Health System Responsiveness

Geneva, August, 2002
Being responsive is a goal of health systems

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A responsive health system is one that...

- is quick and easy to get to
- doesn’t keep you waiting
- has friendly and respectful staff
- gives you privacy during physical examinations
- has health care providers who explain clearly
- has health care providers who give you enough time to ask questions
A responsive health system is one that..(2)

- gives you enough information
- involves you in making decisions
- ensures you can talk in private
- keeps your personal information confidential
- gives you freedom to choose your doctor
- has clean facilities with sufficient space
Overview of Responsiveness Module

SECTION 1 (about 3min50s, has skips)
Did you need health care?
Did you get it?
Some general questions

SECTION 2 (about 2min50s, no skips)
How important are different aspects of health system responsiveness?

SECTION 3 (about 30s, has skips)
Filter questions to find respondents for next sections:
IP adult or adult for child used health care in last 5 years
OP adult or adult for child used health care in last 12 months

SECTION 4 (about 8min, no skips)
About 25% of respondents answer - so average 2 min
Outpatient adult or child (never both)
Questions about LAST visit in last 12 months

SECTION 5 (about 7min, no skips)
About 25% of respondents answer- so average under 2 min
Inpatient adult or child (never both)
Questions about LAST hospital stay in last 5 years months

RESPONSIVENESS VIGNETTES
(about 7 min, no skips)
Only 50% respondents answering Sec 4 or 5
-about 3min30s

World Health Organization
Terminology (1)

– Health care provider

• We mean any of the following types of professionals at a facility operated by the government, private sector, or religious or non-governmental groups:
  – Medical doctor (including gynaecologist, psychiatrist and other specialists)
  – Nurse
  – Midwife
  – Dentist
  – Physiotherapist or chiropractor
  – Traditional medicine practitioner
  – Other
Terminology (2)

- **Long term care facility**
  - We mean any place where you received medical treatment and stayed overnight for one or more nights. In some countries, these places are not called hospitals but “centres”, for example “TB centres”.

- **Last visit**
  - While this term is easy to understand, experience has shown us that it can be hard to focus the respondent on a single last visit or hospital stay. Be aware of this difficulty and try to focus the respondent.
Frequently asked Questions (1)

• Can an adult answer both the Outpatient Care Section and the Inpatient Hospital Section?
  – No, a respondent will answer either one section or the other, or neither, but never both.

• Does everyone answer the Importance Section?
  – Yes.

• Must everyone answer the Vignettes?
  – No, only those people who answer section 4 (Outpatient Care Section) or section 5 (Inpatient Hospital and Long Term Care Facility Section)
Frequently asked Questions (2)

• Does the respondent have to talk about their last visit or can they talk about visits in general or a more important experience they have had?
  – When asked about the last health visit, respondents should answer questions thinking about their last visit only

• Why isn’t the way you use “health care provider” in q7200 consistent with the glossary?
  – Note in q7200, we ask for the name of the health care provider - this is an exception. We use the term to mean the clinic, health centre OR the person but would prefer the organization’s name if there is one.
Over the last 5 years, was there ever a time you stayed **overnight** in a hospital or other type of long term care facility for your **own** health care? 

If yes, go to Inpatient Hospital Section

Over the last 5 years, was there ever a time that one of your children aged 12 years or less stayed overnight in a hospital?

If yes, ask child’s sex and date of birth, then go to Inpatient Hospital Section

Over the last 12 months, did you receive any health care excluding any overnight stay in hospital?

If yes, go to Outpatient Care Section

Over the last 12 months, was there ever a time you accompanied one of your children aged 12 years or less for health care excluding any overnight stay in hospital?

If yes, ask child’s sex and date of birth, then go to Outpatient Care Section

If NO to all these questions, you have finished the responsiveness module!