

# **REPORT OF FRANCE**

## TABLE OF CONTENTS

1	Introduction
2	Methodology
2.1	Sampling
2.2.1	Geographic Component of the Survey
2.2.2	The map
2.3	Survey Metrics
2.3.1	Sample deviation index
2.3.2	HH Sample deviation index
2.3.3	Response rate
2.3.4	Missing data
2.3.5	Reliability
3	Socio-Demographic Profile
3.1	Household composition by residence and age groups according to income quintile
3.2	Selected age distributions by income quintile
3.3	Characteristics of head of household by income quintile
3.4	Household population: percent distribution of the de jure population by age, residence, marital status and education according to sex
3.5	Background characteristics of respondents: percent distribution of men and women by age, residence, marital status and education
4	Risk Factors
4.1	Prevalence of smoking and average daily tobacco consumption
4.2	Prevalence of life time abstainers, non-heavy drinkers, infrequent heavy drinkers and frequent heavy drinkers
4.3	Prevalence of insufficient intake of fruit and vegetables and insufficient physical activity
4.4	Access to improved drinking-water: percent distribution of households by

- type of access to drinking water
- 4.5 Access to improved sanitation: percent distribution of households by type of sanitation facility
- 4.6 Solid Fuel use for cooking: percent distribution of households by type of cooking fuel used
- 5 Coverage
- 5.01 Tuberculosis
- 5.02 HIV Prevention and Screening
- 5.03 Antenatal Care and Mother to Child Transmission of HIV
- 5.04 Birth Delivery Care
- 5.05 Child's Health - Common Illness
- 5.06 Child's Health - Danger Signs
- 5.07 Vaccinations Meeting WHO Timeline Recommendations for Children 12 to 23 months of Age with Vaccination Card
- 5.08 Vaccination Status of Children 12-23 Months
- 5.09 Women's Cancer Screening
- 5.10 Oral Health and Injuries
- 5.11 Self Reported Non-Communicable Conditions
- 5.12 Mental Health Conditions
- 5.13 Cataracts
- 6 Health State Descriptions
- 6.01 In general, rate your health today - q2000
- 6.02 Difficulty with 'work and household activities' in last 30 days - q2001
- 6.03 Difficulty with 'moving around' in last 30 days - q2010
- 6.04 Difficulty with 'vigorous activities' in last 30 days - q2011
- 6.05 Difficulty with 'self-care' in last 30 days - q2020
- 6.06 Difficulty with 'taking care of and maintaining general appearance' in last 30 days - q2021
- 6.07 Amount of 'bodily aches or pains' in last 30 days - q2030

- 6.08 Amount of 'bodily discomfort' in last 30 days - q2031
- 6.09 Difficulty with 'concentrating or remembering things' in last 30 days - q2050
- 6.10 Difficulty with 'learning a new task' in last 30 days - q2051
- 6.11 Difficulty with 'personal relationships or participation in the community' in last 30 days - q2060
- 6.12 Difficulty with 'dealing with conflicts and tensions' in last 30 days - q2061
- 6.13 Difficulty with 'seeing and recognizing a person you know across the road (20m)' in last 30 days - q2071
- 6.14 Difficulty with 'seeing an object at arm's length or in reading' in last 30 days - q2072
- 6.15 Problem with 'sleeping' in last 30 days - q2080
- 6.16 Problem with 'feeling rested and refreshed' in last 30 days - q2081
- 6.17 Problem with 'feeling sad, low, or depressed' in last 30 days - q2090
- 6.18 Problem with 'worry or anxiety' in last 30 days - q2091
- 6.19 Adjusted for vignette responses
- 7 Health System Responsiveness
  - 7.1 Self-reported utilization of health services and perceived unmet need
  - 7.2 Patient assessed characteristics of ambulatory health services
    - 7.3.1 Patient assessment of responsiveness domains for ambulatory services: percent reporting "Moderate", "Bad" or "Very bad" - 1
    - 7.3.2 Patient assessment of responsiveness domains for ambulatory services: percent reporting "Moderate", "Bad" or "Very bad" - 2
  - 7.4 Patient assessed characteristics of hospital inpatient health services
    - 7.5.1 Patient assessment of responsiveness domains for hospital inpatient services: percent reporting "Moderate", "Bad" or "Very bad" - 1
    - 7.5.2 Patient assessment of responsiveness domains for hospital inpatient services: percent reporting "Moderate", "Bad" or "Very bad" - 2
  - 7.6 Importance of different domains of responsiveness: percent reporting "Extremely Important"
- 8 Health Expenditure, Insurance and Human Resources for Health

- 8.0 Expenditure Background Indicators (2002)
- 8.1 Distribution of health payments across different population groups
- 8.2 Percent distribution of structure of out-of-pocket health payments
- 8.3 Financial sources used by households for paying for health services
- 8.4 Insurance Coverage
- 8.5 Human resources for health
- 9.1 Adult Mortality Chart 1
- 9.2 Adult Mortality Chart 2
- 9.3 Adult Mortality Chart 3
- 9.4 Adult Mortality Chart 4
- 10 Stress and Social Capital
- 10.1 Inability to control the important things in life - q8000
- 10.2 Inability to cope - q8001
- 10.3 Satisfaction with your health - q8002
- 10.4 Feeling safe when alone at home - q8011
- 10.5 Feeling safe when walking down the street alone after dark - q8012

# 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.

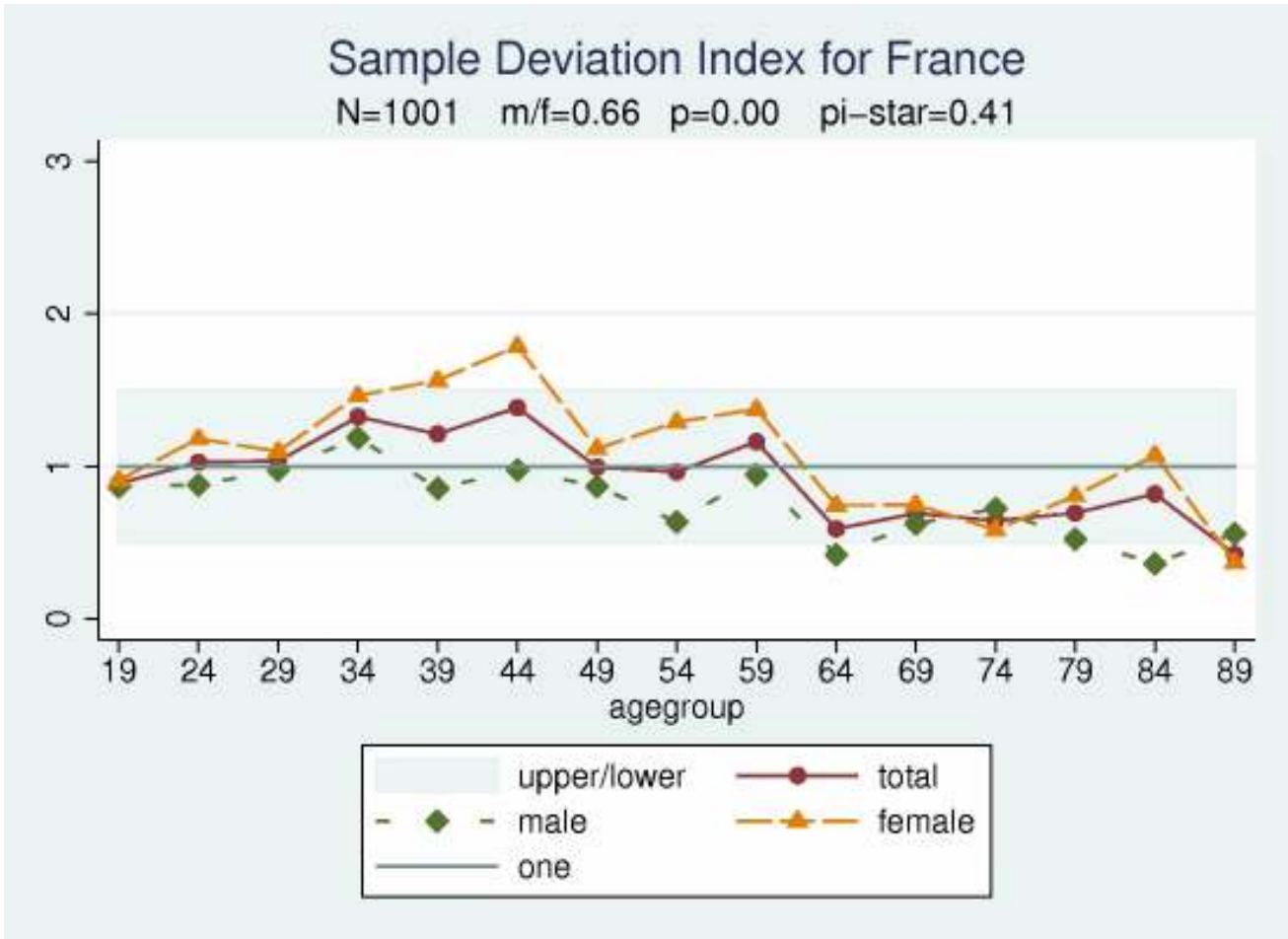
As the sampling design may not always include the administrative structure of the country and as the codes entered in the data set for the sampling level needed to be labelled, a key correspondence table containing this information has been collected after the survey itself.

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.

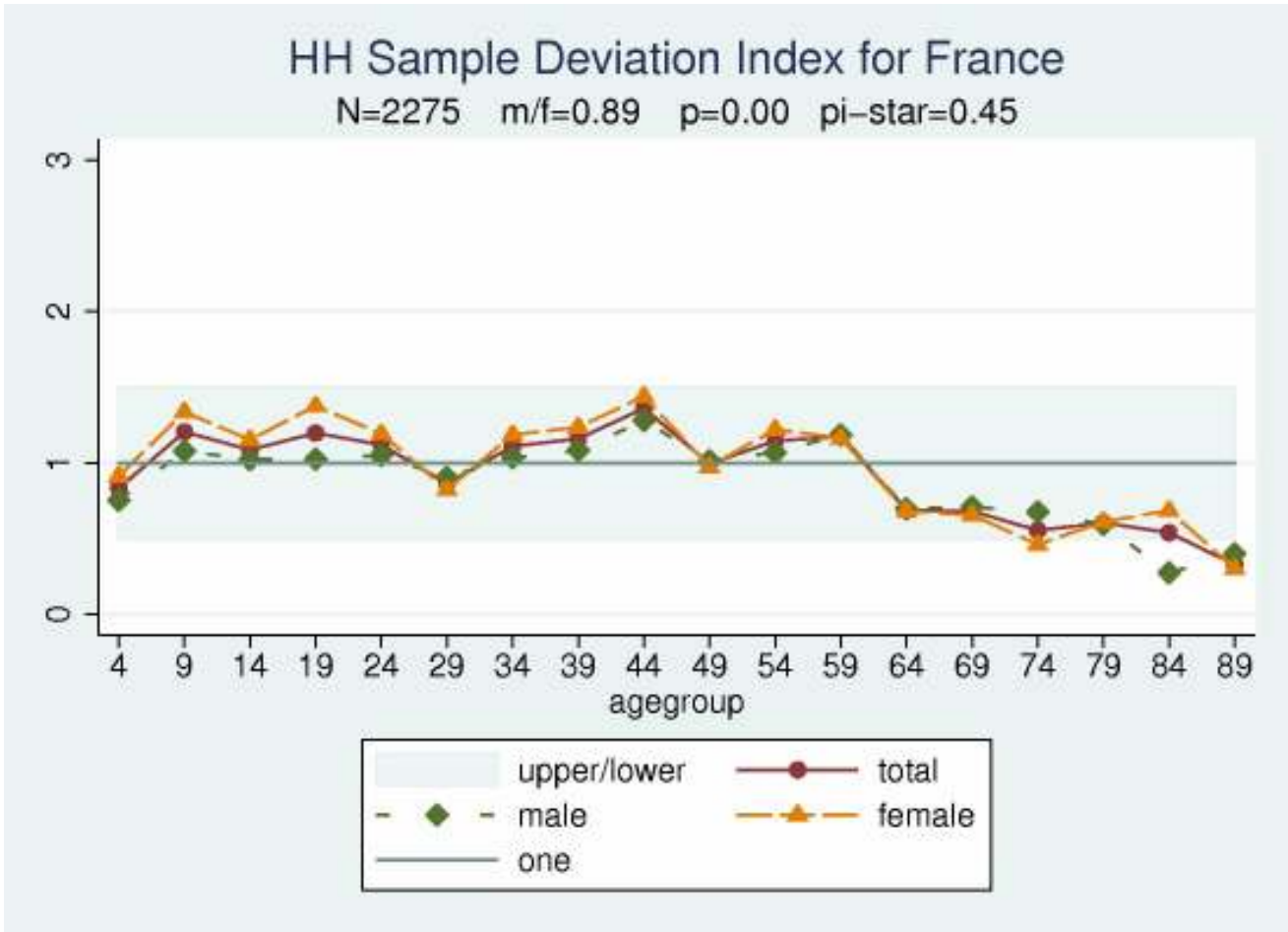


2.3.1 Sample deviation index



SDI

2.3.2 HH Sample deviation index



HDI

---

### 2.3.3 Response rate

---

---

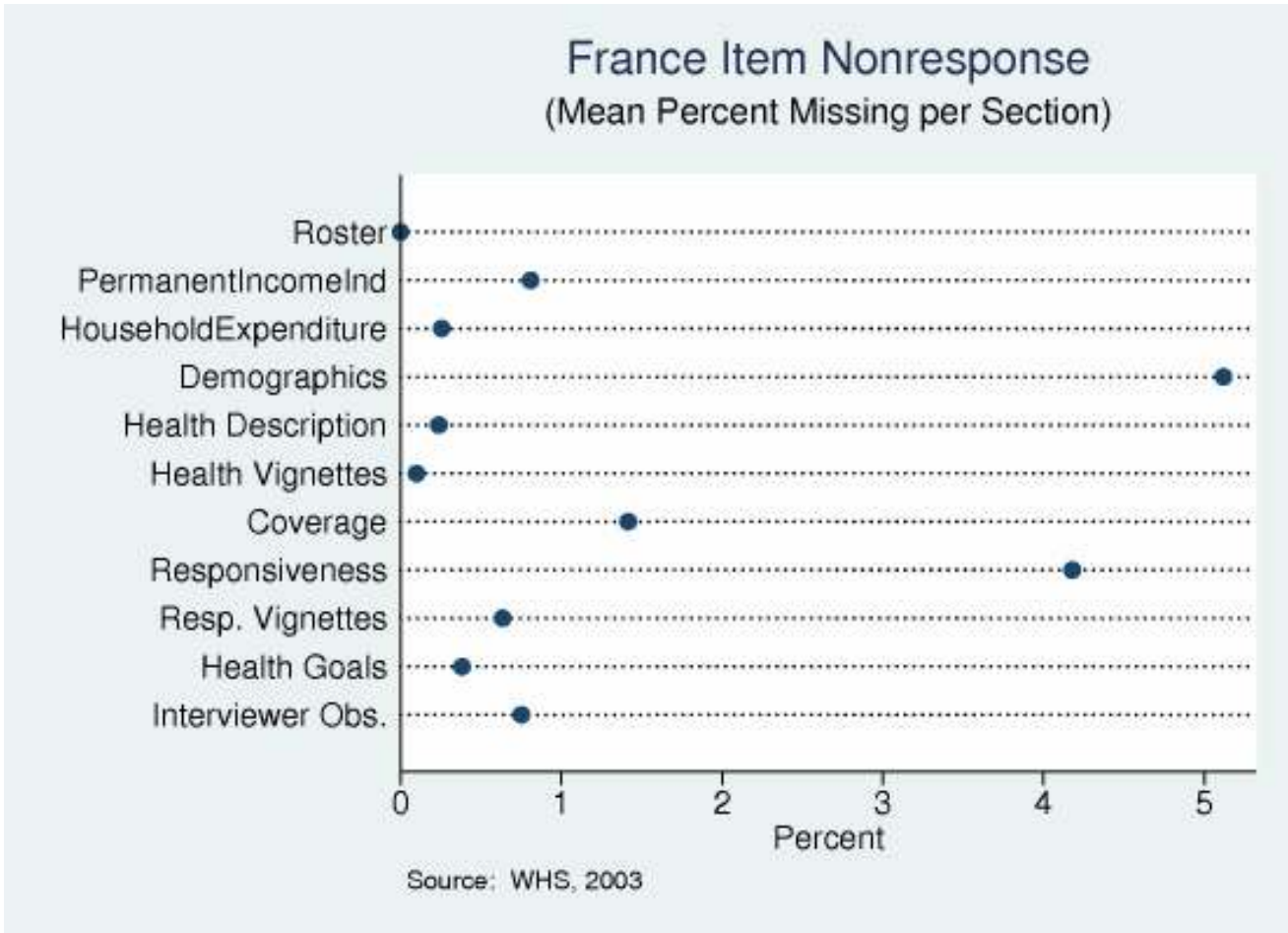
#### Household

Selected	1,008
Interviewed	1,001
Percentages	99

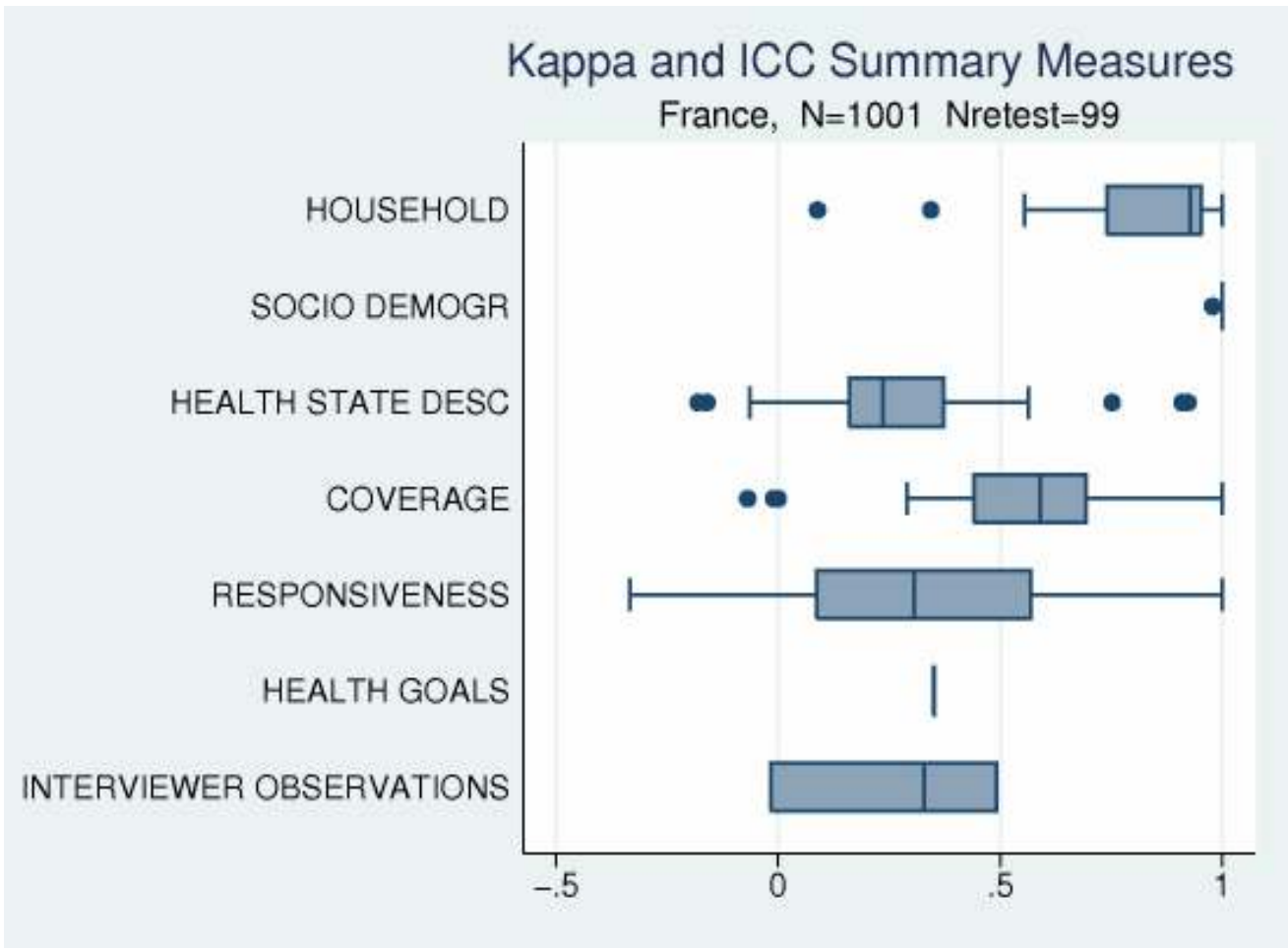
#### Individual

Selected	1,008
Interviewed	1,001
Percentages	99

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)	36.4		1.6		0.0		0.1		0.1		1.5	
Q2	51.2		2.3		0.0		0.2		0.3		1.8	
Q3	55.1		2.6		0.1		0.2		0.6		1.8	
Q4	55.9		3.0		0.0		0.3		0.6		2.0	
Q5(richest)	69.4		3.3		0.0		0.1		0.8		2.4	
All	52.4		2.3		0.0		0.1		0.4		1.7	

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

---

### 3.2 Selected age distributions by income quintile

---

	<b>Females Age 18–49</b>	<b>Persons Age 50+</b>	<b>Persons Age 60+</b>
Q1(poorest)	15	69	48
Q2	60	58	27
Q3	62	65	31
Q4	114	71	23
Q5(richest)	93	81	36
All	344	344	165

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)	46		4	0.0	
Q2	42		5	0.0	
Q3	45		5	0.0	
Q4	42		5	0.0	
Q5 (richest)	47		6	0.0	
All	44		5	0.0	

#### 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

There are no female headed households in the sample.



### 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
<b>Age</b>							
0-4	7.6	2.50	4.7	1.20		6.10	1.20
5-14	13.6	1.70	15.9	2.30		14.90	1.20
15-29	19.9	2.00	18.9	2.00		19.30	1.70
30-44	30.5	2.40	30.4	2.20		30.40	1.70
45-59	18.1	1.70	18.5	1.90		18.30	1.60
60-69	6.3	1.10	5.8	1.10		6.00	1.00
70-79	3.3	0.60	3.6	0.60		3.50	0.50
80+	0.7	0.30	2.1	0.60		1.50	0.30
Missing	0.0	0.00	0.0	0.00		0.00	0.00
<b>Residence</b>							
Urban	75.8	1.90	73.7	1.80		74.60	1.60
Rural	24.2	1.90	26.3	1.80		25.40	1.60
Missing	0.0	0.00	0.0	0.00		0.00	0.00
<b>Marital_Status</b>							
NoFormal	5.1	0.70	5.8	1.40		5.50	0.90
LessthanPrimary	12.6	2.40	12.4	2.30		12.50	2.20
Primary	16.5	1.90	15.7	1.60		16.10	1.50
Secondary	16.2	1.60	18.1	1.90		17.20	1.50
HighSchool	22.8	2.10	25.7	2.60		24.40	2.00
College	17.4	2.10	16.2	2.20		16.80	2.00
PostGraduate	9.4	1.80	6.0	1.20		7.60	1.10
Missing	0.0	0.00	0.0	0.00		0.00	0.00
Total	100.0		100.0			100.00	
Number	1,043.0		1,232.0			2,275.00	
Number of Households						1,001.00	

### 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
<b>Age</b>							
18-29	20.7	3.50	19.2	2.80		19.90	2.00
30-44	30.4	3.90	25.6	3.10		27.90	2.40
45-59	25.9	2.80	25.1	2.70		25.50	2.20
60-69	10.8	2.90	10.9	2.40		10.90	2.00
70-79	8.3	2.00	12.1	2.20		10.20	1.60
80+	3.8	1.80	7.1	1.90		5.50	1.20
Missing	0.0	0.00	0.0	0.00		0.00	0.00
<b>Residence</b>							
Urban	76.3	3.10	76.3	2.00		76.30	1.80
Rural	23.7	3.10	23.7	2.00		23.70	1.80
Missing	0.0	0.00	0.0	0.00		0.00	0.00
<b>Education</b>							
NoFormal	0.3	0.20	1.8	0.70		1.10	0.40
LessthanPrimary	1.0	0.80	4.2	2.10		2.70	1.20
Primary	17.1	2.80	20.9	3.30		19.00	2.40
Secondary	19.5	2.60	18.7	2.10		19.10	1.60
HighSchool	24.9	2.60	26.1	3.30		25.50	2.20
College	23.3	3.60	21.7	3.00		22.50	2.50
PostGraduate	13.9	3.80	6.6	1.80		10.10	2.10
Missing	0.0	0.00	0.0	0.00		0.00	0.00
Total	100.0		100.0			100.00	
Number	479.9		520.1			1,000.00	

































## 5.09 Women's Cancer Screening

	Total Females	Percent Females 18+	PAP Smear	SE	M	Percent Females 40+	Mammography / Breast Exam	SE	M
<b>Residence</b>									
Urban	397	80.0	66.3	5.3	2.8	45.7	69.5	7.6	1.5
Rural	123	83.6	72.1	5.4	1.8	44.7	73.8	4.5	3.8
Missing	0								
<b>Income_Quintile</b>									
Q1(poorest)	27	48.3	43.3	14.0	0.0	36.5	65.4	15.0	0.0
Q2	39	85.4	53.4	14.1	0.0	48.7	59.9	18.5	0.0
Q3	44	87.8	76.5	9.2	0.0	45.2	85.0	8.2	0.0
Q4	71	95.9	78.3	6.7	0.0	47.2	78.8	7.9	3.1
Q5(richest)	46	84.5	71.3	9.2	7.7	46.8	67.1	11.7	14.0
Missing	292								
<b>Age</b>									
18-29	100	19.2	54.7	7.0	2.8				
30-39	84	16.2	82.4	4.8	1.6				
40-49	96	18.6	74.1	6.6	0.2	18.6	60.4	7.6	1.5
50-59	83	16.0	79.1	4.5	1.1	16.0	90.7	2.9	0.5
60-69	57	10.9	41.1	10.1	9.9	10.9	58.0	12.5	5.2
70+	99	19.1	0.0	0.0		19.1	0.0	0.0	
Missing	0								
Total	520	80.9	67.7	4.2	2.6	45.5	70.5	5.9	2.1

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

	Oral Health Problems					Road Traffic Accidents				Injury			
	Total	Need	Coverage	SE	M	Need	Coverage	SE	M	Need	Coverage	SE	M
<b>Sex</b>													
Female	520	34.4	84.5	3.3	0.0								
Male	480	27.3	84.6	4.7	0.0								
Missing	0												
<b>Residence</b>													
Urban	763	30.2	85.7	3.6	0.0								
Rural	237	33.5	81.2	4.6	0.0								
Missing	0												
<b>Income_Quintile</b>													
Q1(poorest)	149	28.7	89.2	6.1	0.0								
Q2	127	31.5	90.6	4.6	0.0								
Q3	131	29.8	87.4	5.3	0.0								
Q4	141	29.8	78.5	9.7	0.0								
Q5(richest)	121	30.6	89.2	5.8	0.0								
Missing	330												
<b>Age</b>													
18-29	199	29.8	73.0	7.5	0.0								
30-44	279	33.1	88.2	4.7	0.0								
45-59	255	31.9	87.6	4.9	0.0								
60-69	109	34.0	97.4	2.5	0.0								
70-79	102	27.5	74.6	12.7	0.0								
80+	55	21.2	75.6	17.7	0.0								
Missing	0												
Total	1,000	31.0	84.5	2.9	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

	Angina					Osteo-Arthritis				Asthma				Diabetes			
	Total	Need	Coverage	SE	M	Need	Coverage	SE	M	Need	Coverage	SE	M	Need	Coverage	SE	M
<b>Sex</b>																	
Female	520	4.7	44.6	17.2	0.0	19.3	45.4	8.5	0.6	14.5	47.2	8.8	0.0				
Male	480	4.3	93.0	7.3	0.0	8.5	40.1	14.6	0.0	9.0	36.1	11.7	0.0				
Missing	0																
<b>Residence</b>																	
Urban	763	4.6	65.4	19.9	0.0	16.8	45.1	8.5	0.5	13.4	42.7	7.8	0.0				
Rural	237	4.3	70.8	15.1	0.0	5.7	32.0	9.7	0.0	6.8	46.2	8.6	0.0				
Missing	0																
<b>Income_Quintile</b>																	
Q1(poorest)	149	10.9	100.0	0.0	0.0	14.0	63.5	18.0	0.0	11.2	22.7	19.9					
Q2	127	3.3	77.4	18.6	0.0	12.0	0.0	0.0	0.0	11.7	35.7	15.6					
Q3	131	2.9	11.8	14.2		15.1	32.6	17.5	0.0	7.9	14.7	11.1					
Q4	141	0.0	0.0	0.0		5.4	60.4	18.0	0.0	13.5	39.1	17.1					
Q5(richest)	121	7.3	0.0	0.0		1.8	74.2	14.2	0.0	3.9	42.5	18.5					
Missing	330																
<b>Age</b>																	
18-29	199	0.4	0.0	0.0	0.0	2.3	62.1	33.3	0.0	14.2	17.5	8.1	0.0				
30-44	279	0.8	8.5	8.9	0.0	4.0	8.9	7.1	0.0	8.1	36.2	10.1	0.0				
45-59	255	0.5	100.0	0.0	0.0	12.3	26.5	9.1	0.0	9.7	61.3	14.9	0.0				
60-69	109	12.9	87.1	11.6	0.0	39.8	69.5	10.8	1.5	18.7	74.7	17.2	0.0				
70-79	102	22.1	53.1	20.9	0.0	34.6	31.2	11.9	0.0	18.4	39.5	13.2	0.0				
80+	55	8.0	100.0	0.0	0.0	28.4	56.1	22.1	0.0	6.7	7.8	9.6	0.0				
Missing	0																
Total	1,000	4.5	66.6	15.8	0.0	14.1	43.9	7.9	0.5	11.8	43.2	6.8	0.0				

**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	520	21.8	39.9	7.9	0.0				
Male	480	11.4	44.9	11.7	0.0				
Missing	0								
Residence									
Urban	763	18.1	44.4	8.2	0.0				
Rural	237	12.6	28.2	7.8	0.0				
Missing	0								
Income Quintile									
Q1(poorest)	149	13.4	56.8	14.5	0.0				
Q2	127	13.7	11.6	6.6	0.0				
Q3	131	10.2	14.8	9.6	0.0				
Q4	141	18.9	7.5	5.8	0.0				
Q5(richest)	121	4.6	52.7	20.5	0.0				
Missing	330								
Age									
18-29	199	7.3	19.9	12.3	0.0				
30-44	279	17.3	25.8	8.4	0.0				
45-59	255	20.2	39.5	9.2	0.0				
60-69	109	32.3	75.3	13.1	0.0				
70-79	102	13.4	54.4	19.6	0.0				
80+	55	9.3	5.5	6.4	0.0				
Missing	0								
Total	1,000	16.8	41.5	7.0	0.0				

**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
<b>Gender</b>													
Male	30.2	3.1	49.6	3.5	15.7	2.2	3.8	1.6	0.7	0.8	0.0	0.0	480
Female	17.8	2.2	52.5	3.1	24.1	2.9	5.6	1.4	0.1	0.1	0.0	0.0	520
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	
<b>Residence</b>													
Urban	24.2	2.4	50.3	2.9	19.7	2.5	5.2	1.7	0.5	0.5	0.0	0.0	763
Rural	22.0	2.7	53.5	2.9	21.2	2.8	3.3	1.1	0.0	0.0	0.0	0.0	237
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	
<b>Income</b>													
Q1(poorest)	21.4	5.2	40.9	6.3	25.8	5.8	11.9	5.7	0.0	0.0	0.0	0.0	149
Q2	24.5	5.3	50.5	5.8	23.4	5.2	1.6	1.2	0.0	0.0	0.0	0.0	127
Q3	24.3	4.8	51.2	6.2	22.6	5.1	1.9	1.1	0.0	0.0	0.0	0.0	131
Q4	24.4	5.1	55.6	6.3	16.4	4.2	1.1	0.9	2.5	2.5	0.0	0.0	141
Q5(richest)	31.1	7.4	60.6	7.1	6.1	2.6	2.2	1.6	0.0	0.0	0.0	0.0	121
M	21.2	3.5	50.4	4.5	21.9	3.9	6.4	2.0	0.1	0.1	0.0	0.0	330
<b>Age</b>													
18-29	38.0	6.0	50.4	6.6	11.3	2.6	0.3	0.3	0.0	0.0	0.0	0.0	199
30-44	34.4	4.8	53.2	4.4	10.3	2.0	1.9	0.8	0.1	0.1	0.0	0.0	279
45-59	15.7	3.6	53.4	3.9	26.0	3.6	3.5	1.6	1.4	1.3	0.0	0.0	255
60-69	14.4	8.9	37.4	7.6	38.4	10.3	9.7	5.9	0.0	0.0	0.0	0.0	109
70-79	7.7	5.4	54.6	7.7	25.0	5.5	12.8	7.7	0.0	0.0	0.0	0.0	102
80+	3.0	3.0	52.5	12.8	27.6	10.2	16.8	6.4	0.0	0.0	0.0	0.0	55
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	23.7	2.0	51.1	2.4	20.0	2.0	4.8	1.3	0.4	0.4			1,000





## 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
<b>Gender</b>													
Male	82.1	2.7	6.1	1.6	8.5	2.2	3.1	1.8	0.2	0.2	0.0	0.0	480
Female	74.2	2.9	11.2	2.4	10.2	2.1	3.9	1.4	0.5	0.4	0.0	0.0	520
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	
<b>Residence</b>													
Urban	78.3	2.6	7.8	1.8	9.4	1.9	4.0	1.6	0.5	0.3	0.0	0.0	763
Rural	77.0	2.8	11.8	2.4	9.1	1.8	2.0	1.1	0.0	0.0	0.0	0.0	237
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	
<b>Income</b>													
Q1(poorest)	60.6	7.1	10.9	3.9	18.5	5.6	8.5	5.7	1.4	1.4	0.0	0.0	149
Q2	81.9	4.8	7.8	3.3	8.3	3.8	1.1	1.1	0.9	0.9	0.0	0.0	127
Q3	86.1	3.6	8.0	2.5	5.3	2.3	0.0	0.0	0.6	0.6	0.0	0.0	131
Q4	88.0	3.7	6.7	2.4	2.8	1.4	2.5	2.5	0.0	0.0	0.0	0.0	141
Q5(richest)	88.1	3.9	6.6	3.0	4.8	2.4	0.5	0.5	0.0	0.0	0.0	0.0	121
M	73.1	3.9	10.2	3.3	11.6	2.2	5.1	1.9	0.0	0.0	0.0	0.0	330
<b>Age</b>													
18-29	92.8	2.3	5.0	2.2	1.6	0.8	0.2	0.2	0.4	0.4	0.0	0.0	199
30-44	91.6	1.7	4.3	1.3	3.6	1.2	0.1	0.1	0.4	0.4	0.0	0.0	279
45-59	81.6	3.0	6.5	1.8	9.0	2.4	3.0	1.4	0.0	0.0	0.0	0.0	255
60-69	59.8	8.6	20.5	8.8	12.1	5.6	7.6	5.8	0.0	0.0	0.0	0.0	109
70-79	54.3	8.4	22.4	6.6	16.4	5.4	6.9	4.0	0.0	0.0	0.0	0.0	102
80+	18.3	9.2	8.0	5.1	49.3	13.1	20.7	11.4	3.8	3.7	0.0	0.0	55
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	78.0	2.1	8.8	1.5	9.3	1.5	3.5	1.3	0.4	0.2			1,000



## 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
<b>Gender</b>													
Male	90.7	2.1	6.3	1.8	2.7	1.3	0.3	0.3	0.0	0.0	0.0	0.0	480
Female	89.6	2.0	3.7	0.8	3.8	1.0	1.8	0.8	1.1	0.7	0.0	0.0	520
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	
<b>Residence</b>													
Urban	89.5	1.9	4.8	1.1	3.6	0.9	1.3	0.6	0.8	0.5	0.0	0.0	763
Rural	91.9	1.4	5.6	1.4	2.1	0.7	0.5	0.4	0.0	0.0	0.0	0.0	237
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	
<b>Income</b>													
Q1(poorest)	78.3	5.5	13.9	5.0	5.0	2.0	1.4	1.4	1.4	1.4	0.0	0.0	149
Q2	91.3	3.8	4.6	2.1	4.1	3.3	0.0	0.0	0.0	0.0	0.0	0.0	127
Q3	97.0	1.5	2.1	1.4	0.3	0.3	0.6	0.6	0.0	0.0	0.0	0.0	131
Q4	94.6	2.9	1.6	0.8	3.7	2.7	0.0	0.0	0.0	0.0	0.0	0.0	141
Q5(richest)	94.6	2.3	2.6	1.5	1.5	1.2	1.4	1.4	0.0	0.0	0.0	0.0	121
M	88.6	2.5	4.6	1.4	3.7	1.2	1.9	1.1	1.2	1.1	0.0	0.0	330
<b>Age</b>													
18-29	98.2	0.8	0.9	0.6	0.5	0.4	0.4	0.4	0.0	0.0	0.0	0.0	199
30-44	96.5	1.2	3.0	1.1	0.5	0.4	0.0	0.0	0.0	0.0	0.0	0.0	279
45-59	89.2	2.2	4.2	1.6	5.2	1.8	1.4	1.0	0.0	0.0	0.0	0.0	255
60-69	83.2	7.2	10.4	5.8	6.4	4.0	0.0	0.0	0.0	0.0	0.0	0.0	109
70-79	82.3	5.6	11.7	4.5	5.1	2.8	0.9	0.6	0.0	0.0	0.0	0.0	102
80+	60.7	11.5	10.1	6.9	8.5	4.8	10.0	6.3	10.7	6.2	0.0	0.0	55
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	90.1	1.4	5.0	0.9	3.2	0.7	1.1	0.5	0.6	0.4			1,000



**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
<b>Gender</b>													
Male	57.8	4.0	28.1	4.1	10.8	1.8	3.2	1.6	0.0	0.0	0.1	0.1	480
Female	44.0	3.2	31.8	2.9	17.4	1.7	5.8	1.2	1.1	0.8	0.0	0.0	520
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	
<b>Residence</b>													
Urban	50.4	3.5	31.2	3.5	13.3	1.6	4.4	1.5	0.7	0.5	0.0	0.0	763
Rural	51.2	3.6	26.3	2.8	17.3	2.4	4.9	1.4	0.2	0.2	0.1	0.1	237
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	
<b>Income</b>													
Q1(poorest)	47.3	6.0	26.5	5.8	14.5	3.6	11.8	5.1	0.0	0.0	0.0	0.0	149
Q2	52.7	6.3	33.5	7.3	11.4	3.8	2.4	1.7	0.0	0.0	0.0	0.0	127
Q3	54.9	6.6	29.2	6.4	15.0	3.6	0.8	0.6	0.0	0.0	0.2	0.2	131
Q4	56.2	6.5	32.5	6.7	11.0	3.6	0.3	0.3	0.0	0.0	0.0	0.0	141
Q5(richest)	48.1	8.8	43.7	8.8	7.3	2.3	0.9	0.6	0.0	0.0	0.0	0.0	121
M	48.2	4.3	24.5	4.0	18.8	2.5	6.7	1.9	1.7	1.2	0.0	0.0	330
<b>Age</b>													
18-29	63.9	5.6	29.4	5.6	6.1	2.0	0.4	0.4	0.3	0.3	0.0	0.0	199
30-44	68.9	3.0	19.9	3.0	10.3	1.9	0.9	0.5	0.1	0.0	0.0	0.0	279
45-59	41.6	5.2	37.6	5.6	17.1	3.8	3.6	1.4	0.0	0.0	0.1	0.1	255
60-69	43.9	9.2	28.9	9.0	19.3	5.9	8.0	5.8	0.0	0.0	0.0	0.0	109
70-79	28.5	9.9	37.9	7.6	18.6	5.6	10.3	4.5	4.8	4.0	0.0	0.0	102
80+	6.8	3.6	35.6	11.6	32.4	10.0	25.2	8.8	0.0	0.0	0.0	0.0	55
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	50.6	2.8	30.0	2.8	14.2	1.4	4.5	1.2	0.6	0.4	0.0	0.0	1,000



**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
<b>Gender</b>													
Male	76.0	2.8	17.7	3.0	5.8	1.4	0.3	0.2	0.2	0.2	0.1	0.1	480
Female	60.2	3.3	22.5	3.1	14.4	2.3	2.2	0.8	0.7	0.5	0.0	0.0	520
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	
<b>Residence</b>													
Urban	67.2	3.1	20.5	2.8	10.5	2.0	1.3	0.5	0.5	0.3	0.0	0.0	763
Rural	69.6	3.1	18.9	2.6	9.5	1.9	1.2	0.5	0.5	0.5	0.2	0.2	237
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	
<b>Income</b>													
Q1(poorest)	65.9	6.6	21.0	6.1	8.1	2.7	2.7	1.6	2.2	1.6	0.2	0.2	149
Q2	71.6	5.3	17.7	4.6	9.6	3.6	0.0	0.0	1.1	1.1	0.0	0.0	127
Q3	79.7	5.2	15.9	4.9	4.5	2.0	0.0	0.0	0.0	0.0	0.0	0.0	131
Q4	76.6	5.3	17.0	4.9	6.2	2.4	0.1	0.1	0.0	0.0	0.0	0.0	141
Q5(richest)	62.7	7.7	24.8	7.3	12.0	6.0	0.5	0.5	0.0	0.0	0.0	0.0	121
M	60.6	3.9	22.1	4.2	14.8	2.8	2.4	1.2	0.0	0.0	0.1	0.1	330
<b>Age</b>													
18-29	77.3	4.4	16.1	3.8	6.2	2.0	0.3	0.3	0.0	0.0	0.1	0.1	199
30-44	76.8	3.4	17.8	3.3	4.9	1.1	0.5	0.3	0.0	0.0	0.0	0.0	279
45-59	66.0	4.8	24.0	4.4	8.4	2.4	1.2	0.8	0.5	0.5	0.0	0.0	255
60-69	62.3	9.5	21.3	8.9	15.1	5.4	0.0	0.0	1.3	1.3	0.0	0.0	109
70-79	52.1	7.2	20.4	5.2	26.3	8.2	1.2	1.0	0.0	0.0	0.0	0.0	102
80+	36.3	12.6	26.3	10.9	21.2	9.4	12.0	6.5	3.8	3.7	0.4	0.4	55
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	67.8	2.5	20.2	2.2	10.2	1.6	1.3	0.4	0.5	0.3	0.1	0.0	1,000





**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
<b>Gender</b>													
Male	90.3	1.5	6.0	1.4	3.1	1.1	0.4	0.3	0.0	0.0	0.2	0.2	480
Female	85.0	2.2	9.7	1.6	3.8	1.4	1.1	0.5	0.4	0.4	0.0	0.0	520
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	
<b>Residence</b>													
Urban	88.1	1.6	7.4	1.2	3.5	1.2	0.7	0.4	0.2	0.2	0.0	0.0	763
Rural	85.9	2.0	9.3	1.6	3.4	0.9	0.9	0.4	0.0	0.0	0.4	0.4	237
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	
<b>Income</b>													
Q1(poorest)	86.3	3.2	8.5	3.0	3.6	1.5	1.6	1.4	0.0	0.0	0.0	0.0	149
Q2	85.6	4.0	5.4	2.1	7.4	3.3	0.9	0.9	0.0	0.0	0.8	0.8	127
Q3	90.6	3.5	7.0	2.7	2.4	2.3	0.0	0.0	0.0	0.0	0.0	0.0	131
Q4	93.3	2.4	5.5	2.1	0.1	0.1	1.1	0.9	0.0	0.0	0.0	0.0	141
Q5(richest)	88.2	3.6	10.1	3.4	1.6	1.4	0.0	0.0	0.0	0.0	0.0	0.0	121
M	85.0	2.4	9.1	1.9	4.5	2.0	0.8	0.4	0.6	0.6	0.0	0.0	330
<b>Age</b>													
18-29	88.2	2.8	6.9	2.0	3.8	1.8	1.2	0.6	0.0	0.0	0.0	0.0	199
30-44	86.7	2.6	10.9	2.3	1.6	0.6	0.8	0.4	0.0	0.0	0.0	0.0	279
45-59	90.3	3.2	5.0	1.6	4.0	2.1	0.0	0.0	0.7	0.7	0.0	0.0	255
60-69	86.9	5.7	5.9	3.0	6.1	3.9	1.0	1.0	0.0	0.0	0.0	0.0	109
70-79	91.5	3.6	7.2	3.4	1.3	0.8	0.0	0.0	0.0	0.0	0.0	0.0	102
80+	71.5	8.3	14.2	8.5	8.5	6.7	3.8	3.7	0.0	0.0	1.9	1.9	55
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	87.6	1.3	7.9	1.0	3.5	0.9	0.8	0.3	0.2	0.2	0.1	0.1	1,000



### 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
<b>Gender</b>													
Male	87.1	2.8	10.2	2.8	2.1	0.8	0.2	0.1	0.0	0.0	0.5	0.3	480
Female	82.4	3.2	6.4	1.3	6.5	2.3	2.8	0.9	1.2	0.8	0.7	0.4	520
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	
<b>Residence</b>													
Urban	83.1	2.8	9.2	1.9	4.6	1.6	1.7	0.5	0.8	0.6	0.6	0.4	763
Rural	89.5	1.7	5.1	1.4	3.7	1.2	1.1	1.0	0.0	0.0	0.5	0.3	237
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	
<b>Income</b>													
Q1(poorest)	76.8	6.0	13.7	5.6	6.4	2.3	1.6	1.4	1.5	1.6	0.0	0.0	149
Q2	73.2	8.0	24.4	8.1	0.9	0.7	0.0	0.0	0.0	0.0	1.5	1.1	127
Q3	95.3	1.6	2.8	1.2	1.1	0.7	0.4	0.4	0.0	0.0	0.5	0.3	131
Q4	91.3	2.4	5.9	2.3	1.7	1.4	0.0	0.0	0.0	0.0	1.2	0.9	141
Q5(richest)	97.4	1.2	1.7	0.9	0.9	0.7	0.0	0.0	0.0	0.0	0.0	0.0	121
M	80.9	4.3	5.0	1.4	8.6	3.7	3.8	1.4	1.2	1.1	0.6	0.5	330
<b>Age</b>													
18-29	95.0	1.7	2.1	0.9	1.8	1.1	0.0	0.0	0.0	0.0	1.1	0.8	199
30-44	91.6	2.2	6.7	2.1	0.8	0.3	0.3	0.2	0.0	0.0	0.7	0.5	279
45-59	86.7	2.7	9.2	2.6	3.4	1.6	0.4	0.4	0.0	0.0	0.2	0.2	255
60-69	75.3	9.2	12.0	5.6	11.3	8.8	0.3	0.3	0.0	0.0	1.0	1.0	109
70-79	71.7	6.7	12.7	5.7	8.5	4.5	4.8	2.9	2.3	2.3	0.0	0.0	102
80+	45.3	11.6	17.2	12.7	15.4	7.5	15.1	7.3	6.9	6.5	0.0	0.0	55
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	84.7	2.2	8.2	1.5	4.4	1.3	1.5	0.5	0.6	0.4	0.6	0.3	1,000



## 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
<b>Gender</b>													
Male	58.4	3.4	26.0	3.5	13.0	2.2	2.0	1.0	0.4	0.3	0.1	0.1	480
Female	48.1	3.2	21.3	2.4	22.5	2.4	6.1	1.2	1.9	1.2	0.1	0.1	520
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	
<b>Residence</b>													
Urban	51.8	2.7	25.0	2.8	18.3	2.2	3.9	1.0	1.0	0.8	0.0	0.0	763
Rural	57.1	3.5	18.9	2.7	16.9	2.4	4.8	1.3	1.9	0.8	0.4	0.3	237
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	
<b>Income</b>													
Q1(poorest)	60.6	4.6	11.0	3.0	21.5	5.0	4.4	2.8	2.4	1.6	0.0	0.0	149
Q2	54.6	6.3	28.2	5.4	14.4	3.6	1.8	1.2	1.0	0.8	0.0	0.0	127
Q3	52.3	6.3	32.3	5.4	11.0	2.5	4.4	1.9	0.0	0.0	0.0	0.0	131
Q4	60.7	6.1	17.6	5.1	19.7	4.6	1.6	1.0	0.0	0.0	0.4	0.4	141
Q5(richest)	58.9	7.2	28.8	7.6	8.4	3.2	3.9	1.8	0.0	0.0	0.0	0.0	121
M	43.9	4.6	24.7	4.1	23.2	4.0	5.9	1.7	2.2	1.3	0.1	0.1	330
<b>Age</b>													
18-29	61.7	4.2	21.2	3.4	13.5	3.3	2.6	1.3	1.1	0.6	0.0	0.0	199
30-44	65.1	4.3	18.9	3.4	12.7	2.0	2.4	0.7	0.7	0.5	0.2	0.2	279
45-59	47.2	4.2	27.8	4.2	18.3	3.3	6.1	1.9	0.7	0.5	0.0	0.0	255
60-69	32.6	8.2	25.0	9.0	39.7	11.8	2.4	1.6	0.4	0.4	0.0	0.0	109
70-79	37.8	7.8	34.9	7.9	15.6	3.9	7.7	4.0	4.0	3.8	0.0	0.0	102
80+	56.5	13.6	12.5	7.2	20.6	9.9	6.1	4.4	3.8	3.7	0.5	0.5	55
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	53.1	2.3	23.6	2.3	17.9	1.8	4.1	0.9	1.2	0.6	0.1	0.1	1,000



## 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
<b>Gender</b>													
Male	75.6	2.9	15.3	2.3	6.6	1.4	1.7	0.6	0.0	0.0	0.8	0.4	480
Female	51.5	3.2	28.5	3.1	14.8	2.0	4.0	1.4	1.0	0.6	0.3	0.2	520
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	
<b>Residence</b>													
Urban	61.7	3.3	23.1	2.6	11.5	1.6	2.8	1.0	0.5	0.4	0.4	0.3	763
Rural	67.4	3.4	19.2	2.5	8.7	1.5	3.3	1.4	0.5	0.5	0.9	0.5	237
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	
<b>Income</b>													
Q1(poorest)	68.6	6.0	11.8	3.8	11.8	3.0	4.3	1.7	1.4	1.4	2.0	1.3	149
Q2	68.5	4.6	19.5	4.2	8.9	3.7	2.4	1.9	0.0	0.0	0.7	0.7	127
Q3	65.9	6.4	23.6	4.5	10.3	3.4	0.2	0.2	0.0	0.0	0.0	0.0	131
Q4	59.6	7.4	32.2	7.7	5.8	2.0	2.0	1.3	0.0	0.0	0.4	0.4	141
Q5(richest)	78.4	5.2	16.5	4.4	3.4	1.4	1.7	1.4	0.0	0.0	0.0	0.0	121
M	53.1	4.4	25.2	4.0	16.2	2.9	4.4	1.6	0.9	0.6	0.2	0.2	330
<b>Age</b>													
18-29	66.3	4.3	22.9	4.0	6.5	1.9	3.4	1.2	0.0	0.0	0.9	0.6	199
30-44	64.0	5.1	25.5	4.8	7.5	1.4	2.0	0.7	0.0	0.0	1.0	0.7	279
45-59	61.1	4.7	23.0	3.8	12.2	2.5	2.9	1.4	0.7	0.7	0.0	0.0	255
60-69	60.4	9.4	18.7	8.8	19.6	7.8	1.4	1.1	0.0	0.0	0.0	0.0	109
70-79	60.4	6.9	20.7	7.6	13.1	4.5	4.2	3.9	1.1	1.1	0.5	0.5	102
80+	65.5	10.1	8.7	5.2	15.7	8.2	6.3	4.4	3.8	3.7	0.0	0.0	55
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	63.0	2.6	22.2	2.1	10.8	1.2	2.9	0.8	0.5	0.3	0.5	0.3	1,000





## 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
<b>Sex</b>														
Female	57.9	4.3	8.9	1.5	4.1	1.4	0.8	0.6	10.9	3.4	0.1	0.1	17.3	3.3
Male	51.1	3.8	9.9	2.5	8.6	2.8	0.0	0.0	4.8	2.0	0.6	0.5	25.0	3.5
<b>Area of Residence</b>														
Urban	52.0	4.1	9.5	1.7	7.2	2.4	0.5	0.4	9.5	2.8	0.4	0.3	20.7	3.3
Rural	63.1	3.6	9.0	1.8	3.1	0.8	0.0	0.0	2.9	1.0	0.1	0.1	21.9	3.6
<b>Age Group</b>														
18-29y	53.5	5.6	3.6	1.3	4.5	2.3	0.4	0.4	3.7	2.3	0.0	0.0	34.3	5.2
30-44y	40.9	4.6	26.7	4.2	1.7	0.9	1.2	1.1	5.9	2.0	0.3	0.2	23.4	4.2
45-59y	60.1	4.5	4.7	1.2	8.9	2.5	0.0	0.0	1.4	0.9	1.0	1.0	23.9	3.6
60-69y	60.1	10.1	0.0	0.0	15.4	9.2	0.0	0.0	13.5	9.0	0.0	0.0	11.0	4.3
70+y	68.0	8.7	0.0	0.0	5.9	3.0	0.0	0.0	23.8	8.8	0.0	0.0	2.2	1.6
<b>Education Years</b>														
0	95.8	4.9	4.2	4.9	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
1-5	17.8	11.2	14.6	11.9	10.1	4.8	0.0	0.0	55.1	16.3	0.0	0.0	2.5	2.3
6-11	61.2	5.8	4.7	1.3	5.7	2.2	0.1	0.1	9.8	3.6	0.9	0.8	17.7	3.8
12+	52.5	4.0	9.8	1.7	7.6	2.9	0.2	0.2	3.4	1.2	0.2	0.1	26.4	3.5
<b>Income Quintiles</b>														
Q1														
Q2														
Q3														
Q4														
Q5														
<b>Ownership</b>														
Government	53.8	5.8	15.5	3.0	13.7	4.4	1.7	1.3	12.9	5.9	1.1	1.0	1.1	0.5
Private	69.1	5.3	11.9	4.3	4.6	2.1	0.0	0.0	6.1	2.1	0.3	0.3	8.1	2.8
NGO														
Other	67.3	12.2	5.9	2.4	1.5	1.6	0.0	0.0	8.5	6.0	0.0	0.0	16.8	5.7
TOTAL	54.7	3.3	9.4	1.4	6.3	1.8	0.4	0.3	8.0	2.2	0.3	0.3	21.0	2.7

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
<b>Sex</b>																
Female	69.0	6.3							15.3	2.4						
Male	59.8	9.1							10.7	1.4						
<b>Area of Residence</b>																
Urban	60.3	8.2							12.5	1.6						
Rural	78.4	5.7							14.9	3.4						
<b>Age Group</b>																
18-29y	70.8	8.9							12.0	3.1						
30-44y	63.6	11.4							13.3	1.9						
45-59y	60.0	9.4							15.9	3.5						
60-69y	73.4	13.0							11.6	2.4						
70+y	63.6	14.9							9.4	1.9						
<b>Education Years</b>																
0																
1-5	86.0	11.1							9.7	2.5						
6-11	60.9	11.5							10.4	1.5						
12+	72.4	6.2							14.8	2.2						
<b>Income Quintiles</b>																
Q1																
Q2																
Q3																
Q4																
Q5																
<b>Condition</b>																
Child-Visit	57.6	23.3							10.9	1.7						
Preventive	17.2	7.0							11.5	1.0						
Childbirth	100.0	0.0							10.5	0.5						
Acute	63.0	27.1							34.2	17.6						
Injury																
Chronic	44.2	30.6							20.6	7.0						

	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	Skills		Equipment		Drug supplies		Minutes	SE	%	SE	mean cost	SE	%	SE
Other	74.1	6.4							12.8	1.9						
<b>Ownership</b>																
Government	80.4	7.2							16.2	4.7						
Private	58.6	8.9							12.4	1.4						
NGO																
Other	58.2	13.3							13.4	2.2						
<b>Self-Assessed Health</b>																
Very-Good	54.4	12.2							12.5	2.3						
Good	65.0	6.8							12.7	1.6						
Moderate	78.3	7.1							16.0	5.7						
Bad	61.6	19.3							11.0	4.1						
Very-Bad																
TOTAL	64.7	6.5							13.1	1.6						

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
<b>Sex</b>						
Female		21.2 4.3	3.1 1.3		6.9 2.0	
Male		25.4 5.4	9.3 3.6		6.5 2.9	
<b>Area of Residence</b>						
Urban		21.5 5.1	7.4 2.8		6.8 2.2	
Rural		28.4 5.7	2.1 1.0		6.5 2.6	
<b>Age Group</b>						
18-29y		39.5 6.3	18.7 7.0		7.0 3.5	
30-44y		24.7 7.1	6.5 3.9		10.8 4.6	
45-59y		18.0 4.4	1.4 1.1		4.0 2.4	
60-69y		12.9 9.0	0.0 0.0		9.4 8.6	
70+y		13.6 11.6	0.0 0.0		1.5 1.5	
<b>Education Years</b>						
0						
1-5		67.8 23.7	0.0 0.0		0.0 0.0	
6-11		11.5 4.7	0.0 0.0		5.6 2.7	
12+		28.4 5.2	10.7 3.6		7.6 2.7	
<b>Income Quintiles</b>						
Q1						
Q2						
Q3						
Q4						
Q5						
<b>Condition</b>						
Child-Visit		33.7 17.5	15.5 14.4		21.3 14.6	
Preventive		18.3 6.3	2.4 2.2		5.0 2.8	
Childbirth		0.0 0.0	0.0 0.0		0.0 0.0	
Acute		22.8 20.3	0.0 0.0		6.9 7.3	
Injury						
Chronic		20.8 21.0	0.0 0.0		20.8 21.0	
Other		22.9 4.5	6.7 2.6		6.1 2.1	
<b>Ownership</b>						
Government		18.2 8.1	7.0 4.2		7.4 3.6	
Private		18.3 4.5	5.1 3.0		7.5 3.4	
NGO						
Other		26.7 7.0	1.0 1.0		3.7 2.9	
<b>Self-Assessed Health</b>						
Very-Good		20.5 6.1	6.8 5.1		9.8 5.6	
Good		23.3 5.4	6.4 3.2		5.4 1.6	
Moderate		27.6 8.1	3.8 2.7		7.5 4.4	
Bad		13.2 9.7	0.0 0.0		0.0 0.0	
Very-Bad						
TOTAL		23.2 4.0	6.0 2.1		6.7 1.7	

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		Basic Amenities					
	Treatment Information		Involvement		Talk Privately		Confidentiality of Records		Healthcare Provider		Cleanliness		Space	
	%	SE	%	SE	%	SE	%	SE	%	SE	%	SE	%	SE
Sex														
Female			8.5	2.4	7.8	2.3			6.7	2.8	4.5	1.9		
Male			8.8	3.2	7.9	3.2			14.5	4.9	7.4	3.1		
Area of Residence														
Urban			7.2	2.4	7.5	2.7			10.0	4.4	6.9	2.8		
Rural			12.8	3.6	8.7	3.0			11.7	5.2	2.7	1.8		
Age Group														
18-29y			10.6	4.3	8.4	4.2			15.7	7.2	7.4	4.4		
30-44y			12.2	4.6	10.5	4.4			15.8	6.0	11.5	5.4		
45-59y			6.0	3.4	7.1	3.4			9.1	4.7	2.0	2.1		
60-69y			13.4	8.8	11.2	8.7			0.0	0.0	4.0	3.7		
70+y			1.5	1.5	1.5	1.5			0.0	0.0	0.0	0.0		
Education Years														
0														
1-5			3.0	3.6	0.0	0.0			0.0	0.0	0.0	0.0		
6-11			2.9	2.1	7.0	3.2			7.8	4.2	2.6	2.0		
12+			12.1	3.5	9.0	3.2			14.5	5.9	8.0	3.2		
Income Quintiles														
Q1														
Q2														
Q3														
Q4														
Q5														
Condition														
Child-Visit			23.5	14.4	22.5	14.8			30.3	17.6	19.1	14.3		
Preventive			6.1	2.9	7.9	3.3			3.5	2.4	4.6	2.5		
Childbirth			0.0	0.0	0.0	0.0			0.0	0.0	0.0	0.0		
Acute			0.0	0.0	0.0	0.0			0.0	0.0	0.0	0.0		
Injury														
Chronic			0.0	0.0	0.0	0.0			0.0	0.0	0.0	0.0		
Other			8.5	2.6	7.5	2.7			9.8	3.7	6.5	2.7		
Ownership														
Government			10.4	4.7	11.4	6.6			14.4	6.4	13.3	7.5		
Private			8.2	3.3	6.9	3.3			6.1	3.3	5.8	3.2		
NGO														
Other			5.0	3.2	3.6	2.9			3.5	3.2	0.0	0.0		
Self-Assessed Health														
Very-Good			9.9	5.5	8.7	5.4			10.2	5.3	6.4	5.1		
Good			8.3	2.4	6.4	2.2			11.3	4.7	5.6	2.7		
Moderate			7.8	3.7	13.5	5.3			8.0	4.0	7.0	4.4		
Bad			5.5	5.6	0.0	0.0			0.0	0.0	0.0	0.0		
Very-Bad														
TOTAL			8.6	2.0	7.8	2.2			10.4	3.5	5.9	2.2		



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		Equipment		Drug supplies		Minutes	SE	%	SE	%	SE	No	SE	mean cost	SE	%	SE
Sex																				
Female	45,1	7,2							22,8	2,9			10,9	3,5	1,3	0,6				
Male	38,3	7,4							23,1	3,1			3,8	1,8	1,2	0,6				
Area of Residence																				
Urban	40,9	6,3							23,1	2,6			7,6	2,6	1,3	0,6				
Rural	45,3	6,1							22,5	2,6			6,8	2,6	1,2	0,6				
Age Group																				
18-29y	15,2	6,4							16,1	2,2			7,0	5,1	1,2	0,7				
30-44y	28,4	5,8							20,4	2,0			5,4	2,5	1,1	0,6				
45-59y	44,6	11,0							29,5	6,7			6,1	4,8	1,2	0,7				
60-69y	57,7	15,4							23,7	3,6			1,3	1,3	1,1	0,6				
70+y	54,1	12,4							23,5	5,3			19,1	10,6	1,6	0,7				
Education Years																				
0																				
1-5	64,5	21,4							22,1	6,5			6,2	6,0	1,4	1,0				
6-11	48,6	7,8							23,8	3,3			10,4	5,8	1,4	0,6				
12+	32,0	5,4							23,1	3,1			5,9	2,8	1,1	0,6				
Income Quintiles																				
Q1																				
Q2																				
Q3																				
Q4																				
Q5																				
Condition																				
Child-Visit	30,2	13,7							14,9	3,3			7,6	7,6	1,2	0,7				
Fever	65,7	17,1							13,2	3,9			0,0	0,0	1,7	0,8				
Childbirth	21,0	7,7							21,7	2,7			0,0	0,0	1,1	0,7				
Arthritis	48,3	35,8							25,7	4,1			0,0	0,0	2,6	1,9				
Asthma	76,8	13,1							37,6	10,7			13,7	12,7	1,4	0,8				
Heart-Disease	72,4	11,8							21,3	3,0			10,8	7,6	1,0	0,6				
Injury	20,8	8,2							22,7	4,0			11,0	5,4	1,1	0,6				
Minor-Surgery	49,5	7,5							21,3	2,2			5,0	2,6	1,2	0,6				
Other																				
Ownership																				
Government	51,3	7,7							21,9	2,3			3,7	2,3	1,3	0,6				
Private	29,3	6,6							26,0	4,5			15,0	6,2	1,3	0,6				
NGO																				
Other																				
Self-Assessed Health																				
Very-Good	15,9	6,8							17,1	1,6			6,2	3,4	1,1	0,7				
Good	29,8	7,4							20,2	1,9			6,2	3,1	1,4	0,6				
Moderate	58,1	7,5							30,4	4,9			11,5	4,9	1,2	0,6				
Bad	70,9	13,0							19,5	3,5			0,0	0,0	1,3	0,7				
Very-Bad																				
TOTAL	41,8	5,2							22,9	2,2			7,5	2,2	1,2	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.

(c) *Mean cost of visit*: patient reported costs in Q7411-Q7415 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 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	Talked Respectfully	Privacy	Clear Explanation	Time for Questions	Treatment Information	Involvement		
	%	SE	%	SE	%	SE	%	SE		
Sex										
Female			21.6	5.5	19.6	7.3	24.4	7.0	25.8	7.1
Male			25.6	7.5	17.6	7.8	14.3	3.9	13.5	4.1
Area of Residence										
Urban			25.2	5.9	21.5	5.9	19.4	5.2	20.6	5.4
Rural			16.7	3.6	6.8	2.1	19.7	3.3	17.1	3.5
Age Group										
18-29y			37.8	13.0	34.3	10.8	20.8	9.2	27.9	9.8
30-44y			30.9	6.8	16.3	4.8	30.0	6.6	24.4	6.2
45-59y			21.1	8.4	6.0	3.5	7.6	4.0	14.2	5.7
60-69y			21.7	15.9	39.3	16.4	30.8	16.1	22.4	15.8
70+y			10.0	6.3	2.0	1.4	5.7	4.1	12.6	5.8
Education Years										
0										
1-5			50.2	23.6	32.7	21.8	29.0	19.1	21.8	18.0
6-11			17.8	7.8	8.9	4.2	7.1	3.1	12.9	5.1
12+			24.1	6.9	19.5	6.9	18.7	4.2	14.1	4.4
Income Quintiles										
Q1										
Q2										
Q3										
Q4										
Q5										
Condition										
Child-Visit			52.6	14.8	22.5	9.8	35.4	14.8	32.1	15.0
Fever			11.8	9.0	3.7	3.9	15.1	9.9	10.6	8.2
Childbirth			24.3	12.2	24.3	12.4	16.7	8.1	18.5	6.8
Arthritis			48.3	35.8	0.0	0.0	0.0	0.0	48.3	35.8
Asthma			3.4	2.8	0.0	0.0	20.2	14.9	3.4	2.8
Heart-Disease			25.6	13.7	6.9	6.9	21.9	11.1	17.4	10.4
Injury			29.3	11.6	21.5	10.5	14.8	5.7	14.7	5.9
Minor-Surgery			22.5	5.1	23.5	9.2	25.1	8.3	28.4	8.7
Other										
Ownership										
Government			24.1	5.7	15.8	6.2	23.2	6.1	23.9	6.0
Private			13.9	4.6	15.3	6.4	13.8	3.8	13.8	4.1
NGO										
Other										
Self-Assessed Health										
Very-Good			30.4	15.4	24.4	16.5	12.7	7.6	10.2	7.0
Good			24.8	6.6	14.8	5.2	23.9	5.2	26.7	6.6
Moderate			18.5	6.3	23.9	9.3	20.6	9.5	20.3	9.5
Bad			23.7	12.4	1.6	1.7	12.4	7.7	12.4	7.7
Very-Bad										
TOTAL			23.5	4.8	18.6	4.8	19.5	4.2	19.9	4.4

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
<b>Sex</b>								
Female	22.9	7.3			9.4	5.1	8.3	3.3
Male	9.6	2.9			1.9	1.1	4.9	2.6
<b>Area of Residence</b>								
Urban	16.7	5.1			6.0	3.5	6.6	2.6
Rural	15.8	3.6			4.8	1.9	6.5	1.9
<b>Age Group</b>								
18-29y	17.6	8.9			3.7	2.3	12.9	8.7
30-44y	23.1	4.5			4.6	2.2	8.5	3.7
45-59y	8.7	4.4			18.5	10.1	2.9	1.8
60-69y	25.9	15.7			0.0	0.0	3.9	4.0
70+y	5.5	4.8			0.9	0.9	7.6	6.7
<b>Education Years</b>								
0								
1-5	18.3	11.6			4.3	4.8	0.0	0.0
6-11	12.4	4.4			7.6	5.2	5.4	4.0
12+	12.1	3.2			5.5	2.5	8.5	3.4
<b>Income Quintiles</b>								
Q1								
Q2								
Q3								
Q4								
Q5								
<b>Condition</b>								
Child-Visit	9.5	5.3			9.1	6.9	9.1	6.9
Fever	11.6	8.8			3.7	3.9	35.6	24.3
Childbirth	18.7	7.0			3.6	2.6	10.1	4.6
Arthritis	48.3	35.8			48.3	35.8	0.0	0.0
Asthma	1.0	1.0			0.0	0.0	1.0	1.0
Heart-Disease	20.1	9.8			6.9	6.9	6.9	6.9
Injury	11.7	4.8			7.4	5.9	6.0	3.9
Minor-Surgery	22.1	8.4			4.0	2.5	5.1	2.6
Other								
<b>Ownership</b>								
Government	18.2	6.4			7.2	3.8	7.8	3.0
Private	15.6	4.3			4.6	2.8	5.9	3.4
NGO								
Other								
<b>Self-Assessed Health</b>								
Very-Good	1.1	1.1			8.6	5.9	3.5	2.5
Good	19.4	5.6			2.5	1.1	6.8	3.5
Moderate	24.5	9.5			8.3	5.8	10.0	5.0
Bad	5.8	4.4			1.6	1.7	0.0	0.0
Very-Bad								
TOTAL	16.5	4.2			5.8	2.8	6.6	2.1

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
<b>Sex</b>																
Female																
Male																
<b>Area of Residence</b>																
Urban																
Rural																
<b>Age Group</b>																
18-29y																
30-44y																
45-59y																
60-69y																
70+y																
<b>Education Years</b>																
0																
1-5																
6-11																
12+																
<b>Income Quintiles</b>																
Q1																
Q2																
Q3																
Q4																
Q5																
<b>Ownership</b>																
Government																
Private																
NGO																
Other																
<b>Self-Assessed Health</b>																
Very-Good																
Good																
Moderate																
Bad																
Very-Bad																
<b>Type of Care</b>																
Ambulatory-Adul																
Ambulatory-Chil																
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 (\$)	24,119
Total health expenditure per capita (\$)	2,348
Total population (000)	59,850
Life expectancy at birth (Both sexes)	79.7
Life expectancy at birth (male)	75.9
Life expectancy at birth (female)	83.5
Healthy life expectancy at birth (Both sexes)	72.0
Healthy life expectancy at birth (Male)	69.3
Healthy life expectancy at birth (Female)	74.7
Government funded health expenditure as a percentage of total health expenditure	76.0
Social security funded health expenditure as a percentage of total health expenditure	73.6
Private health insurance premiums as a percentage of total health expenditure	13.2
Out-of-pocket payment as a percentage of total health expenditure	9.8









## 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
<b>Gender</b>													
Male	41.3	4.3	24.5	2.4	27.9	3.7	4.0	1.2	1.1	0.6	1.1	0.5	480
Female	30.4	3.5	31.4	3.3	26.5	2.8	6.3	1.9	2.9	1.9	2.5	1.2	520
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	
<b>Residence</b>													
Urban	34.2	3.9	27.1	2.7	28.7	3.3	5.6	1.5	2.5	1.4	1.9	0.8	763
Rural	40.1	3.8	31.2	2.8	22.3	3.2	3.9	1.4	0.9	0.4	1.5	0.7	237
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	
<b>Income</b>													
Q1(poorest)	38.0	6.8	21.5	4.6	32.3	6.2	4.9	2.3	1.9	1.3	1.4	0.9	149
Q2	38.6	4.5	29.0	5.8	26.5	4.7	3.0	2.0	0.4	0.4	2.6	1.2	127
Q3	34.7	5.9	32.0	6.3	27.1	4.8	5.1	3.0	1.1	0.9	0.0	0.0	131
Q4	40.2	7.6	33.4	7.8	21.2	5.2	3.6	2.3	0.0	0.0	1.6	1.4	141
Q5(richest)	42.7	8.8	26.4	5.2	28.1	8.1	1.1	0.8	1.7	1.4	0.0	0.0	121
M	29.2	4.7	27.6	4.1	27.4	3.6	8.3	2.2	4.2	3.1	3.2	1.8	330
<b>Age</b>													
18-29	35.0	5.0	28.0	3.2	27.2	3.9	8.0	2.9	0.3	0.3	1.4	1.1	199
30-44	29.2	4.0	36.2	5.4	29.3	4.8	2.9	0.9	1.8	1.0	0.6	0.5	279
45-59	29.2	4.2	29.7	3.4	30.3	4.3	6.3	1.9	1.6	1.0	2.8	1.5	255
60-69	44.9	8.8	17.1	5.1	25.3	5.8	2.0	1.7	9.4	8.8	1.2	1.2	109
70-79	55.2	8.6	13.5	4.2	25.9	6.5	4.6	3.9	0.8	0.6	0.0	0.0	102
80+	45.3	12.1	28.6	10.6	8.7	4.6	8.5	5.2	0.0	0.0	8.9	6.7	55
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	35.6	3.1	28.1	2.2	27.2	2.6	5.2	1.2	2.1	1.1	1.8	0.7	1,000

## 10.2 Inability to cope - q8001

	Never	SE	Almost never	SE	Sometimes	SE	Fairly often	SE	Very often	SE	Missing	SE	N
<b>Gender</b>													
Male	30.9	3.8	22.2	3.2	38.7	4.6	4.7	1.5	2.6	0.9	0.8	0.4	480
Female	23.9	2.6	25.2	3.1	33.5	2.8	12.5	2.3	3.1	0.8	1.9	1.2	520
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	
<b>Residence</b>													
Urban	24.5	3.2	23.4	2.7	38.4	3.7	9.1	1.7	3.1	0.8	1.5	0.8	763
Rural	36.1	3.8	25.0	3.1	28.2	4.0	7.7	1.9	2.0	0.6	1.0	0.5	237
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	
<b>Income</b>													
Q1(poorest)	37.7	6.6	17.8	5.0	33.4	6.5	8.7	3.7	0.3	0.3	2.1	1.5	149
Q2	28.9	5.7	25.3	5.2	36.5	5.1	2.9	1.3	3.7	2.6	2.6	1.2	127
Q3	22.5	4.3	26.1	5.7	43.6	6.2	4.3	2.5	3.5	2.0	0.0	0.0	131
Q4	27.0	5.7	30.2	8.0	36.3	7.2	3.5	1.6	1.6	1.1	1.4	1.4	141
Q5(richest)	26.2	6.3	28.4	7.3	34.4	8.2	8.1	3.7	2.8	1.6	0.0	0.0	121
M	24.3	3.5	20.5	3.3	34.5	4.7	15.2	3.5	4.0	1.1	1.6	1.2	330
<b>Age</b>													
18-29	28.4	4.9	17.6	4.0	38.2	5.6	11.8	3.1	3.3	2.1	0.7	0.5	199
30-44	24.1	3.8	30.0	4.6	37.0	5.7	6.0	1.8	2.4	0.8	0.6	0.5	279
45-59	20.8	3.6	23.6	4.5	41.2	6.2	7.4	2.2	5.6	1.9	1.3	0.9	255
60-69	34.9	7.5	12.4	3.9	34.5	9.2	16.3	8.7	0.6	0.5	1.2	1.2	109
70-79	33.2	5.4	36.2	7.3	27.0	5.8	3.0	1.5	0.6	0.6	0.0	0.0	102
80+	43.2	12.2	14.5	7.8	18.3	7.7	13.2	8.2	0.0	0.0	10.7	10.1	55
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	27.3	2.5	23.8	2.2	36.0	3.0	8.8	1.4	2.9	0.6	1.4	0.7	1,000







