

REPORT OF FINLAND

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1. Introduction

The World Health Organization initiated the World Health Survey (WHS) as a *data collection platform* to obtain information on the health of populations and on health systems. The WHS responds to the need of countries for a detailed and sustainable health information system and gathers data through surveys to measure essential population health parameters. The WHS uses standard survey procedures and instruments for general population surveys to gather comparable data across WHO Member States. These methods and instruments have been refined through scientific review of literature, extensive consultations with international experts and large-scale pilot tests. WHS is designed to evolve through its implementation by continuous input from collaborators, including policy makers, survey institutions, scientists and other interested parties. The data is jointly owned by the countries and the WHO, and there is a commitment for a long-term data collection, building local capacity and using this information for health policy.

The objectives of the World Health Survey were to:

- develop a **means** of providing:
 - **valid, relevant, reliable** and **comparable** information on **outcomes, functions and inputs** to health systems
 - to **supplement** the information provided by routine **HIS**

- build the **evidence base** necessary for policy-makers:
 - to **routinely monitor** if health systems are achieving the **desired goals**
 - and in some countries, to assess if the **increase in health resources** is having the desired effect

The introductory chapter of each country report will provide details on the current sources of data from routine health information systems and ad hoc surveys. It will describe the health situation in the country and identify gaps. It will also present a brief overview on the health system organization within the country.

2. Sampling

The WHO sampling guidelines emphasized scientific principles of survey sampling as explicit standards for quality, included examples of good sampling plans, and identified quality assurance standards for countries to adhere to. WHO and technical advisers provided technical support to countries when needed. The following principles were used for sampling in the WHS:

1. The sample should target the *de facto* population (i.e. all people living in that country including guest workers, immigrants and refugees) and not *de jure* population (i.e. the citizens of that country alone) with complete geographic coverage of the country, if possible, or a representative geographic segment of the country.
2. A *sample frame* with 90% coverage that included all key subgroups of interest. Enumeration or listing of households to update the frame was recommended.
3. The WHS sample identified all adult members of the general population aged 18 years or older as its sample. Households are selected using a random, stratified sampling procedure. One individual per household is then selected through a random selection procedure using the Kish table method.
4. The WHS used a sampling strategy which encompasses a known non-zero selection probability for any individual included in the study. This makes it possible to extrapolate the data to the whole population. Households and individuals are selected with a known probability in order to provide selection probabilities for each household and individual in the data set.
5. The WHS sampling strategy was without replacement and categories of non-respondents were clearly defined.
6. The WHS used GPS devices in certain countries and digitized maps to geocode the data within specified guidelines.

Each national report will present a detailed description of the sampling strategy and the allocation tables

2.2.1 Geographic Component of the Survey

Geographic Information refers to any information associated with a location on the Earth's surface. This location can be associated to a coordinate (latitude/longitude), a place's name, a postal address or any other geographic object.

Household Surveys represent an important source of information. If the geographic location of the surveyed clusters is collected at the same time that the interview is conducted users are then able to integrate the spatial dimension in their analysis

The geographic component of the WHO WHS is stored in two sections of the questionnaire:

- 0100 Sampling Information allowing the link between the location of each cluster and the sampling frame used for the survey. This section has also been used in order to collect the type of setting in which each household was located at the time of the survey. This section of the questionnaire has been used for all the countries part of the WHO WHS

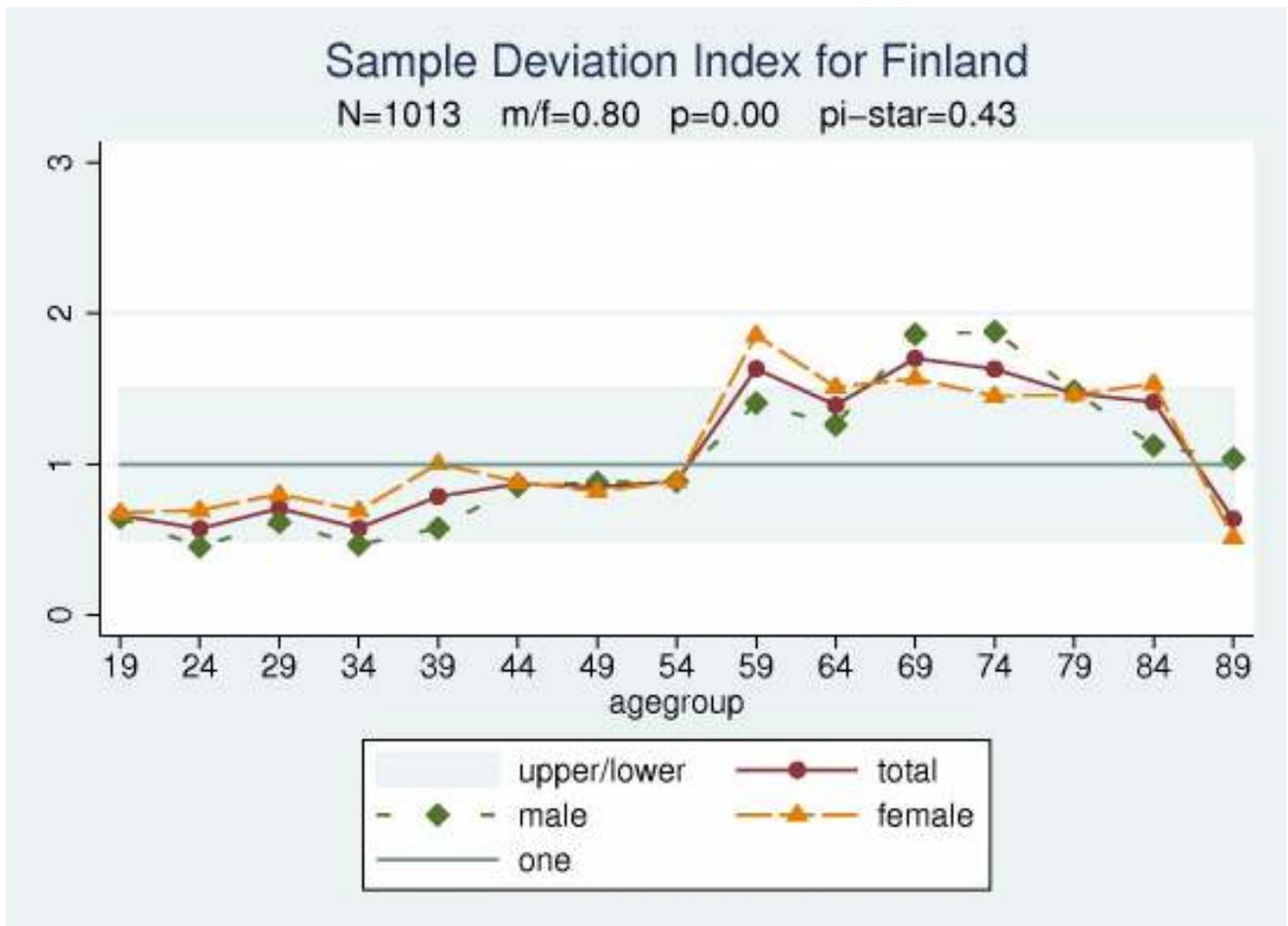
- 0200 Geocoding Information for the collection of the latitude and longitude of each household. This section has only been used in 27 countries where GPS devices were available or have been provided. The choice of these countries has been done on the basis of the availability of digital maps delimiting the surveyed clusters, the field data collection planning and their distribution within the different WHO regions. Specific training and field material have been prepared and used by the interviewers or field supervisors in these countries in order to collect the latitude and longitude of each of the surveyed household.

As the sampling design may not always include the administrative structure of the country and as the codes entered in the data set for the sampling level needed to be labelled, a key correspondence table containing this information has been collected after the survey itself.

Once all the survey data and the key correspondence table available a specific protocol has been applied to the two sections mentioned earlier in order to clean eventual data collection or data entry mistakes as well as to fill the gaps in close collaboration with the survey institution.

The questionnaire as well as the training material and data cleaning protocols used can be downloaded from the WHO WHS web site (<http://www.who.int/healthinfo/survey/en/index.html>) in the "Survey Instrument and Related Documents" section.

2.3.1 Sample deviation index



SDI

2.3.2 HH Sample deviation index



HDI

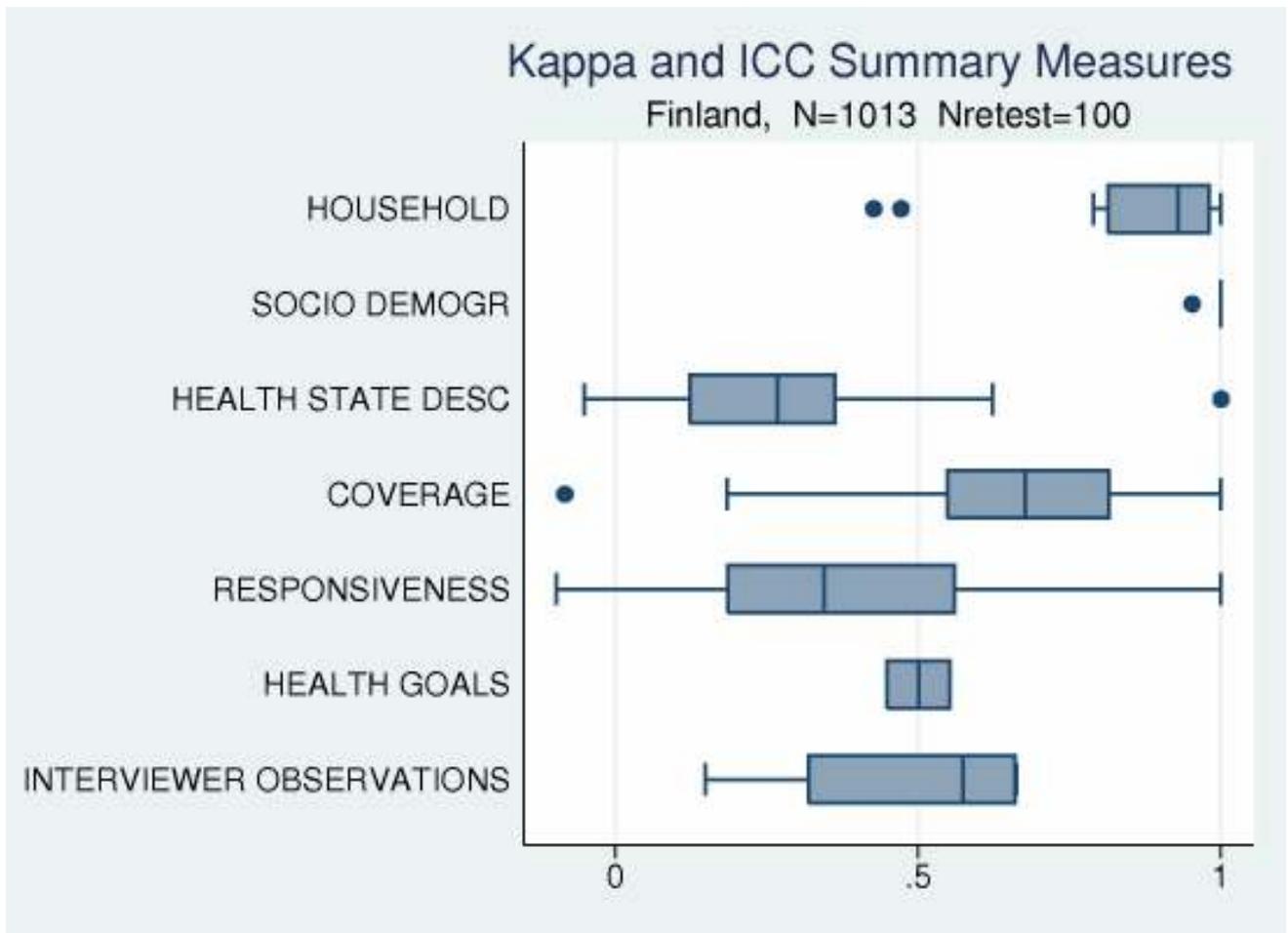
2.3.3 Response rate

Household	
Selected	1,013
Interviewed	1,013
Percentages	100
Individual	
Selected	1,013
Interviewed	1,013
Percentages	100

2.3.4 Missing data



2.3.5 Reliability



3.1 Household composition by residence and age groups according to income quintile

	Percent Rural	SE	Mean Number of									
			Household members	SE	Children < 2 years	SE	Children < 5years	SE	Children 5 -17 years	SE	Persons 18+ years	SE
Q1(poorest)	34.1	4.05	1.2	0.03	0.0	0.00	0.0	0.01	0.0	0.01	1.1	0.02
Q2	40.5	3.74	1.6	0.05	0.0	0.01	0.0	0.02	0.2	0.03	1.4	0.04
Q3	35.5	3.52	2.1	0.09	0.0	0.01	0.1	0.03	0.3	0.06	1.6	0.04
Q4	40.3	3.59	2.8	0.10	0.1	0.02	0.2	0.04	0.6	0.07	1.9	0.04
Q5(richest)	35.1	3.89	3.0	0.12	0.1	0.02	0.2	0.04	0.8	0.09	2.1	0.04
All	36.9	0.73	2.0	0.05	0.0	0.01	0.1	0.01	0.3	0.03	1.6	0.03

Note: table based on de jure members of household i.e. usual residents

3.2 Selected age distributions by income quintile

	Females Age 18–49	Persons Age 50+	Persons Age 60+
Q1 (poorest)	38	242	199
Q2	64	214	166
Q3	75	177	96
Q4	86	132	59
Q5 (richest)	86	136	60
All	349	901	580

Note: table based on de jure members of household i.e. usual residents

3.3 Characteristics of head of household by income quintile

	Mean Age of Head	SE	Median Education of Head	Percent Female Head	SE
Q1 (poorest)	62	1.86	4	64.8	3.83
Q2	55	1.39	4	49.8	3.72
Q3	51	1.27	5	40.3	4.24
Q4	49	0.98	5	21.9	3.23
Q5 (richest)	50	0.96	5	21.2	3.08
All	54	0.76	5	43.4	2.03

Education

1=no formal education

2=less than primary school

3=primary school completed

4=secondary school completed

5=high school (or equivalent) completed

6=college/pre-university/university completed

7=post graduate degree completed

Note: table based on de jure members of household i.e. usual residents

3.4 Household population: percent distribution of the de jure population by age, residence, marital status and education according to sex

	Male	SE	Female	SE	Missing	Total	SE
Age							
0-4	5.4	0.70	4.9	0.60		5.20	0.50
5-14	13.0	1.20	11.9	1.10		12.40	1.00
15-29	14.1	1.10	14.0	1.10		14.10	0.90
30-44	17.0	1.20	16.3	1.10		16.60	0.90
45-59	24.4	1.50	21.3	1.30		22.70	1.20
60-69	14.6	1.40	13.8	1.10		14.20	1.00
70-79	9.3	1.10	12.5	1.20		11.00	1.00
80+	2.2	0.50	5.1	0.80		3.80	0.50
Missing	0.0	0.00	0.1	0.10		0.10	0.10
Residence							
Urban	57.1	1.30	64.0	1.10		60.80	0.80
Rural	42.9	1.30	36.0	1.10		39.20	0.80
Missing	0.0	0.00	0.0	0.00		0.00	0.00
Marital_Status							
NoFormal	9.9	1.00	10.6	1.00		10.30	0.80
LessthanPrimary	9.9	1.00	9.2	1.00		9.50	0.80
Primary	10.8	1.10	11.4	1.10		11.10	0.90
Secondary	24.6	1.70	22.5	1.40		23.50	1.30
HighSchool	28.6	1.40	32.6	1.50		30.80	1.10
College	14.8	1.10	13.1	1.00		13.90	0.80
PostGraduate	1.2	0.30	0.6	0.20		0.90	0.20
Missing	0.0	0.00	0.1	0.10		0.10	0.00
Total	100.0		100.0			100.00	
Number	1,078.0		1,265.0			2,343.00	
Number of Households						1,013.00	

3.5 Background characteristics of respondents: percent distribution of men and women by age, residence, marital status and education

	Male	SE	Female	SE	Missing	Total	SE
Age							
18-29	20.0	2.50	18.0	2.20		19.00	1.80
30-44	27.5	2.40	24.7	2.00		26.10	1.70
45-59	30.0	2.20	27.7	2.10		28.80	1.60
60-69	12.1	1.30	12.4	1.20		12.30	0.90
70-79	7.8	1.00	10.6	1.20		9.20	0.90
80+	2.6	0.70	6.6	1.10		4.70	0.70
Missing	0.0	0.00	0.0	0.00		0.00	0.00
Residence							
Urban	58.8	2.00	64.8	1.60		61.90	0.60
Rural	41.2	2.00	35.2	1.60		38.10	0.60
Missing	0.0	0.00	0.0	0.00		0.00	0.00
Education							
NoFormal	0.6	0.30	1.8	0.60		1.20	0.30
LessthanPrimary	1.5	0.50	3.1	0.90		2.30	0.50
Primary	9.1	1.20	7.5	1.10		8.30	0.90
Secondary	27.8	2.60	23.1	1.90		25.40	1.70
HighSchool	40.5	2.70	45.6	2.30		43.10	1.90
College	19.3	2.10	18.6	1.70		19.00	1.30
PostGraduate	1.2	0.40	0.2	0.20		0.70	0.20
Missing	0.0	0.00	0.0	0.00		0.00	0.00
Total	100.0		100.0			100.00	
Number	488.9		524.1			1,013.00	

5.09 Women's Cancer Screening

	Total Females	Percent Females 18+	PAP Smear	SE	M	Percent Females 40+	Mammography / Breast Exam	SE	M
Residence									
Urban	339	82.6	66.3	2.8	1.0	48.8	69.0	3.8	1.1
Rural	185	83.2	64.4	4.1	0.0	48.9	73.5	4.5	0.0
Missing	0								
Income_Quintile									
Q1(poorest)	113	49.2	57.0	5.6	0.0	30.1	68.2	7.3	0.0
Q2	99	79.6	65.7	5.4	0.0	42.3	72.6	6.2	2.2
Q3	106	92.1	66.3	4.9	0.9	55.4	65.5	6.3	1.6
Q4	93	99.3	68.5	4.9	1.0	54.9	72.5	6.3	0.0
Q5(richest)	103	98.1	67.6	4.6	0.9	64.5	71.9	5.4	0.0
Missing	11								
Age									
18-29	94	18.0	67.1	5.8	0.0				
30-39	84	16.0	80.8	4.4	0.0				
40-49	83	15.8	66.3	5.5	1.2	15.8	35.4	5.9	1.1
50-59	108	20.5	61.3	4.7	1.7	20.5	93.3	2.6	0.9
60-69	65	12.4	50.4	5.5	0.0	12.4	77.8	4.6	0.0
70+	90	17.2	0.0	0.0		17.2	0.0	0.0	
Missing	0								
Total	524	82.8	65.7	2.3	0.6	48.8	70.6	2.9	0.7

M = % Missing of those with Pap Smear/Mammography SE= Standard Error of % with Pap Smear/Mammography

***Note: Values in the age row under the "Females 18 plus" and "Females 40 plus" columns are column percent values.

Women's Cancer Screening Indicators:

"Papsmear need" = % of all female respondents aged 18-69

"Papsmear" coverage = % of those female respondents aged 18-69 who self-reported receiving a pap smear test during pelvic examination in the last 3 years.

"Mammography need" = % of all female respondents aged 40-69

"Mammography" coverage = % of those female respondents aged 40-69 who self-reported receiving a mammography test or breast examination in the last 3 years.

****In several countries women above age 69 were asked the cancer screening questions, and for this reason they are included in the table. For countries that did not ask this questions of women above age 69, these values are expected to be missing.

5.10 Oral Health and Injuries

	Total	Oral Health Problems			Road Traffic Accidents			Injury					
		Need	Coverage	SE	M	Need	Coverage	SE	M	Need	Coverage	SE	M
Sex													
Female	524	42.8	83.3	2.4	0.0								
Male	489	38.7	80.4	3.2	0.0								
Missing	0												
Residence													
Urban	627	41.8	82.5	2.3	0.0								
Rural	386	39.3	81.0	3.7	0.0								
Missing	0												
Income_Quintile													
Q1(poorest)	184	33.3	66.7	5.2	0.0								
Q2	186	39.8	86.9	3.8	0.0								
Q3	200	44.8	77.4	5.0	0.0								
Q4	214	41.3	80.5	4.5	0.0								
Q5(richest)	216	42.8	93.8	2.6	0.0								
Missing	13												
Age													
18-29	192	32.8	84.4	5.3	0.0								
30-44	264	41.5	90.0	3.1	0.0								
45-59	292	49.6	79.0	3.7	0.0								
60-69	124	42.7	82.3	4.3	0.0								
70-79	94	30.8	72.1	6.7	0.0								
80+	47	30.0	57.6	12.3	0.0								
Missing	0												
Total	1,013	40.8	82.0	2.0	0.0								

M = % Missing of % Covered SE= Standard Error of % Covered

Indicators:

Oral Health:

"Need" = % of all respondents indicating any problems in the last 12 months with their mouth and/or teeth.

"Coverage" = % of respondents reporting problems with their mouth and teeth who indicated receiving dental or medical care in last 12 months.

Road Traffic Accident:

"Need" = % of all respondents indicating having suffered bodily injury from a road traffic accident in last 12 months.

"Coverage" = % of respondents reporting having suffered bodily injury from a road traffic accident in last 12 months who indicating having received treatment for their injuries on-site or at health facility within 1 hour of accident .

Injuries from Non-traffic Accidents:

"Need" = % of all respondents indicating having suffered bodily injury due to non-traffic accidents in last 12 months.

"Coverage" = % of respondents reporting having suffered bodily injury due to non-traffic accidents in last 12 months who indicating having received treatment for injuries on-site or at health facility within 1 hour of accident

5.11 Self Reported Non-Communicable Conditions

	Total	Angina			Osteo-Arthritis				Asthma				Diabetes			
		Need	Coverage	SE	M	Need	Coverage	SE	M	Need	Coverage	SE	M	Need	Coverage	SE
Sex																
Female	524	8.4	76.8	6.1	0.0	5.4	54.3	8.7	0.0	11.1	56.9	5.9	1.7			
Male	489	8.7	73.2	6.7	0.0	3.0	43.5	10.9	0.0	9.0	54.8	8.5	0.0			
Missing	0															
Residence																
Urban	627	7.8	72.1	6.3	0.0	4.4	51.2	9.0	0.0	10.9	54.4	6.1	1.5			
Rural	386	9.8	78.9	6.0	0.0	3.9	49.7	9.2	0.0	8.8	59.1	9.1	0.0			
Missing	0															
Income_Quintile																
Q1(poorest)	184	17.1	71.1	7.6	0.0	7.4	53.9	12.1	0.0	8.3	47.0	10.8	6.5			
Q2	186	13.4	96.0	4.0	0.0	2.6	64.1	20.2	0.0	11.1	54.6	10.2	0.0			
Q3	200	6.9	68.3	12.2	0.0	4.5	44.7	15.4	0.0	13.5	62.2	10.3	0.0			
Q4	214	4.2	51.9	17.7	0.0	3.8	55.9	16.9	0.0	8.5	48.1	12.3	0.0			
Q5(richest)	216	2.9	71.8	16.8	0.0	3.0	30.2	13.9	0.0	9.4	61.8	12.0	0.0			
Missing	13															
Age																
18-29	192	0.0	68.3	12.8	0.0	2.1	34.7	28.2	0.0	10.0	25.3	11.9	0.0			
30-44	264	3.1	88.3	6.4	0.0	1.4	30.2	26.5	0.0	9.1	59.2	10.6	0.0			
45-59	292	4.3	87.4	5.2	0.0	4.3	45.9	13.1	0.0	9.1	60.5	9.4	0.0			
60-69	124	14.1	68.0	9.9		9.1	70.8	10.5	0.0	10.7	70.3	10.0	0.0			
70-79	94	28.0	0.0	0.0		8.6	41.1	14.5	0.0	14.2	74.3	10.3	0.0			
80+	47	46.5	0.0	0.0		6.6	66.7	27.2	0.0	12.8	49.2	20.2	16.5			
Missing	0															
Total	1,013	8.5	75.0	4.4	0.0	4.2	50.6	6.6	0.0	10.1	56.0	5.1	1.0			

M = % Missing for Covered

SE= Standard Error of %Covered

Self Reported Non-Communicable Conditions Indicators:

"Need" = % of total respondents indicating having received a diagnosis of the condition (angina, arthritis, asthma, diabetes) in last 12 months.

"Coverage" = % of respondents with a self-reported condition (angina, arthritis, asthma, diabetes) indicating they have received treatment or screening for the condition in the last 2 weeks.

5.12 Mental Health Conditions

	Total	Depression			Schizophrenia				
		Need	Coverage	SE	M	Need	Coverage	SE	M
Sex									
Female	524	16.2	42.7	4.9	3.5				
Male	489	10.9	46.6	7.0	1.3				
Missing	0								
Residence									
Urban	627	14.0	39.1	4.8	2.3				
Rural	386	13.0	53.3	7.0	3.3				
Missing	0								
Income_Quintile									
Q1(poorest)	184	19.7	46.2	8.9	8.1				
Q2	186	17.3	44.0	8.7	2.2				
Q3	200	13.1	40.6	9.5	0.0				
Q4	214	10.6	46.1	10.6	0.0				
Q5(richest)	216	9.4	42.0	11.3	0.0				
Missing	13								
Age									
18-29	192	6.8	43.6	14.9	0.0				
30-44	264	9.4	51.5	11.2	0.0				
45-59	292	21.5	49.8	5.8	1.5				
60-69	124	12.9	24.5	8.9	4.4				
70-79	94	14.1	40.4	11.1	0.0				
80+	47	17.0	24.9	15.9	24.8				
Missing	0								
Total	1,013	13.6	44.2	4.1	2.6				

M = % Missing for Covered

SE= Standard Error of %Covered

Mental Health Conditions Indicators:

"Need" = % of total respondents indicating having received a diagnosis of the condition (depression, schizophrenia) in last 12 months.

"Coverage" = % of respondents with a self-reported condition (depression, schizophrenia) indicating they have received treatment or screening for the condition in the last 2 weeks.

6.01 In general, rate your health today - q2000

	Very Good	SE	Good	SE	Moderate	SE	Bad	SE	Very Bad	SE	Missing	SE	N
Gender													
Male	16.9	2.1	42.4	2.6	34.3	2.3	6.2	1.1	0.1	0.1	0.1	0.1	489
Female	19.7	2.0	40.4	2.0	34.4	2.0	5.0	0.9	0.2	0.2	0.2	0.2	524
M	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
Residence													
Urban	19.1	1.8	43.2	2.1	31.2	1.9	6.1	0.9	0.2	0.1	0.2	0.2	627
Rural	17.1	2.4	38.5	2.8	39.5	2.7	4.8	0.9	0.2	0.2	0.0	0.0	386
M	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
Income													
Q1(poorest)	9.8	2.4	27.7	3.8	53.5	4.2	8.7	1.8	0.3	0.3	0.0	0.0	184
Q2	12.2	2.8	38.9	3.6	38.3	3.9	10.3	1.9	0.0	0.0	0.3	0.3	186
Q3	20.2	3.1	41.2	3.6	34.1	3.2	3.9	1.4	0.6	0.4	0.0	0.0	200
Q4	19.6	2.9	51.6	3.6	25.9	3.0	2.9	1.2	0.0	0.0	0.0	0.0	214
Q5(richest)	27.7	3.8	46.3	3.6	22.3	3.1	3.3	1.2	0.0	0.0	0.4	0.4	216
M	18.3	10.8	25.1	9.8	51.9	14.5	4.7	4.7	0.0	0.0	0.0	0.0	13
Age													
18-29	34.1	4.3	48.1	4.3	16.9	3.2	0.8	0.8	0.0	0.0	0.0	0.0	192
30-44	26.4	3.1	49.5	3.3	20.4	2.6	3.7	1.3	0.0	0.0	0.0	0.0	264
45-59	10.7	2.0	44.6	2.8	37.7	2.8	6.7	1.4	0.0	0.0	0.3	0.3	292
60-69	10.6	2.2	30.0	3.7	52.4	3.6	6.5	1.8	0.5	0.5	0.0	0.0	124
70-79	2.1	1.2	22.2	3.4	62.6	4.0	11.2	2.7	1.3	0.9	0.7	0.6	94
80+	8.6	4.1	17.1	5.2	59.6	6.7	14.7	4.9	0.0	0.0	0.0	0.0	47
M	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
All	18.3	1.5	41.4	1.6	34.4	1.6	5.6	0.7	0.2	0.1	0.2	0.1	1,013

6.03 Difficulty with 'moving around' in last 30 days - q2010

	None	SE	Mild	SE	Moderate	SE	Sever	SE	Extreme/ Cannot do	SE	Missing	SE	N
Gender													
Male	73.5	2.2	13.6	1.8	8.8	1.3	3.8	0.8	0.3	0.2	0.0	0.0	489
Female	72.3	1.8	12.6	1.5	10.1	1.2	4.3	0.8	0.7	0.4	0.1	0.1	524
M	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
Residence													
Urban	74.4	1.8	11.9	1.4	9.0	1.1	4.3	0.8	0.5	0.3	0.0	0.0	627
Rural	70.4	2.4	15.0	2.1	10.3	1.4	3.7	0.8	0.5	0.3	0.2	0.2	386
M	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
Income													
Q1(poorest)	57.8	3.5	15.0	2.5	18.7	2.6	7.9	1.8	0.5	0.5	0.0	0.0	184
Q2	67.3	3.3	15.6	2.8	10.6	2.2	6.0	1.5	0.5	0.5	0.0	0.0	186
Q3	73.9	3.0	11.0	2.1	9.7	2.1	4.5	1.4	0.6	0.4	0.3	0.3	200
Q4	82.1	2.7	11.7	2.3	3.8	1.3	2.5	1.1	0.0	0.0	0.0	0.0	214
Q5(richest)	79.9	3.0	13.0	2.7	6.6	1.7	0.4	0.4	0.0	0.0	0.0	0.0	216
M	80.0	11.5	6.7	6.7	0.0	0.0	0.0	0.0	13.2	9.4	0.0	0.0	13
Age													
18-29	89.1	2.9	6.3	2.1	3.9	2.1	0.7	0.7	0.0	0.0	0.0	0.0	192
30-44	82.1	2.6	10.6	2.1	4.2	1.4	2.6	1.1	0.4	0.4	0.0	0.0	264
45-59	74.5	2.4	13.9	1.9	8.0	1.5	3.3	1.0	0.3	0.3	0.0	0.0	292
60-69	61.3	3.4	19.6	3.1	14.2	2.4	4.4	1.5	0.5	0.5	0.0	0.0	124
70-79	40.7	4.3	20.7	3.8	24.2	3.6	12.3	2.6	1.3	0.9	0.7	0.7	94
80+	38.9	7.1	17.2	5.8	29.0	6.1	12.8	4.9	2.1	2.1	0.0	0.0	47
M	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
All	72.8	1.4	13.1	1.2	9.5	0.9	4.0	0.6	0.5	0.2	0.1	0.1	1,013

6.05 Difficulty with 'self-care' in last 30 days - q2020

	None	SE	Mild	SE	Moderate	SE	Sever	SE	Extreme/ Cannot do	SE	Missing	SE	N
Gender													
Male	94.1	1.1	3.6	0.9	1.8	0.6	0.5	0.2	0.0	0.0	0.0	0.0	489
Female	92.0	1.1	4.5	0.8	2.2	0.6	0.9	0.4	0.4	0.3	0.0	0.0	524
M	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
Residence													
Urban	93.0	0.9	4.4	0.8	1.9	0.5	0.3	0.2	0.3	0.2	0.0	0.0	627
Rural	93.1	1.3	3.5	0.9	2.1	0.8	1.3	0.6	0.0	0.0	0.0	0.0	386
M	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
Income													
Q1(poorest)	85.5	2.4	7.4	1.7	5.0	1.6	1.5	0.8	0.5	0.6	0.0	0.0	184
Q2	89.6	2.3	6.5	1.7	2.4	1.1	1.6	0.8	0.0	0.0	0.0	0.0	186
Q3	93.6	1.8	5.3	1.6	0.6	0.4	0.6	0.6	0.0	0.0	0.0	0.0	200
Q4	95.9	1.4	2.3	1.0	1.8	0.9	0.0	0.0	0.0	0.0	0.0	0.0	214
Q5(richest)	99.6	0.4	0.0	0.0	0.0	0.0	0.0	0.0	0.4	0.4	0.0	0.0	216
M	86.8	9.4	0.0	0.0	8.6	8.3	4.7	4.7	0.0	0.0	0.0	0.0	13
Age													
18-29	97.9	1.2	1.4	1.0	0.7	0.7	0.0	0.0	0.0	0.0	0.0	0.0	192
30-44	94.8	1.6	3.5	1.3	0.9	0.6	0.4	0.4	0.4	0.4	0.0	0.0	264
45-59	94.5	1.2	3.5	1.0	2.0	0.8	0.0	0.0	0.0	0.0	0.0	0.0	292
60-69	91.9	2.2	4.8	1.6	2.7	1.2	0.6	0.6	0.0	0.0	0.0	0.0	124
70-79	85.5	2.9	10.6	2.6	1.4	1.0	2.6	1.3	0.0	0.0	0.0	0.0	94
80+	72.6	6.1	6.2	3.3	12.5	4.8	6.5	3.6	2.1	2.1	0.0	0.0	47
M	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
All	93.1	0.8	4.1	0.6	2.0	0.4	0.7	0.3	0.2	0.1			1,013

6.07 Amount of 'bodily aches or pains' in last 30 days - q2030

	None	SE	Mild	SE	Moderate	SE	Sever	SE	Extreme/ Cannot do	SE	Missing	SE	N
Gender													
Male	43.5	2.6	37.1	2.6	14.3	1.8	4.9	1.1	0.2	0.2	0.0	0.0	489
Female	35.6	2.2	38.1	1.9	20.2	1.8	5.2	0.9	0.8	0.4	0.0	0.0	524
M	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
Residence													
Urban	40.9	2.5	37.6	2.2	15.5	1.6	5.3	1.0	0.7	0.3	0.0	0.0	627
Rural	37.1	2.6	37.7	2.3	20.4	2.3	4.7	1.0	0.2	0.2	0.0	0.0	386
M	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
Income													
Q1(poorest)	31.0	3.4	38.2	3.6	22.3	3.0	8.0	1.7	0.5	0.6	0.0	0.0	184
Q2	37.8	3.6	30.3	3.1	24.1	3.2	7.3	2.0	0.5	0.5	0.0	0.0	186
Q3	38.1	3.6	38.4	3.5	17.1	2.7	6.1	1.6	0.3	0.3	0.0	0.0	200
Q4	46.4	3.6	36.1	3.4	14.7	2.6	2.0	1.0	0.8	0.6	0.0	0.0	214
Q5(richest)	42.6	4.0	44.0	3.9	10.1	2.4	2.8	1.2	0.4	0.4	0.0	0.0	216
M	32.9	10.3	42.2	11.1	20.2	11.5	4.7	4.7	0.0	0.0	0.0	0.0	13
Age													
18-29	46.4	4.6	42.7	4.3	8.5	2.4	2.4	1.8	0.0	0.0	0.0	0.0	192
30-44	41.1	3.8	40.0	3.8	15.3	2.5	3.3	1.2	0.4	0.4	0.0	0.0	264
45-59	38.2	2.8	36.8	2.8	19.1	2.3	5.2	1.2	0.7	0.5	0.0	0.0	292
60-69	37.5	3.9	33.2	3.6	22.7	2.9	6.0	1.7	0.6	0.6	0.0	0.0	124
70-79	32.5	3.9	31.7	3.7	21.9	4.1	13.3	2.8	0.6	0.6	0.0	0.0	94
80+	27.6	6.2	32.5	6.3	31.3	6.4	6.5	3.6	2.1	2.1	0.0	0.0	47
M	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
All	39.4	1.8	37.6	1.6	17.4	1.3	5.1	0.8	0.5	0.2			1,013

6.09 Difficulty with 'concentrating or remembering things' in last 30 days - q2050

	None	SE	Mild	SE	Moderate	SE	Sever	SE	Extreme/ Cannot do	SE	Missing	SE	N
Gender													
Male	69.0	2.4	21.9	2.0	7.1	1.2	1.5	0.7	0.3	0.3	0.2	0.2	489
Female	65.7	2.2	25.6	1.9	7.5	1.1	0.9	0.4	0.3	0.2	0.0	0.0	524
M	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
Residence													
Urban	67.7	2.1	23.3	1.7	7.5	1.1	1.1	0.5	0.3	0.2	0.2	0.2	627
Rural	66.6	2.9	24.7	2.4	6.9	1.4	1.4	0.7	0.4	0.4	0.0	0.0	386
M	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
Income													
Q1(poorest)	53.0	3.6	30.2	3.4	13.8	2.8	3.0	1.5	0.0	0.0	0.0	0.0	184
Q2	61.6	3.9	30.2	3.5	7.0	1.6	1.3	0.9	0.0	0.0	0.0	0.0	186
Q3	65.6	3.9	26.1	3.4	6.6	1.8	0.5	0.5	1.1	0.8	0.0	0.0	200
Q4	74.8	2.8	18.3	2.6	5.2	1.6	1.3	1.0	0.0	0.0	0.5	0.5	214
Q5(richest)	78.0	2.8	17.0	2.4	4.6	1.7	0.0	0.0	0.4	0.4	0.0	0.0	216
M	78.2	10.5	14.0	8.7	7.8	7.6	0.0	0.0	0.0	0.0	0.0	0.0	13
Age													
18-29	69.7	4.7	22.2	4.1	4.7	1.8	3.4	1.6	0.0	0.0	0.0	0.0	192
30-44	73.6	3.0	19.4	2.7	5.2	1.5	1.0	0.7	0.9	0.7	0.0	0.0	264
45-59	72.4	2.8	20.0	2.4	6.2	1.4	1.0	0.6	0.0	0.0	0.3	0.4	292
60-69	61.0	3.6	32.0	3.5	6.9	2.2	0.0	0.0	0.0	0.0	0.0	0.0	124
70-79	50.7	4.3	36.8	4.3	11.8	3.0	0.0	0.0	0.7	0.7	0.0	0.0	94
80+	40.4	7.2	31.8	6.6	27.7	7.0	0.0	0.0	0.0	0.0	0.0	0.0	47
M	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
All	67.3	1.7	23.8	1.4	7.3	0.8	1.2	0.4	0.3	0.2	0.1	0.1	1,013

6.11 Difficulty with 'personal relationships or participation in the community' in last 30 days - q2060

	None	SE	Mild	SE	Moderate	SE	Sever	SE	Extreme/ Cannot do	SE	Missing	SE	N
Gender													
Male	84.9	1.7	10.1	1.5	3.6	1.0	1.1	0.5	0.3	0.2	0.0	0.0	489
Female	83.6	1.6	10.5	1.4	3.8	0.8	1.4	0.5	0.8	0.4	0.0	0.0	524
M	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
Residence													
Urban	85.1	1.6	9.6	1.3	3.4	0.7	1.3	0.5	0.6	0.3	0.0	0.0	627
Rural	82.7	1.9	11.3	1.8	4.2	1.1	1.1	0.5	0.6	0.4	0.0	0.0	386
M	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
Income													
Q1(poorest)	86.2	2.8	8.3	2.1	3.3	1.4	1.6	0.9	0.5	0.5	0.0	0.0	184
Q2	83.5	2.8	10.6	2.3	4.6	1.8	1.3	0.9	0.0	0.0	0.0	0.0	186
Q3	77.1	3.0	13.9	2.5	7.1	1.8	1.0	0.7	0.9	0.6	0.0	0.0	200
Q4	86.3	2.9	8.6	2.0	3.1	1.4	2.0	1.2	0.0	0.0	0.0	0.0	214
Q5(richest)	87.6	2.6	10.2	2.5	0.9	0.6	0.4	0.4	0.9	0.6	0.0	0.0	216
M	84.7	10.5	6.7	6.7	0.0	0.0	0.0	0.0	8.6	8.3	0.0	0.0	13
Age													
18-29	83.7	3.4	13.3	2.9	1.3	1.0	1.7	1.2	0.0	0.0	0.0	0.0	192
30-44	80.1	2.9	12.2	2.5	5.1	1.5	1.4	0.8	1.2	0.7	0.0	0.0	264
45-59	83.5	2.0	10.2	1.7	4.0	1.2	1.6	0.7	0.7	0.5	0.0	0.0	292
60-69	88.0	2.3	8.7	2.0	2.8	1.2	0.0	0.0	0.5	0.5	0.0	0.0	124
70-79	92.3	2.2	4.1	1.6	3.5	1.5	0.0	0.0	0.0	0.0	0.0	0.0	94
80+	87.5	4.8	4.1	2.8	6.4	3.6	2.1	2.1	0.0	0.0	0.0	0.0	47
M	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
All	84.2	1.2	10.3	1.1	3.7	0.6	1.2	0.4	0.6	0.2			1,013

6.13 Difficulty with 'seeing and recognizing a person you know across the road (20m)' in last 30 days - q2071

	None	SE	Mild	SE	Moderate	SE	Sever	SE	Extreme/ Cannot do	SE	Missing	SE	N
Gender													
Male	88.2	1.8	7.8	1.4	1.8	0.6	0.7	0.4	0.0	0.0	1.5	0.9	489
Female	89.9	1.3	8.1	1.2	1.0	0.5	0.3	0.2	0.7	0.3	0.0	0.0	524
M	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
Residence													
Urban	88.2	1.4	8.6	1.2	1.2	0.4	0.4	0.2	0.6	0.3	1.0	0.7	627
Rural	90.4	1.7	7.0	1.5	1.8	0.8	0.7	0.5	0.0	0.0	0.2	0.2	386
M	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
Income													
Q1(poorest)	83.8	3.0	10.4	2.5	2.6	1.2	0.9	0.6	1.0	0.7	1.3	1.0	184
Q2	88.7	2.4	9.3	2.2	1.4	1.1	0.6	0.6	0.0	0.0	0.0	0.0	186
Q3	88.6	2.4	8.3	2.2	0.0	0.0	0.8	0.7	0.8	0.6	1.5	1.0	200
Q4	90.7	2.3	7.6	1.9	0.4	0.4	0.4	0.4	0.0	0.0	0.9	0.9	214
Q5(richest)	91.9	2.1	5.4	1.9	2.7	1.1	0.0	0.0	0.0	0.0	0.0	0.0	216
M	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	13
Age													
18-29	88.1	3.0	9.9	2.7	1.0	1.0	0.0	0.0	0.0	0.0	1.0	1.0	192
30-44	89.8	2.2	6.6	1.8	1.4	0.8	0.6	0.6	0.0	0.0	1.7	1.2	264
45-59	89.6	1.8	7.8	1.5	1.3	0.6	1.0	0.6	0.3	0.3	0.0	0.0	292
60-69	95.8	1.4	3.7	1.4	0.6	0.6	0.0	0.0	0.0	0.0	0.0	0.0	124
70-79	87.4	2.6	7.7	2.2	3.4	1.5	0.7	0.7	0.7	0.7	0.0	0.0	94
80+	70.6	6.9	21.4	6.2	2.1	2.1	0.0	0.0	4.0	2.8	2.0	1.9	47
M	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
All	89.0	1.1	8.0	0.9	1.4	0.4	0.5	0.2	0.3	0.2	0.7	0.4	1,013

6.15 Problem with 'sleeping' in last 30 days - q2080

	None	SE	Mild	SE	Moderate	SE	Sever	SE	Extreme/ Cannot do	SE	Missing	SE	N
Gender													
Male	58.5	2.7	27.3	2.3	10.0	1.3	3.8	0.9	0.3	0.2	0.0	0.0	489
Female	47.8	2.1	28.2	2.0	19.5	1.8	4.0	0.9	0.5	0.3	0.0	0.0	524
M	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
Residence													
Urban	52.9	2.2	29.1	1.9	13.4	1.6	4.0	0.9	0.6	0.3	0.0	0.0	627
Rural	53.2	3.0	25.6	2.6	17.4	1.7	3.7	1.0	0.2	0.2	0.0	0.0	386
M	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
Income													
Q1(poorest)	48.0	3.3	27.6	3.3	17.9	2.7	6.5	1.8	0.0	0.0	0.0	0.0	184
Q2	49.2	3.9	32.1	3.7	13.8	2.3	4.9	1.5	0.0	0.0	0.0	0.0	186
Q3	48.3	3.9	28.4	3.5	19.2	2.8	3.8	1.4	0.3	0.3	0.0	0.0	200
Q4	58.4	3.8	26.0	3.2	13.0	2.4	1.8	0.9	0.8	0.6	0.0	0.0	214
Q5(richest)	59.4	3.8	25.7	3.6	11.3	2.2	2.7	1.1	0.9	0.6	0.0	0.0	216
M	55.9	17.0	21.3	10.5	14.3	8.9	8.6	8.3	0.0	0.0	0.0	0.0	13
Age													
18-29	60.2	4.8	28.2	4.0	10.2	2.4	1.4	1.0	0.0	0.0	0.0	0.0	192
30-44	58.1	3.6	27.3	3.3	11.6	2.0	2.7	1.1	0.4	0.4	0.0	0.0	264
45-59	50.8	2.8	25.4	2.5	17.8	2.2	5.3	1.5	0.7	0.5	0.0	0.0	292
60-69	49.0	3.6	31.6	3.4	14.9	2.7	3.3	1.5	1.1	0.8	0.0	0.0	124
70-79	41.4	4.1	28.2	3.6	24.1	3.7	6.3	2.2	0.0	0.0	0.0	0.0	94
80+	42.4	7.1	32.4	6.1	16.8	5.2	8.4	4.0	0.0	0.0	0.0	0.0	47
M	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
All	53.0	1.8	27.8	1.5	14.9	1.2	3.9	0.7	0.4	0.2			1,013

6.17 Problem with 'feeling sad, low, or depressed' in last 30 days - q2090

	None	SE	Mild	SE	Moderate	SE	Sever	SE	Extreme/ Cannot do	SE	Missing	SE	N
Gender													
Male	73.1	2.2	19.5	2.1	5.2	1.0	1.8	0.6	0.4	0.3	0.0	0.0	489
Female	64.5	2.2	23.2	1.8	9.3	1.3	2.3	0.6	0.3	0.2	0.4	0.3	524
M	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
Residence													
Urban	69.7	1.9	19.8	1.6	7.8	1.2	2.0	0.6	0.3	0.2	0.4	0.2	627
Rural	67.0	2.5	24.0	2.4	6.6	1.2	2.0	0.7	0.4	0.3	0.0	0.0	386
M	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
Income													
Q1(poorest)	66.6	3.3	19.3	2.9	9.3	2.0	4.8	1.6	0.0	0.0	0.0	0.0	184
Q2	63.1	3.6	25.4	3.4	8.6	2.0	2.9	1.3	0.0	0.0	0.0	0.0	186
Q3	63.5	3.7	23.4	3.1	11.1	2.2	1.5	0.8	0.5	0.5	0.0	0.0	200
Q4	70.4	2.8	21.5	2.7	5.1	1.5	0.7	0.7	1.3	0.7	1.0	0.7	214
Q5(richest)	77.7	2.8	18.1	2.5	3.4	1.3	0.8	0.6	0.0	0.0	0.0	0.0	216
M	75.4	11.5	16.0	9.7	8.6	8.3	0.0	0.0	0.0	0.0	0.0	0.0	13
Age													
18-29	68.7	4.1	23.2	3.7	6.6	2.3	1.4	1.0	0.0	0.0	0.0	0.0	192
30-44	67.6	3.0	23.5	2.7	4.7	1.4	2.9	1.2	0.4	0.4	0.8	0.6	264
45-59	67.2	2.8	21.7	2.5	7.8	1.6	2.6	0.9	0.7	0.5	0.0	0.0	292
60-69	70.3	3.3	18.3	2.8	10.3	2.2	0.5	0.5	0.6	0.6	0.0	0.0	124
70-79	71.8	3.8	14.8	3.1	11.3	2.6	2.0	1.2	0.0	0.0	0.0	0.0	94
80+	72.4	6.2	21.2	5.7	6.4	3.5	0.0	0.0	0.0	0.0	0.0	0.0	47
M	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
All	68.6	1.5	21.4	1.4	7.4	0.8	2.0	0.4	0.4	0.2	0.2	0.2	1,013

7.1 Self-reported utilization of health services and perceived unmet need

	<u>Ambulatory Adult</u>		<u>Ambulatory Child</u>		<u>Inpatient Adult</u>		<u>Inpatient Child</u>		<u>Informal Care</u>		<u>Unmet Care</u>		<u>Non use</u>	
	%	SE	%	SE	%	SE	%	SE	%	SE	%	SE	%	SE
Sex														
Female	68.8	2.1	12.3	1.5	5.7	1.0	0.7	0.4	0.5	0.3	0.9	0.4	11.1	1.4
Male	62.4	2.3	10.7	1.5	6.2	1.1	0.4	0.3	0.4	0.3	1.5	0.7	18.3	1.9
Area of Residence														
Urban	67.0	2.2	11.2	1.5	5.6	0.9	0.6	0.3	0.6	0.3	1.4	0.5	13.5	1.5
Rural	64.2	2.8	12.2	1.6	6.4	1.3	0.5	0.4	0.3	0.3	0.8	0.4	15.7	2.1
Age Group														
18-29y	58.2	4.8	19.4	3.9	3.2	1.6	1.6	1.1	0.0	0.0	0.0	0.0	17.6	3.5
30-44y	46.6	3.4	40.1	3.3	3.3	1.3	1.4	0.8	0.5	0.5	1.0	0.7	7.1	1.8
45-59y	71.6	2.8	3.2	1.0	5.9	1.4	0.3	0.3	0.3	0.3	1.0	0.6	17.7	2.3
60-69y	75.3	3.3	0.0	0.0	7.5	1.9	0.0	0.0	0.0	0.0	2.1	1.0	15.0	2.8
70+y	73.9	3.3	0.0	0.0	8.9	2.1	0.0	0.0	1.5	0.9	1.6	0.9	14.2	2.6
Education Years														
0	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
1-5	63.3	8.7	0.0	0.0	8.0	5.1	0.0	0.0	3.7	3.5	4.2	4.2	20.8	7.3
6-11	68.3	2.4	5.9	1.1	7.3	1.2	0.4	0.3	0.4	0.3	1.2	0.5	16.5	1.7
12+	63.1	2.3	18.4	1.9	4.4	0.9	0.8	0.4	0.4	0.3	1.0	0.6	11.8	1.4
Income Quintiles														
Q1	71.3	3.4	0.5	0.5	7.5	1.9	0.0	0.0	1.0	0.7	1.0	0.7	18.8	3.0
Q2	70.5	3.2	5.9	1.5	7.5	1.9	0.0	0.0	0.5	0.5	1.5	0.8	14.1	2.6
Q3	66.7	3.3	9.6	2.0	7.5	1.7	1.9	1.0	0.5	0.5	1.5	0.8	12.3	2.4
Q4	60.6	3.6	22.5	3.0	4.4	1.4	0.0	0.0	0.0	0.0	0.5	0.5	12.0	2.3
Q5	60.7	4.0	19.4	3.2	3.0	1.2	1.0	0.7	0.5	0.5	1.5	1.1	13.9	2.5
Ownership														
Government	71.8	1.8	13.3	1.4	8.8	1.1	0.9	0.4	0.6	0.3	1.6	0.5	3.0	0.7
Private	84.8	3.0	10.1	2.5	0.6	0.6	0.0	0.0	0.0	0.0	0.6	0.6	3.8	1.5
NGO	88.7	11.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	11.3	11.0
Other	50.7	35.4	0.0	0.0	0.0	0.0	0.0	0.0	49.3	35.4	0.0	0.0	0.0	0.0
TOTAL	65.9	1.7	11.6	1.1	5.9	0.8	0.6	0.2	0.5	0.2	1.2	0.4	14.3	1.2

This table presents the percent of people reporting utilization of health services when they last needed care. It combines information from Q7000, Q7001 and Q7016. Utilization was recorded in the WHS in three separate categories: ambulatory care, hospital inpatient care, and informal care. Time cut-offs for utilization recall used here are 1 year for ambulatory care and informal care, and 3 years for hospital inpatient care. Utilization of ambulatory and inpatient care services

have been further sub-divided into "adult" and "child" categories. In addition to utilization, two other related aspects are being reported here - unmet need and non-use (regardless of expressed need) of health services. Unmet need was estimated on the basis of responses to Q7000 and Q7004. Non-use of health services is simply the percent of respondents who reported no need in Q7000 or did not utilize services in the time cut-offs mentioned above.

Results are reported for the total WHS sample (category: "TOTAL"), and by the following sample sub-groups: sex, area of residence, age group, years of education, income quintiles, and ownership (of health facility). Mean values and standard errors (SE) are reported for each category.

Sub-groups common to other tables were constructed in the same manner. Common sub-groups include sex (Q1001), area of residence (Q0104), age group (regrouping of reported age in Q1002), years of education (Q1010) and income quintiles. To determine income and subsequently income quintiles, an asset index was constructed for each household using responses to section 0700 on "Permanent Income Indicators" from the WHS household questionnaire.

Ownership was constructed uniquely for the responsiveness section's tables. There are four categories of ownership: "Operated by the government" (Government), "Privately operated" (Private), "NGO" and "Other". To construct the ownership sub-group, information was combined from (a) Q7204, Q7205 and Q7301 for those utilizing ambulatory services, and (b) Q7200, Q7201 and Q7401 for those utilizing hospital inpatient services.

7.2 Patient assessed characteristics of ambulatory health services

	Patients visiting a medical doctor, of those visiting any health care provider		Patients rating characteristics of health care provider as adequate/more than adequate					Mean time taken to reach health facility (in minutes)		Patients using private car or motorcycle to reach facility		Mean cost for an ambulatory care visit (local currency)		Percent of population perceiving discrimination		
	%	SE	%	SE	%	SE	%	SE	Minutes	SE	%	SE	mean cost	SE	%	SE
Sex																
Female	75.3	2.7							17.1	1.3						
Male	69.9	3.6							15.6	1.4						
Area of Residence																
Urban	74.1	2.6							15.8	1.2						
Rural	70.8	4.6							17.9	2.1						
Age Group																
18-29y	70.6	6.6							14.8	2.5						
30-44y	67.2	5.1							15.9	1.8						
45-59y	74.0	3.9							16.9	1.7						
60-69y	74.3	4.8							16.0	1.9						
70+y	79.4	5.8							18.3	1.8						
Education Years																
0																
1-5	70.3	14.6							17.2	3.3						
6-11	75.7	3.1							16.8	1.4						
12+	71.9	3.0							16.1	1.4						
Income Quintiles																
Q1	78.9	4.8							18.0	1.9						
Q2	71.7	5.3							18.6	2.2						
Q3	74.9	4.4							16.2	1.8						
Q4	68.6	5.1							15.2	1.6						
Q5	71.3	4.6							14.3	1.6						
Condition																
Child-Visit	77.7	11.4							12.2	2.3						
Dental	32.0	6.4							15.5	1.6						
Arthritis	80.0	18.1							16.5	4.0						
Asthma	88.4	11.1							19.1	5.8						
Heart-Disease	91.4	8.2							17.8	3.2						
Minor-Surgery	88.8	7.5							19.6	4.6						

	Patients visiting a medical doctor, of those visiting any health care provider		Patients rating characteristics of health care provider as adequate/more than adequate						Mean time taken to reach health facility (in minutes)		Patients using private car or motorcycle to reach facility		Mean cost for an ambulatory care visit (local currency)		Percent of population perceiving discrimination	
	%	SE	%	SE	%	SE	%	SE	Minutes	SE	%	SE	mean cost	SE	%	SE
Other	80.7	2.5							16.5	1.4						
Ownership																
Government	74.6	2.8							15.4	1.4						
Private	68.6	3.9							18.6	1.6						
NGO	85.1	14.3							19.7	2.7						
Other	100.0	0.0							3.0	2.3						
Self-Assessed Health																
Very-Good	71.5	5.0							14.4	1.9						
Good	73.9	3.2							16.4	1.3						
Moderate	70.5	3.9							16.7	1.5						
Bad	94.5	5.4							24.3	5.2						
Very-Bad	100.0	0.0							10.5	0.5						
TOTAL	73.0	2.3							16.5	1.2						

This table looks at various characteristics of a visit to an ambulatory care facility, for those who utilized such services in the previous 12 months (Q7204 and Q7205). Characteristics of a visit reported here include:

- (1) The percent of patients visiting a medical doctor (of those visiting any ambulatory provider) (Q7302).
- (2) Patients' rating of *skills*, *equipment*, and *drug supplies* of the provider as "adequate": percent of patients who reported "Yes" to questions Q7304, Q7305 and Q7306, respectively.
- (3) Barriers or facilitators to care access have been reported here for those who utilized ambulatory care services in the last 12 months. They include:
 - (a) *Mean time taken to reach facility*: patient reported times from Q7307 were used to calculate averages across sample sub-groups.
 - (b) *Patients using private motor vehicles*: percent of patients who reported using a "private car or motorcycle" to get to the facility in Q7308.
 - (c) *Mean cost of visit*: patient reported costs in Q7309-Q7313 were summed up for an individual and then averaged across sample sub-groups.
 - (d) *Perceived discrimination*: percent of patients who reported "Yes" to any form of discrimination listed in Q7328-Q7334.

Results are reported for the total WHS sample (category: "TOTAL"), and by the following sample sub-groups: sex, area of residence, age group, years of education, income quintiles, reason for seeking care (condition), ownership (of health facility), and self-assessed health. Mean values and standard errors (SE) are reported for each category.

Sub-groups common to other tables were constructed in the same manner. Common sub-groups include: sex (Q1001), area of residence (Q0104), age group (regrouping of reported age in Q1002), years of education (Q1010) and income quintiles. To determine income and subsequently income quintiles, an asset index was constructed for each household using responses to section 0700 on "Permanent Income Indicators" from the WHS household questionnaire.

Ownership, condition and self-assessed health sub-groups were constructed uniquely for the responsiveness section's tables. There are four categories of ownership: "Operated by the government" (Government), "Privately operated" (Private), "NGO" and "Other". To construct the ownership sub-group, information was combined from (a) Q7204, Q7205 and Q7301 for those utilizing ambulatory services, and (b) Q7200, Q7201 and Q7401 for those utilizing hospital inpatient services. The sub-group "Condition" used and regrouped information from Q7003 ("Which reason best describes why you [your child] last needed health care?") into 6 categories. The six categories include preventive care (immunization, antenatal consultation and family planning); childbirth; acute conditions (high fever, severe diarrhoea, or cough); injury; chronic conditions (arthritis, asthma and heart disease); and other (dental care, minor surgery and other). Self-assessed health was constructed using information from Q2000 ("In general, how would you rate your health today as?") in the WHS. Respondents could select one of the

following five categories: "Very good", "Good", "Moderate", "Bad" and "Very bad".

7.3.1 Patient assessment of responsiveness domains for ambulatory services: percent reporting "Moderate", "Bad" or "Very bad" - 1

	Prompt Attention				Dignity				Communication			
	Travel Time		Wait Time		Talked Respectfully		Privacy		Clear Explanation		Time for Questions	
	%	SE	%	SE	%	SE	%	SE	%	SE	%	SE
Sex												
Female			15.4	2.3	4.6	1.3			9.5	1.7		
Male			14.2	2.7	3.0	1.2			7.5	1.9		
Area of Residence												
Urban			15.0	2.0	4.5	1.1			9.9	1.7		
Rural			14.6	3.3	2.7	1.6			6.0	1.8		
Age Group												
18-29y			20.0	5.4	12.9	4.4			11.2	4.3		
30-44y			14.6	3.5	3.2	1.8			8.3	2.8		
45-59y			11.9	2.6	2.7	1.3			7.9	2.0		
60-69y			20.6	4.5	3.3	1.8			10.9	3.1		
70+y			10.1	3.6	1.4	1.4			5.8	2.8		
Education Years												
0												
1-5			9.8	9.4	0.0	0.0			19.5	12.5		
6-11			15.8	2.3	1.8	0.9			6.3	1.6		
12+			14.5	2.5	6.2	1.6			10.5	1.9		
Income Quintiles												
Q1			9.7	3.1	0.0	0.0			5.9	2.6		
Q2			15.4	3.9	7.4	2.9			10.8	3.4		
Q3			17.0	3.8	4.9	2.1			9.0	3.1		
Q4			13.5	3.4	1.0	1.0			5.4	2.3		
Q5			18.8	4.3	6.3	2.9			12.5	3.2		
Condition												
Child-Visit			0.0	0.0	0.0	0.0			5.4	5.4		
Dental			8.0	3.0	2.9	2.0			4.2	2.4		
Arthritis			0.0	0.0	19.6	17.6			60.0	21.6		
Asthma			13.2	12.2	13.2	12.2			13.2	12.2		
Heart-Disease			24.6	12.3	0.0	0.0			16.9	10.9		
Minor-Surgery			0.0	0.0	0.0	0.0			0.0	0.0		
Other			17.2	2.1	4.2	1.1			8.9	1.5		
Ownership												
Government			18.8	2.2	4.9	1.3			10.1	1.7		
Private			6.3	1.9	1.4	1.0			5.6	2.0		
NGO			17.4	16.3	0.0	0.0			14.9	14.3		
Other			50.7	35.4	0.0	0.0			0.0	0.0		
Self-Assessed Health												
Very-Good			20.7	5.0	6.8	2.9			5.5	3.2		
Good			12.3	2.1	4.5	1.4			6.9	1.7		
Moderate			13.5	2.6	1.8	1.0			12.7	2.5		
Bad			33.0	11.1	5.6	5.5			5.6	5.5		
Very-Bad			0.0	0.0	0.0	0.0			0.0	0.0		
TOTAL			14.9	1.7	3.9	0.9			8.7	1.3		

The following table reports the percent of people perceiving poor responsiveness in ambulatory care facilities, where "poor" is defined as a rating of "Moderate", "Bad" or "Very bad" in Q7315-Q7327 which have 5 response options (including "Good" and "Very good"). Ratings for each of the seven domains of ambulatory care responsiveness (including 13 questions) by patients have been presented here. There are two questions each for six of the seven domains; the domain choice has only one question. The following questions from the survey have been used to determine patient assessment of each responsiveness domain:

- (1) *Prompt attention*: travel time (Q7315) and wait time (Q7316).
- (2) *Dignity*: talked respectfully (Q7317) and privacy (Q7318).
- (3) *Communication*: clear explanation (Q7319) and time for questions (Q7320).
- (4) *Autonomy*: treatment information (Q7321) and involvement (Q7322).
- (5) *Confidentiality*: talk privately (Q7323) and confidentiality of records (Q7324).
- (6) *Choice of health care provider*: Q7325.
- (7) *Basic amenities*: cleanliness (Q7326) and space (Q7327).

Results are reported for the total WHS sample (category: "TOTAL"), and by the following sample sub-groups: sex, area of residence, age group, years of education, income quintiles, reason for visit, ownership (of health facility), and self-assessed health. Mean values and standard errors (SE) are reported for each category.

Sub-groups common to other tables were constructed in the same manner. Common sub-groups include sex (Q1001), area of residence (Q0104), age group (regrouping of reported age in Q1002), years of education (Q1010) and income quintiles. To determine income and subsequently income quintiles, an asset index was constructed for each household using responses to section 0700 on "Permanent Income Indicators" from the WHS household questionnaire.

Ownership, condition and self-assessed health sub-groups were constructed uniquely for the responsiveness section's tables. There are four categories of ownership: "Operated by the government" (Government), "Privately operated" (Private), "NGO" and "Other". To construct the ownership sub-group, information was combined from (a) Q7204, Q7205 and Q7301 for those utilizing ambulatory services, and (b) Q7200, Q7201 and Q7401 for those utilizing hospital inpatient services. The sub-group "Condition" used and regrouped information from Q7003 ("Which reason best describes why you [your child] last needed health care?") into 6 categories. The six categories include preventive care (immunization, antenatal consultation and family planning); childbirth; acute conditions (high fever, severe diarrhoea, or cough); injury; chronic conditions (arthritis, asthma and heart disease); and other (dental care, minor surgery and other). Self-assessed health was constructed using information from Q2000 ("In general, how would you rate your health today as?") in the WHS. Respondents were asked to select one of the following five categories: "Very good", "Good", "Moderate", "Bad" and "Very bad".

7.3.2 Patient assessment of responsiveness domains for ambulatory services: percent reporting "Moderate", "Bad" or "Very bad" - 2

	Autonomy				Confidentiality				Choice of Healthcare Provider		Basic Amenities			
	Treatment Information		Involvement		Talk Privately		Confidentiality of Records		%	SE	Cleanliness		Space	
	%	SE	%	SE	%	SE	%	SE	%	SE	%	SE	%	SE
Sex														
Female			12.5	2.1	4.1	1.2			30.2	2.9	4.8	1.2		
Male			10.6	2.2	5.6	1.6			25.3	3.3	2.6	1.1		
Area of Residence														
Urban			9.6	1.8	3.5	1.0			26.9	2.6	4.8	1.1		
Rural			16.0	3.0	7.4	2.0			30.7	4.3	2.0	1.2		
Age Group														
18-29y			9.5	3.9	5.5	3.0			38.6	6.3	3.7	2.6		
30-44y			10.5	3.1	7.4	2.7			29.1	4.9	4.2	2.1		
45-59y			13.9	2.7	5.9	1.9			25.3	3.6	3.3	1.4		
60-69y			12.1	3.4	1.1	1.1			27.9	4.7	7.4	2.8		
70+y			10.0	3.6	2.9	2.0			25.1	5.5	0.0	0.0		
Education Years														
0														
1-5			19.5	12.5	9.9	9.4			31.2	14.9	0.0	0.0		
6-11			11.8	2.1	4.5	1.4			26.3	3.0	3.2	1.2		
12+			11.0	2.2	4.4	1.3			29.4	3.2	4.8	1.4		
Income Quintiles														
Q1			13.1	3.6	4.9	2.3			26.5	4.9	2.3	1.6		
Q2			14.2	3.8	6.9	2.8			32.2	5.3	6.0	2.5		
Q3			11.1	3.5	5.1	2.2			34.1	4.8	4.0	2.0		
Q4			7.4	2.6	3.2	1.8			25.2	4.8	4.1	2.0		
Q5			12.7	3.2	3.2	1.8			22.2	4.7	2.1	1.5		
Condition														
Child-Visit			0.0	0.0	11.2	8.0			27.9	8.1	0.0	0.0		
Dental			12.2	3.7	6.6	2.8			22.5	4.9	4.0	2.3		
Arthritis			20.4	18.1	0.0	0.0			39.6	21.7	0.0	0.0		
Asthma			13.2	12.2	0.0	0.0			25.3	15.5	0.0	0.0		
Heart-Disease			33.0	13.5	7.4	7.2			15.9	10.3	0.0	0.0		
Minor-Surgery			11.1	7.4	11.1	7.4			11.3	7.6	11.2	7.5		
Other			11.0	1.8	3.9	1.0			30.8	2.6	3.8	1.0		
Ownership														
Government			13.4	2.0	6.5	1.3			34.1	2.8	3.9	1.1		
Private			7.0	2.2	1.4	1.0			16.7	3.3	3.5	1.4		
NGO			32.4	20.4	0.0	0.0			14.9	14.3	0.0	0.0		
Other			50.7	35.4	0.0	0.0			0.0	0.0	0.0	0.0		
Self-Assessed Health														
Very-Good			10.7	3.2	1.3	1.3			32.8	5.5	2.5	1.8		
Good			5.9	1.6	4.5	1.5			23.2	3.0	4.9	1.5		
Moderate			18.4	3.3	6.7	2.0			32.5	3.9	3.1	1.4		
Bad			21.9	9.8	5.5	5.3			28.3	11.0	5.5	5.4		
Very-Bad			0.0	0.0	0.0	0.0			0.0	0.0	0.0	0.0		
TOTAL			11.7	1.6	4.8	0.9			28.2	2.2	3.9	0.8		

The following table reports the percent of people perceiving poor responsiveness in ambulatory care facilities, where "poor" is defined as a rating of "Moderate", "Bad" or "Very bad" in Q7315-Q7327 which have 5 response options (including "Good" and "Very good"). Ratings for each of the seven domains of ambulatory care responsiveness (including 13 questions) by patients have been presented here. There are two questions each for six of the seven domains; the domain choice has only one question. The following questions from the survey have been used to determine patient assessment of each responsiveness domain:

- (1) *Prompt attention*: travel time (Q7315) and wait time (Q7316).
- (2) *Dignity*: talked respectfully (Q7317) and privacy (Q7318).
- (3) *Communication*: clear explanation (Q7319) and time for questions (Q7320).
- (4) *Autonomy*: treatment information (Q7321) and involvement (Q7322).
- (5) *Confidentiality*: talk privately (Q7323) and confidentiality of records (Q7324).
- (6) *Choice of health care provider*: Q7325.
- (7) *Basic amenities*: cleanliness (Q7326) and space (Q7327).

Results are reported for the total WHS sample (category: "TOTAL"), and by the following sample sub-groups: sex, area of residence, age group, years of education, income quintiles, reason for visit, ownership (of health facility), and self-assessed health. Mean values and standard errors (SE) are reported for each category.

Sub-groups common to other tables were constructed in the same manner. Common sub-groups include sex (Q1001), area of residence (Q0104), age group (regrouping of reported age in Q1002), years of education (Q1010) and income quintiles. To determine income and subsequently income quintiles, an asset index was constructed for each household using responses to section 0700 on "Permanent Income Indicators" from the WHS household questionnaire.

Ownership, condition and self-assessed health sub-groups were constructed uniquely for the responsiveness section's tables. There are four categories of ownership: "Operated by the government" (Government), "Privately operated" (Private), "NGO" and "Other". To construct the ownership sub-group, information was combined from (a) Q7204, Q7205 and Q7301 for those utilizing ambulatory services, and (b) Q7200, Q7201 and Q7401 for those utilizing hospital inpatient services. The sub-group "Condition" used and regrouped information from Q7003 ("Which reason best describes why you [your child] last needed health care?") into 6 categories. The six categories include preventive care (immunization, antenatal consultation and family planning); childbirth; acute conditions (high fever, severe diarrhoea, or cough); injury; chronic conditions (arthritis, asthma and heart disease); and other (dental care, minor surgery and other). Self-assessed health was constructed using information from Q2000 ("In general, how would you rate your health today as?") in the WHS. Respondents were asked to select one of the following five categories: "Very good", "Good", "Moderate", "Bad" and "Very bad".

7.4 Patient assessed characteristics of hospital inpatient health services

	Patients staying for more than 6 days on last hospital visit		Patients rating characteristics of health care provider as adequate / more than adequate						Mean time taken to reach health facility (in minutes)		Patients using private car or motorcycle to reach facility		Patients waiting more than a month to be admitted		Mean number of patients sleeping in the same room		Mean cost for a hospital visit		Percent of population perceiving discrimination	
	%	SE	Skills	SE	Equipment	SE	Drug supplies	SE	Minutes	SE	%	SE	%	SE	No	SE	mean cost	SE	%	SE
Sex																				
Female	32.0	3.4							34.8	3.1			20.5	3.2	3.2	0.6				
Male	29.3	3.6							43.0	5.3			25.0	3.6	2.9	0.7				
Area of Residence																				
Urban	31.1	3.4							26.3	2.3			22.1	3.2	3.2	0.7				
Rural	30.6	3.2							52.8	5.6			22.9	3.9	2.9	0.6				
Age Group																				
18-29y	24.1	5.7							38.5	6.4			7.3	3.8	2.7	0.7				
30-44y	20.7	4.6							45.0	7.4			18.2	4.7	2.6	0.7				
45-59y	32.7	4.8							36.1	4.5			25.6	4.8	3.1	0.8				
60-69y	28.4	5.4							36.6	5.2			30.6	6.2	3.7	0.8				
70+y	43.0	5.0							36.2	4.7			25.2	5.1	3.3	0.7				
Education Years																				
0																				
0	100.0	0.0							10.5	0.5			0.0	0.0	5.5	0.5				
1-5	65.9	15.4							54.0	15.6			11.7	11.6	2.6	0.7				
6-11	30.5	2.9							38.7	4.4			24.7	3.7	3.2	0.6				
Income Quintiles																				
12+	28.0	3.7							37.9	3.6			21.2	3.5	3.0	0.7				
Q1	46.4	5.7							37.1	5.2			16.5	4.2	3.6	0.7				
Q2	36.3	5.1							41.4	6.2			25.7	5.2	3.1	0.7				
Q3	38.5	6.0							37.4	7.5			23.7	5.8	2.9	0.7				
Q4	19.6	4.8							39.2	7.2			24.9	5.7	3.2	0.8				
Condition																				
Q5	9.7	4.4							35.6	3.7			21.9	5.5	2.5	0.7				
Child-Visit	8.0	5.7							36.1	5.8			16.2	7.9	2.1	0.9				
Fever	17.9	7.8							29.0	6.2			0.0	0.0	3.3	0.9				
Childbirth	19.1	7.0							28.6	3.6			0.0	0.0	2.8	0.7				
Arthritis	0.0	0.0							25.5	8.7			0.0	0.0	8.8	2.7				
Asthma	25.7	15.7							54.7	12.3			0.0	0.0	2.4	1.0				
Heart-Disease	30.2	8.3							38.6	8.4			16.7	6.7	3.7	0.8				
Injury	31.9	9.3							40.0	10.1			8.6	5.8	3.9	0.9				
Minor-Surgery	16.3	4.1							34.3	3.5			54.7	5.6	2.8	0.7				
Ownership																				
Other	46.3	4.4							45.1	5.6			18.1	3.6	2.9	0.7				
Government	31.8	2.4							37.8	3.4			22.7	2.6	3.2	0.6				
Private	17.5	9.2							53.5	13.3			22.9	10.3	1.8	0.9				
NGO	0.0	0.0							29.6	11.1			0.0	0.0	2.0	0.8				
Self-Assessed Health																				
Very-Good	8.8	4.3							28.8	3.0			17.4	6.3	2.6	0.7				
Good	26.1	3.9							38.0	3.8			17.7	3.9	2.6	0.6				
Moderate	36.5	4.0							42.1	4.4			25.9	4.1	3.5	0.7				
Bad	47.5	7.5							39.4	6.6			27.5	7.2	3.4	0.8				
Very-Bad	0.0	0.0							10.8	4.0			0.0	0.0	5.6	1.2				
TOTAL	30.8	2.4							38.5	3.2			22.5	2.5	3.1	0.6				

This table looks at various characteristics of a visit to a hospital inpatient care facility, for those who utilized such services in the past 3 years (Q7200, Q7201 and Q7402). Characteristics of a visit reported here include:

(1) The percent of patients who stayed 6 days or more at an inpatient facility during their last visit (Q7404).

(2) Patients' rating of *skills, equipment, and drug supplies* of the provider as "adequate": percent of patients who reported "Yes" to questions Q7405, Q7406 and Q7407, respectively.

(3) Barriers or facilitators to care access have been reported here for those who utilized inpatient care services in the last 3 years. They include:

(a) *Mean time taken to reach facility*: patient reported times from Q7408 were used to calculate averages across sample sub-groups.

(b) *Patients using private motor vehicles*: percent of patients who reported using a "private car or motorcycle" to get to the facility in Q7409.

(c) *Patients waiting more than a month to be admitted*: percent of patients who reported waiting more than a month to be admitted in Q7410.

(d) *Mean number of patients sleeping in same room*: averages across sample sub-groups have been constructed for numbers reported in Q7417.

(e) *Mean cost of visit*: patient reported costs in Q7411-Q7415 were summed up for an individual and then averaged across sample sub-groups.

(f) *Perceived discrimination*: percent of patients who reported "Yes" to any form of discrimination asked in Q7433-Q7439.

Results are reported for the total WHS sample (category: "TOTAL"), and by the following sample sub-groups: sex, area of residence, age group, years of education, income quintiles, reason for seeking care (condition), ownership (of health facility), and self-assessed health. Mean values and standard errors (SE) are reported for each category.

Sub-groups common to other tables were constructed in the same manner. Common sub-groups include sex (Q1001), area of residence (Q0104), age group (regrouping of reported age in Q1002), years of education (Q1010) and income quintiles. To determine income and subsequently income quintiles, an asset index was constructed for each household using responses to section 0700 on "Permanent Income Indicators" from the WHS household questionnaire.

Ownership, condition and self-assessed health sub-groups were constructed uniquely for the responsiveness section's tables. There are four categories of ownership: "Operated by the government" (Government), "Privately operated" (Private), "NGO" and "Other". To construct the ownership sub-group, information was combined from (a) Q7204, Q7205 and Q7301 for those utilizing ambulatory services, and (b) Q7200, Q7201 and Q7401 for those utilizing hospital inpatient services. The sub-group "Condition" used information from Q7403 ("Which of the following best describes the reason for your [child's] last overnight stay?"). The eight categories of Q7403 include high fever, diarrhoea, or cough; childbirth; arthritis; asthma; heart disease; bodily injury; minor surgery; and other. Self-assessed health was constructed using information from Q2000 ("In general, how would you rate your health today as?") in the WHS. Respondents were asked to select one of the following five categories: "Very good", "Good", "Moderate", "Bad" and "Very bad".

7.5.1 Patient assessment of responsiveness domains for hospital inpatient services: percent reporting "Moderate", "Bad" or "Very bad" - 1

	Prompt Attention		Dignity		Communication		Autonomy		
	Travel Time %	Wait Time SE	Talked Respectfully %	Privacy SE	Clear Explanation %	Time for Questions SE	Treatment Information %	Involvement SE	
Sex									
Female		31.4	3.7	11.4	2.5	13.6	2.7	26.7	3.2
Male		22.3	3.4	10.3	2.2	13.7	2.5	27.4	3.6
Area of Residence									
Urban		31.2	3.4	10.1	2.3	13.9	2.6	29.1	3.2
Rural		22.7	3.4	11.9	2.5	13.3	2.8	24.6	3.2
Age Group									
18-29y		29.1	7.8	19.1	6.8	21.4	7.1	38.1	8.0
30-44y		22.4	5.0	13.2	3.8	17.1	4.1	28.8	5.3
45-59y		25.5	4.7	12.5	3.5	12.8	3.5	30.2	5.0
60-69y		28.5	6.3	3.5	2.4	8.8	3.8	15.8	4.6
70+y		32.0	5.7	8.2	3.1	10.8	3.4	24.2	4.4
Education Years									
0		0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
1-5		11.7	11.6	10.2	8.7	0.0	0.0	10.6	9.0
6-11		31.1	3.5	10.7	2.3	13.6	2.7	27.8	3.2
Income Quintiles									
12+		24.0	3.4	10.9	2.5	14.8	2.7	26.5	3.6
Q1		33.7	6.3	16.9	4.3	19.8	4.8	34.1	5.8
Q2		31.4	5.1	7.5	2.9	10.1	3.2	25.2	4.2
Q3		20.3	5.3	6.4	3.1	6.4	3.1	21.1	5.2
Q4		25.8	5.7	13.8	4.2	16.8	4.5	28.6	5.3
Condition									
Q5		23.6	5.4	10.8	3.6	14.1	4.1	27.1	5.4
Child-Visit		27.4	9.3	19.3	7.8	15.6	6.9	42.7	9.2
Fever		12.8	7.0	12.9	7.1	22.4	9.0	30.0	9.7
Childbirth		12.7	6.0	15.6	6.5	12.4	5.9	22.0	7.4
Arthritis		0.0	0.0	0.0	0.0	0.0	0.0	33.4	27.4
Asthma		12.4	11.7	0.0	0.0	0.0	0.0	37.8	17.3
Heart-Disease		26.9	8.2	6.6	4.5	13.2	6.2	19.7	7.2
Injury		16.2	7.4	0.0	0.0	4.0	3.9	27.9	9.0
Minor-Surgery		39.0	5.2	8.1	2.9	13.0	3.5	25.0	4.2
Ownership									
Other		31.0	3.9	15.1	3.1	15.9	3.1	28.1	3.9
Government		27.8	2.5	11.6	1.8	13.8	2.0	27.1	2.4
Private		17.6	8.7	0.0	0.0	5.9	5.8	23.5	11.9
NGO		0.0	0.0	0.0	0.0	53.1	35.2	53.1	35.2
Self-Assessed Health									
Very-Good		22.0	6.0	12.9	4.6	13.0	5.0	21.8	6.7
Good		22.0	4.0	11.1	3.0	11.2	2.9	23.1	3.8
Moderate		28.6	3.9	7.5	2.3	12.2	2.9	26.5	3.5
Bad		42.3	7.8	22.0	6.4	26.9	7.0	44.8	8.0
Very-Bad		0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
TOTAL		27.3	2.4	10.9	1.7	13.6	1.9	27.0	2.3

The following table reports the percent of people perceiving poor responsiveness in hospital inpatient care facilities, where "poor" is defined as a rating of "Moderate", "Bad" or "Very bad" in questions Q7418-Q7432 which have 5 response options (including "good" and "very good".. Ratings for each of the eight domains of hospital inpatient care responsiveness (including 15 questions) by patients have been presented here. There are two questions each for seven of the eight domains; the domain of choice has only one question. The following questions from the survey have been used to determine patient assessment of each responsiveness domain:

- (1) *Prompt attention*: travel time (Q7418) and wait time (Q7419).
- (2) *Dignity*: talked respectfully (Q7420) and privacy (Q7421).
- (3) *Communication*: clear explanation (Q7422) and time for questions (Q7423).
- (4) *Autonomy*: treatment information (Q7424) and involvement (Q7425).
- (5) *Confidentiality*: talk privately (Q7426) and confidentiality of records (Q7427).
- (6) *Choice of health care provider*: Q7428.
- (7) *Basic amenities*: cleanliness (Q7429) and space (Q7430).
- (8) *Social support*: family visit (Q7431) and external contact (Q7432).

Results are reported for the total WHS sample (category: "TOTAL"), and by the following sample sub-groups: sex, area of residence, age group, years of education, income quintiles, reason for visit, ownership (of health facility), and self-assessed health. Mean values and standard errors (SE) are reported for each category.

Sub-groups common to other tables were constructed in the same manner. Common sub-groups include sex (Q1001), area of residence (Q0104), age group (regrouping of reported age in Q1002), years of education (Q1010) and income quintiles. To determine income and subsequently income quintiles, an asset index was constructed for each household using responses to section 0700 on "Permanent Income Indicators" from the WHS household questionnaire.

Ownership, condition and self-assessed health sub-groups were constructed uniquely for the responsiveness section's tables. There are four categories of ownership: "Operated by the government" (Government), "Privately operated" (Private), "NGO" and "Other". To construct the ownership sub-group, information was combined from (a) Q7204, Q7205 and Q7301 for those utilizing ambulatory services, and (b) Q7200, Q7201 and Q7401 for those utilizing hospital inpatient services. The sub-group "Condition" used information from Q7403 ("Which of the following best describes the reason for your [child's] last overnight stay?"). The eight categories of Q7403 include high fever, diarrhoea, or cough; childbirth; arthritis; asthma; heart disease; bodily injury; minor surgery; and other. Self-assessed health was constructed using information from Q2000 ("In general, how would you rate your health today as?") in the WHS. Respondents were asked to select one of the following five categories: "Very good", "Good", "Moderate", "Bad" and "Very bad".

7.5.2 Patient assessment of responsiveness domains for hospital inpatient services: percent reporting "Moderate", "Bad" or "Very bad" - 2

	Confidentiality		Choice of health care provider		Basic Amenities		Social Support			
	Talk Privately	Confidentiality of records			Cleanliness	Space	Family Visit	External Contact		
	%	SE	%	SE	%	SE	%	SE		
Sex										
Female	33.6	3.5			61.2	3.7	11.0	2.1	6.6	1.8
Male	22.1	3.2			52.5	4.0	5.9	1.8	5.2	1.8
Area of Residence										
Urban	29.5	3.3			58.8	3.7	9.7	1.9	5.8	1.7
Rural	27.2	3.3			55.6	4.1	7.5	1.9	6.3	1.9
Age Group										
18-29y	31.2	6.9			78.7	6.1	9.8	4.6	14.5	5.1
30-44y	34.3	6.0			70.2	5.6	11.8	3.8	11.4	3.5
45-59y	35.9	5.3			49.9	5.9	9.4	3.2	3.4	1.9
60-69y	21.4	5.5			48.6	6.3	3.6	2.5	1.8	1.7
70+y	18.8	4.3			48.7	5.7	8.1	2.9	2.4	1.7
Education Years										
0	0.0	0.0			0.0	0.0	0.0	0.0	0.0	0.0
1-5	20.8	9.8			31.5	16.7	10.2	8.7	0.0	0.0
6-11	24.3	2.8			53.2	3.7	6.9	1.8	5.1	1.8
Income Quintiles										
12+	33.7	3.9			63.8	4.0	10.3	2.4	7.6	2.0
Q1	30.8	5.1			53.6	5.9	7.2	3.0	5.7	2.8
Q2	22.5	4.7			55.0	5.8	9.9	3.1	6.3	2.7
Q3	28.5	5.2			56.4	5.6	4.9	2.8	4.8	2.6
Q4	33.7	6.0			63.8	5.9	9.3	3.7	6.0	3.0
Condition										
Q5	29.9	5.4			58.8	6.4	11.1	3.6	6.1	3.0
Child-Visit	27.4	8.8			77.2	8.3	12.0	6.8	4.1	4.1
Fever	35.0	10.3			60.6	11.0	4.5	4.4	17.3	8.0
Childbirth	40.9	8.9			68.5	8.4	6.4	4.3	6.5	4.5
Arthritis	66.7	27.1			100.0	0.0	66.6	27.4	0.0	0.0
Asthma	25.5	15.5			87.3	11.8	0.0	0.0	0.0	0.0
Heart-Disease	19.9	7.3			56.4	9.1	6.4	4.4	0.0	0.0
Injury	32.4	9.4			40.2	9.8	4.0	4.0	12.0	6.6
Minor-Surgery	25.8	4.6			55.1	5.5	10.5	3.0	2.2	1.6
Ownership										
Other	25.8	3.9			54.7	4.5	9.1	2.4	7.4	2.2
Government	29.9	2.5			58.4	2.7	9.2	1.4	5.8	1.3
Private	0.0	0.0			41.0	12.6	0.0	0.0	11.3	7.6
NGO	53.1	35.2			53.1	35.2	0.0	0.0	0.0	0.0
Self-Assessed Health										
Very-Good	37.2	7.4			64.7	7.1	8.6	4.1	1.9	1.9
Good	26.8	4.2			60.1	4.4	6.5	2.3	7.5	2.4
Moderate	22.6	3.4			51.6	4.0	10.2	2.4	4.6	1.9
Bad	44.1	7.7			62.1	7.4	9.9	4.7	12.2	5.0
Very-Bad	52.6	35.3			100.0	0.0	0.0	0.0	0.0	0.0
TOTAL	28.4	2.3			57.4	2.8	8.7	1.4	6.0	1.3

The following table reports the percent of people perceiving poor responsiveness in hospital inpatient care facilities, where "poor" is defined as a rating of "Moderate", "Bad" or "Very bad" in questions Q7418-Q7432 which have 5 response options (including "good" and "very good".. Ratings for each of the eight domains of hospital inpatient care responsiveness (including 15 questions) by patients have been presented here. There are two questions each for seven of the eight domains; the domain of choice has only one question. The following questions from the survey have been used to determine patient assessment of each responsiveness domain:

- (1) *Prompt attention*: travel time (Q7418) and wait time (Q7419).
- (2) *Dignity*: talked respectfully (Q7420) and privacy (Q7421).
- (3) *Communication*: clear explanation (Q7422) and time for questions (Q7423).
- (4) *Autonomy*: treatment information (Q7424) and involvement (Q7425).
- (5) *Confidentiality*: talk privately (Q7426) and confidentiality of records (Q7427).
- (6) *Choice of health care provider*: Q7428.
- (7) *Basic amenities*: cleanliness (Q7429) and space (Q7430).
- (8) *Social support*: family visit (Q7431) and external contact (Q7432).

Results are reported for the total WHS sample (category: "TOTAL"), and by the following sample sub-groups: sex, area of residence, age group, years of education, income quintiles, reason for visit, ownership (of health facility), and self-assessed health. Mean values and standard errors (SE) are reported for each category.

Sub-groups common to other tables were constructed in the same manner. Common sub-groups include sex (Q1001), area of residence (Q0104), age group (regrouping of reported age in Q1002), years of education (Q1010) and income quintiles. To determine income and subsequently income quintiles, an asset index was constructed for each household using responses to section 0700 on "Permanent Income Indicators" from the WHS household questionnaire.

Ownership, condition and self-assessed health sub-groups were constructed uniquely for the responsiveness section's tables. There are four categories of ownership: "Operated by the government" (Government), "Privately operated" (Private), "NGO" and "Other". To construct the ownership sub-group, information was combined from (a) Q7204, Q7205 and Q7301 for those utilizing ambulatory services, and (b) Q7200, Q7201 and Q7401 for those utilizing hospital inpatient services. The sub-group "Condition" used information from Q7403 ("Which of the following best describes the reason for your [child's] last overnight stay?"). The eight categories of Q7403 include high fever, diarrhoea, or cough; childbirth; arthritis; asthma; heart disease; bodily injury; minor surgery; and other. Self-assessed health was constructed using information from Q2000 ("In general, how would you rate your health today as?") in the WHS. Respondents were asked to select one of the following five categories: "Very good", "Good", "Moderate", "Bad" and "Very bad".

7.6 Importance of different domains of responsiveness: percent reporting "Extremely Important"

	Prompt Attention		Dignity		Communication		Autonomy		Confidentiality		Choice		Basic Amenities		Social Support	
	%	SE	%	SE	%	SE	%	SE	%	SE	%	SE	%	SE	%	SE
Sex																
Female																
Male																
Area of Residence																
Urban																
Rural																
Age Group																
18-29y																
30-44y																
45-59y																
60-69y																
70+y																
Education Years																
0																
1-5																
6-11																
12+																
Income Quintiles																
Q1																
Q2																
Q3																
Q4																
Q5																
Ownership																
Government																
Private																
NGO																
Other																
Self-Assessed Health																
Very-Good																
Good																
Moderate																
Bad																
Very-Bad																
Type of Care																
Ambulatory-Adult																
Ambulatory-Child																
Inpatient-Adult																
Inpatient-Child																
Non-Users																
TOTAL																

This table shows the percent of people who rated a responsiveness domain as "Extremely Important". All survey respondents were queried on their perception of the importance of each of the eight responsiveness domains in section 7100 of the WHS where each domain was described in detail (Q7100-Q7107). Respondents were asked to say whether the domain was "Extremely Important", "Very Important", "Moderately Important", "Slightly Important" or "Not

Important".

Results are reported for the total WHS sample (category: "TOTAL"), and by the following sample sub-groups: sex, area of residence, age group, years of education, income quintiles, ownership (of health facility), self-assessed health, and type of care. Mean values and standard errors (SE) are reported for each category.

Sub-groups common to other tables were constructed in the same manner. Common sub-groups include sex (Q1001), area of residence (Q0104), age group (regrouping of reported age in Q1002), years of education (Q1010) and income quintiles. To determine income and subsequently income quintiles, an asset index was constructed for each household using responses to section 0700 on "Permanent Income Indicators" from the WHS household questionnaire.

Ownership, self-assessed health and type of care sub-groups were constructed uniquely for the responsiveness section's tables. There are four categories of ownership: "Operated by the government" (Government), "Privately operated" (Private), "NGO" and "Other". To construct the ownership sub-group, information was combined from (a) Q7204, Q7205 and Q7301 for those utilizing ambulatory services, and (b) Q7200, Q7201 and Q7401 for those utilizing hospital inpatient services. Self-assessed health was constructed using information from Q2000 ("In general, how would you rate your health today as?") in the WHS. Respondents were asked to select one of the following five categories: "Very good", "Good", "Moderate", "Bad" and "Very bad". Type of care is a constructed sample sub-group combining information from Q7000, Q7001 and Q7016. There are five categories of type of care: "Ambulatory adult", "Ambulatory child", "Inpatient adult", "Inpatient child" and "Non users".

8.0 Expenditure Background Indicators (2002)

GDP per capita (\$)	25,359
Total health expenditure per capita (\$)	1,852
Total population (000)	5,197
Life expectancy at birth (Both sexes)	78.2
Life expectancy at birth (male)	74.8
Life expectancy at birth (female)	81.5
Healthy life expectancy at birth (Both sexes)	71.1
Healthy life expectancy at birth (Male)	68.7
Healthy life expectancy at birth (Female)	73.5
Government funded health expenditure as a percentage of total health expenditure	75.7
Social security funded health expenditure as a percentage of total health expenditure	15.9
Private health insurance premiums as a percentage of total health expenditure	2.4
Out-of-pocket payment as a percentage of total health expenditure	20.0

8.1 Distribution of health payments across different population groups

	Mean Household expenditure (EXP) in local currency	% Poor	% Impoverished	% Catastrophic	OOP % EXP	OOP % non-subsistence spending	Mean OOP in local currency
Catastrophic							
No	1,358	3.0	0.3		4.0	5.0	43
Yes	694	15.1	34.3		50.5	78.4	364
Poor							
No	1,360		2.5	5.6	5.9	9.1	63
Yes	203		0.0	25.3	35.6	23.1	56
Residence							
rural	1,155	6.1	3.9	8.6	6.8	11.1	53
urban	1,412	2.4	1.5	4.9	7.1	8.8	69
Income_Quintile							
1st(poorest)	435	18.6	9.5	19.9	14.6	20.2	46
2nd	769	0.0	1.9	5.8	6.9	10.7	52
3rd	1,026	0.0	0.4	3.4	6.3	8.6	62
4th	1,506	0.0	0.0	1.4	4.2	5.3	56
5th(richest)	2,894	0.0	0.0	0.7	2.8	3.1	101
total	1,316	3.8	2.4	6.3	7.0	9.7	63

OOP: Out of pocket

Household consumption expenditure (EXP) comprises both monetary and in-kind payment on all goods and services and the money value of the consumption of home-made products.

Poor - a household is considered poor when its total household expenditure is smaller than its subsistence spending
Impoverishment - a non-poor household is impoverished by health payment when it becomes poor after paying for health services.

Catastrophic health expenditure occurs when a household's total out-of-pocket health payments equals or exceeds 40% of the households capacity to pay or non-subsistence spending.

Out of pocket health payments (OOP) refer to payments made by households at the point they receive health services. It includes doctor's consultation fees, purchases of medication and hospital bills. Spending on alternative and/or traditional medicine is included. Expenditure on health related transportation and special nutrition is excluded. Insurance reimbursements are also excluded.

Subsistence spending - household subsistence spending is the minimum requirement to maintain a basic life in a society. A poverty line is used in the analysis as subsistence spending.

Food expenditure is the amount spent on all foodstuffs by the household plus the value of the family's own food production consumed within the household. It excludes expenditure on alcoholic beverages, tobacco and food consumption outside the home (e.g hotel and restaurants).

Household capacity to pay - is defined as a household's non-subsistence spending.

8.2 Percent distribution of structure of out-of-pocket health payments

	Inpatient	Outpatient	Traditional	Drugs	Other	Total
Catastrophic						
No						
Yes						
Poor						
No						
Yes						
Residence						
rural						
urban						
Income_Quintile						
1st(poorest)						
2nd						
3rd						
4th						
5th(richest)						
total						

10.1 Inability to control the important things in life - q8000

	Never	SE	Almost never	SE	Sometimes	SE	Fairly often	SE	Very often	SE	Missing	SE	N
Gender													
Male	75.9	2.2	11.8	1.7	9.6	1.4	1.6	0.6	0.4	0.2	0.7	0.4	489
Female	73.6	2.0	13.8	1.5	10.4	1.4	2.0	0.6	0.2	0.2	0.2	0.2	524
M	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
Residence													
Urban	74.9	2.1	13.3	1.6	8.9	1.3	2.0	0.6	0.3	0.2	0.5	0.3	627
Rural	74.4	2.4	11.9	1.6	11.8	1.9	1.5	0.6	0.2	0.2	0.2	0.2	386
M	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
Income													
Q1(poorest)	71.7	3.4	9.9	2.1	12.8	2.6	4.2	1.4	0.9	0.6	0.5	0.5	184
Q2	74.0	3.4	12.9	2.8	11.3	2.3	0.7	0.8	0.7	0.5	0.4	0.4	186
Q3	67.7	3.7	19.3	3.0	10.3	2.4	1.9	1.0	0.0	0.0	0.8	0.8	200
Q4	76.6	3.1	11.6	2.4	10.2	2.2	1.7	1.0	0.0	0.0	0.0	0.0	214
Q5(richest)	82.4	2.8	9.9	2.5	6.4	1.9	0.8	0.6	0.0	0.0	0.4	0.4	216
M	74.0	12.0	19.3	11.3	6.7	6.7	0.0	0.0	0.0	0.0	0.0	0.0	13
Age													
18-29	74.3	4.2	16.8	3.4	6.4	2.2	1.7	1.2	0.0	0.0	0.8	0.8	192
30-44	72.8	3.1	13.4	2.4	12.4	2.5	1.3	0.8	0.0	0.0	0.0	0.0	264
45-59	73.7	2.7	13.3	2.1	10.1	1.9	2.3	0.9	0.0	0.0	0.6	0.4	292
60-69	80.4	3.0	8.3	2.0	8.7	2.0	1.1	0.8	1.1	0.8	0.6	0.6	124
70-79	79.8	3.4	10.4	2.5	7.8	2.2	1.5	1.0	0.6	0.6	0.0	0.0	94
80+	67.9	7.0	6.5	3.6	19.2	5.7	4.3	2.9	2.1	2.1	0.0	0.0	47
M	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
All	74.7	1.6	12.8	1.2	10.0	1.1	1.8	0.4	0.3	0.1	0.4	0.2	1,013

10.2 Inability to cope - q8001

	Never	SE	Almost never	SE	Sometimes	SE	Fairly often	SE	Very often	SE	Missing	SE	N
Gender													
Male	67.5	2.4	15.9	1.8	13.0	1.6	2.7	0.9	0.1	0.1	0.7	0.4	489
Female	61.2	2.3	16.7	1.6	18.5	1.6	3.0	0.7	0.2	0.2	0.4	0.2	524
M	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
Residence													
Urban	65.4	2.2	15.7	1.5	14.6	1.4	3.6	0.9	0.1	0.2	0.6	0.3	627
Rural	62.5	2.6	17.4	1.9	17.9	2.0	1.6	0.6	0.2	0.2	0.5	0.4	386
M	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
Income													
Q1(poorest)	65.0	3.4	9.7	2.0	18.2	2.8	5.6	2.0	0.3	0.3	1.0	0.7	184
Q2	63.2	3.6	20.6	3.2	15.4	2.9	0.3	0.3	0.5	0.5	0.0	0.0	186
Q3	65.2	3.7	15.0	2.7	15.3	2.6	3.2	1.2	0.0	0.0	1.3	0.9	200
Q4	60.4	3.9	18.4	3.2	19.2	3.0	2.0	1.2	0.0	0.0	0.0	0.0	214
Q5(richest)	67.8	3.4	18.5	2.7	10.1	2.1	3.1	1.2	0.0	0.0	0.4	0.4	216
M	60.1	16.9	0.0	0.0	35.2	17.0	4.7	4.7	0.0	0.0	0.0	0.0	13
Age													
18-29	64.0	4.2	17.5	3.0	13.6	3.2	4.0	1.6	0.0	0.0	0.8	0.8	192
30-44	60.8	3.5	20.9	2.7	16.3	2.7	2.1	1.0	0.0	0.0	0.0	0.0	264
45-59	61.4	2.8	17.5	2.2	17.2	2.0	2.3	0.9	0.3	0.3	1.3	0.7	292
60-69	76.8	3.0	9.1	2.1	12.5	2.3	1.1	0.8	0.5	0.5	0.0	0.0	124
70-79	67.3	3.7	13.1	2.8	15.4	2.8	4.2	1.6	0.0	0.0	0.0	0.0	94
80+	63.8	7.0	4.2	2.9	23.6	6.1	8.4	4.0	0.0	0.0	0.0	0.0	47
M	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
All	64.3	1.7	16.3	1.2	15.8	1.2	2.9	0.6	0.2	0.1	0.5	0.2	1,013

