



World Health Organization  
(WHO)

**HEALTH AND HEALTH SYSTEM  
RESPONSIVENESS POSTAL SURVEY**

Responsiveness Section

## **KEY SURVEY INSTRUCTIONS**

- ◆ We would appreciate you answering this questionnaire as you are one of 5000 people who have been asked to report on the health system in your country. The information you provide will contribute to the work the United Nations is compiling on your country's health system.
- ◆ We invite you to answer this survey and if you do, all information that would let someone identify you or your family will be kept confidential.
- ◆ If the questionnaire was not sent to you directly, the person to answer should be 18 years or older and whose birthday was the closest to the current date.
- ◆ You are sometimes told to skip over some questions in this survey. When this happens, you will see an arrow with a note that tells you what question to answer next, like this:
  - ☒ Yes ➔ Go to Question 1
  - ☐ No
- ◆ If you want to know more about this study, please call <insert institution name> or Ms L. Bendib at WHO: + 41 22 791 38 40

## COVERPAGE

Questionnaire number:

Before starting, please complete this simple table that describes your household composition. Please include yourself if you are the respondent, as well as other members of your family.

Household Member No.	Relation to Questionnaire Respondent	Sex (F for female; M for male)	Age (yrs)	Education (number of years)
1	Self			
2				
3				
4				
5				
6				
7				
8				
9				
10				

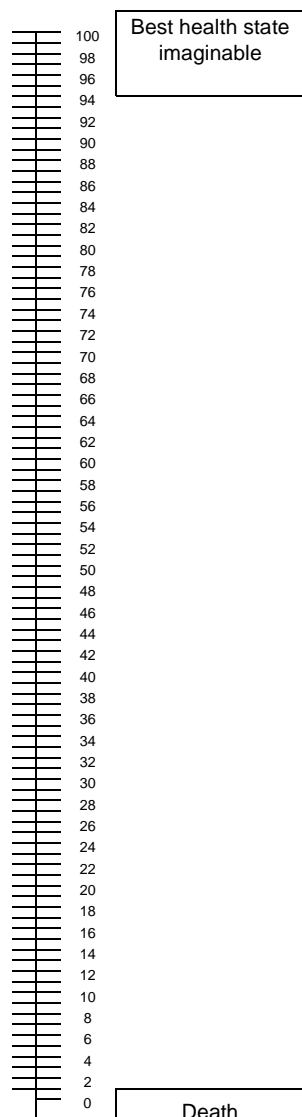
Answer all the questions by checking the box or filling in the spaces as appropriate.

## OVERALL HEALTH

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

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

2. 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.



## SEEING HEALTH CARE PROVIDERS

3. Have you received any health care in the last 12 months?(Including visits to local doctors and alternative health care providers for any minor reason, and stays in hospitals. If you are a doctor, exclude treating yourself.)

~ Yes

~ No → Go to Question 50

4. 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 or a hospital outpatient unit-any place outside your home where you did not stay overnight.)

~ Yes

~ No → Go to Question 35

5. 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 in my home

~ Equally from both

6. When was your last (most recent) visit to a health facility or 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

7. What was the name of the health care facility?  
(Please fill in the name of facility, e.g., Oxford Clinic. Only fill in the name of the provider if the facility does not have another name.)

Name:

\_\_\_\_\_

8. Was the place you described in Question 7 your usual place of care (if you have a usual place of care for the problem for which you presented)?

~ Yes

~ No

~ Not applicable

9. In the last 12 months, when you wanted care, how often did you get care as soon as you wanted?

- ~ Always
- ~ Usually
- ~ Sometimes
- ~ Never

10. 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  
\_\_\_\_\_ months

11. 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 13

12. 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) \_\_\_\_\_

13. 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

14. 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

15. In the last 12 months, how often did the office staff, such as receptionists or clerks there, treat you with respect?

- ~ Always
- ~ Usually
- ~ Sometimes
- ~ Never

16. In the last 12 months, how often were your physical examinations and treatments done in a way that your privacy was respected?

- ~ Always
- ~ Usually
- ~ Sometimes
- ~ Never

17. 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
- ~ Very bad

18. In the last 12 months, how often did doctors, nurses or other health care providers listen carefully to you?

- ~ Always
- ~ Usually
- ~ Sometimes
- ~ Never

19. 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

- |  |  |
|--|--|
| <p>20. 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?</p> <p>~ Always<br/>~ Usually<br/>~ Sometimes<br/>~ Never</p>                 | <p>25. Now, 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?</p> <p>~ Very good<br/>~ Good<br/>~ Moderate<br/>~ Bad<br/>~ Very bad</p>  |
| <p>21. Now, overall, how would you rate your experience of how well health care providers communicated with you in the last 12 months?</p> <p>~ Very good<br/>~ Good<br/>~ Moderate<br/>~ Bad<br/>~ Very bad</p>                                 | <p>26. 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?</p> <p>~ Always<br/>~ Usually<br/>~ Sometimes<br/>~ Never</p>   |
| <p>22. 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?</p> <p>~ Yes<br/>~ No → Go to Question 24</p>  | <p>27. 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 conditions.</p> <p>~ Always<br/>~ Usually<br/>~ Sometimes<br/>~ Never<br/>~ Don't Know</p> |
| <p>23. 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?</p> <p>~ Always<br/>~ Usually<br/>~ Sometimes<br/>~ Never</p> | <p>28. Now, overall, how would you rate your experience of the way the health services kept information about you confidential in the last 12 months?</p> <p>~ Very good<br/>~ Good<br/>~ Moderate<br/>~ Bad<br/>~ Very bad</p>  |
| <p>24. In the last 12 months, how often did doctors, nurses or other health care providers ask your permission before starting the treatment or tests?</p> <p>~ Always<br/>~ Usually<br/>~ Sometimes<br/>~ Never</p>                             | <p>29. 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 you were happy with?</p> <p>~ No problem<br/>~ Mild problem<br/>~ Moderate problem<br/>~ Severe problem<br/>~ Extreme problem</p>                      |

30. Over the last 12 months, how big a problem, if any, was it to get to use other health services other than the one you usually went to?

- ~ No problem
- ~ Mild problem
- ~ Moderate problem
- ~ Severe problem
- ~ Extreme problem
- ~ Not applicable-never tried

31. 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

32. 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

33. 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

34. 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

## CARE AT PLACES YOU STAY OVERNIGHT

---

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

- ~ Yes
- ~ No → Go to Question 50

36. What was the name of the hospital you stayed in most recently?

\_\_\_\_\_

37. Did you get your hospital care as soon as you wanted?

- ~ Yes
- ~ No

38. 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

39. Now, overall, 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

40. 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

41. 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

42. Overall, 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
- ~ Very bad

43. 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

44. 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

45. 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

46. 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

47. 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

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

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

49. Please check with either a yes or no for each question. In the last 12 months were you treated badly by the health system or services in your country because of your:

**(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 (specify)\_\_\_\_\_



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

~ Yes

~ No

51. Read the cards below. These provide descriptions of some different ways the health care services in your country show respect for people and make them the centre of care. Thinking about what is on these cards and about the whole health system, which is the most important and the least important to you?

**DIGNITY**

- ◆ being shown respect
- ◆ having physical examinations conducted in privacy

**AUTONOMY**

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

**CONFIDENTIALITY OF INFORMATION**

- ◆ having your medical history kept confidential
- ◆ having talks with health providers done so that other people who you don't want to have hear you can't overhear you

**SURROUNDINGS OR ENVIRONMENT**

- ◆ having enough space, seating and fresh air in the waiting room
- ◆ having a clean facility (including clean toilets)
- ◆ having healthy and edible food

**CHOICE**

- ◆ being able to choose your 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

**SOCIAL SUPPORT**

- ◆ being allowed the provision of food and other gifts by relatives
- ◆ being allowed freedom of religious practices

**PROMPT ATTENTION**

- ◆ having a reasonable distance and travel time from your home to the health care provider
- ◆ getting fast care in emergencies
- ◆ having short waiting times for appointments and consultations, and get tests done quickly
- ◆ having short waiting lists for non-emergency surgery

**COMMUNICATION**

- ◆ having the provider listen to you carefully
- ◆ having the provider explain things so you can understand
- ◆ having time to ask questions

MOST IMPORTANT \_\_\_\_\_

LEAST IMPORTANT \_\_\_\_\_

## ABOUT YOU

52. How old are you?

\_\_\_\_\_ Years

53. Are you female or male?

~ Female

~ Male

54. Were you born in this country?

~ Yes

~ No

55. Were both your parents born in this country?

~ Yes

~ No

56. How many years of formal education have you successfully completed (including primary, secondary (high school) and tertiary (e.g., university, technical schools) levels)?

\_\_\_\_\_ years

57. Which income bracket does your household fall into (net income):

~ **Country to fill in relevant**

~ **quintiles (income ranges)**

~

~

~

~ Don't know

58. There are different types of places you can get health services 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.

### Times

\_\_\_\_\_ General Practitioners

\_\_\_\_\_ Dentists

\_\_\_\_\_ Specialists

\_\_\_\_\_ Physiotherapists

\_\_\_\_\_ Chiropractors

\_\_\_\_\_ Traditional healers

\_\_\_\_\_ Clinic (staffed mainly by nurses, operating separately from a hospital)

\_\_\_\_\_ Hospital outpatient unit

\_\_\_\_\_ Hospital inpatient services

\_\_\_\_\_ Pharmacy (where you talked to someone about your care and did not just purchase medicine)

\_\_\_\_\_ Home health care services

~ Other (specify)

\_\_\_\_\_

59. Are you covered by any public or private health insurance funds for visits to doctors or other health care providers where you do not stay overnight (outpatient care)?

~ Yes

~ No

~ Don't Know

60. Are you covered by any public or private health insurance funds for hospital care?

~ Yes

~ No

~ Don't Know

## CONSIDER THE FOLLOWING SCENARIOS

---

61. [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

62. [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

63. [Alfredo] has a family physician who he consults regularly. Recently friends advised him to consult an alternative medicine provider 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

64. [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

65. [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

66. [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

67. [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

68. [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

69. [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

70. [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

71. [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

72. [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 to 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

73. [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

74. [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