Checklist for Responsiveness Section of Pilot Survey

At the training workshop in July in Geneva, a number of activities required for the piloting of the responsiveness were discussed. In order for you to better keep track of these activities, the responsiveness sub-team have put this checklist together for you.

Please note that you need to do the following PREPARATORY activities before the pilot:

1. Send us a list of numbers of different types of facilities in your country, by regions that forms part of your survey frame if possible. E.g., Egypt gave the number of different types of facilities by Governates.

2. Compile a list of names of the major outpatient and inpatient facilities in the area where you are doing the pilot. This should be given to the interviewees, so that if they name of the facility, given by the interviewee is half complete, interviewers can use the list to prompt to get a more accurate rendition of the name.

Please note that DURING and AFTER the pilot survey, you need to do the following:

3. Once the interviews are completed, the facilities named by the respondents as their usual place of care, should be coded into categories coinciding as much as possible with categories listed in 6002A, i.e.:
   - doctor's office (not in a clinic of hospital)
   - clinic (separate from a hospital)
   - mobile clinic
   - hospital outpatient unit
   - traditional healer's rooms
   - pharmacy
   - Other (specify)

A description mapping how the facilities in the country coincided with these facilities should be reported to WHO headquarters with the data.
Cognitive Testing Protocols for Responsiveness Section of Household Questionnaire

We will only be able to do a very limited cognitive test of the Health Systems Section of the household questionnaire given that we wish to limit the burden on respondents. Therefore, we will only test the understanding of a small number of items that we estimate to take about 20 minutes. The following protocol consists of:

- probing questions on certain parts of the responsiveness questionnaire
- two versions of a ranking exercise: 15 respondent to complete 1 version and 15 respondents to complete another version.

Explanation to Interviewer:
Four sets of questions and an exercise follow below. The first two sets of questions are relevant to those respondents who reported visiting their USUAL place of care within the last 6 months. One set of items is for those who went to an outpatient facility [A] most often for health care and one set is for those for whom home health care [B] was their most frequent source of care. The interviewer will need to look at the completed interview to determine which one to administer. ALL respondents would complete the third and fourth set of questions dealing with the overall health system questions [C] and importance ranking [D]. ALL respondents should do the ranking exercise [E].

SECTION A: OUTPATIENT CARE AT HEALTH CARE FACILITIES

Items to be read and probes:

6003A: Please tell me the name of the place or person you visit most often for health care.

HSR1.1 Was it difficult to pick the place or person that you see most often? Yes/no.

HSR1.2 Why?

Record response

HSR1.3 Why, not?

Record response

6003C. Is the person you see most often a doctor, nurse, midwife, traditional healer, or pharmacist?

HSR2.1 What does traditional healer mean to you?
HSR2.2 What do they do for patients?

Record response

6031: In the last 6 months did you have an illness or injury for which you needed care right away?

HSR3.1 What does care you needed right away mean to you?

Record response

HSR3.2 How is it different from other care?

Record response

6021: In the last 6 months, when you went to [name of health care unit/person’s office], how often did doctors, nurses or other health care providers treat you with respect?

HSR4.1 Thinking about this question, what does respect mean to you?

Record response

HSR4.2 What is an example of being treated with respect or not being treated with respect?

Record response
6043: In the last 6 months, how often did doctors, nurses or other health care providers involve you as much as you wanted to be in deciding about treatment or tests?

HSR5.1 When you thought about this question, what kind of decisions came to mind?

Record response

HSR5.2 Did you think about whether you wanted to be involved in these decisions? Yes/no.

HSR5.3 Did you want to be involved in those decisions?

Record response

6062: With the doctors, nurses or other health care providers available to you how big a problem, if any, is it to get a doctor you are happy with?

HSR6.1 In answering this question what did “doctor you are happy with” mean to you?

Record response

SECTION B: HOME HEALTH CARE

Items to be read and probes:

6102: Please tell me the name of the person or health care organisation that visits you most often for your health care.

HSR10.1. Was it difficult to pick the person or organisation that visits you most often? Yes/no.

HSR10.2 Why?

Record response

HSR10.3 Why, not?
6103. Is the person that visits you most often a doctor, nurse, midwife, traditional healer, or pharmacist?

HSR11.1 What does traditional healer mean to you?

Record response

HSR11.2 What do they do for patients?

Record response

6112A: In the last 6 months did you have an illness or injury for which you needed care right away?

HSR12.1 What does care you needed right away mean to you?

Record response

HSR12.2 How is it different from other care?

Record response

6121: In the last 6 months, when you were visited at home, how often did doctors, nurses or other health care providers treat you with respect?

HSR 13.1 Thinking about this question, what does respect mean to you?
HSR13.2 What is an example of being treated with respect or not being treated with respect?

Record response

________________________________________________________________________________________

________________________________________________________________________________________

6142: In the last 6 months, how often did doctors, nurses or other health care providers involve you as much as you wanted to be in deciding about treatment or tests?

HSR14.1 When you thought about this question, what kind of decisions came to mind?

Record response

________________________________________________________________________________________

________________________________________________________________________________________

________________________________________________________________________________________

HSR14.2 Did you think about whether you wanted to be involved in these decisions?

Record response

________________________________________________________________________________________

________________________________________________________________________________________

HSR14.3 Did you want to be involved in those decisions?

Record response

________________________________________________________________________________________

________________________________________________________________________________________

6162: With the doctors, nurses or other health care providers available to you how big a problem, if any, is it to get a doctor you are happy with?

HSR15.1 In answering this question what did “doctor you are happy with” mean to you?

Record response
Inpatient Facility Evaluation

6340. Now, on a scale of 0-10, 0 being the worst and 10 the best, and thinking about the questions you answered about [name of health care unit] how would you rate [name of health care unit] overall?

HSR16.1 What were you thinking of when you were evaluating the inpatient facility?

Record response

SECTION C: WHOLE HEALTH SYSTEM

In the interview I read the following to you:

Now I would like to ask you some questions about what you think about all the health services in your local community. Previously we were talking about the health facility you use most often. Now, I am asking about health services in your local community in general.

HSR20.1 When we asked you about all the health services in your community, what were you thinking about as far as what were included in “all the health services in your local community”?

Record response

HSR20.2 Were you thinking about other places you go or just where you go most often or where friends or family go?

Circle the appropriate option and record any other points the respondent makes.

1..... Other places you go
2.....Where you go most often
3......Where family and friends go

Record response
6405. In the last 12 months, have you been treated badly at any health facility in your country because of your nationality, social class, ethnicity, colour, sex, language, religion, political or other beliefs, health status, or other reason?

**HSR21.1** [Look back at the questionnaire. If they said yes to any of the items, ask] Please describe the situation. You do not have to say where it was or who was involved. (Try to find out what the respondent meant by “treated badly”)

*Record response*

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________

**HSR21.2** Also, when you thought about this question what did “nationality” mean to you?

*Record response*

__________________________________________________________________________

__________________________________________________________________________

**HSR21.3** What did “social class” mean to you?

*Record response*

__________________________________________________________________________

__________________________________________________________________________
HSR21.4 What did “ethnicity” mean to you?

Record response

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HSR21.5 What did “health status” mean to you?

Record response

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SECTION D: IMPORTANCE RANKING

6500: Importance ranking items:

HSR 30.1. For you and your family what are the most important things that you want from a health system?

Record response

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(Ask in turn) I asked you to rank eight elements in order by importance. Thinking about those,

HSR 31.1 what does it mean to be treated with dignity?

Record response

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HSR 31.2 What does communication mean to you? (Do each in turn)

Record response


HSR 31.3 What does autonomy mean to you?

Record response


HSR 31.4 What does confidentiality of information mean to you?

Record response


HSR31.5 What does prompt attention mean to you?

Record response


HSR31.6 What does having a good quality environment in the health services mean to you?

Record response


HSR31.7 What does having choice mean to you?

Record response


HSR31.8 What does having social support during a stay at a hospital mean to you?

Record response

__________________________________________________________

__________________________________________________________

__________________________________________________________
SECTION E: RANKING EXERCISE version 1

INTERVIEWER: Have reference cards ready.

Now I would like to ask you to think about some different ways the health services in your country show respect for people and make them the centre of the care process. I would like you to think carefully about what is written on these cards. I will first read it to you and then give it to you to read for yourself.

INTERVIEWER: Do the following:

1. Separate the cards into two piles as follows:

   A. RESPECT OF PERSONS
      dignity
      autonomy
      confidentiality of personal information
      communication

   B. CLIENT CENTEREDNESS
      prompt attention
      surroundings/environment
      social support
      choice

2. Using Pile A first, read each card aloud

3. After reading all four cards out, say:
   (1) Now, thinking about the whole health system, can you tell me which of these four elements is most important to you? (Place this card at the top)
   (2) Which is next most important? (Place the second card below the first one and continue accordingly)
   (3) Which is next most important?
   (4) Which is next most important?
   (5) So, of these four elements, ____________ is the least important?

Now please wait a moment while I record the order you gave me.

4. Then using Pile B, read each card aloud

5. After reading all four cards out, say:
   (1) Now, thinking about the whole health system, can you tell me which of these four elements is most important to you? (Place this card at the top)
   (2) Which is next most important? (Place the second card below the first one and continue accordingly)
   (3) Which is next most important?
   (4) Which is next most important?
   (5) So, of these four elements, ____________ is the least important?
Now please wait a moment while I record the order you gave me.

INTERVIEWER: Record rank order of elements, starting with the most important element as RANK 1. Please use the codes listed to the right.

A. RESPECT OF PERSONS

| 6501 | RANK 1       | ___ ___ ___ |
| 6502 | RANK 2       | ___ ___ ___ |
| 6503 | RANK 3       | ___ ___ ___ |
| 6504 | RANK 4       | ___ ___ ___ |

FOR INTERVIEWER: CODES
- DIG: Dignity
- COM: Communication
- AUT: Autonomy
- CON: Confidentiality

B. CLIENT CENTEREDNESS

| 6505 | RANK 1       | ___ ___ ___ |
| 6506 | RANK 2       | ___ ___ ___ |
| 6507 | RANK 3       | ___ ___ ___ |
| 6508 | RANK 4       | ___ ___ ___ |

FOR INTERVIEWER: CODES
- PRO: Prompt attention
- SS: Social support
- QBA: Surroundings
- CCP: Choice of care provider
SECTION E: RANKING EXERCISE version 2

INTERVIEWER: Have reference cards ready.

Now I would like to ask you to think about some different ways the health services in your country show respect for people and make them the centre of the care process.
I would like you to think carefully about what is written on these cards. I will first read it to you and then give it to you to read for yourself.

INTERVIEWER:

Read the following instructions to the respondent (and give them time in-between instructions to carry out the tasks).

1. Separate the cards into two piles. One pile containing the most important elements and another pile containing the least important elements.

2. Then say: Now, within pile A you have: (read all cards out)

After reading all four cards out, say:

(1) Now, thinking about the whole health system, can you tell me which of these four elements is most important to you? (Place this card at the top)

(2) Which is next most important? 
(Place the second card below the first one and continue accordingly)

(3) Which is next most important?

(4) Which is next most important?

(5) So, of these four elements, ____________ is the least important?

Now please wait a moment while I record the order you gave me.

3. Then using Pile B, say: Now, within pile A you have: (read all cards out)

After reading all four cards out, say:

(1) Now, thinking about the whole health system, can you tell me which of these four elements is most important to you? (Place this card at the top)

(2) Which is next most important?
(Place the second card below the first one and continue accordingly)

(3) Which is next most important?

(4) Which is next most important?

(5) So, of these four elements, ____________ is the least important?

Now please wait a moment while I record the order you gave me.
INTERVIEWER: Record rank order of elements, starting with the most important element as RANK 1. Please use the codes listed to the right.

**A. SET A**

<table>
<thead>
<tr>
<th>Code</th>
<th>Rank</th>
<th>Code</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>6501</td>
<td>RANK 1</td>
<td>6502</td>
<td>RANK 2</td>
</tr>
<tr>
<td>6503</td>
<td>RANK 3</td>
<td>6504</td>
<td>RANK 4</td>
</tr>
</tbody>
</table>

**FOR INTERVIEWER:**

**CODES**

DIG: Dignity
COM: Communication
AUT: Autonomy
CON: Confidentiality

**B. SET B**

<table>
<thead>
<tr>
<th>Code</th>
<th>Rank</th>
<th>Code</th>
<th>Rank</th>
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</thead>
<tbody>
<tr>
<td>6505</td>
<td>RANK 1</td>
<td>6506</td>
<td>RANK 2</td>
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<tr>
<td>6507</td>
<td>RANK 3</td>
<td>6508</td>
<td>RANK 4</td>
</tr>
</tbody>
</table>

**FOR INTERVIEWER:**

**CODES**

PRO: Prompt attention
SS: Social support
QBA: Surroundings
CCP: Choice of care provider
<table>
<thead>
<tr>
<th>ELEMENTS: SHOW RESPONDENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Dignity</strong></td>
</tr>
<tr>
<td>means</td>
</tr>
<tr>
<td>♦ being shown respect</td>
</tr>
<tr>
<td>♦ having physical examination conducted in privacy</td>
</tr>
<tr>
<td><strong>Autonomy</strong></td>
</tr>
<tr>
<td>means</td>
</tr>
<tr>
<td>♦ being involved in deciding on your treatment if you want to</td>
</tr>
<tr>
<td>♦ having the provider ask your permission before starting treatments or tests</td>
</tr>
<tr>
<td><strong>Confidentiality of Personal Information</strong></td>
</tr>
<tr>
<td>means</td>
</tr>
<tr>
<td>♦ having your medical history kept confidential</td>
</tr>
<tr>
<td>♦ having talks with health providers done so that other people who you don't want to have hear you can't overhear you</td>
</tr>
<tr>
<td><strong>Prompt Attention</strong></td>
</tr>
<tr>
<td>means</td>
</tr>
<tr>
<td>♦ there is a reasonable distance and travel time from your home to the health care provider</td>
</tr>
<tr>
<td>♦ you get fast care in emergencies</td>
</tr>
<tr>
<td>♦ you have short waiting times for appointments and consultations, and get tests done quickly</td>
</tr>
<tr>
<td>Only read for question on 0-10 rating for inpatient facility</td>
</tr>
<tr>
<td>♦ short waiting lists for non-emergency surgery</td>
</tr>
<tr>
<td><strong>Social Support</strong></td>
</tr>
<tr>
<td>means</td>
</tr>
<tr>
<td>♦ the provision of food and other gifts by relatives</td>
</tr>
<tr>
<td>♦ freedom of religious practices</td>
</tr>
<tr>
<td><strong>Surroundings or Environment</strong></td>
</tr>
<tr>
<td>includes</td>
</tr>
<tr>
<td>♦ having enough space, seating and fresh air in the waiting room</td>
</tr>
<tr>
<td>♦ having a clean facility (including clean toilets)</td>
</tr>
<tr>
<td>Only read for question on 0-10 rating for inpatient facility</td>
</tr>
<tr>
<td>♦ having healthy and edible food</td>
</tr>
<tr>
<td><strong>Choice</strong></td>
</tr>
<tr>
<td>means</td>
</tr>
<tr>
<td>♦ being able to choose your doctor or nurse or other person usually providing your health care</td>
</tr>
<tr>
<td>♦ being able to go to another place for health care if you want to</td>
</tr>
<tr>
<td><strong>Communication</strong></td>
</tr>
<tr>
<td>means</td>
</tr>
<tr>
<td>♦ the provider listens carefully to you</td>
</tr>
<tr>
<td>♦ the provider explains things so you can understand</td>
</tr>
<tr>
<td>♦ you have time to ask questions</td>
</tr>
</tbody>
</table>