

REPORT OF ITALY

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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:

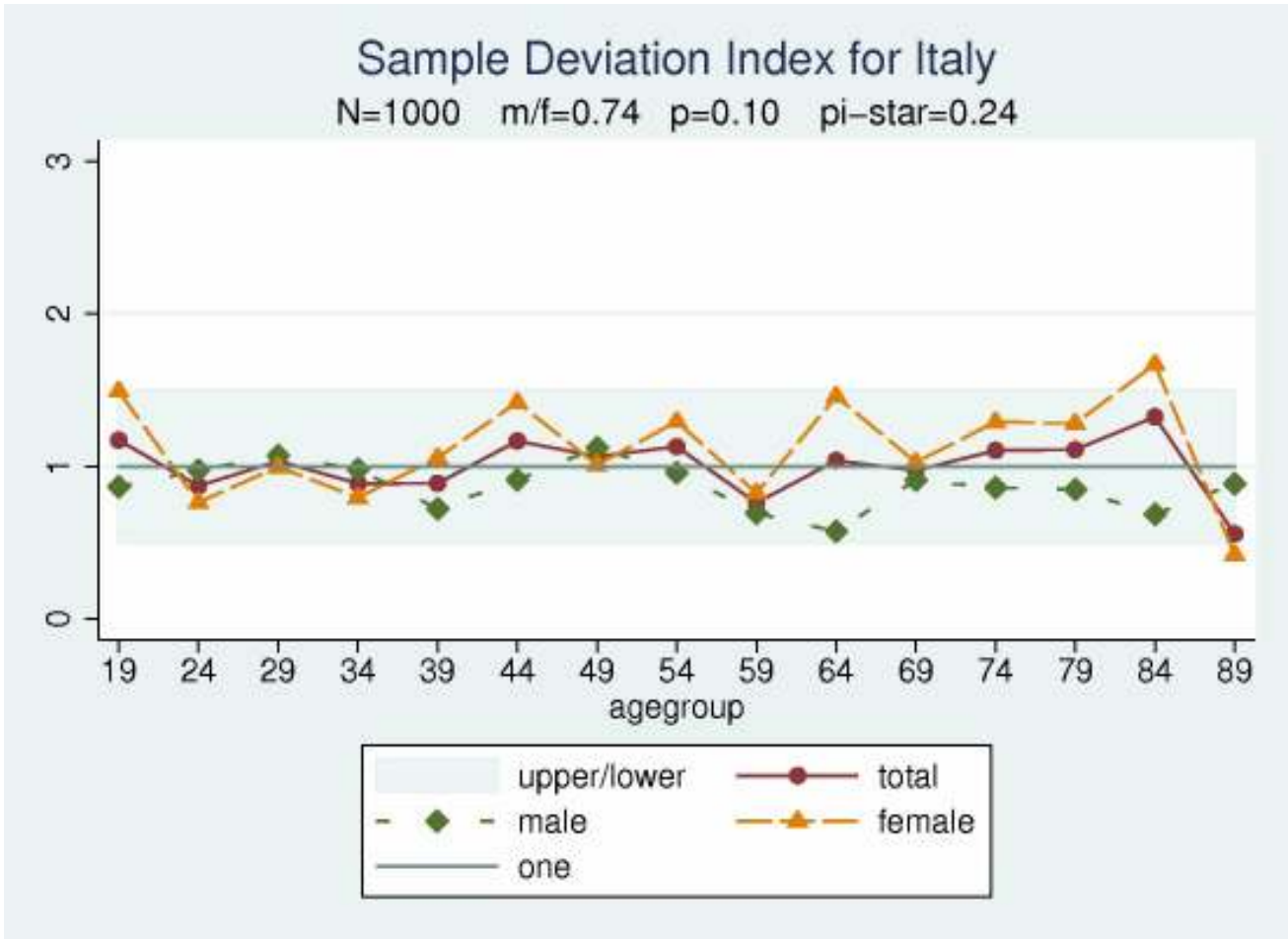
- 0100 Sampling Information allowing the link between the location of each cluster and the sampling frame used for the survey. This section has also been used in order to collect the type of setting in which each household was located at the time of the survey. This section of the questionnaire has been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

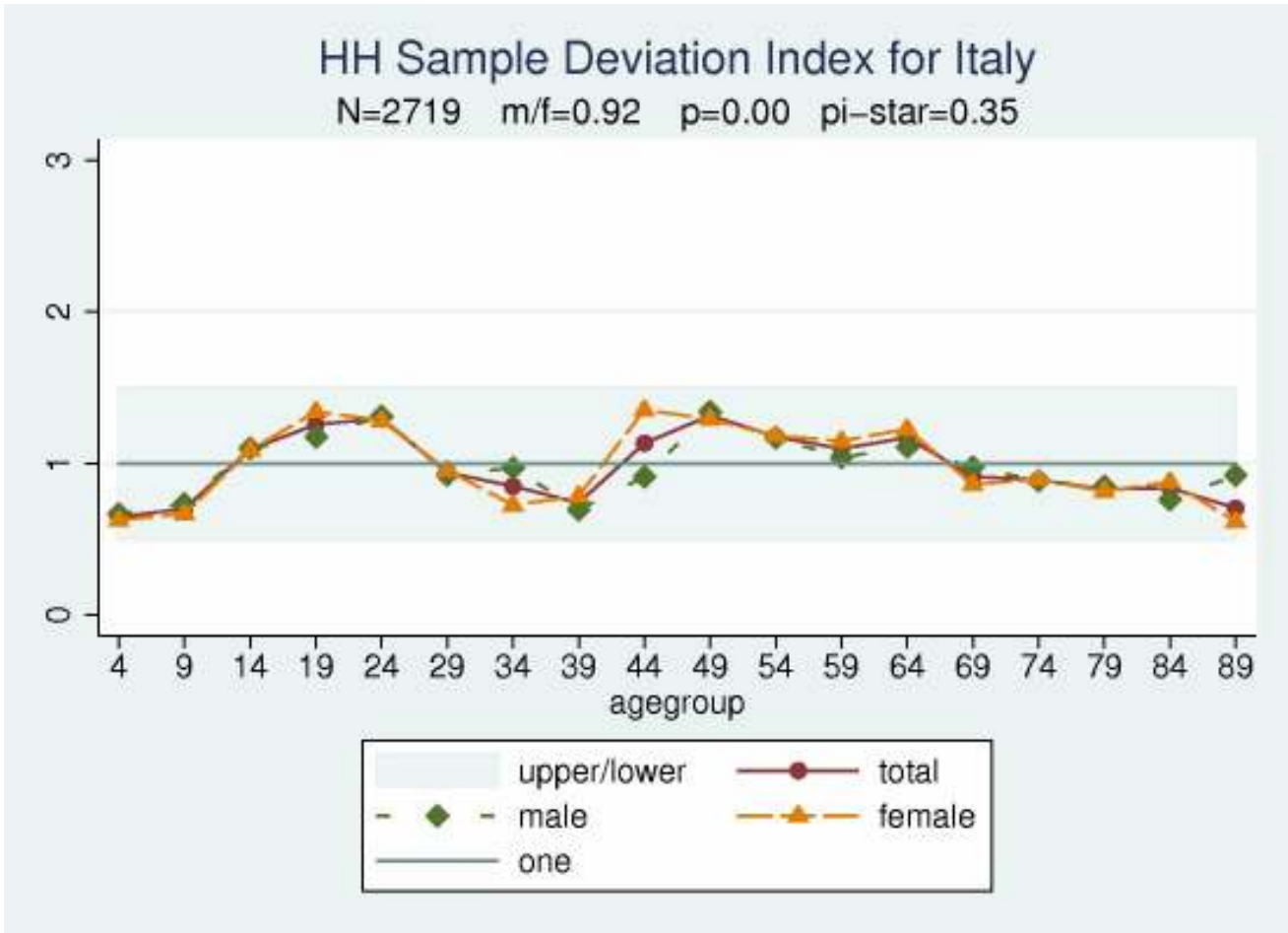
The questionnaire as well as the training material and data cleaning protocols used can be downloaded from the WHO WHS web site (<http://www.who.int/healthinfo/survey/en/index.html>) in the "Survey Instrument and Related Documents" section.

2.3.1 Sample deviation index



SDI

2.3.2 HH Sample deviation index



HDI

2.3.3 Response rate

Household

Selected	1,000
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Interviewed	1,000
-------------	-------

Percentages	100
-------------	-----

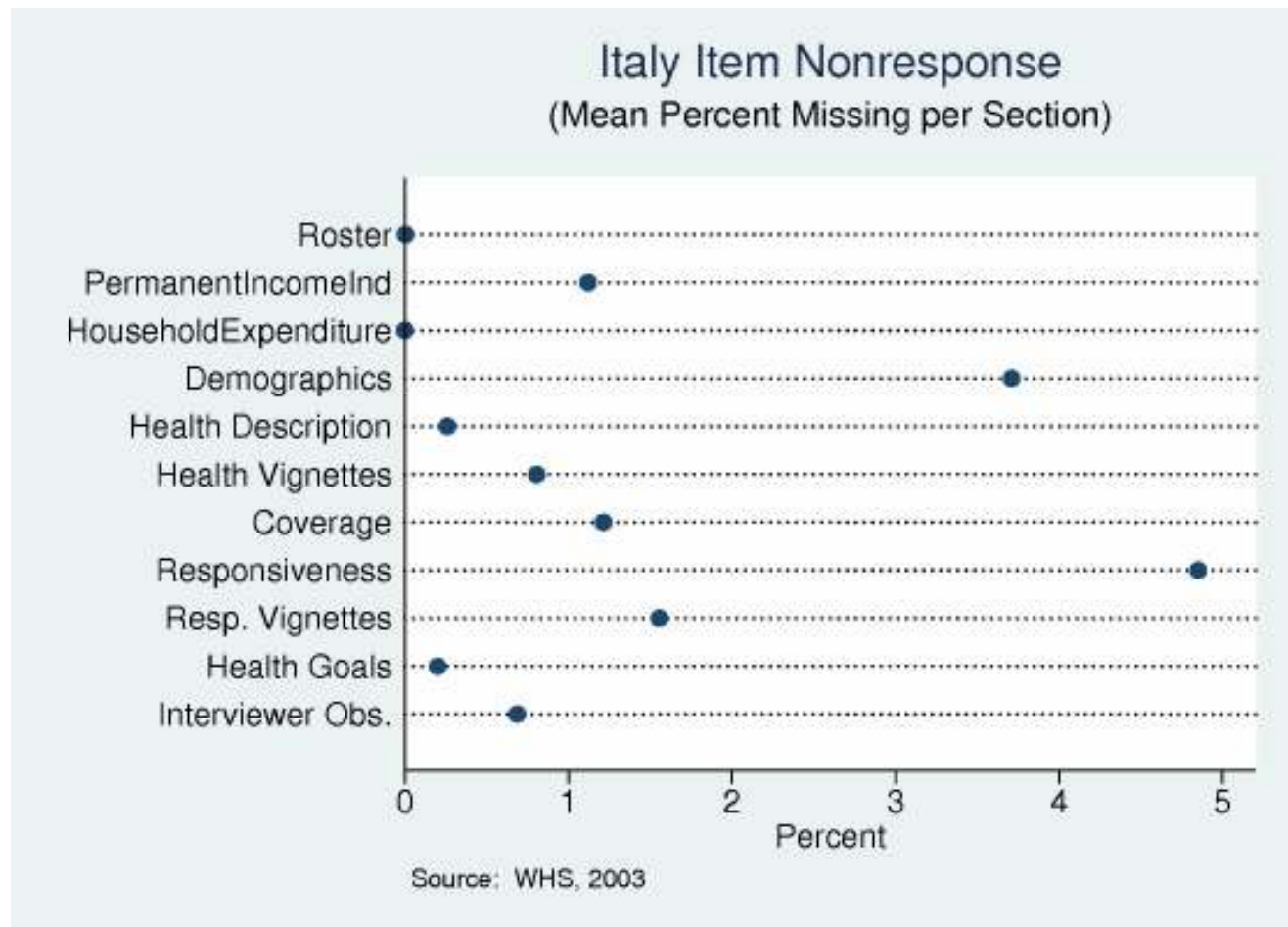
Individual

Selected	997
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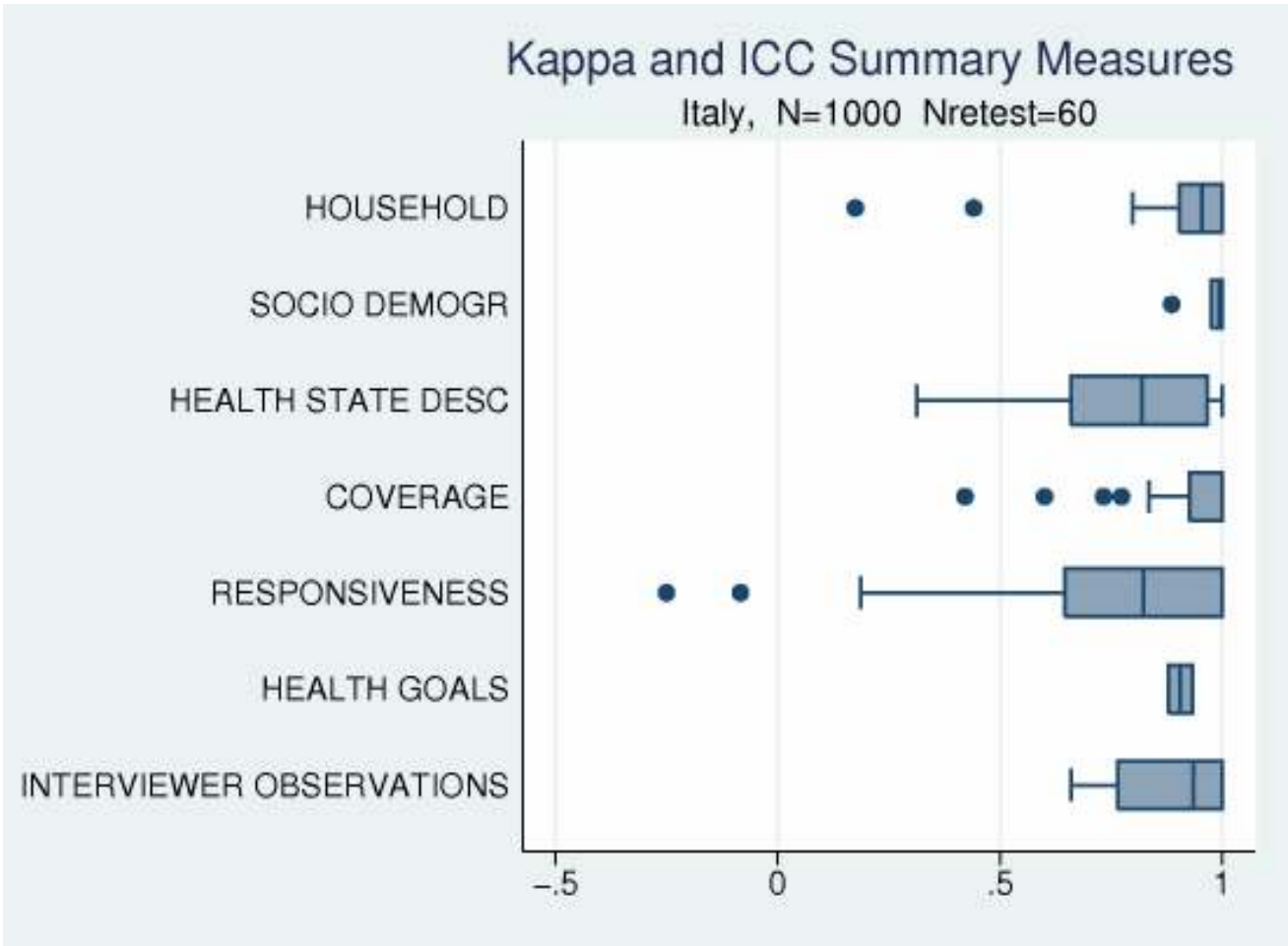
Interviewed	997
-------------	-----

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)	37.5		3.2		0.0		0.0		0.3		2.9	
Q2	30.4		3.7		0.0		0.0		0.5		3.2	
Q3	30.9		3.6		0.0		0.0		0.4		3.2	
Q4	33.9		3.7		0.0		0.0		0.5		3.1	
Q5(richest)	38.2		4.0		0.0		0.0		0.4		3.6	
All	31.5		2.7		0.0		0.1		0.3		2.3	

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

Note: table is unweighted

3.2 Selected age distributions by income quintile

	Females Age 18–49	Persons Age 50+	Persons Age 60+
Q1 (poorest)	41	70	45
Q2	55	60	28
Q3	60	60	21
Q4	43	75	28
Q5 (richest)	56	69	28
All	255	334	150

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

Note: table is unweighted

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)	38		4	46.0	
Q2	28		5	21.0	
Q3	27		5	25.0	
Q4	26		5	11.0	
Q5 (richest)	26		5	9.0	
All	29		4	29.0	

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

Note: table is unweighted

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	3.2		2.6			2.90	
5-14	9.5		8.0			8.80	
15-29	22.2		20.6			21.30	
30-44	21.0		21.1			21.10	
45-59	23.6		22.9			23.20	
60-69	11.6		12.3			12.00	
70-79	6.6		8.5			7.60	
80+	2.2		3.9			3.10	
Missing	0.0		0.0			0.00	
Residence							
Urban	69.4		67.3			68.30	
Rural	30.6		32.7			31.70	
Missing	0.0		0.0			0.00	
Education							
NoFormal	6.0		6.1			6.00	
LessthanPrimary	5.7		6.7			6.20	
Primary	12.0		18.2			15.20	
Secondary	29.7		25.7			27.60	
HighSchool	37.5		34.5			36.00	
College	8.6		8.7			8.60	
PostGraduate	0.5		0.1			0.30	
Missing	0.1		0.0			0.00	
Total	100.0		100.0			100.00	
Number	1,309.0		1,410.0			2,719.00	
Number_of_Households						1,000.00	

Note: table is unweighted

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	22.8		15.7			18.70	
30-44	29.1		26.5			27.60	
45-59	25.4		21.8			23.30	
60-69	11.0		16.0			13.90	
70-79	8.9		13.9			11.80	
80+	2.8		5.9			4.60	
Missing	0.0		0.2			0.10	
Residence							
Urban	66.9		69.7			68.50	
Rural	33.1		30.3			31.50	
Missing	0.0		0.0			0.00	
Education							
NoFormal	0.0		1.4			0.80	
LessthanPrimary	2.3		6.6			4.80	
Primary	9.6		20.6			15.90	
Secondary	31.7		23.5			27.00	
HighSchool	44.8		35.4			39.40	
College	10.8		12.5			11.80	
PostGraduate	0.7		0.0			0.30	
Missing	0.0		0.0			0.00	
Total	100.0		100.0			100.00	
Number	426.0		574.0			1,000.00	

Note: table is unweighted

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	400	80.0	58.4	2.8	2.5	48.2	64.8	3.4	3.1
Rural	174	79.9	54.7	4.2	5.0	49.4	54.7	5.4	4.7
Missing	0								
Income_Quintile									
Q1(poorest)	32	81.2	57.7	9.7	0.0	68.8	54.5	10.6	0.0
Q2	32	96.9	48.4	9.0	3.2	65.6	57.1	10.8	0.0
Q3	31	90.3	60.7	9.2	0.0	51.6	75.0	10.8	0.0
Q4	23	100.0	43.5	10.3	4.3	56.5	46.2	13.8	7.7
Q5(richest)	16	93.8	73.3	11.4	6.7	68.8	72.7	13.4	0.0
Missing	440								
Age									
18-29	90	15.7	21.1	4.3	1.1				
30-39	90	15.7	68.9	4.9	1.1				
40-49	103	17.9	72.8	4.4	3.9	17.9	57.3	4.9	2.9
50-59	84	14.6	71.4	4.9	4.8	14.6	69.0	5.0	3.6
60-69	92	16.0	51.1	5.2	5.4	16.0	59.8	5.1	4.3
70+	114	19.9	0.0	0.0		19.9	0.0	0.0	
Missing	1								
Total	574	80.0	57.3	2.3	3.3	48.6	61.6	2.9	3.6

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
Sex													
Female	574	46.0	80.3	2.4	0.4								
Male	426	36.2	80.5	3.2	0.0								
Missing	0												
Residence													
Urban	685	43.2	83.1	2.2	0.3								
Rural	315	38.7	73.8	4.0	0.0								
Missing	0												
Income_Quintile													
Q1(poorest)	56	33.9	73.7	10.1	0.0								
Q2	56	44.6	76.0	8.6	0.0								
Q3	55	49.1	100.0	0.0	0.0								
Q4	56	39.3	90.9	6.1	0.0								
Q5(richest)	55	38.2	100.0	0.0	0.0								
Missing	722												
Age													
18-29	187	42.2	91.1	3.2	0.0								
30-44	276	36.2	82.0	3.8	0.0								
45-59	233	43.3	83.2	3.7	0.0								
60-69	139	47.5	78.8	5.0	0.0								
70-79	118	48.3	64.9	6.3	0.0								
80+	46	30.4	57.1	13.2	7.1								
Missing	1												
Total	1,000	41.8	80.4	1.9	0.2								

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
Sex																	
Female	574	1.9	63.6	14.5	0.0	21.8	58.4	4.4	0.8	6.3	66.7	7.9	0.0				
Male	426	5.2	77.3	8.9	0.0	11.0	53.2	7.3	4.3	9.2	38.5	7.8	2.6				
Missing	0																
Residence																	
Urban	685	3.4	69.6	9.6	0.0	17.2	61.0	4.5	0.8	6.9	51.1	7.3	2.1				
Rural	315	3.2	80.0	12.7	0.0	17.1	48.1	6.8	3.7	8.9	53.6	9.4	0.0				
Missing	0																
Income_Quintile																	
Q1(poorest)	56	1.8	0.0	0.0	0.0	23.2	84.6	10.0	0.0	10.7	66.7	19.3	0.0				
Q2	56	3.6	100.0	0.0	0.0	16.1	44.4	16.6	0.0	5.4	33.3	27.3	0.0				
Q3	55	0.0	100.0	0.0		14.5	62.5	17.1	12.5	9.1	0.0	0.0	0.0				
Q4	56	1.8	0.0	0.0		5.4	66.7	27.3	33.3	3.6	100.0	0.0	0.0				
Q5(richest)	55	1.8	0.0	0.0		7.3	50.0	25.0	0.0	5.5	33.3	27.3	0.0				
Missing	722																
Age																	
18-29	187	0.0	50.0	20.4	0.0	2.7	40.0	21.9	40.0	6.4	33.3	13.6	0.0				
30-44	276	0.7	100.0	0.0	0.0	4.7	46.2	13.8	0.0	6.2	29.4	11.1	0.0				
45-59	233	2.6	80.0	10.3	0.0	15.0	57.1	8.4	0.0	5.2	66.7	13.6	0.0				
60-69	139	5.0	66.7	27.2		28.1	53.8	8.0	0.0	10.1	78.6	11.0	0.0				
70-79	118	12.7	0.0	0.0		46.6	63.6	6.5	1.8	9.3	72.7	13.4	0.0				
80+	46	6.5	0.0	0.0		52.2	54.2	10.2	0.0	19.6	33.3	15.7	11.1				
Missing	1																
Total	1,000	3.3	72.7	7.8	0.0	17.2	57.0	3.8	1.7	7.5	52.0	5.8	1.3				

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	574	12.5	59.7	5.8	0.0				
Male	426	7.0	53.3	9.1	0.0				
Missing	0								
Residence									
Urban	685	10.8	60.8	5.7	0.0				
Rural	315	8.9	50.0	9.5	0.0				
Missing	0								
Income Quintile									
Q1(poorest)	56	14.3	37.5	17.1	0.0				
Q2	56	5.4	33.3	27.2	0.0				
Q3	55	9.1	100.0	0.0	0.0				
Q4	56	3.6	50.0	35.4	0.0				
Q5(richest)	55	5.5	0.0	0.0	0.0				
Missing	722								
Age									
18-29	187	1.1	0.0	0.0	0.0				
30-44	276	8.0	36.4	10.3	0.0				
45-59	233	11.2	50.0	9.8	0.0				
60-69	139	15.8	68.2	9.9	0.0				
70-79	118	22.9	81.5	7.5	0.0				
80+	46	6.5	33.3	27.2	0.0				
Missing	1								
Total	1,000	10.2	57.8	4.9	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
Gender													
Male	23.0	0.0	46.9	0.0	24.6	0.0	3.3	0.0	1.4	0.0	0.7	0.0	426
Female	14.6	0.0	43.4	0.0	34.8	0.0	5.6	0.0	1.6	0.0	0.0	0.0	574
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	20.0	0.0	45.4	0.0	28.6	0.0	4.7	0.0	0.9	0.0	0.4	0.0	685
Rural	14.3	0.0	43.8	0.0	34.6	0.0	4.4	0.0	2.9	0.0	0.0	0.0	315
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)	14.3	0.0	42.9	0.0	30.4	0.0	10.7	0.0	1.8	0.0	0.0	0.0	56
Q2	16.1	0.0	55.4	0.0	23.2	0.0	1.8	0.0	3.6	0.0	0.0	0.0	56
Q3	23.6	0.0	43.6	0.0	27.3	0.0	3.6	0.0	1.8	0.0	0.0	0.0	55
Q4	28.6	0.0	48.2	0.0	21.4	0.0	1.8	0.0	0.0	0.0	0.0	0.0	56
Q5(richest)	23.6	0.0	60.0	0.0	12.7	0.0	0.0	0.0	3.6	0.0	0.0	0.0	55
M	17.0	0.0	42.9	0.0	33.4	0.0	5.0	0.0	1.2	0.0	0.4	0.0	722
Age													
18-29	35.8	0.0	47.6	0.0	15.5	0.0	0.5	0.0	0.5	0.0	0.0	0.0	187
30-44	24.3	0.0	54.7	0.0	19.6	0.0	0.7	0.0	0.4	0.0	0.4	0.0	276
45-59	13.3	0.0	48.1	0.0	31.8	0.0	4.7	0.0	1.7	0.0	0.4	0.0	233
60-69	5.8	0.0	38.8	0.0	44.6	0.0	8.6	0.0	2.2	0.0	0.0	0.0	139
70-79	3.4	0.0	31.4	0.0	50.8	0.0	10.2	0.0	3.4	0.0	0.8	0.0	118
80+	10.9	0.0	13.0	0.0	54.3	0.0	17.4	0.0	4.3	0.0	0.0	0.0	46
M	0.0	0.0	0.0	0.0	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1
All	182.0	0.0	449.0	0.0	305.0	0.0	46.0	0.0	15.0	0.0	3.0	0.0	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
Gender													
Male	74.6	0.0	15.3	0.0	5.4	0.0	4.2	0.0	0.5	0.0	0.0	0.0	426
Female	64.5	0.0	17.6	0.0	11.8	0.0	5.6	0.0	0.3	0.0	0.2	0.0	574
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	69.9	0.0	15.6	0.0	9.5	0.0	4.5	0.0	0.3	0.0	0.1	0.0	685
Rural	66.3	0.0	18.7	0.0	8.3	0.0	6.0	0.0	0.6	0.0	0.0	0.0	315
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)	69.6	0.0	12.5	0.0	8.9	0.0	8.9	0.0	0.0	0.0	0.0	0.0	56
Q2	66.1	0.0	23.2	0.0	3.6	0.0	7.1	0.0	0.0	0.0	0.0	0.0	56
Q3	76.4	0.0	16.4	0.0	3.6	0.0	3.6	0.0	0.0	0.0	0.0	0.0	55
Q4	78.6	0.0	14.3	0.0	5.4	0.0	1.8	0.0	0.0	0.0	0.0	0.0	56
Q5(richest)	80.0	0.0	12.7	0.0	3.6	0.0	3.6	0.0	0.0	0.0	0.0	0.0	55
M	66.8	0.0	16.9	0.0	10.7	0.0	5.0	0.0	0.6	0.0	0.1	0.0	722
Age													
18-29	84.5	0.0	12.3	0.0	1.6	0.0	1.6	0.0	0.0	0.0	0.0	0.0	187
30-44	80.1	0.0	13.4	0.0	5.1	0.0	0.7	0.0	0.7	0.0	0.0	0.0	276
45-59	73.8	0.0	14.2	0.0	7.7	0.0	4.3	0.0	0.0	0.0	0.0	0.0	233
60-69	51.1	0.0	27.3	0.0	15.8	0.0	5.8	0.0	0.0	0.0	0.0	0.0	139
70-79	43.2	0.0	21.2	0.0	20.3	0.0	13.6	0.0	1.7	0.0	0.0	0.0	118
80+	32.6	0.0	21.7	0.0	19.6	0.0	23.9	0.0	0.0	0.0	2.2	0.0	46
M	0.0	0.0	0.0	0.0	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1
All	688.0	0.0	166.0	0.0	91.0	0.0	50.0	0.0	4.0	0.0	1.0	0.0	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
Gender													
Male	88.3	0.0	6.3	0.0	4.2	0.0	1.2	0.0	0.0	0.0	0.0	0.0	426
Female	87.5	0.0	6.1	0.0	4.0	0.0	2.4	0.0	0.0	0.0	0.0	0.0	574
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	87.6	0.0	6.6	0.0	4.4	0.0	1.5	0.0	0.0	0.0	0.0	0.0	685
Rural	88.3	0.0	5.4	0.0	3.5	0.0	2.9	0.0	0.0	0.0	0.0	0.0	315
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)	83.9	0.0	8.9	0.0	5.4	0.0	1.8	0.0	0.0	0.0	0.0	0.0	56
Q2	92.9	0.0	3.6	0.0	1.8	0.0	1.8	0.0	0.0	0.0	0.0	0.0	56
Q3	94.5	0.0	0.0	0.0	5.5	0.0	0.0	0.0	0.0	0.0	0.0	0.0	55
Q4	94.6	0.0	5.4	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	56
Q5(richest)	94.5	0.0	5.5	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	55
M	86.1	0.0	6.8	0.0	4.7	0.0	2.4	0.0	0.0	0.0	0.0	0.0	722
Age													
18-29	97.3	0.0	1.6	0.0	0.5	0.0	0.5	0.0	0.0	0.0	0.0	0.0	187
30-44	92.0	0.0	4.7	0.0	2.5	0.0	0.7	0.0	0.0	0.0	0.0	0.0	276
45-59	92.3	0.0	3.4	0.0	4.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	233
60-69	77.7	0.0	15.1	0.0	6.5	0.0	0.7	0.0	0.0	0.0	0.0	0.0	139
70-79	75.4	0.0	8.5	0.0	8.5	0.0	7.6	0.0	0.0	0.0	0.0	0.0	118
80+	63.0	0.0	15.2	0.0	8.7	0.0	13.0	0.0	0.0	0.0	0.0	0.0	46
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	1
All	878.0	0.0	62.0	0.0	41.0	0.0	19.0	0.0		0.0		0.0	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
Gender													
Male	57.0	0.0	27.9	0.0	9.4	0.0	5.4	0.0	0.2	0.0	0.0	0.0	426
Female	38.2	0.0	34.3	0.0	18.3	0.0	8.9	0.0	0.3	0.0	0.0	0.0	574
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	46.1	0.0	31.7	0.0	15.3	0.0	6.7	0.0	0.1	0.0	0.0	0.0	685
Rural	46.3	0.0	31.4	0.0	12.7	0.0	8.9	0.0	0.6	0.0	0.0	0.0	315
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)	44.6	0.0	25.0	0.0	19.6	0.0	10.7	0.0	0.0	0.0	0.0	0.0	56
Q2	51.8	0.0	30.4	0.0	12.5	0.0	5.4	0.0	0.0	0.0	0.0	0.0	56
Q3	60.0	0.0	20.0	0.0	14.5	0.0	3.6	0.0	1.8	0.0	0.0	0.0	55
Q4	53.6	0.0	30.4	0.0	10.7	0.0	5.4	0.0	0.0	0.0	0.0	0.0	56
Q5(richest)	52.7	0.0	38.2	0.0	3.6	0.0	5.5	0.0	0.0	0.0	0.0	0.0	55
M	43.8	0.0	32.7	0.0	15.4	0.0	7.9	0.0	0.3	0.0	0.0	0.0	722
Age													
18-29	57.8	0.0	34.2	0.0	5.9	0.0	1.6	0.0	0.5	0.0	0.0	0.0	187
30-44	56.2	0.0	31.5	0.0	8.0	0.0	4.3	0.0	0.0	0.0	0.0	0.0	276
45-59	50.6	0.0	31.3	0.0	13.7	0.0	4.3	0.0	0.0	0.0	0.0	0.0	233
60-69	31.7	0.0	33.1	0.0	25.2	0.0	9.4	0.0	0.7	0.0	0.0	0.0	139
70-79	23.7	0.0	26.3	0.0	30.5	0.0	18.6	0.0	0.8	0.0	0.0	0.0	118
80+	19.6	0.0	32.6	0.0	19.6	0.0	28.3	0.0	0.0	0.0	0.0	0.0	46
M	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	0.0	0.0	0.0	0.0	1
All	462.0	0.0	316.0	0.0	145.0	0.0	74.0	0.0	3.0	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
Gender													
Male	70.4	0.0	21.4	0.0	7.0	0.0	0.9	0.0	0.0	0.0	0.2	0.0	426
Female	58.9	0.0	26.0	0.0	11.3	0.0	3.7	0.0	0.0	0.0	0.2	0.0	574
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	64.4	0.0	23.9	0.0	9.6	0.0	1.9	0.0	0.0	0.0	0.1	0.0	685
Rural	62.5	0.0	24.1	0.0	9.2	0.0	3.8	0.0	0.0	0.0	0.3	0.0	315
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)	60.7	0.0	28.6	0.0	8.9	0.0	1.8	0.0	0.0	0.0	0.0	0.0	56
Q2	71.4	0.0	10.7	0.0	14.3	0.0	3.6	0.0	0.0	0.0	0.0	0.0	56
Q3	72.7	0.0	16.4	0.0	9.1	0.0	1.8	0.0	0.0	0.0	0.0	0.0	55
Q4	73.2	0.0	16.1	0.0	8.9	0.0	1.8	0.0	0.0	0.0	0.0	0.0	56
Q5(richest)	76.4	0.0	10.9	0.0	12.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	55
M	61.1	0.0	26.9	0.0	9.0	0.0	2.8	0.0	0.0	0.0	0.3	0.0	722
Age													
18-29	73.3	0.0	18.2	0.0	8.0	0.0	0.5	0.0	0.0	0.0	0.0	0.0	187
30-44	70.7	0.0	21.7	0.0	5.8	0.0	1.8	0.0	0.0	0.0	0.0	0.0	276
45-59	67.8	0.0	23.6	0.0	8.2	0.0	0.4	0.0	0.0	0.0	0.0	0.0	233
60-69	60.4	0.0	24.5	0.0	10.8	0.0	3.6	0.0	0.0	0.0	0.7	0.0	139
70-79	36.4	0.0	37.3	0.0	17.8	0.0	7.6	0.0	0.0	0.0	0.8	0.0	118
80+	43.5	0.0	28.3	0.0	19.6	0.0	8.7	0.0	0.0	0.0	0.0	0.0	46
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	1
All	638.0	0.0	240.0	0.0	95.0	0.0	25.0	0.0	2.0	0.0		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
Gender													
Male	84.7	0.0	8.5	0.0	4.9	0.0	0.9	0.0	0.5	0.0	0.5	0.0	426
Female	79.8	0.0	10.3	0.0	5.4	0.0	3.0	0.0	0.0	0.0	1.6	0.0	574
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	82.5	0.0	9.2	0.0	5.4	0.0	2.0	0.0	0.0	0.0	0.9	0.0	685
Rural	80.6	0.0	10.2	0.0	4.8	0.0	2.2	0.0	0.6	0.0	1.6	0.0	315
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)	71.4	0.0	17.9	0.0	8.9	0.0	0.0	0.0	1.8	0.0	0.0	0.0	56
Q2	87.5	0.0	8.9	0.0	1.8	0.0	1.8	0.0	0.0	0.0	0.0	0.0	56
Q3	85.5	0.0	7.3	0.0	5.5	0.0	1.8	0.0	0.0	0.0	0.0	0.0	55
Q4	87.5	0.0	7.1	0.0	1.8	0.0	1.8	0.0	1.8	0.0	0.0	0.0	56
Q5(richest)	81.8	0.0	10.9	0.0	3.6	0.0	1.8	0.0	0.0	0.0	1.8	0.0	55
M	81.6	0.0	9.1	0.0	5.5	0.0	2.4	0.0	0.0	0.0	1.4	0.0	722
Age													
18-29	82.9	0.0	12.3	0.0	2.7	0.0	1.1	0.0	0.5	0.0	0.5	0.0	187
30-44	87.7	0.0	7.2	0.0	3.3	0.0	0.7	0.0	0.0	0.0	1.1	0.0	276
45-59	84.5	0.0	10.3	0.0	3.0	0.0	1.7	0.0	0.0	0.0	0.4	0.0	233
60-69	82.7	0.0	5.8	0.0	7.2	0.0	3.6	0.0	0.0	0.0	0.7	0.0	139
70-79	69.5	0.0	11.0	0.0	12.7	0.0	4.2	0.0	0.0	0.0	2.5	0.0	118
80+	58.7	0.0	15.2	0.0	13.0	0.0	6.5	0.0	2.2	0.0	4.3	0.0	46
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	1
All	819.0	0.0	95.0	0.0	52.0	0.0	21.0	0.0	2.0	0.0	11.0	0.0	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
Gender													
Male	84.3	0.0	11.0	0.0	3.3	0.0	0.7	0.0	0.2	0.0	0.5	0.0	426
Female	76.0	0.0	13.8	0.0	6.3	0.0	3.3	0.0	0.3	0.0	0.3	0.0	574
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	79.1	0.0	13.0	0.0	4.5	0.0	2.5	0.0	0.3	0.0	0.6	0.0	685
Rural	80.3	0.0	11.7	0.0	6.0	0.0	1.6	0.0	0.3	0.0	0.0	0.0	315
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)	82.1	0.0	10.7	0.0	0.0	0.0	7.1	0.0	0.0	0.0	0.0	0.0	56
Q2	96.4	0.0	1.8	0.0	0.0	0.0	1.8	0.0	0.0	0.0	0.0	0.0	56
Q3	87.3	0.0	7.3	0.0	3.6	0.0	1.8	0.0	0.0	0.0	0.0	0.0	55
Q4	87.5	0.0	10.7	0.0	1.8	0.0	0.0	0.0	0.0	0.0	0.0	0.0	56
Q5(richest)	81.8	0.0	7.3	0.0	5.5	0.0	5.5	0.0	0.0	0.0	0.0	0.0	55
M	76.6	0.0	14.5	0.0	6.1	0.0	1.8	0.0	0.4	0.0	0.6	0.0	722
Age													
18-29	87.7	0.0	8.6	0.0	3.2	0.0	0.5	0.0	0.0	0.0	0.0	0.0	187
30-44	90.2	0.0	7.2	0.0	2.2	0.0	0.0	0.0	0.0	0.0	0.4	0.0	276
45-59	85.8	0.0	8.6	0.0	3.4	0.0	1.7	0.0	0.0	0.0	0.4	0.0	233
60-69	66.9	0.0	20.1	0.0	10.1	0.0	2.2	0.0	0.0	0.0	0.7	0.0	139
70-79	55.1	0.0	27.1	0.0	8.5	0.0	7.6	0.0	0.8	0.0	0.8	0.0	118
80+	50.0	0.0	21.7	0.0	13.0	0.0	10.9	0.0	4.3	0.0	0.0	0.0	46
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	1
All	795.0	0.0	126.0	0.0	50.0	0.0	22.0	0.0	3.0	0.0	4.0	0.0	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
Gender													
Male	62.0	0.0	20.7	0.0	12.9	0.0	4.2	0.0	0.2	0.0	0.0	0.0	426
Female	47.6	0.0	25.6	0.0	18.1	0.0	8.4	0.0	0.3	0.0	0.0	0.0	574
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	52.8	0.0	24.8	0.0	15.9	0.0	6.4	0.0	0.0	0.0	0.0	0.0	685
Rural	55.6	0.0	20.6	0.0	15.9	0.0	7.0	0.0	1.0	0.0	0.0	0.0	315
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)	53.6	0.0	19.6	0.0	21.4	0.0	3.6	0.0	1.8	0.0	0.0	0.0	56
Q2	62.5	0.0	16.1	0.0	16.1	0.0	3.6	0.0	1.8	0.0	0.0	0.0	56
Q3	56.4	0.0	20.0	0.0	14.5	0.0	9.1	0.0	0.0	0.0	0.0	0.0	55
Q4	82.1	0.0	12.5	0.0	5.4	0.0	0.0	0.0	0.0	0.0	0.0	0.0	56
Q5(richest)	60.0	0.0	29.1	0.0	9.1	0.0	1.8	0.0	0.0	0.0	0.0	0.0	55
M	50.1	0.0	25.1	0.0	16.9	0.0	7.8	0.0	0.1	0.0	0.0	0.0	722
Age													
18-29	66.3	0.0	19.3	0.0	11.2	0.0	3.2	0.0	0.0	0.0	0.0	0.0	187
30-44	65.2	0.0	21.4	0.0	10.9	0.0	2.5	0.0	0.0	0.0	0.0	0.0	276
45-59	54.5	0.0	21.9	0.0	16.3	0.0	6.4	0.0	0.9	0.0	0.0	0.0	233
60-69	38.8	0.0	32.4	0.0	20.1	0.0	8.6	0.0	0.0	0.0	0.0	0.0	139
70-79	32.2	0.0	27.1	0.0	24.6	0.0	15.3	0.0	0.8	0.0	0.0	0.0	118
80+	30.4	0.0	23.9	0.0	28.3	0.0	17.4	0.0	0.0	0.0	0.0	0.0	46
M	0.0	0.0	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1
All	537.0	0.0	235.0	0.0	159.0	0.0	66.0	0.0	3.0	0.0		0.0	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
Gender													
Male	65.5	0.0	24.2	0.0	8.2	0.0	1.6	0.0	0.0	0.0	0.5	0.0	426
Female	45.1	0.0	30.3	0.0	15.2	0.0	8.5	0.0	0.3	0.0	0.5	0.0	574
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	55.3	0.0	27.3	0.0	11.4	0.0	5.5	0.0	0.1	0.0	0.3	0.0	685
Rural	50.5	0.0	28.6	0.0	14.0	0.0	5.7	0.0	0.3	0.0	1.0	0.0	315
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)	46.4	0.0	41.1	0.0	12.5	0.0	0.0	0.0	0.0	0.0	0.0	0.0	56
Q2	58.9	0.0	16.1	0.0	17.9	0.0	7.1	0.0	0.0	0.0	0.0	0.0	56
Q3	60.0	0.0	16.4	0.0	12.7	0.0	10.9	0.0	0.0	0.0	0.0	0.0	55
Q4	66.1	0.0	25.0	0.0	5.4	0.0	1.8	0.0	0.0	0.0	1.8	0.0	56
Q5(richest)	50.9	0.0	40.0	0.0	7.3	0.0	1.8	0.0	0.0	0.0	0.0	0.0	55
M	52.8	0.0	27.7	0.0	12.6	0.0	6.1	0.0	0.3	0.0	0.6	0.0	722
Age													
18-29	55.6	0.0	32.6	0.0	8.0	0.0	3.7	0.0	0.0	0.0	0.0	0.0	187
30-44	62.0	0.0	22.1	0.0	9.4	0.0	4.7	0.0	0.4	0.0	1.4	0.0	276
45-59	57.5	0.0	26.2	0.0	11.2	0.0	4.7	0.0	0.4	0.0	0.0	0.0	233
60-69	49.6	0.0	25.9	0.0	17.3	0.0	6.5	0.0	0.0	0.0	0.7	0.0	139
70-79	39.8	0.0	33.1	0.0	17.8	0.0	9.3	0.0	0.0	0.0	0.0	0.0	118
80+	28.3	0.0	39.1	0.0	21.7	0.0	10.9	0.0	0.0	0.0	0.0	0.0	46
M	0.0	0.0	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1
All	538.0	0.0	277.0	0.0	122.0	0.0	56.0	0.0	2.0	0.0	5.0	0.0	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
Sex														
Female	53.1	2.1	6.8	1.0	7.5	1.1	1.2	0.5	10.6	1.3	0.5	0.3	20.2	1.7
Male	47.9	2.4	5.4	1.1	8.9	1.4	0.7	0.4	12.2	1.6	0.2	0.2	24.6	2.1
Area of Residence														
Urban	50.3	1.9	6.1	0.9	7.9	1.0	0.9	0.4	10.4	1.2	0.6	0.3	23.8	1.6
Rural	52.1	2.8	6.3	1.4	8.6	1.6	1.3	0.6	13.3	1.9	0.0	0.0	18.4	2.2
Age Group														
18-29y	54.0	3.6	2.7	1.2	3.2	1.3	0.5	0.5	10.7	2.3	0.0	0.0	28.9	3.3
30-44y	43.5	3.0	15.9	2.2	6.9	1.5	2.5	1.0	12.0	2.0	0.4	0.4	18.8	2.4
45-59y	52.4	3.3	5.2	1.4	7.7	1.8	0.4	0.4	12.0	2.1	0.4	0.4	21.9	2.7
60-69y	61.2	4.1	0.0	0.0	7.9	2.3	0.0	0.0	6.5	2.1	1.4	1.0	23.0	3.6
70+y	48.8	3.9	0.6	0.6	16.5	2.9	0.6	0.6	14.0	2.7	0.0	0.0	19.5	3.1
Education Years														
0														
1-5	48.5	3.8	1.8	1.0	14.6	2.7	0.0	0.0	14.0	2.7	0.6	0.6	20.5	3.1
6-11	49.7	3.0	8.0	1.6	6.6	1.5	1.7	0.8	10.5	1.8	0.3	0.4	23.1	2.5
12+	51.7	2.2	7.0	1.1	6.8	1.1	1.0	0.4	10.7	1.4	0.4	0.3	22.4	1.8
Income Quintiles														
Q1	37.5	6.5	3.6	2.5	17.9	5.1	0.0	0.0	14.3	4.7	1.8	1.8	25.0	5.8
Q2	62.5	6.5	7.1	3.4	5.4	3.0	0.0	0.0	5.4	3.0	0.0	0.0	19.6	5.3
Q3	65.5	6.4	0.0	0.0	3.6	2.5	0.0	0.0	10.9	4.2	0.0	0.0	20.0	5.4
Q4	51.8	6.7	7.1	3.4	3.6	2.5	3.6	2.5	10.7	4.1	0.0	0.0	23.2	5.6
Q5	55.6	6.8	0.0	0.0	1.9	1.8	0.0	0.0	18.5	5.3	0.0	0.0	24.1	5.8
Ownership														
Government	59.7	2.1	6.7	1.1	10.7	1.3	1.4	0.5	13.0	1.4	0.5	0.3	8.0	1.1
Private	62.1	3.7	7.1	2.0	7.7	2.0	0.6	0.6	10.7	2.4	0.0	0.0	11.8	2.5
NGO	50.0	35.4	0.0	0.0	50.0	35.4	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other	40.0	9.0	0.0	0.0	3.3	3.3	3.3	3.3	40.0	9.0	3.3	3.3	10.0	5.5
TOTAL	50.9	1.6	6.2	0.8	8.1	0.9	1.0	0.3	11.3	1.0	0.4	0.2	22.1	1.3

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	Skills		Equipment		Drug supplies		Minutes	SE	%	SE	mean cost	SE	%	SE
Sex																
Female	65.6	2.7							16.5	1.4						
Male	66.2	3.2							16.4	2.0						
Area of Residence																
Urban	68.1	2.4							17.5	1.6						
Rural	60.9	3.8							14.6	1.7						
Age Group																
18-29y	50.9	4.8							15.0	2.1						
30-44y	73.2	3.6							18.2	2.6						
45-59y	67.7	4.1							17.0	1.8						
60-69y	61.8	5.6							16.4	2.4						
70+y	75.0	5.4							13.9	1.8						
Education Years																
0																
1-5	70.1	5.2							15.4	2.0						
6-11	64.1	3.8							14.6	1.6						
12+	66.3	2.8							18.2	1.8						
Income Quintiles																
Q1	70.8	9.3							14.6	3.1						
Q2	72.7	7.8							14.3	2.5						
Q3	51.5	8.7							13.0	1.7						
Q4	61.3	8.8							15.6	2.6						
Q5	51.6	9.0							13.7	4.8						
Condition																
Child-Visit	57.7	9.9							17.2	3.2						
Preventive	37.7	5.5							14.3	1.6						
Childbirth	76.5	10.3							23.2	5.1						
Acute	85.7	13.2							13.4	4.4						
Injury	78.9	9.4							18.0	3.7						
Chronic	66.7	13.6							26.5	10.8						

	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	70.9	2.4							16.5	1.6						
Ownership																
Government	73.5	2.3							17.0	1.6						
Private	51.4	4.3							16.5	1.6						
NGO																
Other	39.3	9.2							6.7	1.6						
Self-Assessed Health																
Very-Good	57.0	5.1							12.7	2.0						
Good	64.9	3.0							16.2	1.5						
Moderate	71.2	3.6							17.0	1.6						
Bad	78.6	11.0							41.8	18.7						
Very-Bad	100.0	0.0							13.8	6.0						
TOTAL	65.8	2.1							16.5	1.3						

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		Wait Time		Talked Respectfully		Dignity		Privacy		Communication	
	Travel Time											
	%	SE	%	SE	%	SE	%	SE	%	SE	%	SE
Sex												
Female			41.7	2.8	15.0	2.0					21.9	2.3
Male			42.3	3.3	18.9	2.6					21.6	2.8
Area of Residence												
Urban			44.7	2.6	17.6	2.0					23.3	2.2
Rural			36.0	3.7	14.5	2.7					18.6	3.0
Age Group												
18-29y			45.5	4.8	16.4	3.5					22.7	4.0
30-44y			41.4	4.0	20.4	3.3					21.7	3.4
45-59y			47.1	4.3	14.7	3.0					21.3	3.5
60-69y			37.2	5.5	12.8	3.8					20.5	4.6
70+y			32.3	5.8	16.9	4.7					23.1	5.2
Education Years												
0												
1-5			42.5	5.5	20.0	4.5					23.8	4.8
6-11			42.7	4.0	16.6	3.0					22.3	3.3
12+			42.7	2.9	16.3	2.2					20.8	2.4
Income Quintiles												
Q1			44.0	10.0	12.0	6.5					28.0	9.0
Q2			42.4	8.6	12.1	5.7					15.2	6.3
Q3			35.3	8.2	17.6	6.6					20.6	7.0
Q4			45.2	9.0	12.9	6.0					16.1	6.6
Q5			32.3	8.4	9.7	5.3					19.4	7.1
Condition												
Child-Visit			33.3	9.2	22.2	8.2					18.5	7.6
Preventive			40.3	5.6	19.5	4.5					23.4	4.8
Childbirth			44.4	11.7	16.7	8.8					27.8	10.6
Acute			62.5	17.1	25.0	15.3					25.0	15.3
Injury			35.0	10.7	10.0	6.7					20.0	9.0
Chronic			16.7	10.8	16.7	10.8					8.3	8.0
Other			42.5	2.6	16.5	2.0					21.5	2.2
Ownership												
Government			46.7	2.6	20.4	2.1					27.1	2.3
Private			29.6	3.8	7.0	2.2					10.6	2.6
NGO												
Other			39.3	9.2	14.3	6.6					14.3	6.6
Self-Assessed Health												
Very-Good			45.8	5.1	12.5	3.4					18.8	4.0
Good			41.2	3.0	15.7	2.2					20.2	2.5
Moderate			40.3	3.9	20.1	3.2					26.4	3.5
Bad			42.9	13.2	28.6	12.1					28.6	12.1
Very-Bad			33.3	27.2	0.0	0.0					0.0	0.0
TOTAL			42.0	2.1	16.6	1.6					21.8	1.8

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".

7.3.2 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			27.3	2.5	26.6	2.5			25.1	2.4	21.6	2.3		
Male			31.5	3.1	21.2	2.7			24.8	2.9	26.6	3.0		
Area of Residence														
Urban			31.4	2.4	23.8	2.2			27.1	2.3	27.4	2.3		
Rural			23.8	3.2	25.6	3.3			20.3	3.1	15.7	2.8		
Age Group														
18-29y			31.8	4.4	22.7	4.0			18.2	3.7	20.9	3.9		
30-44y			30.3	3.7	25.0	3.5			34.2	3.8	30.9	3.8		
45-59y			26.5	3.8	26.5	3.8			27.2	3.8	18.4	3.3		
60-69y			30.8	5.2	23.1	4.8			17.9	4.4	24.4	4.9		
70+y			24.6	5.4	23.1	5.2			18.5	4.8	21.5	5.1		
Education Years														
0														
1-5			35.0	5.3	31.3	5.2			31.3	5.2	26.2	4.9		
6-11			26.1	3.5	22.3	3.3			26.1	3.5	22.3	3.3		
12+			28.8	2.7	23.6	2.5			23.6	2.5	22.9	2.5		
Income Quintiles														
Q1			28.0	9.0	24.0	8.6			24.0	8.6	24.0	8.6		
Q2			15.2	6.3	18.2	6.7			21.2	7.1	21.2	7.1		
Q3			11.8	5.5	20.6	7.0			14.7	6.1	29.4	7.8		
Q4			32.3	8.4	32.3	8.4			25.8	7.9	12.9	6.0		
Q5			41.9	8.9	22.6	7.5			19.4	7.1	12.9	6.0		
Condition														
Child-Visit			22.2	8.2	22.2	8.2			29.6	9.0	14.8	7.0		
Preventive			23.4	4.8	20.8	4.6			16.9	4.3	23.4	4.8		
Childbirth			22.2	9.8	33.3	11.1			27.8	10.6	27.8	10.6		
Acute			25.0	15.3	25.0	15.3			12.5	11.7	25.0	15.3		
Injury			20.0	9.0	15.0	8.0			20.0	9.0	10.0	6.7		
Chronic			16.7	10.8	25.0	12.5			25.0	12.5	25.0	12.5		
Other			31.6	2.5	26.3	2.3			27.1	2.4	24.0	2.3		
Ownership														
Government			35.4	2.5	30.1	2.4			31.8	2.4	29.6	2.4		
Private			16.9	3.2	13.4	2.9			12.0	2.7	11.3	2.7		
NGO														
Other			7.1	4.9	10.7	5.8			7.1	4.9	10.7	5.8		
Self-Assessed Health														
Very-Good			24.0	4.4	16.7	3.8			21.9	4.2	21.9	4.2		
Good			29.6	2.8	25.8	2.7			23.2	2.6	22.8	2.6		
Moderate			30.2	3.6	27.0	3.5			28.9	3.6	25.8	3.5		
Bad			35.7	12.8	21.4	11.0			35.7	12.8	28.6	12.1		
Very-Bad			33.3	27.2	0.0	0.0			33.3	27.2	0.0	0.0		
TOTAL			29.0	2.0	24.4	1.8			25.0	1.9	23.7	1.8		

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	%	SE	%	SE	%	SE	Minutes	SE	%	SE	%	SE	No	SE	mean cost	SE	%	SE
Sex																				
Female	38.0	4.3							35.1	5.4			13.2	3.0	3.4	0.7				
Male	41.8	5.0							29.4	4.0			14.0	3.6	3.2	0.7				
Area of Residence																				
Urban	37.7	4.0							30.6	4.7			15.1	3.0	3.3	0.6				
Rural	43.4	5.7							36.8	5.1			10.5	3.5	3.5	0.7				
Age Group																				
18-29y	21.1	9.4							22.3	4.8			5.6	5.4	3.2	0.9				
30-44y	26.4	5.2							32.8	7.4			18.3	4.6	3.3	0.7				
45-59y	40.5	7.6							48.3	9.6			12.5	5.2	3.2	0.8				
60-69y	54.3	8.4							33.1	5.7			14.3	5.9	3.8	0.9				
70+y	52.5	6.5							23.1	3.8			10.3	4.0	3.4	0.7				
Education Years																				
0																				
1-5	47.3	6.8							22.4	3.2			11.3	4.4	3.7	0.8				
6-11	47.7	6.2							35.4	8.3			16.9	4.7	3.1	0.7				
12+	30.4	4.6							36.3	5.0			13.1	3.4	3.4	0.7				
Income Quintiles																				
Q1	52.9	12.2							23.5	4.9			5.9	5.8	3.9	0.9				
Q2	50.0	17.9							48.0	15.4			0.0	0.0	2.7	1.2				
Q3	33.3	19.4							29.7	7.1			0.0	0.0	2.5	1.1				
Q4	16.7	10.9							61.3	18.9			16.7	10.9	2.7	1.0				
Q5	42.9	18.9							30.5	11.0			0.0	0.0	4.8	1.0				
Condition																				
Child-Visit	33.3	12.6							69.5	34.5			26.7	11.8	2.5	0.9				
Fever	23.1	11.7							20.6	5.0			0.0	0.0	2.2	0.8				
Childbirth	11.1	7.4							20.0	3.2			0.0	0.0	4.0	0.9				
Arthritis	33.3	27.3							35.5	18.2			0.0	0.0	2.5	0.5				
Asthma	66.7	19.3							15.5	4.0			16.7	15.2	4.2	1.2				
Heart-Disease	64.3	12.8							33.0	11.5			0.0	0.0	3.3	0.8				
Injury	37.5	17.2							12.2	2.8			0.0	0.0	3.1	1.0				
Minor-Surgery	27.0	5.2							40.9	7.6			26.8	5.3	3.6	0.7				
Other	52.9	5.4							33.9	5.6			11.1	3.5	3.3	0.7				
Ownership																				
Government	39.3	3.5							29.9	3.9			11.9	2.3	3.5	0.6				
Private	37.0	9.3							46.3	10.2			28.0	9.0	2.4	0.8				
NGO																				
Other	50.0	35.4							95.5	25.3			0.0	0.0	3.0	0.8				
Self-Assessed Health																				
Very-Good	29.6	8.8							35.1	8.0			18.5	7.5	3.0	0.8				
Good	36.7	5.4							30.4	5.2			14.3	4.0	3.3	0.7				
Moderate	40.4	5.2							35.1	6.9			12.5	3.5	3.5	0.7				
Bad	52.4	10.9							33.1	8.1			10.5	7.1	3.6	0.9				
Very-Bad	50.0	15.8							25.0	4.9			9.1	8.7	3.0	0.8				
TOTAL	39.6	3.2							32.7	3.7			13.5	2.3	3.4	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		Talked Respectfully		Privacy		Clear Explanation		Time for Questions		Treatment Information		Involvement	
	%	SE	%	SE	%	SE	%	SE	%	SE	%	SE	%	SE	%	SE
Sex																
Female			30.8	4.0	30.1	4.0			36.1	4.2					41.4	4.3
Male			21.2	4.1	23.2	4.2			28.3	4.5					29.3	4.6
Area of Residence																
Urban			26.5	3.6	28.4	3.6			34.8	3.8					36.1	3.9
Rural			27.3	5.1	24.7	4.9			28.6	5.2					36.4	5.5
Age Group																
18-29y			21.1	9.4	36.8	11.1			36.8	11.1					36.8	11.1
30-44y			32.4	5.4	25.7	5.1			36.5	5.6					36.5	5.6
45-59y			30.2	7.0	32.6	7.2			34.9	7.3					39.5	7.5
60-69y			22.2	6.9	19.4	6.6			13.9	5.8					25.0	7.2
70+y			21.7	5.3	26.7	5.7			36.7	6.2					40.0	6.3
Education Years																
0																
1-5			23.6	5.7	30.9	6.2			34.5	6.4					40.0	6.6
6-11			25.4	5.3	28.4	5.5			31.3	5.7					37.3	5.9
12+			29.5	4.5	24.8	4.2			33.3	4.6					34.3	4.6
Income Quintiles																
Q1			5.9	5.8	5.9	5.8			17.6	9.3					17.6	9.3
Q2			22.2	14.0	55.6	16.7			44.4	16.7					66.7	15.9
Q3			16.7	15.4	50.0	20.6			66.7	19.4					50.0	20.6
Q4			16.7	10.9	33.3	13.7			25.0	12.6					16.7	10.9
Q5			42.9	18.9	14.3	13.4			28.6	17.2					14.3	13.4
Condition																
Child-Visit			33.3	12.6	26.7	11.8			40.0	13.1					33.3	12.6
Fever			23.1	11.7	15.4	10.0			30.8	12.8					30.8	12.8
Childbirth			27.8	10.6	38.9	11.5			50.0	11.8					50.0	11.8
Arthritis			0.0	0.0	0.0	0.0			33.3	27.3					33.3	27.3
Asthma			50.0	20.5	33.3	19.3			33.3	19.3					50.0	20.5
Heart-Disease			7.1	6.9	21.4	11.0			28.6	12.1					28.6	12.1
Injury			25.0	15.3	12.5	11.7			25.0	15.3					25.0	15.3
Minor-Surgery			25.7	5.1	23.0	4.9			32.4	5.4					28.4	5.2
Other			30.7	4.9	31.8	5.0			31.8	5.0					43.2	5.3
Ownership																
Government			26.9	3.1	27.9	3.2			33.8	3.3					37.3	3.4
Private			25.9	8.4	22.2	8.0			22.2	8.0					25.9	8.4
NGO																
Other			50.0	35.4	50.0	35.4			50.0	35.4					100.0	0.0
Self-Assessed Health																
Very-Good			14.3	6.6	32.1	8.8			39.3	9.2					28.6	8.6
Good			24.7	4.8	19.8	4.4			33.3	5.2					34.6	5.3
Moderate			32.2	4.9	32.2	4.9			31.1	4.9					38.9	5.2
Bad			23.8	9.3	23.8	9.3			33.3	10.3					38.1	10.6
Very-Bad			27.3	13.5	27.3	13.5			18.2	11.6					45.5	15.0
TOTAL			26.7	2.9	27.2	2.9			32.8	3.1					36.2	3.2

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	%	SE	%	SE
Sex												
Female	36.8	4.2			33.1	4.1			21.1	3.5		
Male	30.3	4.6			29.3	4.6			24.2	4.3		
Area of Residence												
Urban	34.2	3.8			36.1	3.9			24.5	3.5		
Rural	33.8	5.4			22.1	4.7			18.2	4.4		
Age Group												
18-29y	31.6	10.7			31.6	10.7			36.8	11.1		
30-44y	36.5	5.6			32.4	5.4			24.3	5.0		
45-59y	48.8	7.6			37.2	7.4			20.9	6.2		
60-69y	16.7	6.2			19.4	6.6			13.9	5.8		
70+y	31.7	6.0			33.3	6.1			21.7	5.3		
Education Years												
0												
1-5	30.9	6.2			30.9	6.2			16.4	5.0		
6-11	31.3	5.7			34.3	5.8			23.9	5.2		
12+	38.1	4.8			30.5	4.5			25.7	4.3		
Income Quintiles												
Q1	29.4	11.2			23.5	10.4			5.9	5.8		
Q2	55.6	16.7			44.4	16.7			55.6	16.7		
Q3	33.3	19.4			50.0	20.6			16.7	15.4		
Q4	25.0	12.6			25.0	12.6			0.0	0.0		
Q5	28.6	17.2			14.3	13.4			42.9	18.9		
Condition												
Child-Visit	20.0	10.7			40.0	13.1			13.3	9.1		
Fever	7.7	7.4			30.8	12.8			15.4	10.0		
Childbirth	50.0	11.8			33.3	11.1			44.4	11.7		
Arthritis	33.3	27.3			0.0	0.0			0.0	0.0		
Asthma	50.0	20.5			50.0	20.5			33.3	19.3		
Heart-Disease	28.6	12.1			14.3	9.4			21.4	11.0		
Injury	12.5	11.7			12.5	11.7			0.0	0.0		
Minor-Surgery	29.7	5.3			25.7	5.1			17.6	4.4		
Other	40.9	5.2			39.8	5.2			25.0	4.6		
Ownership												
Government	34.3	3.4			34.3	3.4			23.9	3.0		
Private	29.6	8.8			14.8	6.8			14.8	6.8		
NGO												
Other	100.0	0.0			0.0	0.0			0.0	0.0		
Self-Assessed Health												
Very-Good	21.4	7.8			32.1	8.8			17.9	7.2		
Good	37.0	5.4			28.4	5.0			23.5	4.7		
Moderate	35.6	5.1			34.4	5.0			22.2	4.4		
Bad	28.6	9.9			28.6	9.9			14.3	7.6		
Very-Bad	36.4	14.5			36.4	14.5			36.4	14.5		
TOTAL	34.1	3.1			31.5	3.1			22.4	2.7		

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-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 (\$)	20,504
Total health expenditure per capita (\$)	1,737
Total population (000)	57,482
Life expectancy at birth (Both sexes)	79.7
Life expectancy at birth (male)	76.8
Life expectancy at birth (female)	82.5
Healthy life expectancy at birth (Both sexes)	72.7
Healthy life expectancy at birth (Male)	70.7
Healthy life expectancy at birth (Female)	74.7
Government funded health expenditure as a percentage of total health expenditure	75.6
Social security funded health expenditure as a percentage of total health expenditure	0.1
Private health insurance premiums as a percentage of total health expenditure	0.9
Out-of-pocket payment as a percentage of total health expenditure	20.3

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	48.1	0.0	22.1	0.0	26.8	0.0	1.6	0.0	0.7	0.0	0.7	0.0	426
Female	37.1	0.0	23.0	0.0	31.7	0.0	5.4	0.0	1.7	0.0	1.0	0.0	574
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	39.6	0.0	25.5	0.0	30.1	0.0	3.4	0.0	0.4	0.0	1.0	0.0	685
Rural	46.7	0.0	16.2	0.0	28.6	0.0	4.8	0.0	3.2	0.0	0.6	0.0	315
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)	42.9	0.0	21.4	0.0	30.4	0.0	3.6	0.0	1.8	0.0	0.0	0.0	56
Q2	46.4	0.0	19.6	0.0	23.2	0.0	7.1	0.0	3.6	0.0	0.0	0.0	56
Q3	34.5	0.0	27.3	0.0	25.5	0.0	7.3	0.0	1.8	0.0	3.6	0.0	55
Q4	44.6	0.0	25.0	0.0	26.8	0.0	3.6	0.0	0.0	0.0	0.0	0.0	56
Q5(richest)	49.1	0.0	18.2	0.0	27.3	0.0	3.6	0.0	1.8	0.0	0.0	0.0	55
M	41.1	0.0	22.7	0.0	30.7	0.0	3.3	0.0	1.1	0.0	1.0	0.0	722
Age													
18-29	41.7	0.0	24.1	0.0	29.4	0.0	4.8	0.0	0.0	0.0	0.0	0.0	187
30-44	46.0	0.0	19.6	0.0	30.4	0.0	2.2	0.0	1.4	0.0	0.4	0.0	276
45-59	41.6	0.0	21.5	0.0	29.2	0.0	5.2	0.0	1.7	0.0	0.9	0.0	233
60-69	39.6	0.0	28.8	0.0	28.1	0.0	1.4	0.0	1.4	0.0	0.7	0.0	139
70-79	38.1	0.0	21.2	0.0	30.5	0.0	5.9	0.0	1.7	0.0	2.5	0.0	118
80+	34.8	0.0	26.1	0.0	28.3	0.0	4.3	0.0	2.2	0.0	4.3	0.0	46
M	0.0	0.0	0.0	0.0	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1
All	418.0	0.0	226.0	0.0	296.0	0.0	38.0	0.0	13.0	0.0	9.0	0.0	1,000

10.2 Inability to cope - q8001

	Never	SE	Almost never	SE	Sometimes	SE	Fairly often	SE	Very often	SE	Missing	SE	N
Gender													
Male	38.0	0.0	25.1	0.0	29.1	0.0	6.3	0.0	1.2	0.0	0.2	0.0	426
Female	25.6	0.0	24.2	0.0	34.1	0.0	11.5	0.0	3.8	0.0	0.7	0.0	574
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	29.8	0.0	28.0	0.0	31.2	0.0	8.6	0.0	1.6	0.0	0.7	0.0	685
Rural	33.3	0.0	17.1	0.0	33.7	0.0	10.8	0.0	5.1	0.0	0.0	0.0	315
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)	28.6	0.0	26.8	0.0	30.4	0.0	12.5	0.0	1.8	0.0	0.0	0.0	56
Q2	37.5	0.0	17.9	0.0	26.8	0.0	12.5	0.0	5.4	0.0	0.0	0.0	56
Q3	29.1	0.0	23.6	0.0	30.9	0.0	12.7	0.0	1.8	0.0	1.8	0.0	55
Q4	30.4	0.0	35.7	0.0	23.2	0.0	10.7	0.0	0.0	0.0	0.0	0.0	56
Q5(richest)	27.3	0.0	20.0	0.0	41.8	0.0	7.3	0.0	3.6	0.0	0.0	0.0	55
M	31.0	0.0	24.5	0.0	32.5	0.0	8.6	0.0	2.8	0.0	0.6	0.0	722
Age													
18-29	32.1	0.0	18.7	0.0	37.4	0.0	8.6	0.0	3.2	0.0	0.0	0.0	187
30-44	31.5	0.0	24.6	0.0	32.2	0.0	9.4	0.0	2.2	0.0	0.0	0.0	276
45-59	27.9	0.0	25.8	0.0	32.2	0.0	10.7	0.0	3.4	0.0	0.0	0.0	233
60-69	34.5	0.0	30.2	0.0	25.9	0.0	7.2	0.0	2.2	0.0	0.0	0.0	139
70-79	29.7	0.0	25.4	0.0	29.7	0.0	10.2	0.0	2.5	0.0	2.5	0.0	118
80+	30.4	0.0	23.9	0.0	30.4	0.0	8.7	0.0	2.2	0.0	4.3	0.0	46
M	0.0	0.0	0.0	0.0	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1
All	309.0	0.0	246.0	0.0	320.0	0.0	93.0	0.0	27.0	0.0	5.0	0.0	1,000

