### WHO Survey on Health and Health System Responsiveness - prepilot version responsiveness section only

**QUESTIONNAIRE SECTIONS**

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F. Health System Responsiveness

Read all options to the respondent except for Refuse and DK. If a question does not apply to the respondent, circle the option NA.

Now I would like to ask you some questions about where you go for health care. First, I will ask you about places you go for health care, where you do not stay overnight to receive care. I will also ask you about the doctors or other health care providers you see there. I will also ask you about health care you receive in your home.

1. Outpatient Care

6000. How many times in the last 30 days did you get care from health providers in any of the following types of settings for your own health needs (exclude health care visits for a child). I will read each type of setting and you tell me how many times in the last 30 days.

Times

a. Doctor’s office (not in a clinic of hospital) ... ____
b. Clinic (separate from a hospital) ................. ____
c. Mobile clinic ................................................. ____
d. Hospital Outpatient Unit ......................... ____
e. Traditional healer's rooms ....................... ____
f. Pharmacy ....................................................... ____
g. Other (specify)_______________________ ____

Refuse............................................................. 777
DK............................................................... 888
NA............................................................... 999

6001. Do you receive most of your health care through a home care service or do you mostly go somewhere outside your home for care?

Yes, home health care service.......1(Go to Home Care 6100)

No, go somewhere.........................2
6002a. Please tell me the name of the place or person you visit most often for health care. This may be a clinic, hospital or a person you go to for care. The person may be a medical doctor, nurse, pharmacist or person who practices traditional medicine. We need this information to follow up with the health care provider to find out more about their facility and services. You will not be identified to the provider in any way.

6002b. Please tell me the address, the name of the street of [name of health care unit or person’s office] or a landmark that will help us locate it.

6002c. Is the person you see most often at [name of health care unit or person’s office] a …..?

Doctor ......................... 1
Nurse ............................. 2
Midwife ........................... 3
Traditional healer ............. 4
Pharmacist ........................ 5
Other (specify) ___________ 6
Refuse ............................ 7
DK ................................. 8

Now I want you to think about the last 6 months and [name of health care unit or person’s office].

6003a. In the last 6 months, did you visit [name of health care unit or person’s office]?

Yes ................... 1
No ..................... 5(Go to 6200)
DK ............. 888

WHO Survey on Health and Health System Responsiveness .........................
6003b. How many times did you visit [name of health care unit or person’s office] in the last 6 months?

_________________ times

NA..........................999

6003c. In the last 6 months did you or your family usually pay for your visits to [name of health care unit or person’s office] either with money or gifts?

Yes...........................1

No..............................5

NA..............................9

Prompt Attention

The next questions are about how promptly you got care at [name of health care unit or person’s office].

6010a. In the last 6 months, how did you usually travel to [name of health care unit or person’s office]?

Walk .........................1

Take public transportation .2

Bicycle ........................3

Car .............................4

Other (specify)__________ 5

Refuse .........................7

DK ..............................8

6010b. In the last 6 months, using this form of travel, how long did it take you on average to reach there from your home (i.e. the journey from your home to the health care provider)?

_________________ Hours

_________________ Minutes

DK.............................888

Now, sometimes you need care right away for an injury or illness and sometimes you do not need it right away, but can wait for an appointment. The next questions ask about those two different kinds of situations and how promptly you got care.

6011a. Can you make an appointment at [name of health care unit or person’s office]?

Yes ..................1
No.................5(Go to 6012a)
6011b. In the last 6 months did you make an appointment there for care you did not need right away?

Yes ............ 1

No..................5(Go to 6013a)

6011c. In the last 6 months, how often did you get an appointment as soon as you wanted there?

Never..........................1
Sometimes......................2
Usually..........................3
Always..........................4
Refuse.........................7
DK...............................8

6011d. How long did you usually have to wait between making an appointment and actually seeing the provider there?

____________________ days
Refuse .........................777
DK...............................888

Note: If respondent says "same day", mark that as 1 day. Convert weeks to days.

6012. In the last 6 months, how long did you usually have to wait past your appointment time there?

0-15 minutes..................1
16-30 minutes..................2
30-45 minutes..................3
46-60 minutes..................4
61-90 minutes..................5
91-2 hours .....................6
2-3 hours ......................7
4 hours – one full day........8
more than one full day .......9
Refuse ..........................777
DK...............................888
6013a. In the last 6 months did you have an illness or injury for which you needed care right away from [health care unit or person’s office]?

Yes ................ 1
No.................. 5  (Go to 6014)
Refuse .......... 7
DK................. 8

6013b. In the last 6 months when you needed care right away how often did you get care as soon as you wanted there?

Never............................ 1
Sometimes.......................... 2
Usually............................ 3
Always............................. 4
Refuse............................. 7
DK................................. 8
NA................................. 9

6014. Now, on a scale of 0 to 10, 0 being the worst and 10 the best, how would you rate [name of health care unit or person’s office] for how quickly you were seen?

____________ out of 10

Dignity

The next questions are about the dignity with which you were treated at [name of health care unit or person’s office]

6020. In the last 6 months, when you went to [name of health care unit or person’s office], how often did doctors, nurses or other health care providers treat you with respect?

Never.............................1
Sometimes.......................... 2
Usually............................. 3
Always............................. 4
Refuse............................. 7
DK................................. 8

6021. In the last 6 months, how often did the office staff, such as receptionists or clerks there, treat you with respect?
6022. In the last 6 months, how often were your physical examinations and treatments there done so the privacy of your body was respected?

Never.................................1
Sometimes..............................2
Usually..................................3
Always.................................4
Refuse.................................7
DK.......................................8

6023. Now, on a scale of 0 to 10, 0 being the worst and 10 the best, how would you rate [name of health care unit/person’s office] for the dignity with which you were treated?

__________ out of 10

Communication

The next questions are about communication at [name of health care unit or person’s office].

6030. In the last 6 months, how often did doctors, nurses or other health care providers at [name of health care unit or person’s office] listen carefully to you?

Never.................................1
Sometimes..............................2
Usually..................................3
Always.................................4
Refuse.................................7
DK.......................................8

6031. In the last 6 months, how often did doctors, nurses or other health care providers there, explain things in a way you could understand?
6032. In the last 6 months, how often did doctors, nurses, or other health care providers there give you time to ask questions about your health problem or treatment?

Never...........................1
Sometimes......................2
Usually..........................3
Always...........................4
Refuse............................7
DK.................................8

6033. Now, on a scale of 0 to 10, 0 being the worst and 10 the best, how would you rate [name of health care unit/person’s office] in terms of how well doctors, nurses and other health care providers communicated with you?

______________out of 10

Autonomy

As part of your care, decisions are made about which treatment or tests to give. The next questions are about what influence you have had over the treatment or tests you received at [name of health care unit or person’s office].

6040. In the last 6 months when you went to [name of health care unit/person’s office], were any decisions made about your treatment (drugs for example) or tests?

Yes ..............1
No...............5(Go to 6042)

6041. In the last 6 months, how often did doctors, nurses or other health care providers there involve you as much as you wanted be in deciding about treatment or tests?

Never.............................1
6042. In the last 6 months how often did doctors, nurses or other health care providers there ask your permission before starting tests or treatment?

- Never .......................... 1
- Sometimes ....................... 2
- Usually .......................... 3
- Always ............................ 4
- Refuse ............................. 7
- DK .................................. 8

6043a. Did the health care provider there wish to consult your family about the tests or treatment?

- Yes ....................... 1
- No .......................... 5
- Refuse .......................... 7
- DK ............................. 8

6043b. Was your permission asked before consulting your family?

- Yes ............................... 1
- No ............................... 5
- Refuse ............................ 7
- DK ............................... 8

6044. Now, on a scale of 0 to 10, 0 being the worst and 10 the best, how would you rate [name of health care unit or person’s office], for involving you in your treatment as much as you wanted to be?

__________ out of 10

Confidentiality
The next questions are about confidentiality of information at [name of health care unit or person’s office].

6050. In the last 6 months when you went to [name of health care unit or person's office] how often did your doctor, nurse or other health care provider keep your personal information confidential (that means that anyone whom you did not want informed could not find out about your medical conditions)?

- Never ........................................... 1
- Sometimes ................................. 2
- Usually ........................................ 3
- Always ......................................... 4
- Refuse .......................................... 7
- DK .................................................. 8

6051. In the last 6 months, how often were talks with your doctor, nurse or other health care provider there done privately so other people who you did not want to hear could not overhear what was said?

- Never ........................................... 1
- Sometimes ................................. 2
- Usually ........................................ 3
- Always ......................................... 4
- Refuse .......................................... 7
- DK .................................................. 8

6052. Now, on a scale of 0 to 10, 0 being the worst and 10 the best, how would you rate [name of health care unit or person’s office] on how well they keep confidentiality?

__________ out of 10

Choice

The next questions are about the choice of provider at [name of health care unit or person’s office]

6060. At [name of health care unit or person’s office], is there more than one doctor, nurse or other health care provider you can choose from?

Yes ............... 1
6061. With the doctors, nurses and other health care providers available to you there how big a problem, if any, is it to get to a health care provider you are happy with?

- Not a problem ............. 1
- Somewhat of a problem ...... 2
- Quite a problem .............. 3
- Refuse .......................... 7
- DK ............................... 8

6062. How big a problem, if any, is it to get to use another health service other than the one you usually go to?

- Not a problem ............. 1
- Somewhat of a problem ...... 2
- Quite a problem .............. 3
- Refuse .......................... 7
- DK ............................... 8

6063. Now, on a scale of 0 to 10, 0 being the worst and 10 the best, how would you rate [name of health care unit/person’s office] in terms of being able to see the doctor, nurse, other health care provider of your choice?

_________ out of 10

**Quality of Basic Amenities**

The next questions are about the environment or the surroundings at [name of health care unit or person’s office].

6070. Using a scale of very poor, poor, good, very good and thinking about when you visited [name of health care unit or person’s office] in the last 6 months, how would you rate the conditions in the waiting room, for example space, seating and fresh air?

Very poor .......................... 1
6071. Using a scale of very poor, poor, good, very good and thinking about when you visited there in the last 6 months how would you rate the cleanliness of the place?

- Very poor..........................1
- Poor....................................2
- Good....................................3
- Very good............................4
- Refuse .................................7
- DK.......................................8

6072. Now, on a scale of 0 to 10, 0 being the worst and 10 the best, how would you rate [name of health care unit or person’s office] for space, seating, fresh air and cleanliness?

___________ out of 10

**Outpatient Facility Evaluation**

Using these cards, I am going to summarize briefly the aspects of [name of health care unit or person's office] we discussed.

**Read through cards in this order:**

- prompt attention
- communication
- autonomy
- quality of surroundings
- confidentiality of personal information
- choice
- dignity

6080. Now, on a scale of 0 to 10, 0 being the worst and 10 being the best and thinking about these elements and all the questions you answered before, how would you rate [name of health care unit or person]?

___________ out of 10

**Go to 3. Tests.**
2. Home Care

6100. How many times in the last 30 days were you visited by a home health care provider?

__________ times
Refuse ........ 777
DK ............. 888

6101. Please tell me the name of the person or health care organization that visits you most often for your health care.

____________________________________________________________

Now I want you to think about the person who usually visits you for your medical needs.

6102. Is the person that visits you most often at home a .....?

Doctor ....................... 1
Nurse ....................... 2
Midwife ...................... 3
Traditional healer .......... 4
Pharmacist ................... 5
Other(specific) .............. 6
Refuse ....................... 7
DK ............................. 8

6103. In the last 6 months, were you been visited by [name of home health care organization or person]?

Yes ........... 1
No.............. 5(Go to 6200)
DK............. 888

6104. In the last 6 months did you or your family usually pay for your home health care visits either with money or gifts?

Yes ...................... 1
No....................... 5
NA .......................... 9
Now for all the following questions on health care you receive at home, I would like you to think about [name of home health care organization or person] who has visited you at home over the last 6 months.

**Prompt Attention**

The next questions are about how promptly you received care. Sometimes you need care right away for an injury or illness and sometimes you do not need it right away, but can wait for an appointment. The next questions ask about those two different kinds of situations and how promptly you got care.

6110a. Can you make an appointment with the [name of home health care organization or person] to visit you at home?

Yes ............1
No.............5(Go to 6111a)

6110b. In the last 6 months did you make an appointment at for them to come and visit you for care you did not need right away?

Yes ............1
No.............5(Go to 6111a)

6110c. In the last 6 months, how often did you get an appointment for home health care as soon as you wanted?

Never.................................1
Sometimes..............................2
Usually.................................3
Always.................................4
Refuse.................................7
DK.................................8

6110d. How long did you usually have to wait between making an appointment and actually seeing the provider?

_________________ days
Refuse.................................777
DK.................................888

**Note:** If respondent says "same day", mark that as 1 day. Convert weeks to days.
6110e. In the last 6 months, how long did you usually have to wait past your appointment time for home health care?

<table>
<thead>
<tr>
<th>Wait Duration</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-15 minutes</td>
<td>1</td>
</tr>
<tr>
<td>16-30 minutes</td>
<td>2</td>
</tr>
<tr>
<td>30-45 minutes</td>
<td>3</td>
</tr>
<tr>
<td>46-60 minutes</td>
<td>4</td>
</tr>
<tr>
<td>61-90 minutes</td>
<td>5</td>
</tr>
<tr>
<td>91-2 hours</td>
<td>6</td>
</tr>
<tr>
<td>2-3 hours</td>
<td>7</td>
</tr>
<tr>
<td>4 hours – one full day</td>
<td>8</td>
</tr>
<tr>
<td>more than one full day</td>
<td>9</td>
</tr>
<tr>
<td>Refuse</td>
<td>777</td>
</tr>
<tr>
<td>DK</td>
<td>888</td>
</tr>
</tbody>
</table>

6111a. In the last 6 months did you have an illness or injury for which you needed care right away in your home from [name of home health care organization or person]?

<table>
<thead>
<tr>
<th>Response</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>1</td>
</tr>
<tr>
<td>No</td>
<td>5</td>
</tr>
<tr>
<td>Refuse</td>
<td>7</td>
</tr>
<tr>
<td>DK</td>
<td>8</td>
</tr>
</tbody>
</table>

6111b. In the last 6 months when you needed care right away in your home how often did you get care as soon as you wanted from them?

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Never</td>
<td>1</td>
</tr>
<tr>
<td>Sometimes</td>
<td>2</td>
</tr>
<tr>
<td>Usually</td>
<td>3</td>
</tr>
<tr>
<td>Always</td>
<td>4</td>
</tr>
<tr>
<td>Refuse</td>
<td>7</td>
</tr>
<tr>
<td>DK</td>
<td>8</td>
</tr>
</tbody>
</table>

6112. Now, on a scale of 0 to 10, 0 being the worst and 10 the best, how would you rate your [name of home health care organization or person] for how quickly you were seen?

_________ out of 10
Dignity

The next questions are about the dignity with which you were treated by [name of home health care organization or person] during your home visit(s).

6120. In the last 6 months, when you were visited at home, how often did the doctor, nurse or other health care provider from [name of home health care organization or person] treat you with respect?

Never...................................1
Sometimes............................2
Usually...............................3
Always.................................4
Refuse.................................7
DK.......................................8

6121. In the last 6 months, how often were your physical examinations and treatments conducted during your home visit done in such a way that they ensured that the privacy of your body was respected?

Never.................................1
Sometimes............................2
Usually...............................3
Always.................................4
Refuse.................................7
DK.......................................8
NA.......................................9

6122. Now, on a scale of 0 to 10, 0 being the worst and 10 the best, how would you rate [name of home health care organization or person] for the dignity with which you were treated?

__________ out of 10

Communication

The next questions are about communication with the person who usually visits you at home from [name of home health care organization or person] for your health care.

6130. In the last 6 months, how often did the usual doctor, nurse or other health care provider from [name of home health care organization or person] who visited you at home listen carefully to you?
6131. In the last 6 months, how often did the doctor, nurses, or other health care provider who usually visits you at home explain things in a way you could understand?

- Never ................................... 1
- Sometimes ........................... 2
- Usually ............................... 3
- Always ................................. 4
- Refuse ................................. 7
- DK ....................................... 8

6132. In the last 6 months, how often did the doctor, nurse, or other health care provider who usually visits you at home give you time to ask questions about your health problem or treatment?

- Never ................................... 1
- Sometimes ........................... 2
- Usually ............................... 3
- Always ................................. 4
- Refuse ................................. 7
- DK ....................................... 8

6133. Now, on a scale of 0 to 10, 0 being the worst and 10 the best, how would you rate [name of home health care organization or person] for how well the doctor, nurse and other health care provider communicated with you?

__________ out of 10

**Autonomy**

As part of your care, decisions are made about which treatment or tests to give. The next questions are about what influence you have had over the treatment or tests you received during the home visits from [name of home health care organization or person].
6140. In the last 6 months when you were visited at home by [name of home health care organization or person], were any decisions made about your treatment (drugs for example) or tests?

   Yes .................. 1
   No.................... 5(Go to 6142)

6141. In the last 6 months, how often did the doctor, nurse, or other health care providers involve you as much as you wanted be in deciding about treatment or tests?

   Never....................... 1
   Sometimes........................ 2
   Usually ......................... 3
   Always ............................. 4
   Refuse .............................. 7
   DK ................................. 8

6142. In the last 6 months how often did the doctor, nurse, or other health care provider ask your permission before starting tests or treatment?

   Never....................... 1
   Sometimes........................ 2
   Usually ......................... 3
   Always ............................. 4
   Refuse .............................. 7
   DK ................................. 8

6143a. Did the health care provider wish to consult your family about the tests or treatment?

   Yes ................. 1
   No...................... 5(Go to 6144)
   NA.................... 9

6143b. Was your permission asked before consulting your family?

   Yes ............................. 1
   No ................................. 5
6144. Now, on a scale of 0 to 10, 0 being the worst and 10 the best, how would you rate [name of home health care organization or person], for involving you in your treatment as much as you wanted to be?

_________ out of 10

Confidentiality

The next questions are about confidentiality of your medical and personal information provided by [name of home health care organization or person].

6150. In the last 6 months how often did the [name of home health care organization or person] keep your personal information confidential (that means that anyone whom you did not want informed could not find out about your medical conditions)?

Never.................................1
Sometimes.........................2
Usually...............................3
Always...............................4
Refuse...............................7
DK......................................8

6151. In the last 6 months, how often were talks with your doctor, nurse or other health care providers in your home visits done privately so other people who you did not want to hear could not overhear what was said?

Never.................................1
Sometimes.........................2
Usually...............................3
Always...............................4
Refuse...............................7
DK......................................8

6152. Now, on a scale of 0 to 10, 0 being the worst and 10 the best, how would you rate [name of home health care organization or person] on how well they keep your personal information confidential?

_________ out of 10

Choice

The next questions are about the choice of provider from [name of home health care organization or person].

WHO Survey on Health and Health System Responsiveness.........................
6160. Are you able to choose which health care provider visits you at home?

Yes .................. 1
No....................5(Go to 6180)
Refuse .......... 7
DK..................8
NA.................9

6161. With the doctors, nurses and other health care providers available to you at [name of health care unit or person’s office] how big a problem, if any, is it to get to a health care provider you are happy with?

Not a problem .................1
Somewhat of a problem ......2
Quite a problem...............3
Refuse ............................7
DK..................................8

6162. Now, on a scale of 0 to 10, 0 being the worst and 10 the best, how would you rate [name of home health care organization] in terms of being able to see the doctor, nurse, or other health care provider of your choice?

__________ out of 10

Home Care Evaluation

6180. Using these cards, I am going to summarize briefly the aspects of the health service we discussed.

Read through cards in this order:

- prompt attention
- communication
- autonomy
- confidentiality of personal information
- choice
- dignity

Now, on a scale of 0 to 10, 0 being the worst and 10 being the best and thinking about all the questions you answered before, how would you rate [name of home health care organization or person]?
3. Tests

Now I would like to ask you about any tests or special examinations you may have had done in the last 12 months. Some examples of these tests or special examinations are blood tests, scans or X-rays.

6200. In the last 12 months have you needed any laboratory tests or examinations?

Yes ......................................1
No ......................5 (Go to 6300)
Refuse ..............................7
DK .................................8

6201. How long did you have to wait before you could get the laboratory tests or examinations done?

_____________ Weeks
Refuse ................................777
DK .................................888

Note: Convert answers reported in months to weeks (4 weeks per month).
4. Inpatient Care

Prompt Attention

Now I would like to ask you some questions about getting health care from a place where you stay over night, which in most cases are hospitals.

6300a. Have you stayed overnight in a health care centre or hospital in the last 12 months?

Yes .................. 1
No...................5(Go to 6340)
Refuse .......... 7
DK.................. 8

6300b. What was the name of the health care centre or hospital you stayed at?

________________________________________

6300c. What is the address of the health centre or hospital? Also, is there a landmark that would help locate it? Again we need this information to get more information on the health care facility’s services.

________________________________________

________________________________________

6301. In the last 12 months when you stayed in [name of health care unit] did you or your family have to pay for your visit(s) either with money or gifts?

Yes ...................................... 1
No........................................ 5
Refuse ............................ 7
DK............................... 8
NA................................. 9

Social Support

The next questions are about your need for social support when having care at [name of health care unit].

6310. During your stay in [name of health care unit], 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)?
6311. During your stay in there, how big a problem if any was it to have the hospital allow you to practice religious or traditional observances if you wanted to do so?

Not a problem .................1
Somewhat of a problem ......2
Quite a problem...............3
Refuse .............................7
DK.................................8

6312. Now, on a scale of 0 to 10, 0 being the worst and 10 the best, how would you rate [name of health care unit] for the way it facilitates your need for social support during your stay there?

_______ out of 10

Quality of Basic Amenities

The next questions are about the environment or the surroundings at [name of health care unit or person’s office].

6320. Using a scale of very poor, poor, good, very good and thinking about when you stayed at [name of health care unit], how would you rate the conditions there, for example space, seating and fresh air?

Very poor .......................1
Poor ...............................2
Good ..............................3
Very good .......................4
Refuse ............................7
DK.................................8

6321. Using a scale of very poor, poor, good, very good and thinking about when you stayed there how would you rate the cleanliness of the place?

Very poor ........................1
6322. Using a scale of very poor, poor, good, very good and thinking about when you stayed there how would you rate the food provided by the hospital?

   Very poor ............................ 1
   Poor .................................... 2
   Good .................................... 3
   Very good ............................. 4
   Refuse ................................. 7
   DK ..................................... 8

6323. Now, on a scale of 0 to 10, 0 being the worst and 10 the best, how would you rate [name of health care unit] for space, seating, fresh air, cleanliness, and food?

   ___________ out of 10

Non-Emergency Surgery

6330. In the last 12 months have you needed non-emergency surgery?

   Yes .................. 1
   No ................... 5(Go to 6340)

6331. How long did you have to wait for the non-emergency surgery?

   ____________ Weeks
   Refuse ....................... 777
   DK .............................. 888

Note: Convert answers reported in months to weeks (4 weeks per month).

Inpatient Facility Evaluation

WHO Survey on Health and Health System Responsiveness.......................... 25
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?

__________ out of 10

5. Whole Health System

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 only about the health facility you use most often. Now I am asking about health services in your local community in general.

6400. When you tried in the last 12 months, how often were you able to get access to family planning services when you wanted it?

Never..............................1
Sometimes.......................2
Usually.............................3
Always..............................4
Refuse.............................7
DK.................................8
NA.................................9

6401. In your local community when you needed home health care in the last 12 months, how often are you able to get it as soon as you wanted?

Never..............................1
Sometimes.......................2
Usually.............................3
Always..............................4
Refuse.............................7
DK.................................8
NA.................................9

6402a. Now, on a scale of 0-10, 0 being the worst and 10 being the best and thinking about the health services in your local community, how would you rate the respect shown by health services to people suffering a terminal illness or chronic condition?

_____ out of 10
6402b. Now, on a scale of 0-10, 0 being the worst and 10 being the best and thinking about the health services in your local community, how would you rate the respect shown by health services to elderly people? ____ out of 10

6402c. Now, on a scale of 0-10, 0 being the worst and 10 being the best and thinking about the health services in your local community, how would you rate the respect shown by health services to children? _____ out of 10

Now, I want you to think of any experiences with health providers and services that are applicable to your answers for the next few questions.

6403. In the last 12 months were you treated badly at a health care facility in your country because of your:

Multiple responses allowed (1 and 5).

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Refuse</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. nationality</td>
<td>1</td>
<td>5</td>
<td>7</td>
</tr>
<tr>
<td>b. social class</td>
<td>1</td>
<td>5</td>
<td>7</td>
</tr>
<tr>
<td>c. ethnicity</td>
<td>1</td>
<td>5</td>
<td>7</td>
</tr>
<tr>
<td>d. colour</td>
<td>1</td>
<td>5</td>
<td>7</td>
</tr>
<tr>
<td>e. sex</td>
<td>1</td>
<td>5</td>
<td>7</td>
</tr>
<tr>
<td>f. language</td>
<td>1</td>
<td>5</td>
<td>7</td>
</tr>
<tr>
<td>g. religion</td>
<td>1</td>
<td>5</td>
<td>7</td>
</tr>
<tr>
<td>h. political/other beliefs</td>
<td>1</td>
<td>5</td>
<td>7</td>
</tr>
<tr>
<td>i. health status (e.g., TB, HIV, leprosy)</td>
<td>1</td>
<td>5</td>
<td>7</td>
</tr>
<tr>
<td>j. other (specify)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

In the last 12 months:

6404a. Were you refused health care because you could not afford to pay?

Yes ......................................1
No ......................................5
Refuse ..................................7
DK .....................................8
NA .....................................9

6404b. Did you not seek health care because you could not afford it?

Yes ......................................1
No ......................................5
This question is only to be asked to women.

6405. In the last 12 months when you used health services in this country, did you feel that you were treated worse because you were a woman?

Yes ...................................... 1
No............................................... 5
Refuse ..................................... 7
DK............................................ 8

6. Ranking Elements

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 them to you and then give it to you to read for yourself (Read each card aloud and then hand it to the respondent).

(1) Now, thinking about the whole health system, can you tell me which of these eight 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) Which is next most important?
(6) Which is next most important?
(7) Which is next most important?
(8) So, of these eight elements, ____________ is the least important?

Now please wait a moment while I record the order you gave me.
<table>
<thead>
<tr>
<th>Rank</th>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rank 1</td>
<td>DIG</td>
<td>Dignity</td>
</tr>
<tr>
<td>Rank 2</td>
<td>COM</td>
<td>Communication</td>
</tr>
<tr>
<td>Rank 3</td>
<td>AUT</td>
<td>Autonomy</td>
</tr>
<tr>
<td>Rank 4</td>
<td>CON</td>
<td>Confidentiality</td>
</tr>
<tr>
<td>Rank 5</td>
<td>PRO</td>
<td>Prompt attention</td>
</tr>
<tr>
<td>Rank 6</td>
<td>SS</td>
<td>Social support</td>
</tr>
<tr>
<td>Rank 7</td>
<td>QBA</td>
<td>Quality of basic amenities</td>
</tr>
<tr>
<td>Rank 8</td>
<td>CCP</td>
<td>Choice of care provider</td>
</tr>
</tbody>
</table>

6508. The respondent read the cards:

Yes ...................................... 1
No................................. 5
## APPENDIX F: Health system reference cards for respondents

<table>
<thead>
<tr>
<th>Dignity</th>
<th>Autonomy</th>
</tr>
</thead>
<tbody>
<tr>
<td>means</td>
<td>means</td>
</tr>
<tr>
<td>♦ being shown respect</td>
<td>♦ being involved in deciding on your treatment if you want to</td>
</tr>
<tr>
<td>♦ having physical examination conducted in privacy</td>
<td>♦ having the provider ask your permission before starting treatments or tests</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Confidentiality of Personal Information</th>
<th>Prompt Attention</th>
</tr>
</thead>
<tbody>
<tr>
<td>means</td>
<td>means</td>
</tr>
<tr>
<td>♦ having your medical history kept confidential</td>
<td>♦ there is a reasonable distance and travel time from your home to the health care provider</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>
<td>♦ you get fast care in emergencies</td>
</tr>
<tr>
<td></td>
<td>♦ you have short waiting times for appointments and consultations, and get tests done quickly</td>
</tr>
<tr>
<td></td>
<td>Only read for question on 0-10 rating for inpatient facility</td>
</tr>
<tr>
<td></td>
<td>♦ short waiting lists for non-emergency surgery</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Social Support</th>
<th>Surroundings or Environment</th>
</tr>
</thead>
<tbody>
<tr>
<td>means</td>
<td>includes</td>
</tr>
<tr>
<td>♦ the provision of food and other gifts by relatives</td>
<td>♦ having enough space, seating and fresh air in the waiting room</td>
</tr>
<tr>
<td>♦ freedom of religious practices</td>
<td>♦ having a clean facility (including clean toilets)</td>
</tr>
<tr>
<td></td>
<td>Only read for question on 0-10 rating for inpatient facility</td>
</tr>
<tr>
<td></td>
<td>♦ having healthy and edible food</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Choice</th>
<th>Communication</th>
</tr>
</thead>
<tbody>
<tr>
<td>means</td>
<td>means</td>
</tr>
<tr>
<td>♦ being able to choose your doctor or nurse or other person usually providing your health care</td>
<td>♦ the provider listens carefully to you</td>
</tr>
<tr>
<td>♦ being able to go to another place for health care if you want to</td>
<td>♦ the provider explains things so you can understand</td>
</tr>
<tr>
<td></td>
<td>♦ you have time to ask questions</td>
</tr>
</tbody>
</table>