

REPORT OF SWEDEN

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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

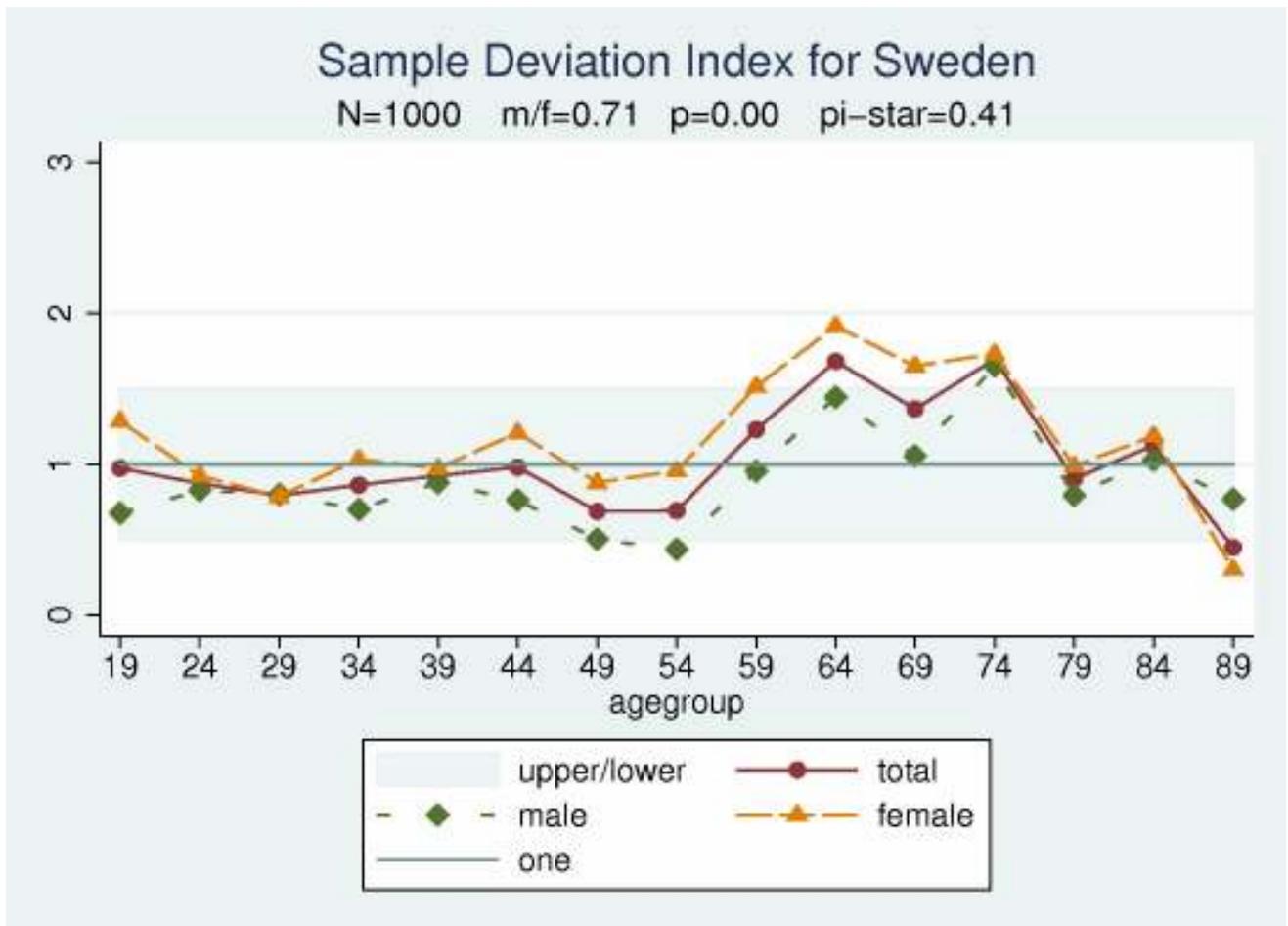
- 0200 Geocoding Information for the collection of the latitude and longitude of each household. This section has only been used in 27 countries where GPS devices were available or have been provided. The choice of these countries has been done on the basis of the availability of digital maps delimiting 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.

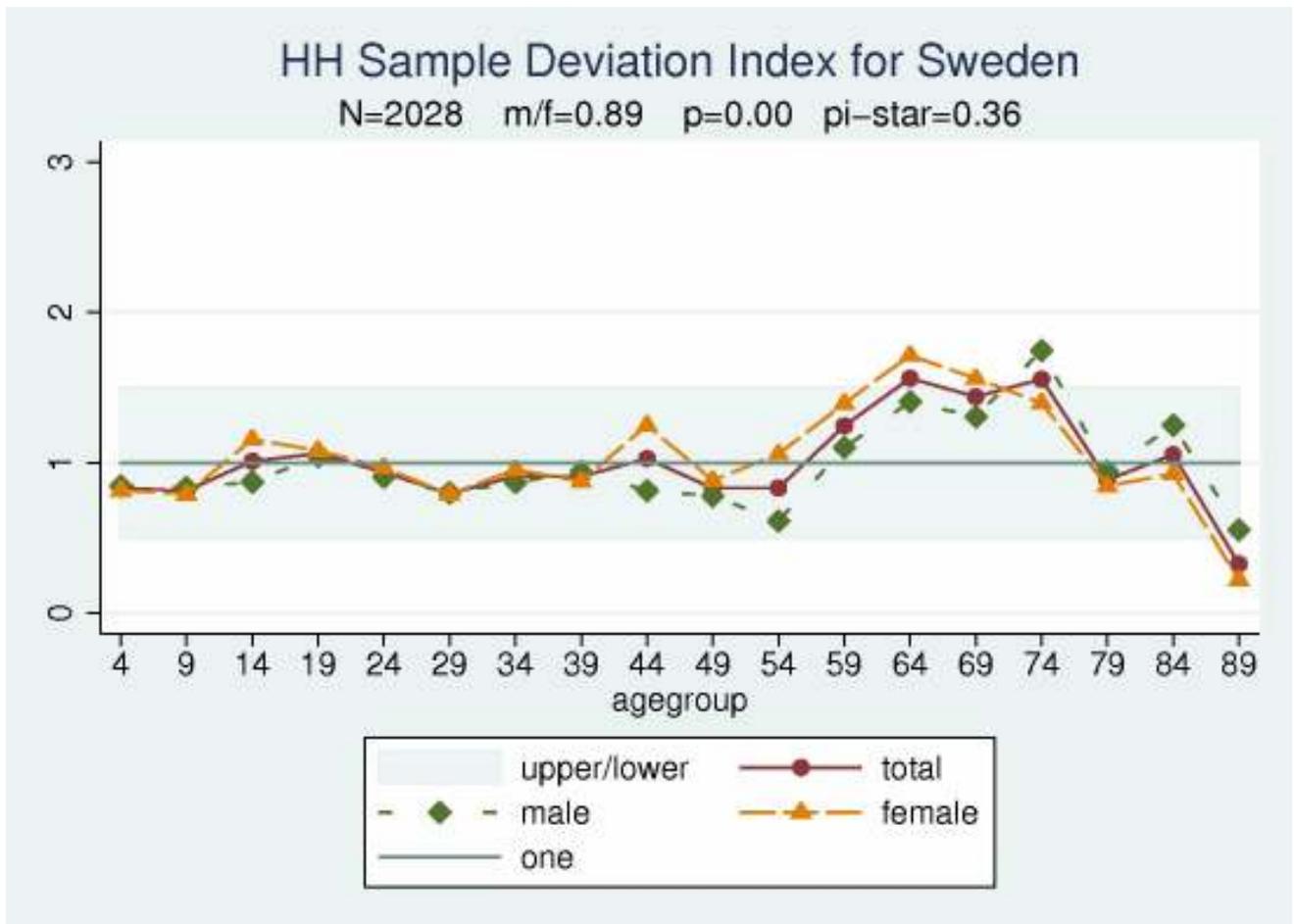
The questionnaire as well as the training material and data cleaning protocols used can be downloaded from the WHO WHS web site (<http://www.who.int/healthinfo/survey/en/index.html>) in the "Survey Instrument and Related Documents" section.

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
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Percentages	100
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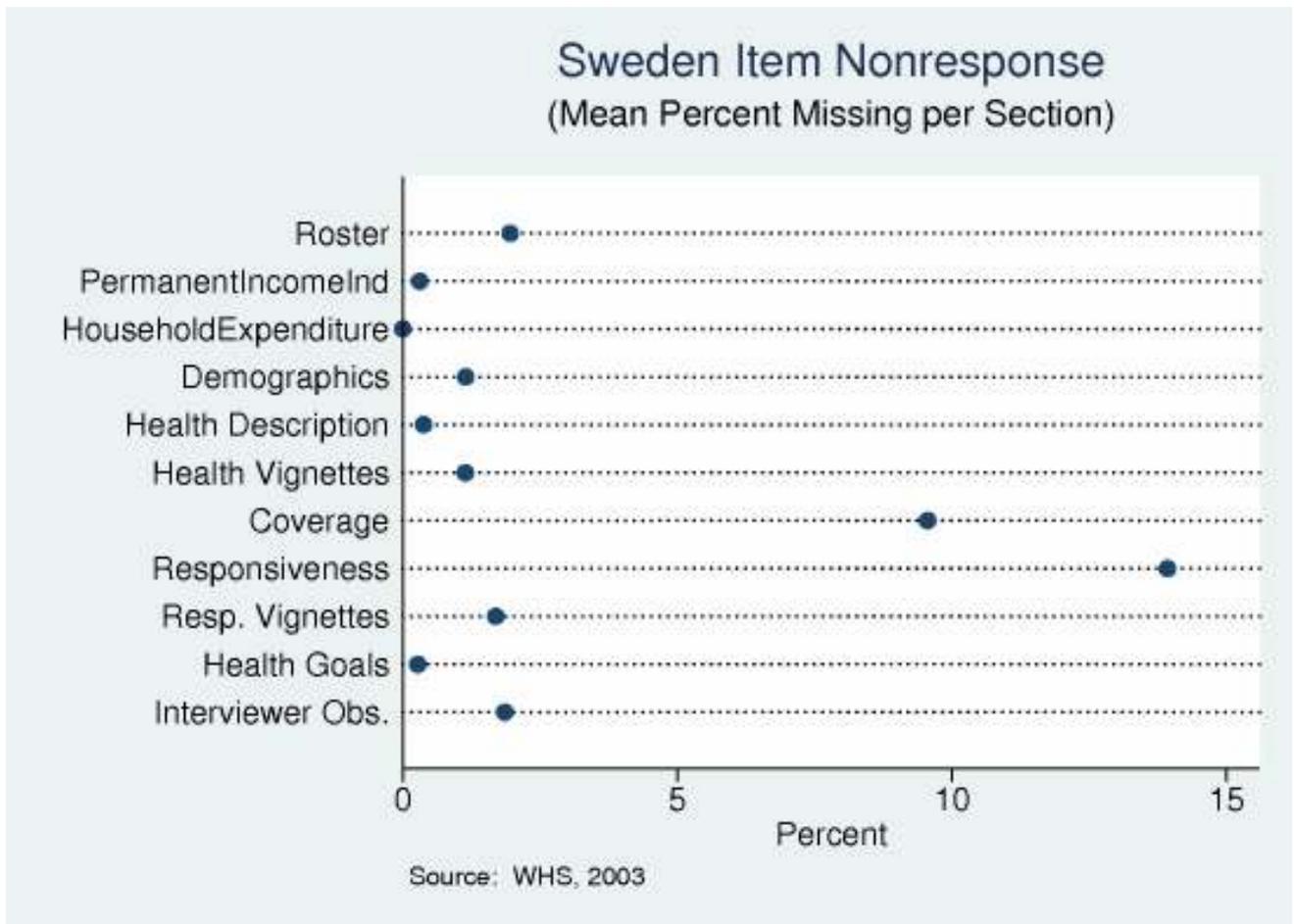
Individual

Selected	1,000
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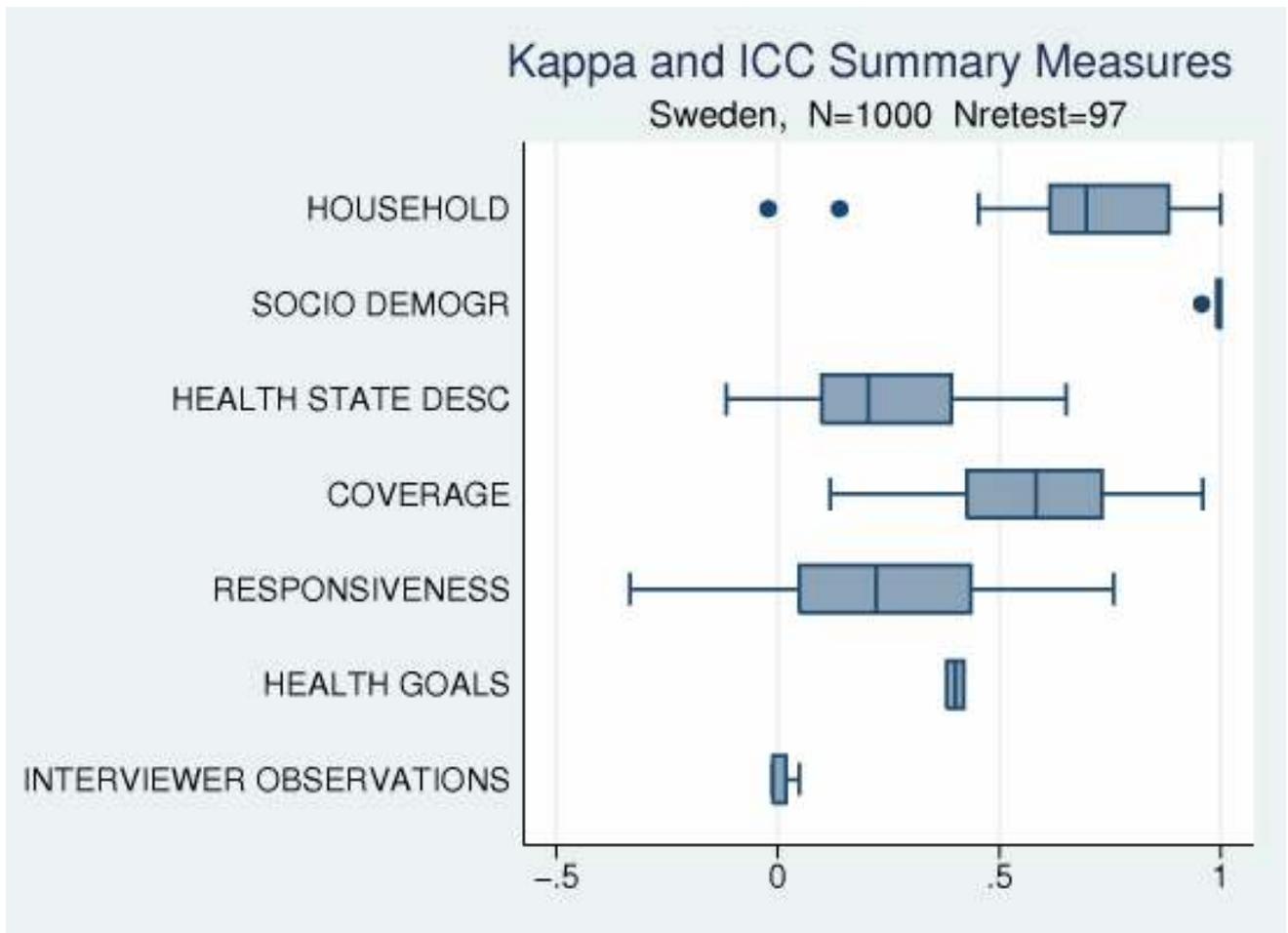
Interviewed	1,000
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Percentages	100
-------------	-----

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)	17.5	3.34	1.3	0.09	0.0	0.01	0.0	0.01	0.0	0.01	1.2	0.08
Q2	18.5	3.42	1.5	0.05	0.0	0.00	0.0	0.01	0.1	0.05	1.4	0.04
Q3	15.3	2.96	1.9	0.05	0.0	0.01	0.0	0.02	0.1	0.04	1.7	0.06
Q4	14.6	2.76	2.7	0.21	0.1	0.06	0.2	0.07	0.4	0.11	2.0	0.14
Q5(richest)	14.7	3.48	3.0	0.24	0.0	0.02	0.1	0.04	0.8	0.18	2.1	0.06
All	16.0	0.01	2.1	0.09	0.0	0.01	0.1	0.02	0.3	0.05	1.7	0.06

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

3.2 Selected age distributions by income quintile

	Females Age 18–49	Persons Age 50+	Persons Age 60+
Q1 (poorest)	32	168	138
Q2	34	140	104
Q3	80	240	176
Q4	131	164	75
Q5 (richest)	143	190	60
All	420	902	552

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)	60	2.34	4	64.9	7.73
Q2	55	2.36	5	51.3	5.42
Q3	53	2.55	5	25.0	5.60
Q4	49	1.54	5	18.2	4.60
Q5 (richest)	50	1.80	5	19.1	4.53
All	53	1.18	5	33.5	3.49

Education

1=no formal education

2=less than primary school

3=primary school completed

4=secondary school completed

5=high school (or equivalent) completed

6=college/pre-university/university completed

7=post graduate degree completed

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

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

	Male	SE	Female	SE	Missing	Total	SE
Age							
0-4	3.5	1.00	4.3	1.20		3.90	0.80
5-14	11.3	2.30	7.8	1.30		9.50	1.50
15-29	19.5	2.70	17.7	3.30		18.50	2.60
30-44	17.1	2.40	19.1	2.30		18.10	1.80
45-59	22.1	3.20	25.1	3.80		23.70	3.10
60-69	12.4	2.30	13.2	2.70		12.80	2.30
70-79	9.5	2.80	9.8	1.60		9.60	1.90
80+	4.6	1.60	3.0	0.70		3.80	0.90
Missing	0.0	0.00	0.1	0.10		0.00	0.00
Residence							
Urban	85.3	1.30	84.7	0.70		85.00	0.90
Rural	14.7	1.30	15.3	0.70		15.00	0.90
Missing	0.0	0.00	0.0	0.00		0.00	0.00
Marital_Status							
NoFormal	6.6	1.70	7.2	1.40		7.00	1.20
LessthanPrimary	3.8	1.10	2.1	0.60		2.90	0.70
Primary	10.5	2.60	9.8	1.90		10.10	1.90
Secondary	21.4	3.90	20.2	2.40		20.80	2.50
HighSchool	32.7	3.80	32.3	4.20		32.50	2.50
College	18.2	3.00	23.3	3.40		20.90	2.50
PostGraduate	4.5	2.80	1.6	0.50		3.00	1.30
Missing	2.3	0.60	3.4	0.90		2.80	0.60
Total	100.0		100.0			100.00	
Number	969.0		1,059.0			2,028.00	
Number of Households						1,000.00	

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

	Male	SE	Female	SE	Missing	Total	SE
Age							
18-29	16.1	4.00	18.1	3.70		17.00	2.50
30-44	32.5	4.50	24.5	3.10		28.70	3.00
45-59	28.2	4.70	27.7	5.50		28.00	4.40
60-69	9.9	2.20	11.7	3.00		10.70	2.00
70-79	7.6	2.20	10.6	1.90		9.00	1.40
80+	5.8	2.30	7.4	1.70		6.60	1.50
Missing	0.0	0.00	0.0	0.00		0.00	0.00
Residence							
Urban	87.3	1.60	80.9	1.40		84.30	0.70
Rural	12.7	1.60	19.1	1.40		15.70	0.70
Missing	0.0	0.00	0.0	0.00		0.00	0.00
Education							
NoFormal	0.1	0.10	0.1	0.10		0.10	0.10
LessthanPrimary	0.2	0.20	0.8	0.40		0.50	0.30
Primary	7.9	2.50	7.9	1.70		7.90	1.50
Secondary	22.1	5.30	19.3	2.20		20.80	3.20
HighSchool	44.7	6.60	36.8	5.20		41.00	4.10
College	17.3	4.50	32.9	4.90		24.70	3.00
PostGraduate	7.7	5.50	2.2	0.50		5.10	3.00
Missing	0.0	0.00	0.0	0.00		0.00	0.00
Total	100.0		100.0			100.00	
Number	527.7		472.3			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
Residence									
Urban	382	82.7	57.6	8.4	2.2	53.0	71.3	5.5	1.5
Rural	90	78.9	60.2	4.4	5.1	43.9	73.2	5.7	1.6
Missing	0								
Income_Quintile									
Q1(poorest)	81	47.0	50.0	11.7	0.0	28.9	44.4	15.6	6.6
Q2	68	58.6	50.2	9.5	8.3	39.9	52.2	8.0	0.3
Q3	98	89.8	40.4	14.8	5.5	53.7	82.8	6.6	3.8
Q4	92	97.3	73.9	8.5	0.2	67.1	85.7	7.3	0.0
Q5(richest)	127	99.0	63.9	11.8	0.9	57.8	69.2	3.4	0.0
Missing	4								
Age									
18-29	85	18.1	24.2	8.6	5.2				
30-39	60	12.6	68.8	7.1	5.2				
40-49	90	19.2	83.5	5.4	0.9	19.2	58.9	9.6	0.0
50-59	96	20.4	75.5	7.9	1.1	20.4	77.2	8.8	2.5
60-69	55	11.7	27.0	9.2	2.2	11.7	82.8	7.3	2.3
70+	85	18.0	0.0	0.0		18.0	0.0	0.0	
Missing	0								
Total	472	82.0	58.1	6.9	2.7	51.3	71.6	4.7	1.5

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

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

Women's Cancer Screening Indicators:

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

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

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

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

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

5.10 Oral Health and Injuries

	Total	Oral Health Problems			Road Traffic Accidents			Injury					
		Need	Coverage	SE	M	Need	Coverage	SE	M	Need	Coverage	SE	M
Sex													
Female	472	31.5	89.0	2.7	1.3								
Male	528	35.8	78.8	7.0	1.0								
Missing	0												
Residence													
Urban	843	33.2	84.8	5.0	0.0								
Rural	157	36.8	76.0	5.6	6.5								
Missing	0												
Income_Quintile													
Q1(poorest)	128	29.5	85.9	7.6	0.0								
Q2	130	22.0	80.8	5.1	1.1								
Q3	224	40.1	73.5	11.2	1.7								
Q4	244	38.6	83.9	5.9	2.0								
Q5(richest)	268	31.2	92.3	4.3	0.0								
Missing	5												
Age													
18-29	170	38.4	66.2	14.6	2.4								
30-44	287	32.4	86.3	5.9	0.0								
45-59	280	37.9	85.8	7.2	0.3								
60-69	107	29.3	86.8	6.2	5.9								
70-79	90	35.7	92.6	4.1	0.0								
80+	66	15.0	100.0	0.0	0.0								
Missing	0												
Total	1,000	33.8	83.3	4.3	1.1								

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

Indicators:

Oral Health:

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

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

Road Traffic Accident:

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

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

Injuries from Non-traffic Accidents:

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

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

5.11 Self Reported Non-Communicable Conditions

	Total	Angina				Osteo-Arthritis				Asthma				Diabetes			
		Need	Coverage	SE	M	Need	Coverage	SE	M	Need	Coverage	SE	M	Need	Coverage	SE	M
Sex																	
Female	472	5.5	57.4	10.0	13.4	7.4	42.4	9.7	2.3	19.7	49.5	10.0	1.2				
Male	528	3.9	81.1	12.7	0.0	4.6	51.4	14.3	0.0	14.8	89.7	5.7	0.0				
Missing	0																
Residence																	
Urban	843	4.7	71.3	10.0	8.6	5.7	47.1	8.6	1.4	19.2	68.6	7.9	0.7				
Rural	157	4.3	48.3	11.2	0.7	7.2	42.0	10.5	1.1	6.1	55.0	11.0	0.0				
Missing	0																
Income_Quintile																	
Q1(poorest)	128	11.8	71.5	11.1	5.6	12.5	39.5	7.9	0.8	11.1	29.9	8.0	7.7				
Q2	130	7.7	67.7	21.6	0.0	6.7	16.8	11.6	7.8	12.3	68.3	13.4	0.0				
Q3	224	3.9	93.9	5.1	0.0	6.1	60.2	17.0	0.0	17.9	60.3	13.3	0.0				
Q4	244	3.1	71.3	24.8	0.0	3.9	47.4	25.5	0.0	19.1	90.9	6.3	0.0				
Q5(richest)	268	1.8	6.3	7.0	52.8	4.3	60.1	19.8	0.0	19.9	63.5	7.5	0.0				
Missing	5																
Age																	
18-29	170	0.2	0.0	0.0	0.0	0.2	100.0	0.0	0.0	24.1	50.0	19.3	0.0				
30-44	287	0.1	0.0	0.0	0.0	1.7	81.5	19.6	0.0	18.5	86.3	7.6	0.0				
45-59	280	4.6	34.9	13.4	20.2	6.7	38.3	14.2	0.0	18.6	61.3	6.5	0.0				
60-69	107	8.4	82.0	12.8	0.0	9.3	38.2	14.4	0.0	16.7	85.1	11.5	0.0				
70-79	90	19.3	83.4	7.8	0.3	19.0	54.3	14.6	4.7	6.6	38.2	13.2	18.3				
80+	66	10.1	78.3	10.0	12.0	12.5	33.3	13.4	0.0	1.9	37.2	29.3	0.0				
Missing	0																
Total	1,000	4.6	67.9	8.7	7.4	5.9	46.1	7.3	1.4	17.1	67.9	7.5	0.6				

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	472	22.3	41.5	10.2	0.8				
Male	528	9.2	20.8	4.5	7.2				
Missing	0								
Residence									
Urban	843	15.6	30.4	6.8	3.3				
Rural	157	14.2	62.2	7.1	0.0				
Missing	0								
Income_Quintile									
Q1(poorest)	128	22.0	32.1	11.2	12.3				
Q2	130	17.6	51.5	8.8	0.0				
Q3	224	20.3	29.3	15.1	0.0				
Q4	244	8.7	30.4	10.6	0.0				
Q5(richest)	268	13.1	37.4	12.4	2.5				
Missing	5								
Age									
18-29	170	15.5	13.7	9.3	0.0				
30-44	287	10.1	55.5	10.3	3.0				
45-59	280	20.9	29.4	8.3	5.0				
60-69	107	18.8	27.9	12.8	2.8				
70-79	90	15.4	68.1	13.3	0.0				
80+	66	8.4	30.3	24.9	0.0				
Missing	0								
Total	1,000	15.4	35.0	6.5	2.8				

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	33.5	4.0	31.2	4.6	20.1	2.6	13.5	2.9	1.3	0.6	0.4	0.4	528
Female	23.9	2.2	32.3	4.2	21.1	2.4	21.4	4.7	1.2	0.5	0.1	0.1	472
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	28.0	2.6	31.9	3.3	20.6	2.0	18.1	3.8	1.2	0.5	0.3	0.3	843
Rural	34.1	4.8	30.8	2.8	20.4	2.9	12.7	2.1	2.0	1.1	0.0	0.0	157
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)	19.1	6.9	33.0	6.5	30.6	4.9	16.3	3.5	0.7	0.7	0.3	0.3	128
Q2	25.0	5.2	33.3	4.7	25.6	5.4	14.4	3.0	1.7	1.4	0.0	0.0	130
Q3	29.0	8.4	30.0	7.0	16.3	3.3	22.1	5.5	2.6	1.4	0.0	0.0	224
Q4	36.7	6.8	28.1	4.8	19.3	7.1	14.1	5.5	0.9	0.6	0.9	0.9	244
Q5(richest)	29.2	5.5	34.9	8.2	17.4	3.6	17.9	9.8	0.6	0.5	0.0	0.0	268
M	2.4	2.6	37.5	19.6	50.5	20.9	9.6	9.1	0.0	0.0	0.0	0.0	5
Age													
18-29	28.1	6.1	44.5	4.6	13.1	3.4	12.4	7.3	1.9	1.3	0.0	0.0	170
30-44	33.6	6.5	32.4	4.8	23.0	6.6	10.4	4.5	0.6	0.4	0.0	0.0	287
45-59	33.0	5.3	30.0	7.6	12.0	2.7	23.6	7.8	1.4	1.0	0.0	0.0	280
60-69	22.9	5.2	29.7	5.5	28.4	6.9	16.1	5.6	0.5	0.5	2.4	2.2	107
70-79	19.9	8.8	21.9	4.6	33.2	6.1	21.5	6.0	3.5	2.2	0.0	0.0	90
80+	16.8	8.6	19.2	7.3	35.4	11.2	28.0	15.9	0.6	0.6	0.0	0.0	66
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	29.0	2.4	31.7	2.8	20.6	1.8	17.2	3.2	1.3	0.5	0.3	0.2	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	70.9	3.0	8.6	2.5	8.1	2.3	7.8	1.3	4.5	2.8	0.0	0.0	528
Female	59.4	3.6	15.8	1.8	14.0	2.6	9.7	1.8	0.9	0.4	0.1	0.1	472
M	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
Residence													
Urban	65.3	3.1	11.6	1.6	11.0	2.1	9.0	1.3	3.0	1.8	0.0	0.0	843
Rural	66.4	3.2	14.0	2.8	10.5	2.2	7.3	1.6	1.5	0.7	0.4	0.3	157
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)	45.0	7.2	25.6	6.8	15.8	3.6	10.7	1.9	2.9	1.9	0.0	0.0	128
Q2	56.6	4.7	17.5	5.0	12.4	3.4	11.6	3.0	1.9	0.8	0.0	0.0	130
Q3	68.3	8.0	9.2	2.1	13.4	7.1	8.6	2.4	0.3	0.3	0.2	0.2	224
Q4	74.3	5.9	5.5	2.1	11.3	5.3	6.6	2.0	2.3	1.9	0.0	0.0	244
Q5(richest)	69.7	9.1	11.4	3.0	4.9	1.9	8.5	2.7	5.6	4.6	0.0	0.0	268
M	47.2	20.7	0.0	0.0	37.7	24.8	5.5	5.9	9.6	9.1	0.0	0.0	5
Age													
18-29	84.6	3.2	8.0	2.7	2.8	1.5	3.9	1.6	0.3	0.3	0.3	0.3	170
30-44	78.9	4.5	6.8	1.6	9.2	4.6	4.4	1.5	0.6	0.4	0.0	0.0	287
45-59	62.1	6.2	11.0	1.9	8.4	2.2	10.7	2.6	7.8	4.3	0.0	0.0	280
60-69	59.8	7.0	10.9	3.2	12.8	3.6	15.4	4.5	1.1	0.7	0.0	0.0	107
70-79	35.5	6.7	26.1	8.1	18.7	6.1	17.4	5.0	2.3	1.3	0.0	0.0	90
80+	22.6	7.0	31.9	10.5	36.2	15.1	8.3	4.3	1.1	0.8	0.0	0.0	66
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	65.5	2.7	12.0	1.4	10.9	1.8	8.7	1.2	2.8	1.5	0.1	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	90.3	3.2	2.2	1.0	4.8	2.7	1.4	0.7	1.2	0.9	0.0	0.0	528
Female	91.3	1.9	5.1	1.7	1.7	0.6	1.6	0.6	0.2	0.2	0.1	0.1	472
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	90.5	2.8	3.4	1.1	3.7	1.7	1.7	0.7	0.8	0.5	0.0	0.0	843
Rural	92.3	2.2	4.9	1.7	1.4	0.8	0.5	0.3	0.5	0.4	0.4	0.3	157
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)	88.2	4.1	5.4	2.0	4.4	2.5	0.9	0.6	1.2	0.8	0.0	0.0	128
Q2	90.0	2.6	4.6	1.6	1.8	0.9	2.8	1.3	0.8	0.6	0.0	0.0	130
Q3	92.8	2.2	2.9	1.3	3.3	1.6	0.7	0.6	0.0	0.0	0.2	0.2	224
Q4	92.6	2.7	2.9	1.7	0.4	0.3	2.2	1.2	1.8	1.8	0.0	0.0	244
Q5(richest)	88.8	7.2	3.6	2.8	6.3	4.6	1.2	0.6	0.1	0.1	0.0	0.0	268
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	5
Age													
18-29	98.3	0.8	0.9	0.6	0.2	0.2	0.0	0.0	0.3	0.3	0.3	0.3	170
30-44	96.6	1.5	0.7	0.5	2.1	1.3	0.2	0.2	0.3	0.2	0.0	0.0	287
45-59	84.1	6.4	5.0	2.6	6.7	4.1	2.5	1.8	1.6	1.6	0.0	0.0	280
60-69	86.5	5.5	7.2	3.9	2.8	2.0	2.9	1.9	0.6	0.6	0.0	0.0	107
70-79	84.2	4.8	8.1	2.8	3.3	1.6	3.5	1.9	1.0	1.0	0.0	0.0	90
80+	90.5	4.7	5.1	3.2	2.8	1.8	1.6	1.2	0.0	0.0	0.0	0.0	66
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	90.8	2.4	3.6	1.0	3.3	1.4	1.5	0.6	0.7	0.5	0.1	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	52.9	5.0	25.9	4.7	4.0	0.8	11.6	2.2	5.5	2.9	0.1	0.1	528
Female	41.6	3.4	24.6	3.2	17.9	3.2	13.4	2.4	2.0	0.7	0.4	0.2	472
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	46.9	2.8	25.7	2.5	10.7	2.2	12.5	1.5	4.0	1.9	0.1	0.1	843
Rural	50.8	3.7	23.5	2.3	9.9	1.6	12.1	3.1	3.0	1.2	0.7	0.5	157
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)	37.6	4.7	29.6	6.5	13.4	3.1	14.7	3.4	4.7	2.3	0.0	0.0	128
Q2	44.7	4.6	18.6	3.4	17.5	3.2	14.3	4.7	4.4	2.0	0.4	0.4	130
Q3	42.4	8.9	36.5	11.1	11.2	5.3	7.6	2.0	1.5	1.2	0.8	0.5	224
Q4	55.7	6.1	19.1	3.6	10.1	5.1	12.5	3.1	2.6	1.9	0.0	0.0	244
Q5(richest)	51.0	9.0	22.0	5.0	5.9	1.8	14.6	3.5	6.4	4.6	0.0	0.0	268
M	22.2	14.2	61.9	19.9	0.8	0.9	15.1	14.3	0.0	0.0	0.0	0.0	5
Age													
18-29	54.9	7.2	17.5	4.3	12.0	7.5	15.3	4.2	0.0	0.0	0.3	0.3	170
30-44	52.8	6.0	27.5	6.2	8.8	4.5	8.5	2.4	2.2	1.0	0.3	0.3	287
45-59	45.1	4.1	24.2	3.0	8.3	2.5	12.0	2.6	10.2	4.2	0.2	0.2	280
60-69	53.0	7.9	19.7	5.9	10.5	3.8	15.4	4.6	0.9	0.6	0.5	0.5	107
70-79	34.5	6.0	33.8	8.2	12.9	4.2	16.5	3.6	2.4	1.3	0.0	0.0	90
80+	25.1	8.4	38.3	14.2	21.0	7.3	14.4	8.0	1.3	0.9	0.0	0.0	66
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	47.5	2.4	25.3	2.2	10.6	1.9	12.5	1.3	3.9	1.6	0.2	0.1	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	66.8	3.2	21.0	3.1	7.8	2.0	3.6	1.9	0.7	0.5	0.0	0.0	528
Female	55.7	4.6	17.5	2.7	14.0	2.6	9.8	3.5	2.7	2.6	0.3	0.2	472
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	61.4	3.4	19.5	2.3	10.4	2.1	6.5	2.2	2.0	1.4	0.1	0.1	843
Rural	62.0	3.8	18.5	2.8	12.2	2.4	6.7	2.4	0.2	0.1	0.4	0.3	157
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)	50.8	6.3	30.1	7.3	12.4	4.5	5.7	2.0	0.8	0.7	0.2	0.2	128
Q2	50.3	5.8	19.4	5.3	19.2	6.2	8.7	2.2	1.8	1.2	0.5	0.4	130
Q3	53.8	5.8	25.9	7.6	9.3	3.4	4.8	2.1	6.0	5.3	0.2	0.2	224
Q4	72.5	4.3	14.7	2.8	8.3	2.5	4.4	1.8	0.0	0.0	0.0	0.0	244
Q5(richest)	69.4	4.6	12.9	2.8	8.2	2.1	9.5	5.6	0.0	0.0	0.0	0.0	268
M	18.3	9.4	19.9	13.6	61.8	17.6	0.0	0.0	0.0	0.0	0.0	0.0	5
Age													
18-29	62.5	6.4	14.3	3.0	9.9	4.0	5.1	1.9	7.9	7.3	0.3	0.3	170
30-44	67.1	6.5	20.2	5.7	8.2	2.6	4.1	1.8	0.3	0.3	0.0	0.0	287
45-59	63.3	3.3	16.2	3.7	8.4	2.2	11.4	4.5	0.7	0.6	0.0	0.0	280
60-69	61.7	5.5	15.8	6.0	18.2	5.8	4.1	2.1	0.0	0.0	0.2	0.2	107
70-79	48.7	6.0	27.5	8.1	16.4	4.8	6.7	3.3	0.0	0.0	0.7	0.7	90
80+	44.6	12.1	36.3	14.8	14.0	7.7	4.6	3.2	0.6	0.6	0.0	0.0	66
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	61.5	2.9	19.3	2.0	10.7	1.8	6.6	1.9	1.7	1.2	0.1	0.1	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	82.2	2.3	4.9	1.4	6.8	2.0	5.3	2.3	0.7	0.4	0.1	0.1	528
Female	75.4	3.6	10.3	2.7	10.5	2.9	3.2	0.9	0.4	0.2	0.2	0.2	472
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	78.6	2.2	7.3	1.8	8.9	2.1	4.7	1.6	0.5	0.2	0.0	0.0	843
Rural	81.2	3.1	8.2	1.9	6.6	1.6	2.2	0.9	0.9	0.6	1.0	0.6	157
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)	83.2	3.3	7.0	2.9	6.8	2.6	2.5	0.7	0.5	0.5	0.0	0.0	128
Q2	74.8	5.2	10.8	3.5	9.0	4.4	2.3	0.8	2.7	1.2	0.4	0.4	130
Q3	72.3	6.1	4.0	1.8	13.2	5.8	10.3	6.5	0.0	0.0	0.2	0.2	224
Q4	80.0	5.2	9.2	4.8	7.5	2.2	2.8	1.7	0.3	0.3	0.2	0.2	244
Q5(richest)	84.2	3.6	7.4	2.8	5.6	2.9	2.6	1.7	0.1	0.1	0.0	0.0	268
M	52.6	22.7	4.8	5.1	39.3	24.4	0.0	0.0	3.3	3.5	0.0	0.0	5
Age													
18-29	76.0	8.0	8.0	2.9	12.5	7.2	2.5	1.4	0.4	0.4	0.6	0.4	170
30-44	77.8	5.6	12.2	4.6	7.1	2.9	2.5	1.2	0.4	0.3	0.0	0.0	287
45-59	82.6	3.2	2.9	1.4	10.2	2.7	3.1	1.4	1.1	0.7	0.2	0.2	280
60-69	84.9	5.3	2.4	1.3	4.8	2.3	7.8	5.5	0.0	0.0	0.0	0.0	107
70-79	85.5	4.1	9.0	3.2	4.6	1.8	0.9	0.7	0.0	0.0	0.0	0.0	90
80+	58.0	14.9	10.9	6.0	9.1	7.5	21.4	16.7	0.6	0.6	0.0	0.0	66
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	79.0	2.0	7.4	1.5	8.5	1.8	4.3	1.3	0.5	0.2	0.2	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
Gender													
Male	90.2	2.2	4.4	1.7	1.8	0.7	1.3	0.5	1.4	1.2	1.0	0.6	528
Female	86.3	2.3	5.5	1.2	1.5	0.6	2.4	0.8	2.4	1.7	1.9	0.9	472
M	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
Residence													
Urban	88.7	1.9	4.0	1.1	1.6	0.6	2.0	0.6	2.1	1.2	1.6	0.6	843
Rural	86.5	2.2	9.9	1.9	1.9	1.0	0.8	0.4	0.6	0.3	0.3	0.2	157
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)	81.7	3.5	7.2	2.3	3.0	1.3	3.5	1.5	1.9	0.8	2.8	1.6	128
Q2	80.4	4.4	7.8	2.7	6.5	2.8	1.5	1.0	2.5	1.3	1.3	1.3	130
Q3	89.8	3.5	6.7	3.3	1.2	0.6	1.5	0.9	0.0	0.0	0.8	0.5	224
Q4	89.2	3.1	4.2	1.5	0.6	0.4	1.2	0.8	1.8	1.8	3.0	1.8	244
Q5(richest)	93.7	2.0	1.4	1.0	0.0	0.0	1.8	1.0	3.1	2.8	0.0	0.0	268
M	77.9	14.2	10.4	9.1	0.0	0.0	11.7	11.5	0.0	0.0	0.0	0.0	5
Age													
18-29	88.7	4.2	2.6	1.4	0.4	0.4	2.8	1.9	0.0	0.0	5.5	2.9	170
30-44	92.4	2.8	4.7	2.6	0.5	0.3	1.1	0.7	0.0	0.0	1.3	0.8	287
45-59	89.2	2.8	2.1	0.9	2.5	1.3	1.2	0.8	4.7	2.9	0.2	0.2	280
60-69	87.0	3.3	9.0	3.1	2.3	1.0	0.9	0.6	0.8	0.6	0.0	0.0	107
70-79	76.2	7.3	11.0	4.5	3.5	2.7	5.6	2.8	3.2	2.0	0.5	0.5	90
80+	85.2	5.5	8.8	4.3	2.8	1.8	0.8	0.8	2.4	1.7	0.0	0.0	66
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	88.4	1.6	4.9	1.0	1.7	0.5	1.8	0.5	1.9	1.0	1.4	0.5	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	57.4	3.7	20.6	2.8	8.6	2.6	9.6	2.9	3.7	1.6	0.1	0.1	528
Female	46.3	6.0	16.8	2.8	13.9	2.1	15.8	2.6	7.2	3.1	0.0	0.0	472
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	52.3	4.6	18.3	2.2	10.5	2.4	12.9	2.6	6.0	2.1	0.0	0.0	843
Rural	51.7	5.0	21.4	3.1	14.0	1.8	10.2	2.2	2.3	0.8	0.4	0.3	157
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)	35.9	5.7	25.8	6.8	20.4	6.9	13.7	3.0	4.1	1.7	0.0	0.0	128
Q2	51.8	5.0	14.3	3.4	11.8	2.2	17.9	4.9	4.2	1.3	0.0	0.0	130
Q3	45.7	5.5	18.9	4.0	18.5	5.5	8.5	1.9	8.4	5.2	0.0	0.0	224
Q4	71.1	4.8	10.6	2.6	7.1	1.9	8.1	2.4	2.8	1.9	0.2	0.2	244
Q5(richest)	48.2	9.6	25.2	6.4	3.7	1.2	16.4	6.7	6.5	3.5	0.0	0.0	268
M	57.3	20.8	8.0	5.9	8.1	6.4	26.6	15.9	0.0	0.0	0.0	0.0	5
Age													
18-29	56.1	7.2	18.9	4.8	3.2	1.3	11.7	3.7	10.2	7.4	0.0	0.0	170
30-44	67.0	5.4	15.4	4.0	6.9	1.9	8.0	2.2	2.6	1.7	0.1	0.1	287
45-59	44.8	8.1	20.9	5.3	12.0	2.9	13.9	6.2	8.3	3.0	0.1	0.1	280
60-69	47.5	4.5	15.0	3.5	18.0	5.6	17.7	6.3	1.8	0.8	0.0	0.0	107
70-79	36.9	5.8	31.1	8.2	11.3	4.3	17.4	4.7	3.2	1.8	0.0	0.0	90
80+	37.4	11.9	13.9	6.8	34.4	15.4	13.1	7.6	1.2	1.2	0.0	0.0	66
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	52.2	3.9	18.8	2.0	11.1	2.1	12.5	2.2	5.4	1.8	0.1	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	72.7	5.1	12.7	2.7	10.1	3.7	2.9	1.0	1.2	0.9	0.4	0.4	528
Female	49.6	4.4	22.5	3.0	12.9	2.5	10.7	3.7	4.3	2.7	0.0	0.0	472
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	61.5	3.2	17.3	1.8	11.8	2.2	6.4	1.9	2.8	1.7	0.2	0.2	843
Rural	63.2	3.6	17.4	2.2	9.6	2.2	7.6	2.0	2.0	1.2	0.3	0.2	157
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)	49.1	7.1	23.6	3.8	16.5	5.7	8.2	2.6	2.6	1.6	0.0	0.0	128
Q2	53.7	3.7	16.9	3.4	18.6	5.1	9.1	2.6	1.6	0.9	0.0	0.0	130
Q3	57.4	7.8	14.5	3.7	18.1	7.7	2.6	0.8	7.4	5.2	0.0	0.0	224
Q4	70.2	6.2	16.3	5.1	6.6	1.7	4.1	1.5	1.8	1.8	0.9	0.8	244
Q5(richest)	68.6	4.7	17.1	3.7	4.6	1.6	9.7	5.5	0.0	0.0	0.0	0.0	268
M	11.2	6.4	54.9	19.7	4.8	5.1	29.1	16.4	0.0	0.0	0.0	0.0	5
Age													
18-29	59.0	6.8	17.8	2.8	6.4	1.9	7.9	2.6	9.0	7.3	0.0	0.0	170
30-44	54.1	7.7	25.0	5.5	15.1	6.1	4.3	1.8	0.7	0.4	0.8	0.7	287
45-59	63.5	3.7	12.4	3.2	11.5	2.8	10.3	4.7	2.3	1.7	0.0	0.0	280
60-69	74.5	5.5	12.6	4.3	9.7	3.0	2.2	1.0	0.9	0.7	0.0	0.0	107
70-79	63.4	7.2	17.8	6.4	9.7	3.4	7.2	3.2	1.8	1.8	0.0	0.0	90
80+	71.8	9.5	10.6	6.1	13.6	6.3	4.0	2.6	0.0	0.0	0.0	0.0	66
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	61.8	2.7	17.3	1.6	11.4	1.9	6.6	1.6	2.7	1.4	0.2	0.2	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	42.0	4.7	6.3	1.7	6.7	1.6	0.7	0.3	0.8	0.4	1.9	0.6	41.6	4.3
Male	35.9	4.0	4.4	1.6	5.1	1.0	0.2	0.2	0.4	0.3	3.8	2.7	50.2	3.9
Area of Residence														
Urban	42.6	5.7	2.7	0.8	5.4	1.2	0.3	0.2	0.8	0.5	2.7	1.9	45.5	5.0
Rural	35.9	3.9	8.8	2.5	6.8	1.9	0.7	0.3	0.4	0.3	2.8	1.0	44.7	3.1
Age Group														
18-29y	28.6	5.4	0.7	0.6	6.9	2.2	1.0	0.7	1.3	1.3	0.3	0.3	61.1	6.1
30-44y	35.7	9.7	18.7	4.5	3.7	2.3	1.0	0.6	0.1	0.1	1.3	0.8	39.4	7.3
45-59y	47.4	6.0	3.1	1.5	2.4	1.0	0.0	0.0	0.8	0.5	1.4	0.7	44.8	5.2
60-69y	35.5	5.0	0.0	0.0	7.7	2.5	0.4	0.4	0.9	0.8	3.0	1.6	52.5	5.8
70+y	47.8	6.8	0.0	0.0	12.4	2.9	0.0	0.0	0.2	0.2	8.6	6.4	30.9	6.2
Education Years														
0														
1-5														
6-11	41.9	5.0	2.8	1.2	8.6	1.6	0.0	0.0	0.5	0.3	4.4	2.7	41.8	4.0
12+	38.3	5.0	7.4	1.6	4.3	1.3	0.8	0.3	0.8	0.4	1.6	0.6	46.8	4.4
Income Quintiles														
Q1	37.5	5.6	0.2	0.2	7.2	2.2	0.0	0.0	1.1	1.1	10.9	7.7	43.1	5.6
Q2	35.1	5.2	0.5	0.5	9.3	3.1	0.0	0.0	0.7	0.4	3.4	2.2	51.1	4.9
Q3	37.2	5.1	3.7	1.8	7.5	2.0	0.0	0.0	0.5	0.5	2.0	1.0	49.0	5.5
Q4	41.7	9.0	9.4	3.0	4.2	1.9	1.2	0.6	0.1	0.1	0.4	0.3	42.9	7.1
Q5	42.7	7.9	8.6	2.7	4.1	2.3	0.7	0.5	1.0	0.8	1.1	0.6	41.8	6.7
Ownership														
Government	53.6	5.6	9.6	2.4	10.4	2.0	1.0	0.4	0.7	0.4	3.5	2.2	21.2	3.5
Private	53.3	11.1	1.1	1.1	1.3	0.8	0.0	0.0	0.0	0.0	0.0	0.0	44.3	11.6
NGO	12.5	12.5	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	12.5	12.5	75.0	25.0
Other	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
TOTAL	39.5	3.6	5.5	1.2	6.0	1.1	0.5	0.2	0.6	0.3	2.7	1.1	45.1	3.0

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

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

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

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

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

7.2 Patient assessed characteristics of ambulatory health services

	Patients visiting a medical doctor, of those visiting any health care provider		Patients rating characteristics of health care provider as adequate/more than adequate						Mean time taken to reach health facility (in minutes)		Patients using private car or motorcycle to reach facility		Mean cost for an ambulatory care visit (local currency)		Percent of population perceiving discrimination	
	%	SE	%	SE	%	SE	%	SE	Minutes	SE	%	SE	mean cost	SE	%	SE
Sex																
Female	92.4	3.7							17.5	2.3						
Male	76.3	5.2							16.5	2.1						
Area of Residence																
Urban	91.2	3.2							15.9	2.2						
Rural	81.9	5.1							18.5	2.3						
Age Group																
18-29y	88.5	5.1							14.9	3.9						
30-44y	80.7	9.7							14.8	2.6						
45-59y	92.7	3.8							16.7	2.0						
60-69y	74.6	11.0							16.3	1.9						
70+y	98.0	1.4							27.4	3.8						
Education Years																
0																
1-5																
6-11	89.1	4.2							18.8	2.4						
12+	86.3	3.5							16.6	2.1						
Income Quintiles																
Q1	93.7	3.7							26.3	3.7						
Q2	91.3	3.8							22.0	4.6						
Q3	85.9	6.4							13.5	2.0						
Q4	84.9	7.6							14.8	3.1						
Q5	85.5	5.8							17.6	2.7						
Condition																
Child-Visit	88.0	12.3							13.3	2.2						
Preventive	35.6	19.0							14.0	2.2						
Childbirth	100.0	0.0							16.1	5.0						
Acute	100.0	0.0							17.1	2.3						
Injury	70.8	22.2							20.5	2.8						
Chronic	91.0	6.4							22.7	3.9						

	Patients visiting a medical doctor, of those visiting any health care provider		Patients rating characteristics of health care provider as adequate/more than adequate						Mean time taken to reach health facility (in minutes)		Patients using private car or motorcycle to reach facility		Mean cost for an ambulatory care visit (local currency)		Percent of population perceiving discrimination	
	%	SE	%	SE	%	SE	%	SE	Minutes	SE	%	SE	mean cost	SE	%	SE
Other	90.6	3.5							16.9	2.1						
Ownership																
Government	85.1	3.8							16.5	1.8						
Private	93.1	3.9							18.1	3.8						
NGO																
Other																
Self-Assessed Health																
Very-Good	80.1	6.6							15.5	2.4						
Good	81.6	4.8							16.4	2.0						
Moderate	90.3	6.2							21.2	3.8						
Bad	96.9	2.1							16.6	4.0						
Very-Bad																
TOTAL	86.8	3.1							17.1	1.8						

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		Clear Explanation		Communication		Time for Questions	
	%	SE	%	SE	%	SE	%	SE	%	SE	%	SE	%	SE	%	SE
Sex																
Female			33.1	11.1	13.5	4.9					22.3	12.3				
Male			32.7	7.8	14.1	5.7					13.9	4.4				
Area of Residence																
Urban			42.8	12.9	14.7	6.0					25.4	14.8				
Rural			21.9	4.0	12.6	4.1					12.9	3.6				
Age Group																
18-29y			43.7	14.4	53.1	12.7					21.0	8.7				
30-44y			49.7	18.6	6.3	3.0					42.2	21.2				
45-59y			19.9	10.3	9.7	4.4					4.2	2.1				
60-69y			19.1	8.1	4.1	2.4					12.4	6.9				
70+y			25.7	9.1	0.0	0.0					8.0	7.3				
Education Years																
0																
1-5																
6-11			29.5	9.4	5.0	2.3					5.9	1.9				
12+			34.1	9.7	16.7	5.0					24.5	10.8				
Income Quintiles																
Q1			40.1	9.9	10.1	5.2					18.4	9.0				
Q2			20.4	4.9	16.3	6.5					4.2	2.6				
Q3			23.1	9.0	27.0	8.3					6.7	4.1				
Q4			51.8	17.8	12.7	6.5					44.7	19.9				
Q5			24.0	10.7	3.8	1.8					10.3	3.2				
Condition																
Child-Visit			41.0	21.8	10.9	8.8					24.3	16.7				
Preventive			5.8	4.9	11.4	8.3					5.7	4.9				
Childbirth			13.3	13.0	13.3	13.0					13.3	13.0				
Acute			8.7	7.5	1.1	1.3					6.5	6.2				
Injury			28.8	14.9	0.0	0.0					0.0	0.0				
Chronic			27.5	12.4	23.5	18.1					0.0	0.0				
Other			34.9	10.9	9.7	3.3					23.9	11.8				
Ownership																
Government			32.9	9.6	10.0	2.9					20.6	10.3				
Private			30.3	14.9	22.3	15.6					10.0	5.6				
NGO																
Other																
Self-Assessed Health																
Very-Good			24.0	10.3	5.5	3.1					7.5	4.0				
Good			18.5	4.8	15.1	6.2					7.0	3.3				
Moderate			24.9	6.9	16.0	6.8					17.2	7.1				
Bad			63.6	16.6	19.3	13.2					47.1	21.6				
Very-Bad																
TOTAL			32.9	7.8	13.7	3.7					19.5	8.5				

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

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

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

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

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

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

	Autonomy		Confidentiality		Choice of Healthcare Provider		Basic Amenities		
	Treatment Information %	Involvement SE	Talk Privately %	Confidentiality of Records SE	Healthcare Provider %	Cleanliness SE	Space %	SE	
Sex									
Female		13.9	4.9	18.3	12.8	34.6	8.1	3.8	1.9
Male		22.9	4.8	3.0	1.4	37.8	7.8	7.3	3.7
Area of Residence									
Urban		15.9	6.0	20.9	15.7	40.8	10.0	3.0	1.6
Rural		18.1	4.4	4.4	1.9	30.0	6.4	7.2	2.7
Age Group									
18-29y		46.0	14.8	3.4	1.8	71.2	9.8	13.9	8.3
30-44y		13.7	6.4	37.7	22.6	25.7	11.5	5.9	4.1
45-59y		8.2	3.6	3.6	2.1	39.9	12.0	0.8	0.8
60-69y		14.2	7.1	4.7	4.5	17.3	8.0	4.0	2.7
70+y		10.4	4.5	0.0	0.0	23.5	8.1	2.7	2.7
Education Years									
0									
1-5									
6-11		15.5	3.9	2.0	1.5	41.0	9.7	1.8	1.4
12+		17.3	4.8	17.3	11.6	34.0	6.9	6.2	2.3
Income Quintiles									
Q1		12.5	6.0	3.2	2.2	33.7	11.0	0.0	0.0
Q2		23.7	7.5	1.8	1.3	28.6	8.4	6.3	3.8
Q3		21.7	9.8	3.3	2.1	41.3	6.9	3.8	3.2
Q4		18.4	8.3	37.6	22.5	30.8	11.9	8.1	4.8
Q5		9.8	3.4	3.4	2.0	40.2	11.2	3.7	2.1
Condition									
Child-Visit		19.6	16.8	17.8	15.2	6.7	5.6	2.5	2.7
Preventive		16.3	13.6	0.0	0.0	21.0	14.9	0.0	0.0
Childbirth		13.3	13.0	0.0	0.0	13.3	13.0	0.0	0.0
Acute		12.9	9.6	1.1	1.3	6.8	5.6	2.3	2.5
Injury		28.8	14.9	28.8	14.9	28.8	14.9	0.0	0.0
Chronic		18.4	11.5	3.9	3.0	36.5	17.8	0.0	0.0
Other		12.6	3.5	17.5	12.6	36.5	8.2	5.8	2.5
Ownership									
Government		13.2	2.8	16.4	10.7	34.4	7.6	4.3	1.9
Private		29.1	15.2	0.0	0.0	33.0	14.6	2.0	1.6
NGO									
Other									
Self-Assessed Health									
Very-Good		7.2	3.9	4.7	2.8	34.6	9.9	6.0	3.6
Good		15.1	4.4	2.0	1.2	26.4	7.5	0.7	0.7
Moderate		31.1	7.5	1.5	1.0	48.3	8.5	15.2	7.2
Bad		18.6	12.9	42.5	23.3	37.1	17.6	0.9	1.0
Very-Bad									
TOTAL		16.9	3.8	13.1	8.9	35.7	5.9	5.0	1.6

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	31.4	5.3						34.0	4.7			14.8	3.4	2.7	0.8					
Male	21.2	5.3						36.1	5.6			10.4	3.6	2.8	0.9					
Area of Residence																				
Urban	25.5	5.0						42.5	7.5			11.7	2.9	2.9	0.8					
Rural	29.4	5.0						25.3	2.7			14.6	4.7	2.5	0.8					
Age Group																				
18-29y	18.8	8.5						27.5	3.7			15.9	8.5	2.1	1.0					
30-44y	13.1	5.0						30.4	5.4			8.2	3.5	2.1	0.7					
45-59y	27.5	8.4						40.7	9.7			20.2	7.7	3.1	0.8					
60-69y	51.6	7.7						36.8	6.8			19.5	7.8	3.2	0.8					
70+y	27.4	8.8						37.0	7.5			7.0	2.7	3.0	0.9					
Education Years																				
0																				
1-5																				
6-11	26.8	5.2						35.9	7.2			12.4	3.1	2.8	0.8					
12+	27.7	6.1						33.8	4.4			13.5	3.9	2.7	0.8					
Income Quintiles																				
Q1	32.5	8.8						38.3	7.5			10.9	4.1	2.5	0.8					
Q2	35.3	11.4						38.8	7.0			20.9	6.5	3.8	0.9					
Q3	20.6	7.6						36.3	8.6			15.5	6.4	2.9	1.0					
Q4	28.1	8.1						32.2	5.3			15.2	7.5	2.5	0.7					
Q5	25.2	8.6						32.6	5.9			7.3	3.6	2.7	0.8					
Condition																				
Child-Visit	13.0	7.2						36.5	11.5			11.0	7.2	2.7	0.9					
Fever	5.7	4.8						21.6	4.0			0.0	0.0	2.0	0.9					
Childbirth	7.7	6.6						21.0	4.0			0.0	0.0	2.2	0.8					
Arthritis	56.8	24.8						23.0	4.3			37.2	24.1	3.3	1.3					
Asthma	32.2	9.6						30.1	6.8			0.0	0.0	2.1	0.8					
Heart-Disease	28.6	10.1						27.9	4.3			5.1	2.6	3.0	0.8					
Injury	40.2	12.2						32.3	4.8			17.6	12.7	2.7	0.9					
Minor-Surgery	24.9	8.2						43.9	8.6			29.6	8.5	3.2	0.8					
Other	38.2	6.1						41.2	7.5			12.3	4.2	2.9	0.8					
Ownership																				
Government	27.1	3.2						34.7	4.4			12.6	2.5	2.7	0.7					
Private	34.5	23.1						61.6	33.6			65.6	17.7	2.2	1.1					
NGO																				
Other																				
Self-Assessed Health																				
Very-Good	13.1	5.9						28.0	4.6			6.6	3.2	2.3	0.8					
Good	27.6	7.2						33.4	4.0			18.0	5.5	2.2	0.7					
Moderate	25.5	5.1						32.6	6.6			9.9	3.4	3.1	0.8					
Bad	37.7	8.6						39.4	6.8			15.3	5.8	3.4	0.8					
Very-Bad	35.7	17.0						70.0	40.2			21.1	15.3	1.4	0.8					
TOTAL	27.2	3.5						34.9	4.6			12.9	2.6	2.7	0.7					

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			25.3	4.3	7.7	3.1			24.5	5.2					32.7	5.3
Male			18.3	10.0	12.5	10.1			11.2	3.9					30.5	10.3
Area of Residence																
Urban			17.5	7.6	10.4	7.8			15.9	4.6					31.3	7.7
Rural			28.8	5.8	8.9	4.1			23.0	5.4					32.4	6.4
Age Group																
18-29y			27.1	8.8	4.1	2.7			16.2	8.3					39.7	13.9
30-44y			22.1	6.7	6.8	2.6			25.9	7.6					36.7	7.1
45-59y			17.6	6.9	3.2	2.5			31.0	7.2					31.2	7.2
60-69y			20.5	8.5	14.3	8.0			13.2	7.7					21.5	8.6
70+y			25.0	13.6	16.1	14.4			9.7	3.7					31.1	14.1
Education Years																
0																
1-5																
6-11			22.0	8.7	12.4	8.6			11.1	3.3					24.7	9.0
12+			22.8	5.0	7.2	3.3			26.5	6.4					39.0	6.8
Income Quintiles																
Q1			17.8	5.8	6.0	3.3			15.0	5.2					23.4	7.0
Q2			22.3	5.8	3.9	2.7			14.3	5.2					19.7	6.3
Q3			36.5	14.1	24.6	16.8			11.7	5.1					45.8	14.8
Q4			17.2	7.0	10.2	6.7			21.2	7.0					20.4	9.0
Q5			18.8	7.5	2.6	1.7			29.0	7.6					41.5	6.3
Condition																
Child-Visit			28.8	10.9	15.7	8.1			34.8	16.3					32.3	15.8
Fever			24.1	11.6	3.7	3.8			6.5	4.4					33.4	14.3
Childbirth			27.0	11.9	0.0	0.0			21.8	13.2					35.0	10.6
Arthritis			53.5	26.3	36.5	27.1			36.5	27.1					36.5	27.1
Asthma			0.0	0.0	0.0	0.0			0.0	0.0					22.0	8.9
Heart-Disease			3.6	2.2	0.0	0.0			19.8	7.6					31.5	11.4
Injury			34.2	12.8	23.8	12.9			23.8	12.9					36.4	13.2
Minor-Surgery			39.4	13.9	22.6	15.9			11.0	5.1					34.2	14.6
Other			15.2	4.4	5.6	2.4			27.0	5.8					33.2	6.2
Ownership																
Government			22.3	4.9	9.7	4.8			19.0	3.5					31.9	5.4
Private			36.4	18.1	7.3	5.4			14.5	10.8					14.5	10.8
NGO																
Other																
Self-Assessed Health																
Very-Good			22.8	8.7	0.3	0.3			13.3	9.0					17.8	9.0
Good			30.1	7.6	8.7	3.0			12.7	3.6					13.2	4.3
Moderate			8.7	3.5	0.6	0.4			20.1	5.8					35.6	6.8
Bad			30.3	13.7	25.7	13.9			29.2	8.5					49.4	9.4
Very-Bad			0.0	0.0	0.0	0.0			0.0	0.0					64.7	16.9
TOTAL			22.4	5.0	9.7	4.8			18.9	3.5					31.8	5.2

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 SE	%	SE	Cleanliness %	Space SE	Family Visit %	External Contact SE
Sex								
Female	24.5	5.4	50.6	6.7	11.1	3.0	12.3	5.2
Male	21.1	10.4	37.8	10.0	11.9	6.8	5.6	2.0
Area of Residence								
Urban	25.8	8.0	42.6	9.1	8.9	4.2	11.1	4.4
Rural	19.5	6.0	48.8	8.2	14.8	4.0	7.4	3.9
Age Group								
18-29y	14.6	8.2	29.6	11.7	15.1	8.3	6.2	3.1
30-44y	27.2	7.5	56.5	10.4	7.8	5.1	6.8	3.5
45-59y	29.5	7.7	50.4	15.8	22.6	8.7	18.9	9.6
60-69y	11.2	7.6	33.0	9.5	4.2	2.4	11.8	7.5
70+y	26.0	13.7	46.0	13.5	10.2	4.6	5.6	3.4
Education Years								
0								
1-5								
6-11	20.0	8.7	40.8	8.9	14.1	6.0	5.4	1.8
12+	26.3	6.7	49.8	7.9	8.8	2.9	13.7	5.8
Income Quintiles								
Q1	13.1	4.5	33.7	8.7	7.6	4.2	7.7	4.0
Q2	24.6	8.4	47.0	11.6	3.6	2.2	9.3	5.2
Q3	27.4	16.6	43.1	14.3	8.5	5.3	6.2	2.8
Q4	18.6	7.2	30.2	7.5	12.7	4.5	12.3	6.8
Q5	31.7	7.4	66.5	11.4	19.4	8.3	11.9	8.2
Condition								
Child-Visit	34.9	13.8	40.4	13.8	33.1	15.4	17.4	12.2
Fever	1.2	1.2	42.6	15.0	4.8	4.6	0.0	0.0
Childbirth	29.8	11.7	64.1	18.6	1.4	1.6	3.0	3.2
Arthritis	36.5	27.1	62.8	24.1	0.0	0.0	16.9	16.5
Asthma	22.0	8.9	41.5	13.6	0.0	0.0	0.0	0.0
Heart-Disease	31.4	10.1	32.2	11.5	8.5	4.4	2.6	2.6
Injury	36.0	13.3	45.3	12.2	7.7	5.4	20.0	13.0
Minor-Surgery	24.2	15.6	46.6	12.3	13.5	6.5	7.9	3.6
Other	20.5	6.6	48.2	10.4	19.3	6.8	12.2	6.7
Ownership								
Government	23.1	5.5	45.3	6.8	11.4	2.7	9.4	3.0
Private	21.8	20.1	43.7	19.5	21.8	20.1	21.8	20.1
NGO								
Other								
Self-Assessed Health								
Very-Good	16.4	8.8	37.6	16.8	1.7	1.5	1.3	1.0
Good	7.5	3.1	37.9	7.3	17.0	6.0	10.7	3.2
Moderate	18.3	6.1	37.2	6.5	15.9	5.3	7.9	3.4
Bad	40.5	10.3	62.3	9.9	10.8	7.6	16.5	8.3
Very-Bad	51.9	21.7	55.1	21.4	11.2	8.8	4.3	4.5
TOTAL	23.1	5.2	45.2	6.3	11.4	2.9	9.5	3.1

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

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

Important".

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

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

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

8.0 Expenditure Background Indicators (2002)

GDP per capita (\$)	27,019
Total health expenditure per capita (\$)	2,489
Total population (000)	8,867
Life expectancy at birth (Both sexes)	80.4
Life expectancy at birth (male)	78.0
Life expectancy at birth (female)	82.6
Healthy life expectancy at birth (Both sexes)	73.3
Healthy life expectancy at birth (Male)	71.9
Healthy life expectancy at birth (Female)	74.8
Government funded health expenditure as a percentage of total health expenditure	85.3
Social security funded health expenditure as a percentage of total health expenditure	0
Private health insurance premiums as a percentage of total health expenditure	0
Out-of-pocket payment as a percentage of total health expenditure	14.7

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	65.3	4.4	18.6	3.8	11.6	4.2	2.2	0.8	1.3	0.7	1.1	0.6	528
Female	58.7	3.7	19.5	3.8	13.1	2.8	6.7	2.5	1.3	0.5	0.7	0.5	472
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	62.5	2.9	19.0	3.1	12.4	2.6	4.4	1.6	1.1	0.4	0.6	0.4	843
Rural	60.7	3.2	19.0	2.7	11.6	2.2	3.8	1.4	2.5	1.5	2.4	1.5	157
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)	60.4	7.3	13.2	3.3	18.1	6.0	6.4	2.3	0.7	0.5	1.2	0.6	128
Q2	63.4	5.3	16.9	4.7	12.0	4.1	5.3	2.2	1.4	0.9	0.9	0.9	130
Q3	57.0	7.6	13.7	3.7	17.8	7.6	9.6	5.2	1.9	1.6	0.0	0.0	224
Q4	63.2	6.0	20.8	5.3	10.5	2.6	1.9	1.1	1.4	1.0	2.3	1.5	244
Q5(richest)	66.6	5.6	25.7	6.0	6.8	1.9	0.7	0.4	0.0	0.0	0.3	0.3	268
M	29.0	16.0	17.3	12.8	7.3	5.9	0.0	0.0	46.4	22.0	0.0	0.0	5
Age													
18-29	51.9	6.7	14.8	5.2	15.9	3.9	13.8	7.3	1.7	1.3	1.9	1.4	170
30-44	55.0	8.0	25.9	6.9	15.3	6.2	1.1	0.6	2.1	1.3	0.6	0.4	287
45-59	64.1	6.0	18.5	5.3	11.9	3.0	3.5	1.4	1.0	0.6	1.0	1.0	280
60-69	69.7	7.1	18.0	5.4	8.9	3.1	2.5	1.3	0.8	0.6	0.0	0.0	107
70-79	80.0	5.5	7.2	2.9	8.3	2.7	4.1	2.3	0.5	0.3	0.0	0.0	90
80+	75.6	10.6	20.3	9.6	2.2	1.6	0.0	0.0	0.0	0.0	1.9	1.8	66
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	62.2	2.5	19.0	2.6	12.3	2.3	4.3	1.4	1.3	0.4	0.9	0.4	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	57.2	4.5	20.7	4.5	11.3	2.5	5.3	1.5	4.2	2.7	1.3	0.8	528
Female	46.7	4.0	19.2	2.5	21.4	3.5	7.4	1.7	4.6	2.4	0.7	0.4	472
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	52.1	3.9	20.2	3.1	15.9	2.1	6.1	1.4	4.8	2.2	0.8	0.5	843
Rural	52.8	4.2	19.3	2.7	16.9	2.7	7.0	2.0	1.9	0.9	2.2	1.5	157
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)	46.0	7.1	17.5	3.2	24.3	6.2	10.2	3.7	1.7	1.1	0.5	0.5	128
Q2	52.1	4.6	19.1	4.9	17.0	4.2	7.8	3.0	2.4	1.1	1.6	1.1	130
Q3	52.3	9.6	25.1	7.6	8.8	2.2	4.1	1.4	8.1	5.2	1.6	1.4	224
Q4	51.5	7.0	21.6	6.8	18.4	5.4	6.6	2.5	0.6	0.4	1.3	1.1	244
Q5(richest)	56.6	7.8	16.1	3.4	15.0	2.5	5.0	2.8	7.0	4.6	0.3	0.3	268
M	20.4	13.0	15.3	10.2	48.0	22.9	16.2	13.9	0.0	0.0	0.0	0.0	5
Age													
18-29	38.2	9.7	28.5	9.2	15.0	4.5	9.7	3.4	8.0	7.3	0.5	0.4	170
30-44	55.8	6.3	22.0	6.1	14.9	4.4	4.9	1.9	1.9	1.1	0.5	0.4	287
45-59	50.1	5.3	13.4	4.1	19.5	3.1	7.9	2.8	8.0	4.1	1.1	1.0	280
60-69	60.1	5.3	23.7	6.3	11.5	3.8	4.7	1.9	0.0	0.0	0.0	0.0	107
70-79	59.3	8.0	14.6	4.4	15.8	3.1	5.5	2.0	0.8	0.5	4.0	3.7	90
80+	60.0	12.7	19.2	8.8	16.8	6.9	0.0	0.0	2.1	1.7	1.9	1.8	66
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	52.2	3.3	20.0	2.6	16.0	1.8	6.3	1.2	4.4	1.9	1.0	0.5	1,000

