

REPORT OF NETHERLANDS

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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:

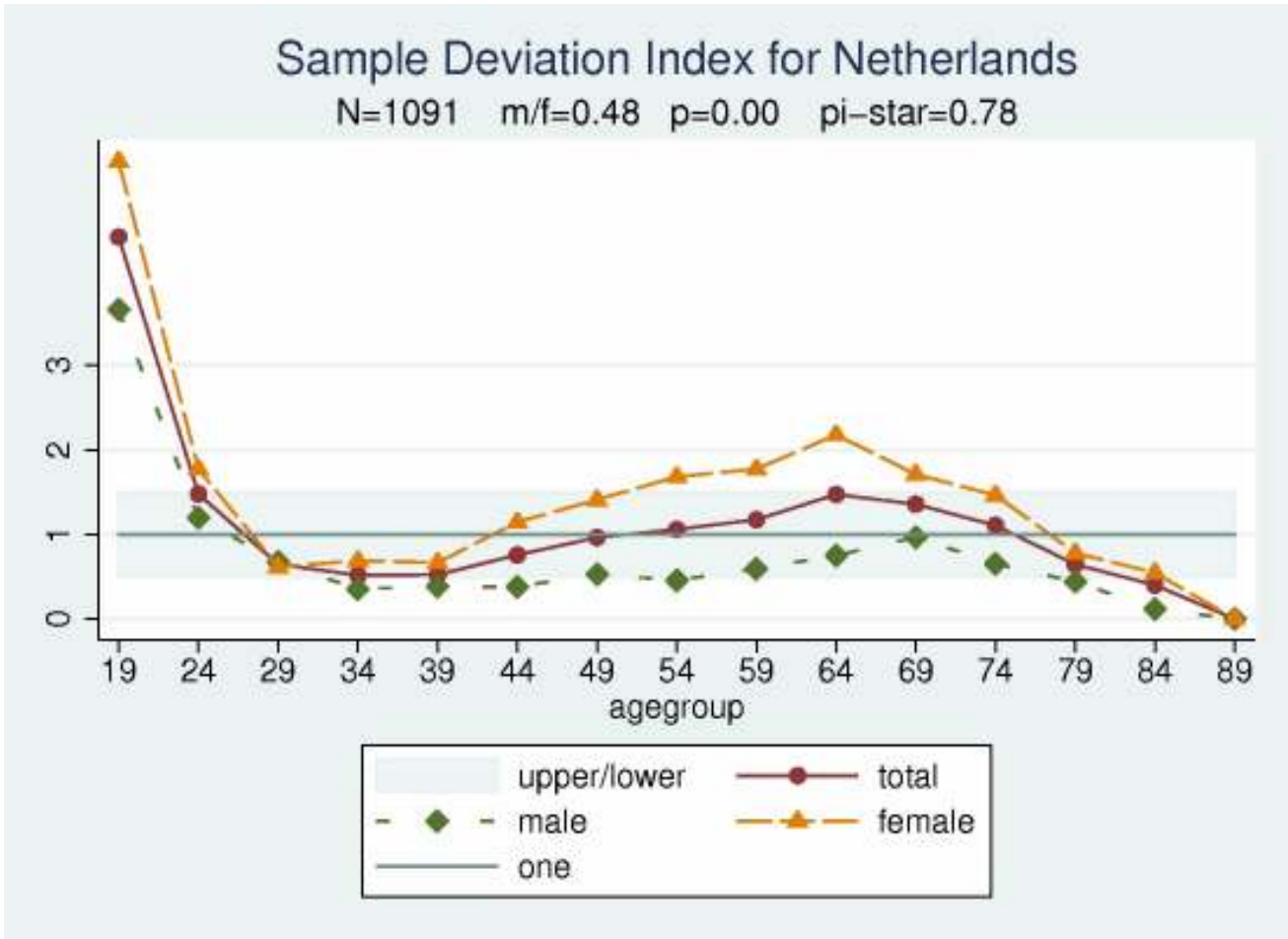
- 0100 Sampling Information allowing the link between the location of each cluster and the sampling frame used for the survey. This section has also been used in order to collect the type of setting in which each household was located at the time of the survey. This section of the questionnaire has been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

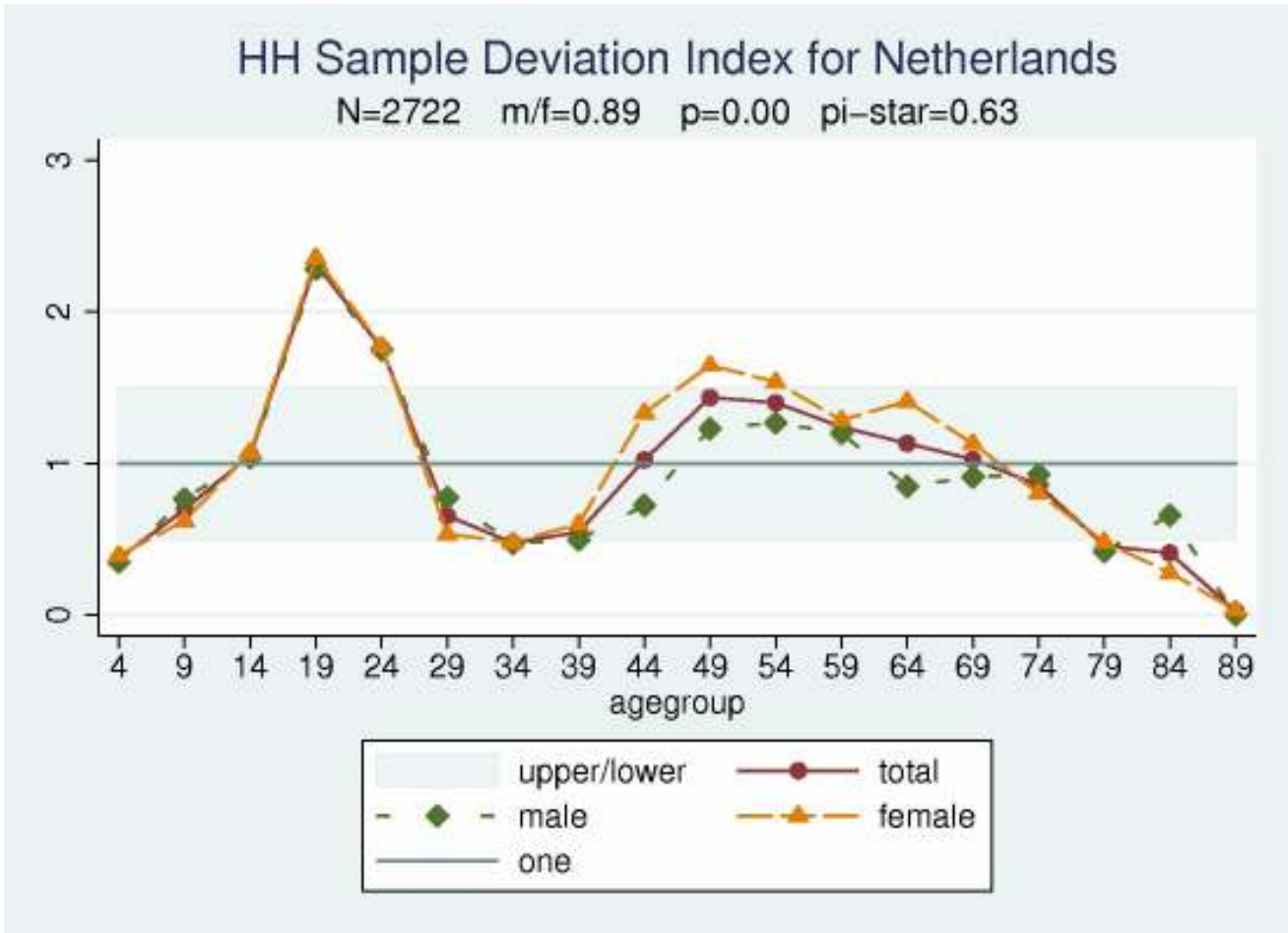
The questionnaire as well as the training material and data cleaning protocols used can be downloaded from the WHO WHS web site (<http://www.who.int/healthinfo/survey/en/index.html>) in the "Survey Instrument and Related Documents" section.

2.3.1 Sample deviation index



SDI

2.3.2 HH Sample deviation index



HDI

2.3.3 Response rate

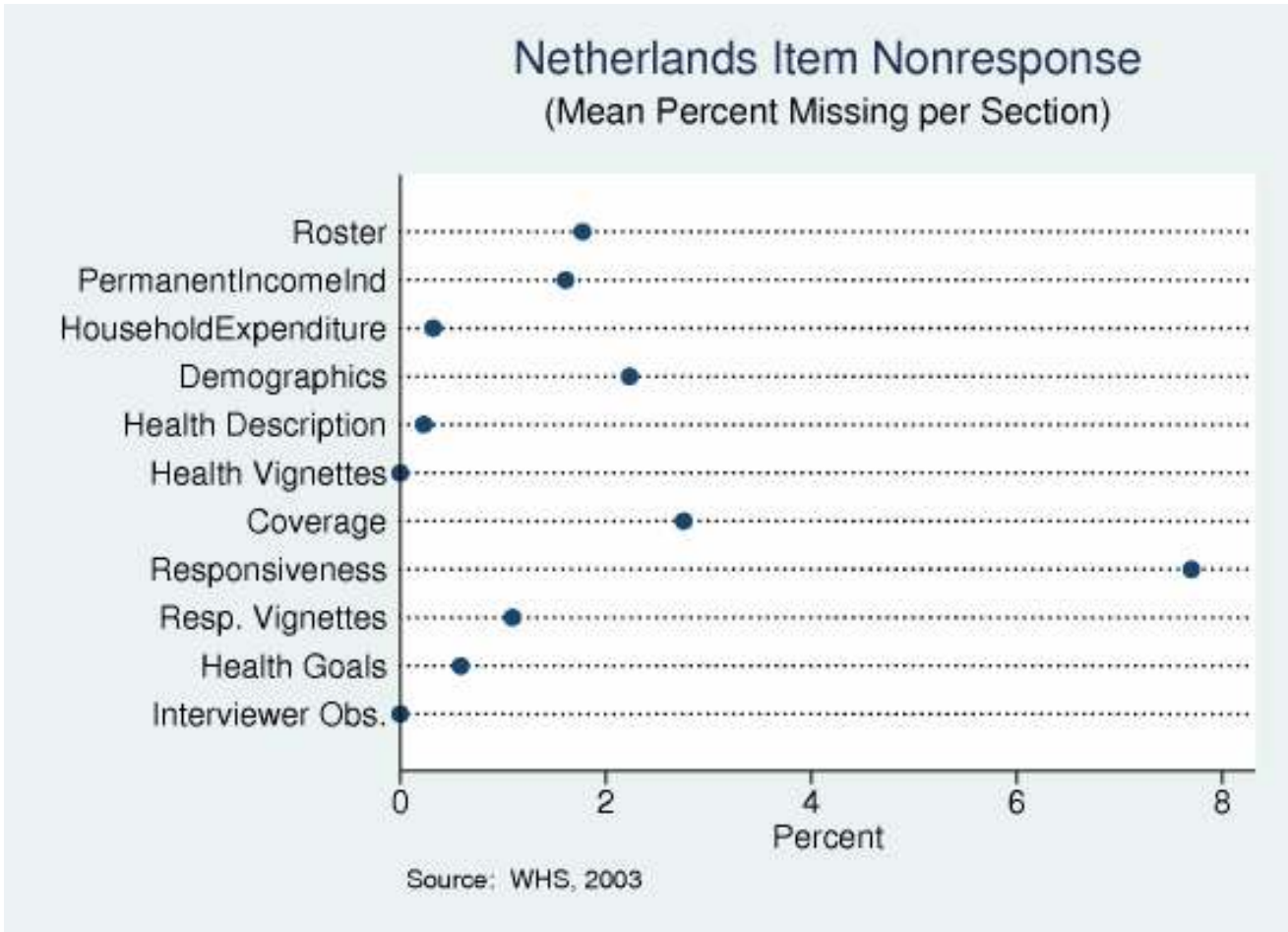
Household

Selected	1,091
Interviewed	1,091
Percentages	100

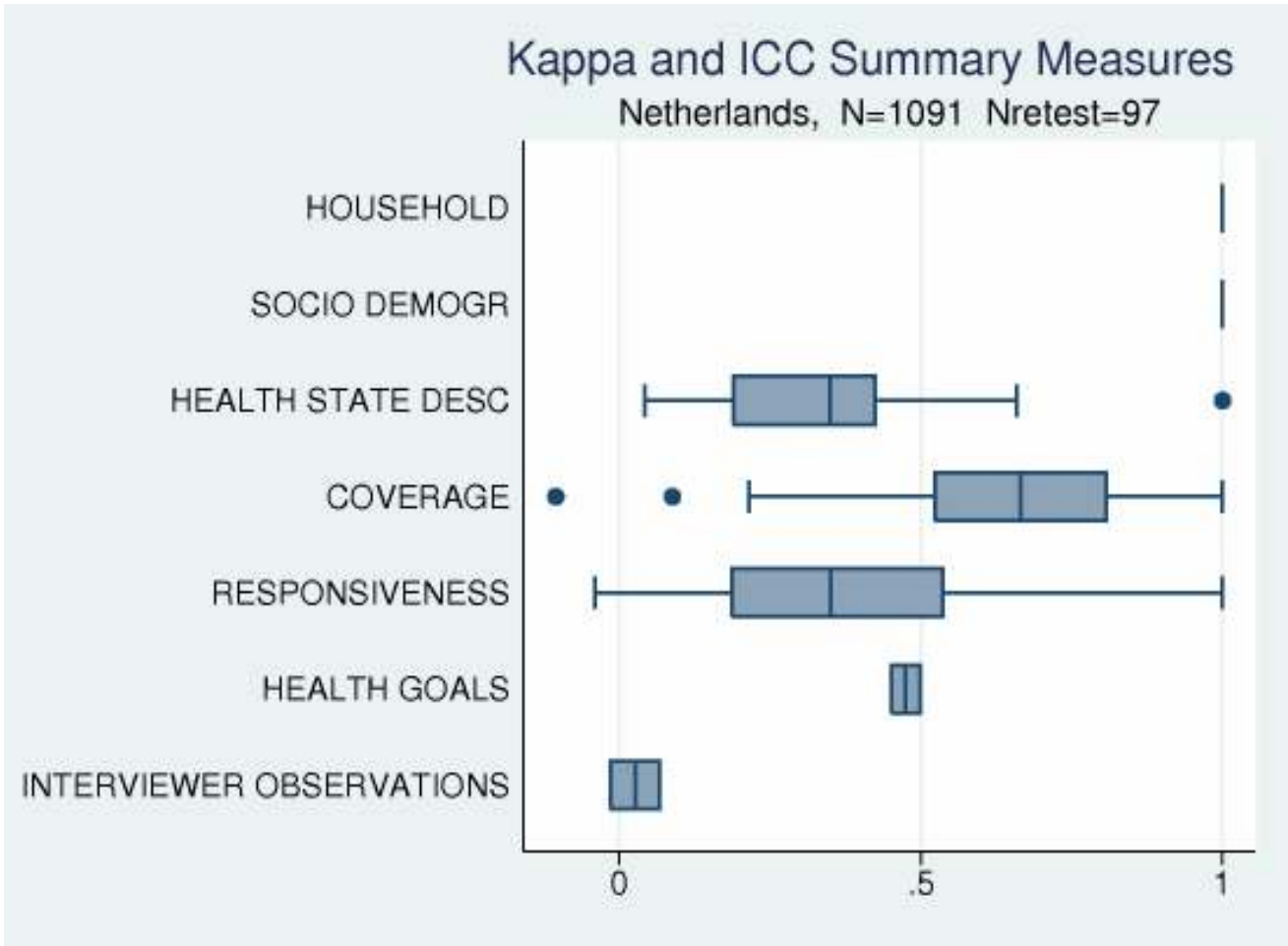
Individual

Selected	1,091
Interviewed	1,091
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)	0.0		1.3		0.0		0.0		0.1		1.2	
Q2	0.0		1.9		0.0		0.0		0.2		1.6	
Q3	0.0		2.4		0.0		0.1		0.3		2.0	
Q4	0.0		3.1		0.0		0.1		0.6		2.4	
Q5(richest)	0.0		3.8		0.0		0.1		0.8		3.0	
All	0.0		2.5		0.0		0.0		0.4		2.0	

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)	54	177	134
Q2	94	165	108
Q3	119	197	89
Q4	208	144	37
Q5(richest)	237	160	21
All	712	843	389

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)	55		5	70.0	
Q2	48		5	46.0	
Q3	49		5	31.0	
Q4	47		5	20.0	
Q5 (richest)	48		5	7.0	
All	49		5	34.0	

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	2.2		2.1			2.10	
5-14	12.1		9.7			10.80	
15-29	31.4		25.9			28.50	
30-44	14.9		18.0			16.60	
45-59	26.7		28.3			27.50	
60-69	7.9		10.8			9.40	
70-79	4.0		4.6			4.30	
80+	0.9		0.7			0.80	
Missing	0.0		0.0			0.00	
Education							
NoFormal	3.4		3.5			3.40	
LessthanPrimary	6.3		3.8			5.00	
Primary	11.7		12.8			12.30	
Secondary	5.6		7.1			6.40	
HighSchool	47.7		51.7			49.80	
College	19.4		16.5			17.90	
PostGraduate	1.9		1.5			1.70	
Missing	4.0		3.2			3.60	
Total	100.0		100.0			100.00	
Number	1,286.0		1,439.0			2,725.00	
Number of Households						1,090.00	

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	40.6	2.60	25.3	1.60		30.20	1.40
30-44	18.3	2.10	18.8	1.40		18.60	1.20
45-59	20.8	2.20	30.2	1.70		27.10	1.30
60-69	14.1	1.80	16.6	1.40		15.80	1.10
70-79	5.9	1.30	8.0	1.00		7.30	0.80
80+	0.3	0.30	1.2	0.40		0.90	0.30
Missing	0.0	0.00	0.0	0.00		0.00	0.00
Education							
NoFormal	0.6	0.40	1.8	0.50		1.40	0.40
LessthanPrimary	0.0	0.00	0.1	0.10		0.10	0.10
Primary	4.2	1.10	9.9	1.10		8.10	0.80
Secondary	7.6	1.40	6.8	0.90		7.10	0.80
HighSchool	58.6	2.60	60.5	1.80		59.90	1.50
College	26.8	2.40	19.0	1.40		21.50	1.20
PostGraduate	2.3	0.80	1.9	0.50		2.00	0.40
Missing	0.0	0.00	0.0	0.00		0.00	0.00
Total	100.0		100.0			100.00	
Number	355.0		736.0			1,091.00	

5.09 Women's Cancer Screening

	Total Females	Percent Females 18+	PAP Smear	SE	M	Percent Females 40+	Mammography / Breast Exam	SE	M
Residence									
Q1(poorest)	174	75.3	39.7	4.3	3.1	55.7	79.4	4.1	0.0
Q2	147	88.4	30.0	4.0	3.1	57.1	69.0	5.0	4.8
Q3	135	95.6	38.0	4.3	6.2	65.9	61.8	5.2	3.4
Income_Quintile									
Q4	144	98.6	41.5	4.1	6.3	50.0	55.6	5.9	0.0
Q5(richest)	125	100.0	36.8	4.3	7.2	44.0	54.5	6.7	0.0
Missing	11								
18-29	186	25.3	8.6	2.1	14.5				
30-39	77	10.5	45.5	5.7	2.6				
40-49	131	17.8	60.3	4.3	2.3	17.8	29.8	4.0	2.3
Age									
50-59	152	20.7	57.2	4.0	1.3	20.7	81.6	3.1	2.0
60-69	122	16.6	26.2	4.0	1.6	16.6	85.2	3.2	0.8
70+	68	9.2	0.0	0.0		9.2	0.0	0.0	
Missing	0								
Total	736	90.8	37.3	1.9	5.4	55.0	65.9	2.4	1.7

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

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

Women's Cancer Screening Indicators:

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

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

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

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

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

5.10 Oral Health and Injuries

	Total	Oral Health Problems				Road Traffic Accidents				Injury				
		Need	Coverage	SE	M	Need	Coverage	SE	M	Need	Coverage	SE	M	
Sex														
Female	736	33.3	86.5	2.2	0.0									
Male	355	30.4	87.0	3.2	0.0									
Missing	0													
Residence														
Urban	0	32.4	0.0	0.0										
Rural	0													
Missing	1,091													
Income_Quintile														
Q1(poorest)	212	32.5	72.5	5.4	0.0									
Q2	212	27.8	88.1	4.2	0.0									
Q3	212	35.8	88.2	3.7	0.0									
Q4	212	32.5	92.8	3.1	0.0									
Q5(richest)	212	34.9	91.9	3.2	0.0									
Missing	31													
Age														
18-29	330	34.5	87.7	3.1	0.0									
30-44	203	38.4	96.2	2.2	0.0									
45-59	296	32.4	85.4	3.6	0.0									
60-69	172	29.7	76.5	5.9	0.0									
70-79	80	16.2	76.9	11.7	0.0									
80+	10	10.0	0.0	0.0	0.0									
Missing	0													
Total	1,091	32.4	86.7	1.8	0.0									

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

Indicators:

Oral Health:

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

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

Road Traffic Accident:

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

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

Injuries from Non-traffic Accidents:

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

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

5.11 Self Reported Non-Communicable Conditions

		Angina				Osteo-Arthritis				Asthma				Diabetes			
	Total	Need	Coverage	SE	M	Need	Coverage	SE	M	Need	Coverage	SE	M	Need	Coverage	SE	M
Sex																	
Female	736	6.0	47.7	7.5	0.0	16.7	43.9	4.5	0.0	13.6	42.0	4.9	0.0				
Male	355	7.9	57.1	9.4	3.6	5.4	15.8	8.4	0.0	9.9	14.3	5.9	0.0				
Missing	0																
Residence																	
Urban	0	6.6	1.4	1.4		13.0	0.0	0.0		12.4	0.0	0.0					
Rural	0																
Missing	1,091																
Income_Quintile																	
Q1(poorest)	212	7.1	46.7	12.9	0.0	22.2	48.9	7.3	0.0	12.7	40.7	9.5	0.0				
Q2	212	9.4	60.0	11.0	0.0	16.5	34.3	8.0	0.0	10.4	40.9	10.5	0.0				
Q3	212	6.1	46.2	13.8	0.0	12.7	33.3	9.1	0.0	11.3	54.2	10.2	0.0				
Q4	212	5.7	58.3	14.2	0.0	8.0	35.3	11.6	0.0	11.3	20.8	8.3	0.0				
Q5(richest)	212	5.2	45.5	15.0	9.1	5.2	36.4	14.5	0.0	16.5	22.9	7.1	0.0				
Missing	31																
Age																	
18-29	330	0.3	0.0	0.0	0.0	1.2	75.0	21.7	0.0	16.1	30.2	6.3	0.0				
30-44	203	1.5	0.0	0.0	0.0	3.0	66.7	19.3	0.0	14.3	37.9	9.0	0.0				
45-59	296	8.8	46.2	9.8	3.8	16.6	38.8	7.0	0.0	10.1	36.7	8.8	0.0				
60-69	172	14.5	52.0	10.0	0.0	31.4	35.2	6.5	0.0	9.9	41.2	11.9	0.0				
70-79	80	18.8	66.7	12.2	0.0	32.5	42.3	9.7	0.0	6.2	40.0	21.9	0.0				
80+	10	20.0	100.0	0.0	0.0	30.0	33.3	27.2	0.0	10.0	0.0	0.0	0.0				
Missing	0																
Total	1,091	6.6	51.4	5.9	1.4	13.0	40.1	4.1	0.0	12.4	34.8	4.1	0.0				

M = % Missing for Covered

SE= Standard Error of %Covered

Self Reported Non-Communicable Conditions Indicators:

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

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

5.12 Mental Health Conditions

	Total	Depression				Schizophrenia			
		Need	Coverage	SE	M	Need	Coverage	SE	M
Sex									
Female	736	20.1	29.1	3.7	0.0				
Male	355	9.9	25.7	7.4	2.9				
Missing	0								
Residence									
Missing	0	16.8							
Q1(poorest)	0		25.9	6.0	0.0				
Q2	1,091		41.7	8.2	0.0				
Income_Quintile									
Q3	212	25.5	33.3	9.1	0.0				
Q4	212	17.0	16.2	6.1	2.7				
Q5(richest)	212	12.7	30.8	9.1	0.0				
Missing	212	17.5							
18-29	212	12.3	27.3	7.8	0.0				
30-44	31		33.3	7.0	0.0				
Age									
45-59	330	10.0	26.2	5.5	1.5				
60-69	203	22.2	33.3	8.2	0.0				
70-79	296	22.0	0.0	0.0	0.0				
80+	172	19.2	0.0	0.0	0.0				
Missing	80	8.8							
Total	10	0.0	28.4	3.4	0.5				
Missing	0								
Total	1,091	16.8							

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	23.4	0.0	60.6	0.0	13.5	0.0	2.3	0.0	0.0	0.0	0.3	0.0	355
Female	14.4	0.0	57.7	0.0	22.6	0.0	4.5	0.0	0.3	0.0	0.5	0.0	736
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	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1,091
Rural	17.3	0.0	58.7	0.0	19.6	0.0	3.8	0.0	0.2	0.0	0.5	0.0	
M	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
Income													
Q1 (poorest)	9.9	0.0	54.2	0.0	27.8	0.0	7.5	0.0	0.5	0.0	0.0	0.0	212
Q2	16.5	0.0	55.2	0.0	23.6	0.0	2.8	0.0	0.0	0.0	1.9	0.0	212
Q3	16.5	0.0	67.0	0.0	14.2	0.0	1.9	0.0	0.0	0.0	0.5	0.0	212
Q4	15.1	0.0	60.4	0.0	20.8	0.0	3.3	0.0	0.5	0.0	0.0	0.0	212
Q5 (richest)	26.9	0.0	58.0	0.0	11.8	0.0	3.3	0.0	0.0	0.0	0.0	0.0	212
M	29.0	0.0	48.4	0.0	19.4	0.0	3.2	0.0	0.0	0.0	0.0	0.0	31
Age													
18-29	21.8	0.0	61.5	0.0	14.8	0.0	1.5	0.0	0.0	0.0	0.3	0.0	330
30-44	20.2	0.0	56.2	0.0	17.7	0.0	5.4	0.0	0.0	0.0	0.5	0.0	203
45-59	12.5	0.0	60.8	0.0	22.0	0.0	4.4	0.0	0.0	0.0	0.3	0.0	296
60-69	15.7	0.0	53.5	0.0	25.6	0.0	4.1	0.0	0.6	0.0	0.6	0.0	172
70-79	11.3	0.0	56.3	0.0	23.8	0.0	6.3	0.0	1.3	0.0	1.3	0.0	80
80+	30.0	0.0	60.0	0.0	10.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	10
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	189.0	0.0	640.0	0.0	214.0	0.0	41.0	0.0	2.0	0.0	5.0	0.0	1,091

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	77.2	0.0	13.5	0.0	8.2	0.0	0.8	0.0	0.3	0.0	0.0	0.0	355
Female	62.8	0.0	14.1	0.0	17.5	0.0	5.3	0.0	0.3	0.0	0.0	0.0	736
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	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1,091
Rural	67.5	0.0	13.9	0.0	14.5	0.0	3.8	0.0	0.3	0.0	0.0	0.0	
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)	55.7	0.0	16.0	0.0	22.2	0.0	6.1	0.0	0.0	0.0	0.0	0.0	212
Q2	64.2	0.0	11.3	0.0	17.9	0.0	6.1	0.0	0.5	0.0	0.0	0.0	212
Q3	67.0	0.0	17.0	0.0	14.6	0.0	1.4	0.0	0.0	0.0	0.0	0.0	212
Q4	71.7	0.0	14.2	0.0	11.3	0.0	2.4	0.0	0.5	0.0	0.0	0.0	212
Q5(richest)	77.4	0.0	11.8	0.0	7.5	0.0	2.8	0.0	0.5	0.0	0.0	0.0	212
M	77.4	0.0	9.7	0.0	6.5	0.0	6.5	0.0	0.0	0.0	0.0	0.0	31
Age													
18-29	77.3	0.0	13.3	0.0	7.9	0.0	1.5	0.0	0.0	0.0	0.0	0.0	330
30-44	72.4	0.0	10.3	0.0	13.8	0.0	3.4	0.0	0.0	0.0	0.0	0.0	203
45-59	62.5	0.0	13.2	0.0	17.9	0.0	5.4	0.0	1.0	0.0	0.0	0.0	296
60-69	57.6	0.0	17.4	0.0	19.8	0.0	5.2	0.0	0.0	0.0	0.0	0.0	172
70-79	57.5	0.0	16.3	0.0	21.3	0.0	5.0	0.0	0.0	0.0	0.0	0.0	80
80+	40.0	0.0	50.0	0.0	0.0	0.0	10.0	0.0	0.0	0.0	0.0	0.0	10
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	736.0	0.0	152.0	0.0	158.0	0.0	42.0	0.0	3.0	0.0		0.0	1,091

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	98.3	0.0	0.8	0.0	0.8	0.0	0.0	0.0	0.0	0.0	0.0	0.0	355
Female	93.2	0.0	4.1	0.0	2.2	0.0	0.5	0.0	0.0	0.0	0.0	0.0	736
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	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1,091
Rural	94.9	0.0	3.0	0.0	1.7	0.0	0.4	0.0	0.0	0.0	0.0	0.0	
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	0.0	7.1	0.0	3.8	0.0	0.9	0.0	0.0	0.0	0.0	0.0	212
Q2	95.3	0.0	2.4	0.0	1.9	0.0	0.5	0.0	0.0	0.0	0.0	0.0	212
Q3	96.7	0.0	1.9	0.0	1.4	0.0	0.0	0.0	0.0	0.0	0.0	0.0	212
Q4	96.2	0.0	2.8	0.0	0.5	0.0	0.5	0.0	0.0	0.0	0.0	0.0	212
Q5(richest)	97.6	0.0	1.4	0.0	0.9	0.0	0.0	0.0	0.0	0.0	0.0	0.0	212
M	96.8	0.0	0.0	0.0	3.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	31
Age													
18-29	97.9	0.0	0.9	0.0	0.6	0.0	0.6	0.0	0.0	0.0	0.0	0.0	330
30-44	95.6	0.0	3.4	0.0	1.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	203
45-59	93.6	0.0	3.4	0.0	3.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	296
60-69	93.6	0.0	3.5	0.0	2.3	0.0	0.6	0.0	0.0	0.0	0.0	0.0	172
70-79	88.8	0.0	8.8	0.0	1.3	0.0	1.3	0.0	0.0	0.0	0.0	0.0	80
80+	90.0	0.0	0.0	0.0	10.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	10
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	1,035.0	0.0	33.0	0.0	19.0	0.0	4.0	0.0		0.0		0.0	1,091

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	59.7	0.0	23.4	0.0	14.4	0.0	2.5	0.0	0.0	0.0	0.0	0.0	355
Female	37.6	0.0	27.3	0.0	23.0	0.0	11.1	0.0	1.0	0.0	0.0	0.0	736
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	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1,091
Rural	44.8	0.0	26.0	0.0	20.2	0.0	8.3	0.0	0.6	0.0	0.0	0.0	
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)	37.7	0.0	26.9	0.0	20.3	0.0	14.6	0.0	0.5	0.0	0.0	0.0	212
Q2	42.0	0.0	26.4	0.0	24.1	0.0	7.1	0.0	0.5	0.0	0.0	0.0	212
Q3	51.9	0.0	23.1	0.0	19.3	0.0	5.7	0.0	0.0	0.0	0.0	0.0	212
Q4	43.9	0.0	29.7	0.0	17.5	0.0	8.0	0.0	0.9	0.0	0.0	0.0	212
Q5(richest)	46.2	0.0	26.4	0.0	19.3	0.0	6.6	0.0	1.4	0.0	0.0	0.0	212
M	61.3	0.0	9.7	0.0	22.6	0.0	6.5	0.0	0.0	0.0	0.0	0.0	31
Age													
18-29	42.7	0.0	33.6	0.0	17.3	0.0	5.8	0.0	0.6	0.0	0.0	0.0	330
30-44	48.3	0.0	18.7	0.0	23.2	0.0	8.9	0.0	1.0	0.0	0.0	0.0	203
45-59	43.6	0.0	25.0	0.0	22.0	0.0	9.1	0.0	0.3	0.0	0.0	0.0	296
60-69	48.8	0.0	22.1	0.0	18.6	0.0	9.9	0.0	0.6	0.0	0.0	0.0	172
70-79	38.8	0.0	26.3	0.0	22.5	0.0	11.3	0.0	1.3	0.0	0.0	0.0	80
80+	60.0	0.0	20.0	0.0	10.0	0.0	10.0	0.0	0.0	0.0	0.0	0.0	10
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	489.0	0.0	284.0	0.0	220.0	0.0	91.0	0.0	7.0	0.0		0.0	1,091

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	70.1	0.0	21.7	0.0	7.3	0.0	0.8	0.0	0.0	0.0	0.0	0.0	355
Female	65.4	0.0	21.3	0.0	9.2	0.0	3.5	0.0	0.5	0.0	0.0	0.0	736
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	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1,091
Rural	66.9	0.0	21.4	0.0	8.6	0.0	2.7	0.0	0.4	0.0	0.0	0.0	
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)	59.0	0.0	25.9	0.0	11.3	0.0	3.3	0.0	0.5	0.0	0.0	0.0	212
Q2	67.9	0.0	21.2	0.0	8.5	0.0	2.4	0.0	0.0	0.0	0.0	0.0	212
Q3	70.8	0.0	19.3	0.0	6.1	0.0	2.8	0.0	0.9	0.0	0.0	0.0	212
Q4	65.1	0.0	22.2	0.0	10.8	0.0	1.4	0.0	0.5	0.0	0.0	0.0	212
Q5(richest)	70.3	0.0	20.8	0.0	5.2	0.0	3.8	0.0	0.0	0.0	0.0	0.0	212
M	77.4	0.0	6.5	0.0	16.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	31
Age													
18-29	68.2	0.0	21.8	0.0	7.0	0.0	2.7	0.0	0.3	0.0	0.0	0.0	330
30-44	65.0	0.0	17.7	0.0	13.8	0.0	3.0	0.0	0.5	0.0	0.0	0.0	203
45-59	65.5	0.0	23.3	0.0	7.4	0.0	3.0	0.0	0.7	0.0	0.0	0.0	296
60-69	66.9	0.0	22.1	0.0	8.7	0.0	2.3	0.0	0.0	0.0	0.0	0.0	172
70-79	70.0	0.0	21.3	0.0	7.5	0.0	1.3	0.0	0.0	0.0	0.0	0.0	80
80+	80.0	0.0	20.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	10
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	730.0	0.0	234.0	0.0	94.0	0.0	29.0	0.0	4.0	0.0		0.0	1,091

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	88.7	0.0	6.8	0.0	3.1	0.0	1.1	0.0	0.3	0.0	0.0	0.0	355
Female	84.4	0.0	6.8	0.0	5.7	0.0	3.1	0.0	0.0	0.0	0.0	0.0	736
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	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1,091
Rural	85.8	0.0	6.8	0.0	4.9	0.0	2.5	0.0	0.1	0.0	0.0	0.0	
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)	82.5	0.0	7.1	0.0	5.2	0.0	5.2	0.0	0.0	0.0	0.0	0.0	212
Q2	90.6	0.0	5.7	0.0	3.3	0.0	0.5	0.0	0.0	0.0	0.0	0.0	212
Q3	88.2	0.0	5.7	0.0	3.8	0.0	1.9	0.0	0.5	0.0	0.0	0.0	212
Q4	84.4	0.0	8.5	0.0	4.7	0.0	2.4	0.0	0.0	0.0	0.0	0.0	212
Q5(richest)	83.5	0.0	6.1	0.0	7.5	0.0	2.8	0.0	0.0	0.0	0.0	0.0	212
M	83.9	0.0	12.9	0.0	3.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	31
Age													
18-29	82.1	0.0	9.1	0.0	6.4	0.0	2.4	0.0	0.0	0.0	0.0	0.0	330
30-44	82.8	0.0	9.4	0.0	5.9	0.0	2.0	0.0	0.0	0.0	0.0	0.0	203
45-59	85.8	0.0	5.7	0.0	5.1	0.0	3.0	0.0	0.3	0.0	0.0	0.0	296
60-69	90.7	0.0	3.5	0.0	2.9	0.0	2.9	0.0	0.0	0.0	0.0	0.0	172
70-79	96.3	0.0	2.5	0.0	0.0	0.0	1.3	0.0	0.0	0.0	0.0	0.0	80
80+	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	10
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	936.0	0.0	74.0	0.0	53.0	0.0	27.0	0.0	1.0	0.0		0.0	1,091

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	91.8	0.0	4.8	0.0	0.6	0.0	1.1	0.0	0.0	0.0	1.7	0.0	355
Female	89.9	0.0	4.5	0.0	2.7	0.0	0.8	0.0	0.1	0.0	1.9	0.0	736
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	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1,091
Rural	90.6	0.0	4.6	0.0	2.0	0.0	0.9	0.0	0.1	0.0	1.8	0.0	
M	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
Income													
Q1(poorest)	85.4	0.0	7.5	0.0	2.4	0.0	2.4	0.0	0.0	0.0	2.4	0.0	212
Q2	92.9	0.0	4.7	0.0	1.4	0.0	0.0	0.0	0.0	0.0	0.9	0.0	212
Q3	92.9	0.0	1.9	0.0	2.4	0.0	0.9	0.0	0.5	0.0	1.4	0.0	212
Q4	89.2	0.0	4.7	0.0	1.9	0.0	0.5	0.0	0.0	0.0	3.8	0.0	212
Q5(richest)	92.5	0.0	3.8	0.0	2.4	0.0	0.5	0.0	0.0	0.0	0.9	0.0	212
M	90.3	0.0	6.5	0.0	0.0	0.0	3.2	0.0	0.0	0.0	0.0	0.0	31
Age													
18-29	91.8	0.0	3.9	0.0	1.5	0.0	0.3	0.0	0.3	0.0	2.1	0.0	330
30-44	87.7	0.0	5.9	0.0	2.5	0.0	1.0	0.0	0.0	0.0	3.0	0.0	203
45-59	91.9	0.0	4.4	0.0	1.7	0.0	0.7	0.0	0.0	0.0	1.4	0.0	296
60-69	91.9	0.0	4.1	0.0	1.2	0.0	1.7	0.0	0.0	0.0	1.2	0.0	172
70-79	88.8	0.0	3.8	0.0	5.0	0.0	1.3	0.0	0.0	0.0	1.3	0.0	80
80+	60.0	0.0	20.0	0.0	10.0	0.0	10.0	0.0	0.0	0.0	0.0	0.0	10
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	988.0	0.0	50.0	0.0	22.0	0.0	10.0	0.0	1.0	0.0	20.0	0.0	1,091

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	68.7	0.0	17.7	0.0	9.6	0.0	3.7	0.0	0.3	0.0	0.0	0.0	355
Female	53.9	0.0	17.7	0.0	17.7	0.0	9.4	0.0	1.4	0.0	0.0	0.0	736
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	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1,091
Rural	58.8	0.0	17.7	0.0	15.0	0.0	7.5	0.0	1.0	0.0	0.0	0.0	
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)	44.8	0.0	20.8	0.0	18.4	0.0	14.6	0.0	1.4	0.0	0.0	0.0	212
Q2	57.5	0.0	17.9	0.0	16.5	0.0	5.7	0.0	2.4	0.0	0.0	0.0	212
Q3	65.6	0.0	17.5	0.0	13.2	0.0	3.3	0.0	0.5	0.0	0.0	0.0	212
Q4	59.9	0.0	17.0	0.0	13.7	0.0	8.5	0.0	0.9	0.0	0.0	0.0	212
Q5(richest)	66.0	0.0	15.6	0.0	12.7	0.0	5.7	0.0	0.0	0.0	0.0	0.0	212
M	58.1	0.0	16.1	0.0	19.4	0.0	6.5	0.0	0.0	0.0	0.0	0.0	31
Age													
18-29	63.6	0.0	19.1	0.0	12.1	0.0	4.8	0.0	0.3	0.0	0.0	0.0	330
30-44	65.0	0.0	11.8	0.0	12.8	0.0	8.4	0.0	2.0	0.0	0.0	0.0	203
45-59	54.4	0.0	18.9	0.0	18.6	0.0	6.8	0.0	1.4	0.0	0.0	0.0	296
60-69	51.7	0.0	15.7	0.0	18.0	0.0	14.0	0.0	0.6	0.0	0.0	0.0	172
70-79	57.5	0.0	22.5	0.0	15.0	0.0	3.8	0.0	1.3	0.0	0.0	0.0	80
80+	30.0	0.0	50.0	0.0	0.0	0.0	20.0	0.0	0.0	0.0	0.0	0.0	10
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	641.0	0.0	193.0	0.0	164.0	0.0	82.0	0.0	11.0	0.0		0.0	1,091

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	70.7	0.0	18.0	0.0	7.9	0.0	2.8	0.0	0.6	0.0	0.0	0.0	355
Female	55.0	0.0	24.3	0.0	14.7	0.0	5.3	0.0	0.7	0.0	0.0	0.0	736
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	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1,091
Rural	60.1	0.0	22.3	0.0	12.5	0.0	4.5	0.0	0.6	0.0	0.0	0.0	
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)	45.3	0.0	30.2	0.0	16.0	0.0	7.5	0.0	0.9	0.0	0.0	0.0	212
Q2	58.0	0.0	25.9	0.0	11.8	0.0	3.8	0.0	0.5	0.0	0.0	0.0	212
Q3	64.2	0.0	21.2	0.0	10.4	0.0	3.8	0.0	0.5	0.0	0.0	0.0	212
Q4	63.2	0.0	18.9	0.0	12.3	0.0	4.7	0.0	0.9	0.0	0.0	0.0	212
Q5(richest)	68.9	0.0	16.0	0.0	11.3	0.0	3.3	0.0	0.5	0.0	0.0	0.0	212
M	67.7	0.0	16.1	0.0	16.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	31
Age													
18-29	61.8	0.0	23.0	0.0	11.5	0.0	3.0	0.0	0.6	0.0	0.0	0.0	330
30-44	61.6	0.0	17.2	0.0	12.8	0.0	6.4	0.0	2.0	0.0	0.0	0.0	203
45-59	55.7	0.0	26.7	0.0	13.2	0.0	4.1	0.0	0.3	0.0	0.0	0.0	296
60-69	59.3	0.0	20.9	0.0	14.5	0.0	5.2	0.0	0.0	0.0	0.0	0.0	172
70-79	66.3	0.0	18.8	0.0	10.0	0.0	5.0	0.0	0.0	0.0	0.0	0.0	80
80+	70.0	0.0	20.0	0.0	0.0	0.0	10.0	0.0	0.0	0.0	0.0	0.0	10
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	656.0	0.0	243.0	0.0	136.0	0.0	49.0	0.0	7.0	0.0		0.0	1,091

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	76.5	1.6	4.3	0.8	4.3	0.8	0.4	0.2	1.2	0.4	0.3	0.2	12.9	1.2
Male	70.1	2.4	3.7	1.0	4.2	1.1	0.0	0.0	0.3	0.3	0.0	0.0	21.7	2.2
Area of Residence														
Urban														
Rural														
Age Group														
18-29y	80.0	2.2	1.2	0.6	2.1	0.8	0.3	0.3	0.6	0.4	0.0	0.0	15.8	2.0
30-44y	59.1	3.4	16.3	2.6	4.4	1.4	1.0	0.7	1.0	0.7	0.5	0.5	17.7	2.7
45-59y	77.0	2.4	2.7	0.9	4.1	1.2	0.0	0.0	1.4	0.7	0.3	0.3	14.5	2.0
60-69y	77.3	3.2	0.0	0.0	6.4	1.9	0.0	0.0	0.6	0.6	0.0	0.0	15.7	2.8
70+y	74.4	4.6	0.0	0.0	8.9	3.0	0.0	0.0	1.1	1.1	0.0	0.0	15.6	3.8
Education Years														
0														
1-5	84.6	10.0	0.0	0.0	0.0	0.0	0.0	0.0	7.7	7.4	0.0	0.0	7.7	7.4
6-11	74.8	2.5	2.0	0.8	5.9	1.4	0.0	0.0	0.7	0.5	0.0	0.0	16.7	2.1
12+	75.3	1.6	5.1	0.8	3.4	0.7	0.4	0.2	1.0	0.4	0.3	0.2	14.4	1.4
Income Quintiles														
Q1	79.2	2.8	0.0	0.0	4.7	1.5	0.5	0.5	0.5	0.5	0.0	0.0	15.1	2.5
Q2	75.9	2.9	3.8	1.3	5.7	1.6	0.0	0.0	1.4	0.8	0.0	0.0	13.2	2.3
Q3	73.6	3.0	2.4	1.0	5.2	1.5	0.0	0.0	0.9	0.7	0.0	0.0	17.9	2.6
Q4	73.1	3.0	5.7	1.6	3.3	1.2	0.5	0.5	0.0	0.0	0.5	0.5	17.0	2.6
Q5	71.7	3.1	9.0	2.0	1.9	0.9	0.5	0.5	1.9	0.9	0.5	0.5	14.6	2.4
Ownership														
Government	75.8	2.4	4.4	1.2	9.7	1.7	0.3	0.3	0.6	0.4	0.3	0.3	8.8	1.6
Private	87.3	1.5	2.7	0.8	1.3	0.5	0.2	0.2	0.8	0.4	0.2	0.2	7.4	1.2
NGO	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
Other	33.3	15.7	0.0	0.0	33.3	15.7	0.0	0.0	11.1	10.5	0.0	0.0	22.2	13.9
TOTAL	74.4	1.3	4.1	0.6	4.3	0.6	0.3	0.2	0.9	0.3	0.2	0.1	15.8	1.1

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	61.1	2.4							13.5	1.2						
Male	52.8	3.4							14.0	1.5						
Area of Residence																
Urban																
Rural																
Age Group																
18-29y	53.5	3.3							16.1	1.7						
30-44y	46.4	5.1							12.2	1.5						
45-59y	63.4	3.8							11.8	1.2						
60-69y	67.4	4.9							11.6	1.6						
70+y	71.1	6.8							15.1	2.4						
Education Years																
0																
1-5	50.0	25.0							14.3	5.6						
6-11	65.1	3.7							12.2	1.4						
12+	56.3	2.5							13.9	1.2						
Income Quintiles																
Q1	61.3	4.6							16.8	2.1						
Q2	66.4	4.3							11.3	1.4						
Q3	58.5	4.4							13.6	1.5						
Q4	48.0	4.5							14.1	1.8						
Q5	55.4	4.4							12.2	1.7						
Condition																
Child-Visit	83.3	16.7							10.2	3.2						
Preventive	9.6	2.3							18.0	1.9						
Childbirth	87.5	11.7							5.6	1.2						
Acute	80.0	17.9							14.9	4.4						
Injury	100.0	0.0							16.8	3.3						
Chronic	88.6	5.4							12.2	1.9						

	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	Skills		Equipment		Drug supplies		Minutes	SE	%	SE	mean cost	SE	%	SE
Other	76.7	2.3							11.9	1.2						
Ownership																
Government	74.5	3.6							17.9	1.8						
Private	53.8	2.3							12.4	1.1						
NGO																
Other	0.0	0.0							7.2	1.9						
Self-Assessed Health																
Very-Good	52.7	4.7							14.9	1.9						
Good	57.1	2.5							13.3	1.2						
Moderate	67.6	4.6							13.7	2.0						
Bad	63.6	14.5							12.0	2.8						
Very-Bad																
TOTAL	58.3	2.0							13.7	1.0						

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

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

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

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

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

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

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

	Prompt Attention				Dignity				Communication	
	Travel Time	Wait Time	Talked Respectfully	Privacy	Clear Explanation	Time for Questions				
	%	SE	%	SE	%	SE	%	SE	%	SE
Sex										
Female		20.0	2.0		4.1	1.0		11.9	1.6	
Male		20.2	2.8		0.9	0.7		10.8	2.1	
Area of Residence										
Urban										
Rural										
Age Group										
18-29y		21.8	2.7		3.1	1.1		14.8	2.4	
30-44y		23.7	4.3		5.2	2.2		11.3	3.2	
45-59y		16.1	2.9		2.5	1.2		8.7	2.2	
60-69y		20.7	4.2		3.3	1.8		9.8	3.1	
70+y		15.6	5.4		0.0	0.0		8.9	4.2	
Education Years										
0										
1-5		25.0	21.7		25.0	21.7		25.0	21.7	
6-11		21.9	3.2		2.4	1.2		10.1	2.3	
12+		19.5	2.0		3.4	0.9		12.1	1.6	
Income Quintiles										
Q1		15.2	3.4		2.7	1.5		13.4	3.2	
Q2		20.5	3.7		5.7	2.1		12.3	3.0	
Q3		25.2	3.9		3.3	1.6		12.2	3.0	
Q4		18.7	3.5		2.4	1.4		12.2	3.0	
Q5		20.0	3.5		1.5	1.1		7.7	2.3	
Condition										
Child-Visit		33.3	21.1		16.7	16.7		16.7	16.7	
Preventive		14.5	2.7		2.4	1.2		14.5	2.7	
Childbirth		12.5	11.7		0.0	0.0		25.0	15.3	
Acute		60.0	21.9		20.0	17.9		20.0	17.9	
Injury		37.5	17.1		12.5	11.7		37.5	17.1	
Chronic		25.7	7.4		2.9	2.8		11.4	5.4	
Other		22.2	2.2		3.1	0.9		9.4	1.6	
Ownership										
Government		24.2	3.5		4.7	1.7		13.4	2.8	
Private		18.2	1.8		2.4	0.7		11.0	1.5	
NGO										
Other		66.7	27.2		0.0	0.0		0.0	0.0	
Self-Assessed Health										
Very-Good		15.0	3.4		2.7	1.5		9.7	2.8	
Good		18.5	2.0		3.0	0.9		9.9	1.5	
Moderate		30.5	4.5		2.9	1.6		18.1	3.8	
Bad		18.2	11.6		0.0	0.0		18.2	11.6	
Very-Bad										
TOTAL		20.0	1.6		3.0	0.7		11.5	1.3	

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

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

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

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

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

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

	Autonomy		Confidentiality				Choice of		Basic Amenities					
	Treatment Information		Involvement		Talk Privately		Confidentiality of Records		Healthcare Provider		Cleanliness		Space	
	%	SE	%	SE	%	SE	%	SE	%	SE	%	SE	%	SE
Sex														
Female			11.9	1.6	9.2	1.4			16.3	1.8	8.3	1.4		
Male			8.5	1.9	6.1	1.6			9.4	2.0	3.3	1.2		
Area of Residence														
Urban														
Rural														
Age Group														
18-29y			11.8	2.1	10.0	2.0			17.9	2.5	4.4	1.4		
30-44y			12.4	3.4	10.3	3.1			15.5	3.7	9.3	3.0		
45-59y			7.5	2.1	5.0	1.7			10.6	2.4	11.2	2.5		
60-69y			9.8	3.1	6.5	2.6			10.9	3.2	3.3	1.8		
70+y			15.6	5.4	8.9	4.2			8.9	4.2	2.2	2.2		
Education Years														
0														
1-5			0.0	0.0	25.0	21.7			25.0	21.7	25.0	21.7		
6-11			11.2	2.4	7.1	2.0			11.8	2.5	4.1	1.5		
12+			10.6	1.5	9.1	1.4			15.8	1.8	7.6	1.3		
Income Quintiles														
Q1			13.4	3.2	8.0	2.6			12.5	3.1	7.1	2.4		
Q2			12.3	3.0	13.9	3.1			17.2	3.4	4.9	2.0		
Q3			13.8	3.1	4.1	1.8			10.6	2.8	4.9	1.9		
Q4			9.8	2.7	11.4	2.9			17.1	3.4	9.8	2.7		
Q5			4.6	1.8	3.8	1.7			13.1	3.0	6.2	2.1		
Condition														
Child-Visit			16.7	16.7	33.3	21.1			50.0	22.4	0.0	0.0		
Preventive			12.7	2.6	8.4	2.2			17.5	3.0	4.8	1.7		
Childbirth			25.0	15.3	25.0	15.3			12.5	11.7	12.5	11.7		
Acute			20.0	17.9	0.0	0.0			0.0	0.0	20.0	17.9		
Injury			12.5	11.7	25.0	15.3			12.5	11.7	25.0	15.3		
Chronic			5.7	3.9	14.3	5.9			14.3	5.9	2.9	2.8		
Other			10.5	1.6	6.8	1.3			13.1	1.8	6.5	1.3		
Ownership														
Government			14.1	2.8	11.4	2.6			10.7	2.5	10.7	2.5		
Private			9.7	1.4	7.1	1.2			14.5	1.6	5.4	1.0		
NGO														
Other			0.0	0.0	0.0	0.0			0.0	0.0	0.0	0.0		
Self-Assessed Health														
Very-Good			11.5	3.0	7.1	2.4			13.3	3.2	6.2	2.3		
Good			9.4	1.5	7.4	1.3			13.2	1.7	5.8	1.2		
Moderate			13.3	3.3	11.4	3.1			16.2	3.6	10.5	3.0		
Bad			18.2	11.6	18.2	11.6			27.3	13.4	0.0	0.0		
Very-Bad														
TOTAL			10.7	1.2	8.2	1.1			13.9	1.4	6.6	1.0		

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	39.7	4.1							23.1	2.2			24.1	3.6	3.9	0.7				
Male	41.2	6.9							19.9	2.6			21.6	5.8	3.5	0.7				
Area of Residence																				
Urban																				
Rural																				
Age Group																				
18-29y	27.6	8.3							26.4	4.2			27.6	8.3	4.1	0.9				
30-44y	27.7	6.5							23.5	4.7			10.6	4.5	3.4	0.8				
45-59y	46.6	6.6							19.6	2.4			24.1	5.6	4.0	0.7				
60-69y	54.1	8.2							21.6	2.9			37.8	8.0	4.1	0.8				
70+y	42.9	10.8							22.4	2.6			19.0	8.6	3.1	0.8				
Education Years																				
0																				
1-5	66.7	27.3							27.2	6.0			33.3	27.3	3.8	1.7				
6-11	41.8	6.0							21.0	2.6			25.4	5.3	3.9	0.7				
12+	38.9	4.7							23.0	2.6			22.2	4.0	3.7	0.7				
Income Quintiles																				
Q1	50.0	7.6							21.9	2.8			29.5	6.9	3.8	0.8				
Q2	46.2	8.0							24.2	5.0			23.1	6.8	3.7	0.8				
Q3	34.4	8.4							18.3	2.6			18.8	6.9	3.7	0.8				
Q4	25.7	7.4							21.0	2.4			20.0	6.8	3.9	0.8				
Q5	42.9	8.4							25.7	4.6			22.9	7.1	3.8	0.9				
Condition																				
Child-Visit	0.0	0.0							31.6	11.9			22.2	14.7	2.9	1.0				
Fever	66.7	27.3							30.5	0.5			0.0	0.0	4.2	1.7				
Childbirth	41.7	14.3							21.7	5.6			0.0	0.0	3.8	1.4				
Arthritis	100.0	0.0							5.5	0.5			0.0	0.0	2.5	0.5				
Asthma	75.0	21.7							16.8	5.3			0.0	0.0	4.2	1.2				
Heart-Disease	36.8	11.1							21.8	3.0			10.5	7.1	3.1	0.9				
Injury	33.3	11.1							20.5	4.0			16.7	8.8	4.1	0.9				
Minor-Surgery	11.8	5.5							22.9	3.1			44.1	8.5	4.5	0.8				
Other	49.5	5.0							23.0	2.8			25.3	4.4	3.7	0.7				
Ownership																				
Government	40.8	3.8							22.0	2.0			23.1	3.2	3.8	0.6				
Private	50.0	14.5							24.9	5.5			16.7	10.8	4.3	1.0				
NGO																				
Other	16.7	15.3							26.3	7.2			50.0	20.5	3.3	1.0				
Self-Assessed Health																				
Very-Good	38.9	11.5							17.3	2.4			27.8	10.6	3.6	0.9				
Good	39.6	5.0							23.9	3.0			22.9	4.3	3.7	0.7				
Moderate	40.0	6.6							20.8	2.4			25.5	5.9	3.7	0.8				
Bad	45.5	10.6							23.0	2.8			18.2	8.2	4.6	0.9				
Very-Bad	0.0	0.0							15.5	0.5			0.0	0.0	6.5	0.5				
TOTAL	40.1	3.6							22.3	1.9			23.4	3.1	3.8	0.6				

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

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

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

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

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

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

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

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

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

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

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

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

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

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

	Prompt Attention				Dignity				Communication				Autonomy			
	Travel Time	Wait Time	Talked	Respectfully	Privacy	Clear Explanation	Time for Questions	Treatment Information	Involvement							
	%	SE	%	SE	%	SE	%	SE	%	SE	%	SE	%	SE	%	SE
Sex																
Female			18.4	3.3	10.6	2.6			27.0	3.8			25.5	3.7		
Male			13.7	4.8	3.9	2.7			13.7	4.8			21.6	5.8		
Area of Residence																
Urban																
Rural																
Age Group																
18-29y			27.6	8.3	17.2	7.0			55.2	9.3			34.5	8.8		
30-44y			14.9	5.2	8.5	4.1			17.0	5.5			23.4	6.2		
45-59y			17.2	5.0	8.6	3.7			19.0	5.2			22.4	5.5		
60-69y			18.9	6.5	8.1	4.5			13.5	5.6			16.2	6.1		
70+y			4.8	4.7	0.0	0.0			23.8	9.3			33.3	10.3		
Education Years																
0																
1-5			33.3	27.3	0.0	0.0			0.0	0.0			0.0	0.0		
6-11			16.4	4.5	9.0	3.5			22.4	5.1			26.9	5.4		
12+			16.7	3.6	9.3	2.8			24.1	4.1			25.0	4.2		
Income Quintiles																
Q1			18.2	5.8	13.6	5.2			31.8	7.0			34.1	7.2		
Q2			15.4	5.8	10.3	4.9			30.8	7.4			33.3	7.6		
Q3			6.3	4.3	9.4	5.2			12.5	5.9			21.9	7.3		
Q4			22.9	7.1	8.6	4.7			25.7	7.4			20.0	6.8		
Q5			17.1	6.4	2.9	2.8			14.3	5.9			14.3	5.9		
Condition																
Child-Visit			11.1	11.1	0.0	0.0			0.0	0.0			22.2	14.7		
Fever			0.0	0.0	0.0	0.0			66.7	27.3			66.7	27.3		
Childbirth			0.0	0.0	0.0	0.0			8.3	8.0			16.7	10.8		
Arthritis			0.0	0.0	0.0	0.0			0.0	0.0			0.0	0.0		
Asthma			50.0	25.1	0.0	0.0			0.0	0.0			25.0	21.7		
Heart-Disease			10.5	7.1	21.1	9.4			21.1	9.4			31.6	10.7		
Injury			22.2	9.8	11.1	7.4			16.7	8.8			11.1	7.4		
Minor-Surgery			8.8	4.9	5.9	4.0			23.5	7.3			14.7	6.1		
Other			22.2	4.2	9.1	2.9			27.3	4.5			28.3	4.5		
Ownership																
Government			17.2	2.9	8.9	2.2			24.3	3.3			24.9	3.3		
Private			16.7	10.8	16.7	10.8			25.0	12.5			16.7	10.8		
NGO																
Other			33.3	19.3	0.0	0.0			0.0	0.0			0.0	0.0		
Self-Assessed Health																
Very-Good			11.1	7.4	0.0	0.0			11.1	7.4			11.1	7.4		
Good			17.7	3.9	4.2	2.0			20.8	4.2			24.0	4.4		
Moderate			10.9	4.2	16.4	5.0			32.7	6.3			27.3	6.0		
Bad			36.4	10.3	18.2	8.2			22.7	9.0			27.3	9.5		
Very-Bad			0.0	0.0	0.0	0.0			0.0	0.0			100.0	0.0		
TOTAL			17.2	2.7	8.9	2.1			23.4	3.1			24.5	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".

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

	Confidentiality		Choice of health care provider		Basic Amenities		Social Support	
	Talk Privately	Confidentiality of records			Cleanliness	Space	Family Visit	External Contact
	%	SE	%	SE	%	SE	%	SE
Sex								
Female	22.7	3.5			26.2	3.7	9.2	2.4
Male	15.7	5.1			11.8	4.5	5.9	3.3
Area of Residence								
Urban								
Rural								
Age Group								
18-29y	37.9	9.0			44.8	9.3	20.7	7.5
30-44y	12.8	4.9			25.5	6.4	8.5	4.1
45-59y	24.1	5.6			15.5	4.8	8.6	3.7
60-69y	8.1	4.5			10.8	5.1	2.7	2.7
70+y	28.6	9.9			23.8	9.3	0.0	0.0
Education Years								
0								
1-5	0.0	0.0			33.3	27.3	0.0	0.0
6-11	22.4	5.1			19.4	4.8	10.4	3.8
12+	20.4	3.9			22.2	4.0	7.4	2.5
Income Quintiles								
Q1	31.8	7.0			29.5	6.9	9.1	4.4
Q2	30.8	7.4			20.5	6.5	5.1	3.5
Q3	9.4	5.2			18.8	6.9	3.1	3.1
Q4	17.1	6.4			17.1	6.4	8.6	4.7
Q5	11.4	5.4			22.9	7.1	17.1	6.4
Condition								
Child-Visit	0.0	0.0			11.1	11.1	11.1	11.1
Fever	33.3	27.3			66.7	27.3	33.3	27.3
Childbirth	8.3	8.0			25.0	12.5	0.0	0.0
Arthritis	0.0	0.0			0.0	0.0	0.0	0.0
Asthma	0.0	0.0			50.0	25.1	0.0	0.0
Heart-Disease	42.1	11.4			26.3	10.1	0.0	0.0
Injury	16.7	8.8			16.7	8.8	16.7	8.8
Minor-Surgery	20.6	7.0			23.5	7.3	2.9	2.9
Other	20.2	4.0			20.2	4.0	11.1	3.2
Ownership								
Government	20.7	3.1			23.1	3.2	7.7	2.1
Private	33.3	13.6			16.7	10.8	25.0	12.5
NGO								
Other	0.0	0.0			16.7	15.3	0.0	0.0
Self-Assessed Health								
Very-Good	11.1	7.4			22.2	9.8	0.0	0.0
Good	19.8	4.1			18.8	4.0	9.4	3.0
Moderate	23.6	5.7			21.8	5.6	12.7	4.5
Bad	27.3	9.5			40.9	10.5	0.0	0.0
Very-Bad	0.0	0.0			0.0	0.0	0.0	0.0
TOTAL	20.8	2.9			22.4	3.0	8.3	2.0

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 (\$)	25,976
Total health expenditure per capita (\$)	2,298
Total population (000)	16,067
Life expectancy at birth (Both sexes)	78.6
Life expectancy at birth (male)	76.0
Life expectancy at birth (female)	81.1
Healthy life expectancy at birth (Both sexes)	71.2
Healthy life expectancy at birth (Male)	69.7
Healthy life expectancy at birth (Female)	72.6
Government funded health expenditure as a percentage of total health expenditure	65.6
Social security funded health expenditure as a percentage of total health expenditure	61.5
Private health insurance premiums as a percentage of total health expenditure	18
Out-of-pocket payment as a percentage of total health expenditure	8.4

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	58.9	0.0	24.2	0.0	11.8	0.0	2.5	0.0	0.3	0.0	2.3	0.0	355
Female	53.8	0.0	20.2	0.0	19.0	0.0	4.1	0.0	1.0	0.0	1.9	0.0	736
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	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1,091
Rural	55.5	0.0	21.5	0.0	16.7	0.0	3.6	0.0	0.7	0.0	2.0	0.0	
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)	50.9	0.0	16.0	0.0	22.6	0.0	5.7	0.0	0.9	0.0	3.8	0.0	212
Q2	55.2	0.0	22.6	0.0	15.6	0.0	2.8	0.0	1.9	0.0	1.9	0.0	212
Q3	59.9	0.0	23.1	0.0	13.2	0.0	2.4	0.0	0.0	0.0	1.4	0.0	212
Q4	53.8	0.0	24.5	0.0	16.0	0.0	2.8	0.0	0.9	0.0	1.9	0.0	212
Q5(richest)	60.4	0.0	17.9	0.0	16.5	0.0	3.8	0.0	0.0	0.0	1.4	0.0	212
M	35.5	0.0	45.2	0.0	12.9	0.0	6.5	0.0	0.0	0.0	0.0	0.0	31
Age													
18-29	53.9	0.0	24.2	0.0	16.4	0.0	3.6	0.0	0.3	0.0	1.5	0.0	330
30-44	49.8	0.0	22.2	0.0	20.2	0.0	4.9	0.0	1.5	0.0	1.5	0.0	203
45-59	52.7	0.0	22.0	0.0	17.9	0.0	3.7	0.0	1.4	0.0	2.4	0.0	296
60-69	66.3	0.0	15.7	0.0	12.8	0.0	2.9	0.0	0.0	0.0	2.3	0.0	172
70-79	62.5	0.0	20.0	0.0	13.8	0.0	1.3	0.0	0.0	0.0	2.5	0.0	80
80+	60.0	0.0	20.0	0.0	10.0	0.0	0.0	0.0	0.0	0.0	10.0	0.0	10
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	605.0	0.0	235.0	0.0	182.0	0.0	39.0	0.0	8.0	0.0	22.0	0.0	1,091

10.2 Inability to cope - q8001

	Never	SE	Almost never	SE	Sometimes	SE	Fairly often	SE	Very often	SE	Missing	SE	N
Gender													
Male	57.5	0.0	24.5	0.0	13.0	0.0	2.5	0.0	0.3	0.0	2.3	0.0	355
Female	44.8	0.0	26.8	0.0	18.2	0.0	6.4	0.0	1.8	0.0	2.0	0.0	736
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	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1,091
Rural	48.9	0.0	26.0	0.0	16.5	0.0	5.1	0.0	1.3	0.0	2.1	0.0	
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)	44.8	0.0	23.1	0.0	17.9	0.0	8.0	0.0	2.4	0.0	3.8	0.0	212
Q2	48.6	0.0	24.5	0.0	19.3	0.0	4.7	0.0	0.9	0.0	1.9	0.0	212
Q3	56.1	0.0	24.1	0.0	15.1	0.0	2.8	0.0	0.5	0.0	1.4	0.0	212
Q4	44.3	0.0	32.5	0.0	15.1	0.0	3.8	0.0	1.9	0.0	2.4	0.0	212
Q5(richest)	52.4	0.0	24.5	0.0	14.2	0.0	6.6	0.0	0.9	0.0	1.4	0.0	212
M	38.7	0.0	35.5	0.0	22.6	0.0	3.2	0.0	0.0	0.0	0.0	0.0	31
Age													
18-29	45.8	0.0	30.6	0.0	17.0	0.0	4.2	0.0	0.9	0.0	1.5	0.0	330
30-44	43.3	0.0	28.1	0.0	17.2	0.0	7.4	0.0	2.5	0.0	1.5	0.0	203
45-59	46.6	0.0	26.4	0.0	17.9	0.0	4.7	0.0	1.7	0.0	2.7	0.0	296
60-69	58.1	0.0	18.6	0.0	15.1	0.0	5.2	0.0	0.6	0.0	2.3	0.0	172
70-79	62.5	0.0	17.5	0.0	12.5	0.0	5.0	0.0	0.0	0.0	2.5	0.0	80
80+	70.0	0.0	20.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	10.0	0.0	10
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	534.0	0.0	284.0	0.0	180.0	0.0	56.0	0.0	14.0	0.0	23.0	0.0	1,091

