to show your preferences on inequalities in responsiveness. In each scenario there are two Populations, A and B, each made up of seven individuals.

1. **Scenario 1**
   - Population A has an average level of responsiveness of 4 out of 10
   - Population B has an average level of responsiveness of 7 out of 10
   - In both populations A and B individuals are distributed similarly around the mean

   **Which population, A or B, do you think has more inequality in responsiveness?**

   ~ Population A has more inequality in responsiveness
   ~ Population B has more inequality in responsiveness
   ~ Both have the same inequality in responsiveness

   ![Population A](chart1.png) ![Population B](chart2.png)

2. **Scenario 2**
Populations A and B have exactly the same inequality of responsiveness
Populations A and B have the same average level of responsiveness
In both populations two individuals experience a transfer of 2 units of responsiveness
In Population A, one person with 2 units loses 1 unit of responsiveness and another person with 8 units gains 1 unit of responsiveness
In Population B, one person with 4 units loses 1 unit of responsiveness and another person with 6 units gains 1 unit of responsiveness.

Which population has a greater increase in inequality of responsiveness?
~ Population A has a greater increase in inequality of responsiveness
~ Population B has a greater increase in inequality of responsiveness
~ The increase is the same for both populations
3. **Scenario 3**

- Populations A and B have the same average level of responsiveness
- Populations A and B have different inequality in responsiveness.
- In both populations there is a transfer of 8 units of responsiveness; one person with 5 units loses 4 units and another person with 5 units gains 4 units.

**Which population experiences a greater increase in inequality of responsiveness?**

- Population A has a greater increase in **inequality** of responsiveness
- Population B has a greater increase in **inequality** of responsiveness
- The increase is the **same** for both populations
J. THE IMPORTANCE OF DIFFERENT ELEMENTS OF RESPONSIVENESS

Read the cards below. These provide descriptions of some different ways health care services show respect for people and make them the centre of care.

DIGNITY
♦ being shown respect
♦ maintaining privacy during physical examinations

CONFIDENTIALITY OF INFORMATION
♦ having your medical history kept confidential
♦ consulting with health providers in a manner that your discussions cannot be overheard

CHOICE
♦ being able to choose the 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 do so

PROMPT ATTENTION
♦ having a health care provider a reasonable distance and travel time from your home
♦ having 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

AUTONOMY
♦ being involved in deciding on your care and treatment if you want to
♦ having the provider ask your permission before starting treatments or tests

QUALITY OF SURROUNDINGS AND ENVIRONMENT
♦ having enough space, seating and fresh air in the waiting room
♦ having a clean facility (including clean toilets)
♦ having healthy and edible food

SOCIAL SUPPORT DURING CARE
♦ being allowed visits from relatives and friends
♦ being allowed the provision of food and other gifts by relatives
♦ having freedom for religious practices

COMMUNICATION
♦ having the provider listen to you carefully
♦ having the provider explains things so you can understand
♦ having time to ask questions

1. Using the ranks 1 to 8, 1 being the most important, and 8 being the least important, rank the elements from most important to least important. Please note that each element should have its own number between 1 and 8 unless you think that certain elements share the same rank.

<table>
<thead>
<tr>
<th>Dignity</th>
<th>Autonomy</th>
<th>Confidentiality of Information</th>
<th>Communication</th>
<th>Prompt Attention</th>
<th>Social Support during care</th>
<th>Quality of Surroundings or Environment</th>
<th>Choice of Care Provider/Institution</th>
</tr>
</thead>
</table>
2. The slices in the pie chart below refer to two groups of the elements of responsiveness. These groups are:

1) Respect of persons elements (ROP), meaning:
- being treated with dignity,
- having autonomy,
- having personal information kept confidential,
- having the health care provider communicate with you in a way you understand;

2) Client orientation elements (CLO), meaning:
- being attended to promptly,
- having a choice of health care provider,
- having access to social support during care,
- having amenities in the health care environment that are of an acceptable standard.

Please select the pie which most closely shows the importance you place on respect of person (ROP) elements versus client orientation (CLO) elements of responsiveness, or draw your own pie slices in (f).

a) 

b) 

c) 

d) 

e) 

Please draw in the pie slices. Label the pie slices and indicate the share out of 100 that each pie slice represents.
K. Health States

The following questions ask you to rate different health states.

1. [Rebecca] can read newsprint (and can thread a needle easily). She can recognize people’s faces and pick out details in pictures from across 10 metres quite distinctly. She also has no problems with seeing in dim light. How would you rate her difficulty with seeing and recognizing a person she knows across the road?

   ~ None
   ~ Mild
   ~ Moderate
   ~ Severe
   ~ Extreme

2. [Louis] is able to move his arms and legs, but requires assistance in standing up from a chair or walking around the house. Any bending is painful and lifting is impossible. How would you rate his difficulty with moving around?

   ~ None
   ~ Mild
   ~ Moderate
   ~ Severe
   ~ Extreme

3. [Antonio] can read newsprint (and can thread a needle easily). He can recognize shapes and colours from across 10 metres but misses out the fine details. He has no problems with seeing in dim light. How would you rate his difficulty with seeing and recognizing a person he knows across the road?

   ~ None
   ~ Mild
   ~ Moderate
   ~ Severe
   ~ Extreme

4. [Mary] has no problems with moving around or using her hands, arms and legs. She jogs 4 kilometres twice a week without any problems.

   How would you rate her difficulty with moving around?

   ~ None
   ~ Mild
   ~ Moderate
   ~ Severe
   ~ Extreme

5. [Rob] is able to walk distances of up to 200 metres without any problems but feels breathless after walking one kilometre or climbing up more than one flight of stairs. He has no problems with day-to-day physical activities, such as carrying food from the market.

   How would you rate his difficulty with moving around?

   ~ None
   ~ Mild
   ~ Moderate
   ~ Severe
   ~ Extreme

6. [Thiam] can read newsprint and can thread a needle easily. He can recognize people’s faces and pick out details in pictures from across 10 metres quite distinctly. He has no problems with seeing in dim light. However, he cannot differentiate red from green.

   How would you rate his difficulty with seeing and recognizing a person he knows across the road?

   ~ None
   ~ Mild
   ~ Moderate
   ~ Severe
   ~ Extreme

7. [Paul] is an active athlete who runs long distance races of 20 kilometres twice a week and engages in soccer with no problems.

   How would you rate his difficulty with moving around?

   ~ None
   ~ Mild
   ~ Moderate
   ~ Severe
   ~ Extreme
8. [Hector] can read newsprint (and can thread a needle easily). He can recognize people’s faces and pick out details in pictures from across 10 metres quite distinctly. He has problems with seeing clearly in dim light.

How would you rate his difficulty with seeing and recognizing a person he knows across the road?

~ None
~ Mild
~ Moderate
~ Severe
~ Extreme

9. [Angela] needs glasses to read newsprint (and to thread a needle). She can recognize people’s faces and pick out details in pictures from across 10 metres quite distinctly. She has no problems with seeing in dim light.

How would you rate her difficulty with seeing and recognizing a person she knows across the road?

~ None
~ Mild
~ Moderate
~ Severe
~ Extreme

10. [David] is paralysed from the neck down. He is confined to bed and must be fed and bathed by somebody else.

How would you rate his difficulty with moving around?

~ None
~ Mild
~ Moderate
~ Severe
~ Extreme

11. [Andrew] cannot read newsprint (or thread a needle). He cannot recognize people’s faces from across several metres but can identify faces from close up. He has problems with seeing in dim light.

How would you rate his difficulty with seeing and recognizing a person he knows across the road?

~ None
~ Mild
~ Moderate
~ Severe
~ Extreme

12. [Jan] feels chest pain and gets breathless after walking distances of up to 200 metres, but is able to do so without assistance. Bending and lifting objects such as groceries produces pain.

How would you rate his difficulty with moving around?

~ None
~ Mild
~ Moderate
~ Severe
~ Extreme

13. [Norman] can read newsprint (and can thread a needle easily). He cannot recognize people’s faces or pick out details in pictures from across 10 metres as they appear blurred. He has no problems with seeing near objects clearly in dim light.

How would you rate his difficulty with seeing and recognizing a person he knows across the road?

~ None
~ Mild
~ Moderate
~ Severe
~ Extreme

14. [Sebastian] cannot detect any movement close to the eyes or even the presence of a light.

How would you rate his difficulty with seeing and recognizing a person he knows across the road?

~ None
~ Mild
~ Moderate
~ Severe
~ Extreme
L. RELATIVE IMPORTANCE OF HEALTH SYSTEM GOALS

To answer the following questions, you need to understand what is meant by the term “Health System Goals”.

The main goals of a health system of a country are:

1. Improving the health of the population
2. Improving responsiveness of the health system
3. Fairness in financial contribution.

These goals mean the following:

1. Improving the health of the population
   - The whole population lives longer
   - The whole population lives with less illness
   - There is more equality in length and quality of life and illness.

2. Improving responsiveness of the health system,
   - The health system respects the rights of the individual for dignity, autonomy, confidentiality and clear communication
   - The health system provides basic amenities in a prompt way, allows adequate social support and gives people a choice of provider
   - The health system treats all people equally with respect to the above issues.

3. Fairness in financial contribution:
   - Every household should pay a fair share towards the health system
   - This means that healthy people share costs for the services for the ill; and richer people subsidize the services for the poor.
1. Select the pie which most closely shows the importance you place on the three health system goals, or draw your own pie slices in (h):

a)  

b)  

c)  

d)  

e)  

f)  

g)  

h) Other (specify)  

Please draw in the pie slices. Label the pie slices and indicate the share out of 100 that each pie slice represents.
HEALTH: IMPROVING AVERAGE LEVEL VERSUS IMPROVING EQUALITY

2. Select the pie which most closely shows the importance you place on improving average level of health versus improving the equality of health in the population, or draw your own pie slices in (f):

a) Level 75% Equality 25%

b) Level 67% Equality 33%

c) Level 50% Equality 50%

d) Level 33% Equality 67%

e) Level 25% Equality 75%

f) Other (specify)

Please draw in the pie slices. Label the pie slices and indicate the share out of 100 that each pie slice represents.
RESPONSIVENESS: IMPROVING AVERAGE LEVEL VERSUS IMPROVING EQUALITY

3. Select the pie which most closely shows the importance you place on improving the average level of responsiveness versus improving equality, or draw your own pie slices in (f).

a)  

b)  

c)  

d)  

e)  

f) Other (specify)

Please draw in the pie slices. Label the pie slices and indicate the share out of 100 that each pie slice represents.