

REPORT OF LUXEMBOURG

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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:

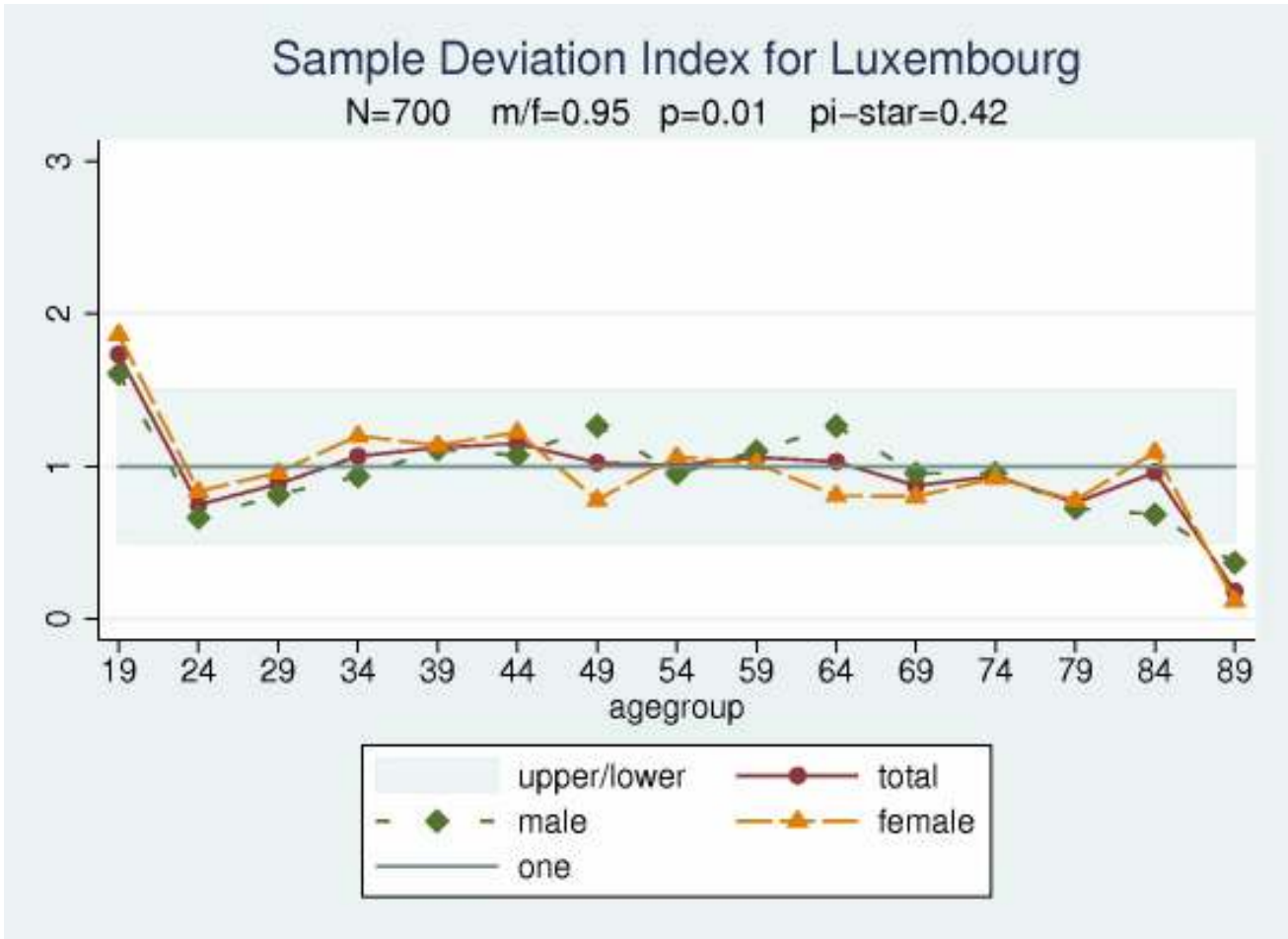
- 0100 Sampling Information allowing the link between the location of each cluster and the sampling frame used for the survey. This section has also been used in order to collect the type of setting in which each household was located at the time of the survey. This section of the questionnaire has been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

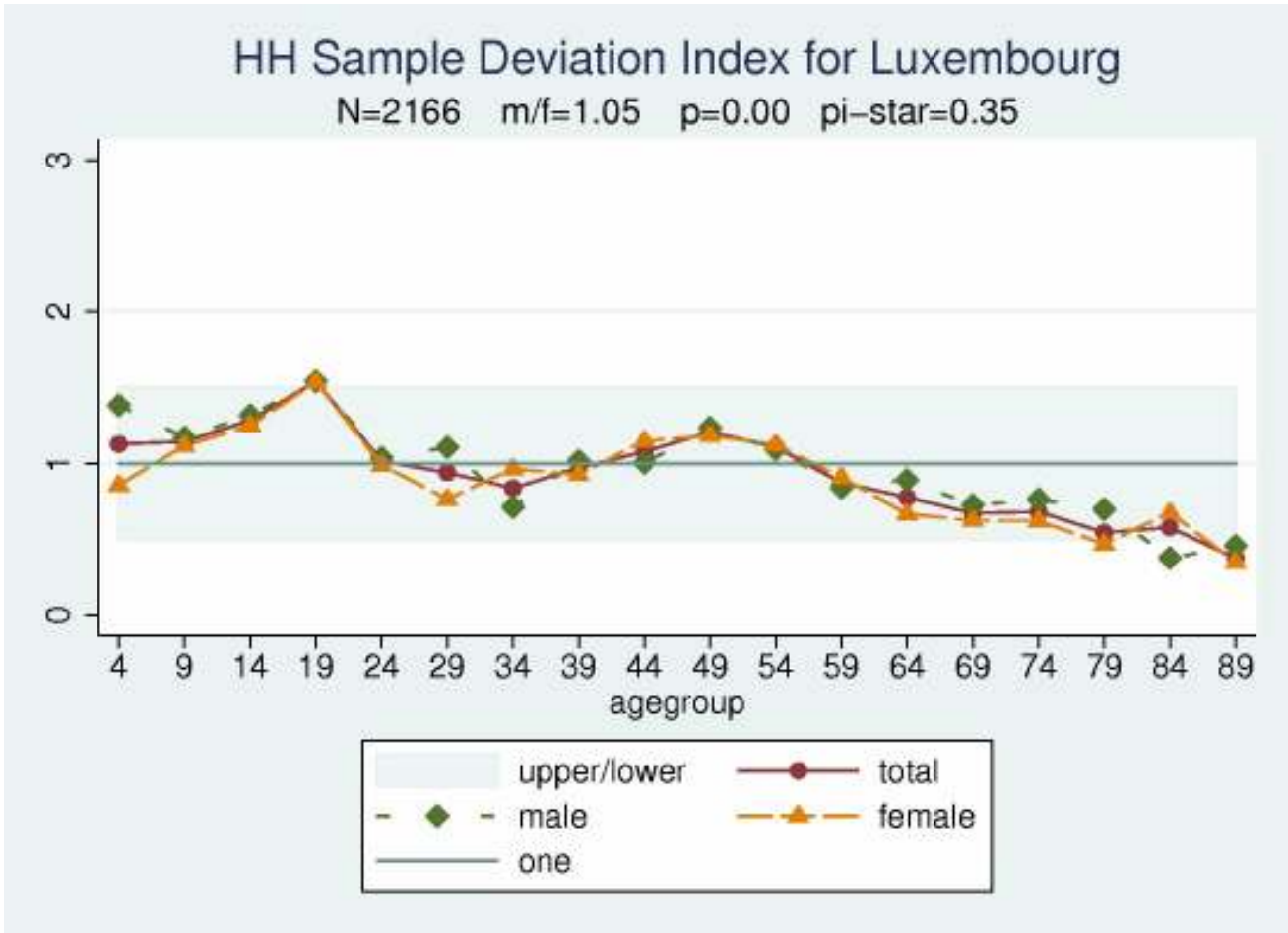
The questionnaire as well as the training material and data cleaning protocols used can be downloaded from the WHO WHS web site (<http://www.who.int/healthinfo/survey/en/index.html>) in the "Survey Instrument and Related Documents" section.

2.3.1 Sample deviation index



SDI

2.3.2 HH Sample deviation index

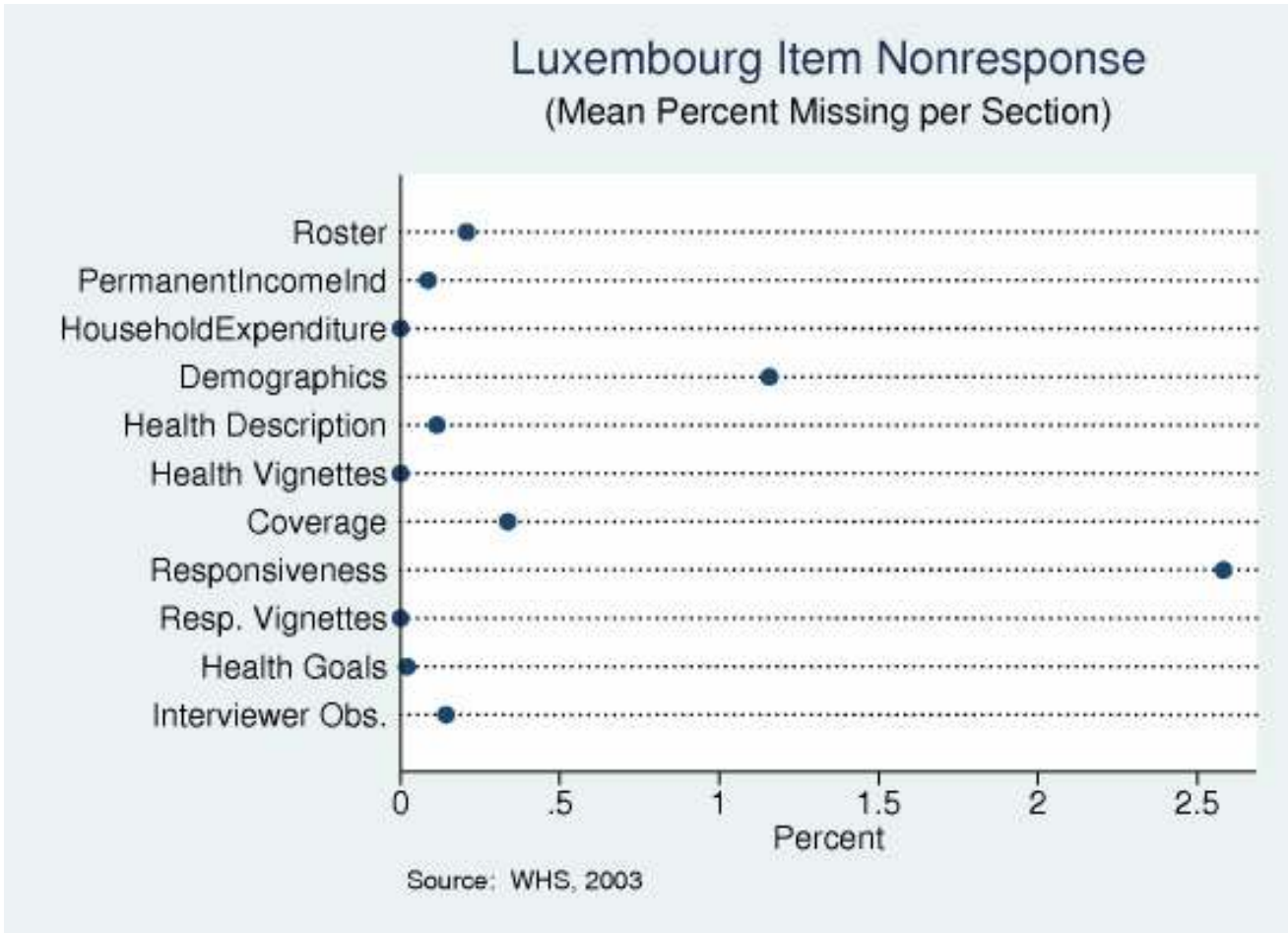


HDI

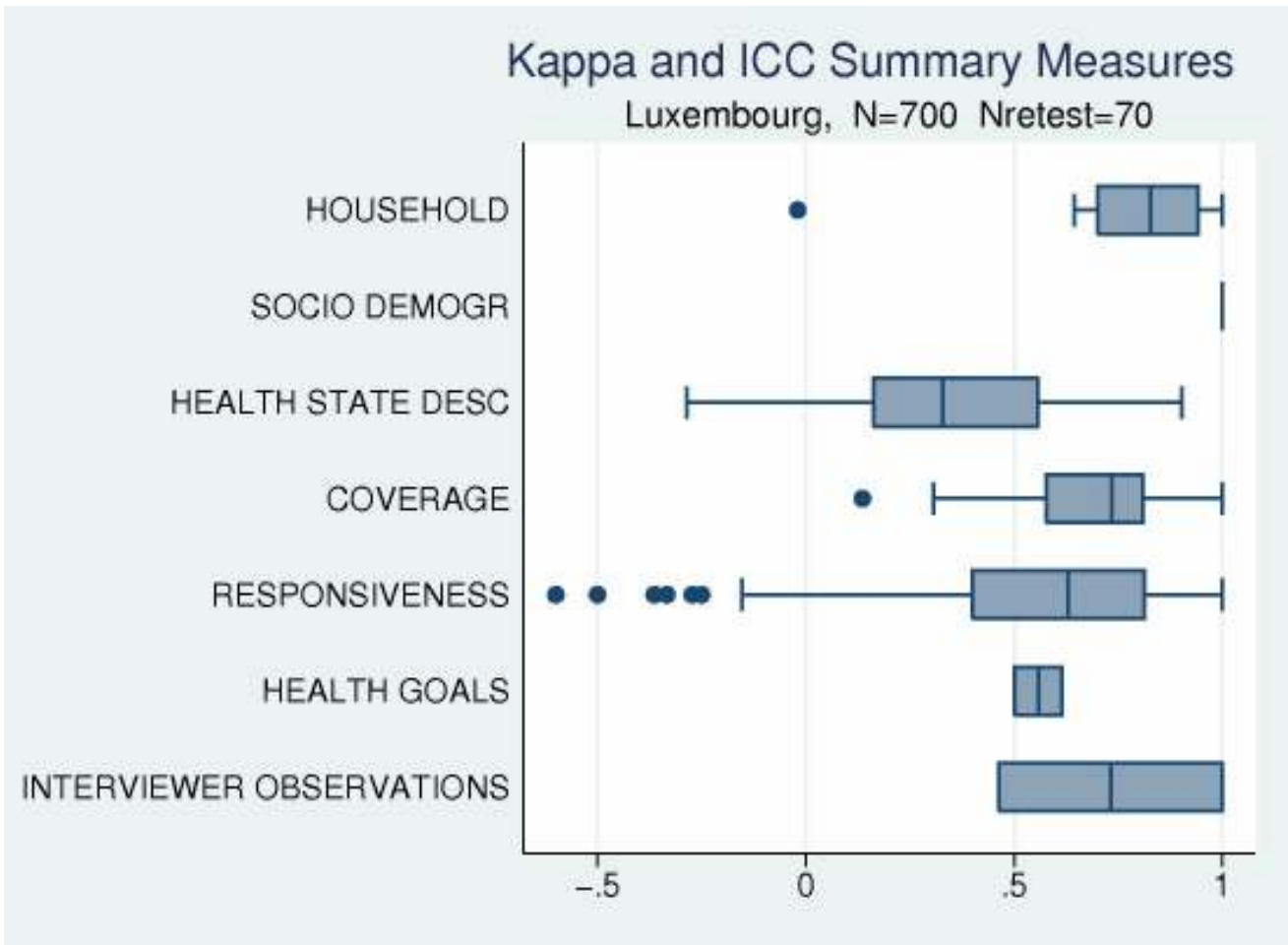
2.3.3 Response rate

Household	
Selected	700
Interviewed	700
Percentages	100
Individual	
Selected	698
Interviewed	698
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)	100.0	0.00	1.5	0.06	0.0	0.01	0.1	0.02	0.1	0.02	1.4	0.04
Q2	100.0	0.00	2.2	0.10	0.0	0.01	0.1	0.02	0.2	0.04	1.8	0.07
Q3			2.6	0.13	0.0	0.02	0.2	0.03	0.4	0.06	2.0	0.08
Q4			3.1	0.11	0.1	0.02	0.2	0.04	0.5	0.07	2.3	0.06
Q5(richest)			3.4	0.12	0.1	0.02	0.2	0.05	0.7	0.08	2.5	0.08
All	0.0	0.00	2.4	0.05	0.0	0.01	0.1	0.01	0.3	0.02	1.9	0.04

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)	44	201	166
Q2	61	141	96
Q3	86	70	26
Q4	82	72	32
Q5 (richest)	78	76	30
All	350	560	350

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)	61	1.63	4	47.9	4.79
Q2	53	1.71	4	28.6	4.88
Q3	45	1.54	5	18.8	4.18
Q4	47	1.37	5	15.4	3.73
Q5 (richest)	49	1.10	5	9.9	2.77
All	53	0.78	4	27.9	2.20

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	7.0	0.80	4.1	0.60		5.60	0.50
5-14	11.0	0.90	10.2	0.90		10.60	0.70
15-29	21.4	1.30	17.6	1.20		19.50	1.00
30-44	21.5	1.30	21.6	1.30		21.50	1.00
45-59	19.9	1.30	22.7	1.40		21.30	1.10
60-69	11.6	1.30	10.5	1.30		11.10	1.10
70-79	6.4	1.00	9.3	1.30		7.80	0.90
80+	1.1	0.50	4.0	0.90		2.60	0.50
Missing	0.0	0.00	0.0	0.00		0.00	0.00
Education							
NoFormal	11.8	1.00	8.2	0.80		10.00	0.70
LessthanPrimary	4.1	0.60	5.8	0.80		4.90	0.50
Primary	22.6	1.50	28.9	1.70		25.70	1.20
Secondary	24.2	1.50	23.4	1.50		23.80	1.10
HighSchool	19.5	1.40	17.9	1.30		18.70	1.00
College	10.8	1.20	10.9	1.20		10.90	0.90
PostGraduate	4.9	0.80	2.6	0.60		3.80	0.60
Missing	2.1	0.40	2.3	0.50		2.20	0.40
Total	100.0		100.0			100.00	
Number	1,091.0		1,075.0			2,166.00	
Number of Households						700.00	

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	19.3	2.20	18.2	2.00		18.80	1.50
30-44	34.4	2.60	31.9	2.40		33.10	1.80
45-59	25.9	2.30	23.4	2.30		24.60	1.60
60-69	10.8	1.50	11.2	1.70		11.00	1.20
70-79	7.6	1.60	9.9	1.70		8.80	1.10
80+	2.0	1.00	5.4	1.60		3.80	0.90
Missing	0.0	0.00	0.0	0.00		0.00	0.00
Education							
LessthanPrimary	0.9	0.50	1.8	0.70		1.40	0.50
Primary	21.0	2.20	29.6	2.50		25.40	1.70
Secondary	31.3	2.50	30.1	2.40		30.60	1.80
HighSchool	24.0	2.30	22.8	2.20		23.40	1.60
College	14.9	1.90	12.8	1.70		13.80	1.30
PostGraduate	7.9	1.50	2.9	0.90		5.40	0.90
Missing	0.0	0.00	0.0	0.00		0.00	0.00
Total	100.0		100.0			100.00	
Number	341.0		359.0			700.00	

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)	92	59.6	73.3	5.9	2.0	40.0	66.7	7.9	5.4
Q2	72	82.9	75.1	5.6	0.0	51.2	75.3	7.2	5.0
Q3	57	98.0	79.9	5.2	1.6	48.6	51.0	9.5	3.3
Income_Quintile									
Q4	63	94.7	82.9	4.7	0.0	46.8	72.7	8.3	6.3
Q5(richest)	56	100.0	91.7	3.6	0.0	53.3	74.2	7.9	3.1
Missing	20								
18-29	65	18.2	65.8	5.6	2.7				
30-39	75	20.9	85.4	3.9	0.0				
40-49	66	18.3	85.6	4.2	0.0	18.3	48.7	6.1	9.8
Age									
50-59	58	16.1	76.4	5.7	0.0	16.1	76.4	5.7	0.0
60-69	40	11.2	83.8	6.1	2.7	11.2	89.2	5.1	2.7
70+	55	15.3	0.0	0.0		15.3	0.0	0.0	
Missing	0								
Total	359	84.7	79.3	2.3	0.9	45.6	68.4	3.7	4.6

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

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

Women's Cancer Screening Indicators:

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

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

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

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

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

5.10 Oral Health and Injuries

	Oral Health Problems					Road Traffic Accidents				Injury			
	Total	Need	Coverage	SE	M	Need	Coverage	SE	M	Need	Coverage	SE	M
Sex													
Female	359	26.7	92.3	3.1	0.0								
Male	341	28.5	91.0	2.9	0.0								
Missing	0												
Residence													
Urban	700	27.6	0.0	0.0									
Rural	0												
Missing	0												
Income_Quintile													
Q1(poorest)	144	28.7	86.9	6.3	0.0								
Q2	133	24.7	94.1	4.1	0.0								
Q3	130	31.7	97.8	2.2	0.0								
Q4	131	25.9	88.2	5.6	0.0								
Q5(richest)	128	28.7	97.5	2.5	0.0								
Missing	33												
Age													
18-29	131	27.8	86.2	5.7	0.0								
30-44	232	26.4	93.5	3.1	0.0								
45-59	172	31.5	98.3	1.7	0.0								
60-69	77	21.5	90.5	6.5	0.0								
70-79	61	26.3	93.1	6.7	0.0								
80+	26	33.4	59.8	22.0	0.0								
Missing	0												
Total	700	27.6	91.7	2.1	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	359	5.4	68.8	12.1		23.9	42.1	5.6		7.7	40.6	9.9					
Male	341	5.7	75.2	9.8		13.2	28.9	6.6		9.8	29.4	7.8					
Missing	0																
Residence																	
Urban	700	5.5				18.7				8.7							
Rural	0																
Missing	0																
Income_Quintile																	
Q1(poorest)	144	14.6	77.6	10.4		29.8	42.0	8.1		9.2	62.0	14.1					
Q2	133	7.5	47.9	15.9		25.2	46.8	8.8		9.6	23.3	11.8					
Q3	130	2.4	100.0	0.0		15.0	24.8	9.7		4.1	40.0	21.9					
Q4	131	2.8	75.3	21.6		12.1	24.2	10.6		11.1	19.7	10.2					
Q5(richest)	128	0.7	100.0	0.0		13.0	39.7	11.9		8.8	25.5	12.7					
Missing	33																
Age																	
18-29	131	0.0	71.2	13.9		2.3	30.3	25.9		13.9	36.6	11.1					
30-44	232	0.9	77.2	14.4		7.4	33.0	11.1		6.5	20.2	10.4					
45-59	172	6.1	67.4	15.6		28.9	32.2	6.6		12.3	36.7	10.3					
60-69	77	8.9	80.0	17.9		34.8	30.9	8.7		1.0	0.0	0.0					
70-79	61	17.3				46.8	51.1	10.0		3.6	0.0	0.0					
80+	26	33.5				20.1	66.7	27.2		13.4	100.0	0.0					
Missing	0																
Total	700	5.5	72.0	7.8		18.7	37.5	4.4		8.7	34.4	6.3					

M = % Missing for Covered

SE= Standard Error of %Covered

Self Reported Non-Communicable Conditions Indicators:

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

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

5.12 Mental Health Conditions

	Total	Depression				Schizophrenia			
		Need	Coverage	SE	M	Need	Coverage	SE	M
Sex									
Female	359	13.8	45.6	7.2	3.6				
Male	341	9.7	47.0	8.7	0.0				
Missing	0								
Residence									
Missing	700	11.8							
Q1(poorest)	0		41.9	10.9	7.7				
Q2	0		57.3	12.4	0.0				
Income_Quintile									
Q3	144	15.9	42.3	10.3	0.0				
Q4	133	12.2	47.9	14.4	0.0				
Q5(richest)	130	17.8	44.4	16.7	0.0				
Missing	131	8.7							
18-29	128	6.9	36.6	11.1	0.0				
30-44	33		39.3	10.2	0.0				
Age									
45-59	131	13.9	58.3	10.1	0.0				
60-69	232	9.5	37.9	18.1	0.0				
70-79	172	13.7	56.1	18.8	0.0				
80+	77	9.1	50.0	35.4	50.0				
Missing	61	13.3							
Total	26	13.4	46.1	5.6	2.1				
Missing	0								
Total	700	11.8							

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	26.0	2.4	47.8	2.7	22.7	2.3	3.4	1.0	0.0	0.0	0.0	0.0	341
Female	20.4	2.1	49.9	2.7	22.7	2.3	6.4	1.4	0.6	0.4	0.0	0.0	359
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	23.1	1.6	48.9	1.9	22.7	1.6	5.0	0.9	0.3	0.2	0.0	0.0	700
Rural	0.0	0.0	0.0	0.0	0.0	0.0	0.0	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)	20.1	3.6	40.4	4.4	31.3	4.1	8.3	2.6	0.0	0.0	0.0	0.0	144
Q2	19.1	3.5	45.9	4.4	27.9	3.9	5.4	2.0	1.6	1.1	0.0	0.0	133
Q3	22.9	3.6	50.4	4.4	21.4	3.7	5.2	1.9	0.0	0.0	0.0	0.0	130
Q4	24.1	3.7	53.4	4.3	20.3	3.5	2.2	1.2	0.0	0.0	0.0	0.0	131
Q5(richest)	30.0	4.0	51.9	4.4	14.1	3.1	4.0	1.8	0.0	0.0	0.0	0.0	128
M	23.1	7.2	62.1	8.3	12.0	5.6	2.8	2.7	0.0	0.0	0.0	0.0	33
Age													
18-29	34.9	4.1	51.0	4.3	11.3	2.7	2.8	1.4	0.0	0.0	0.0	0.0	131
30-44	27.4	2.9	50.2	3.3	20.2	2.6	2.2	1.0	0.0	0.0	0.0	0.0	232
45-59	16.2	2.8	49.3	3.8	25.8	3.3	8.1	2.1	0.6	0.6	0.0	0.0	172
60-69	15.4	3.9	51.2	5.5	29.5	5.1	3.8	2.2	0.0	0.0	0.0	0.0	77
70-79	9.4	4.0	41.8	6.8	37.8	6.7	9.2	4.0	1.8	1.8	0.0	0.0	61
80+	26.5	11.4	33.4	12.2	26.7	11.4	13.4	8.8	0.0	0.0	0.0	0.0	26
M	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
All	23.1	1.6	48.9	1.9	22.7	1.6	5.0	0.9	0.3	0.2			700

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	76.6	2.3	10.3	1.7	9.6	1.6	2.5	0.8	1.0	0.5	0.0	0.0	341
Female	66.2	2.6	11.1	1.7	16.6	2.1	5.5	1.3	0.6	0.4	0.0	0.0	359
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	71.2	1.8	10.7	1.2	13.2	1.3	4.0	0.8	0.8	0.3	0.0	0.0	700
Rural	0.0	0.0	0.0	0.0	0.0	0.0	0.0	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)	56.4	4.4	13.0	2.9	23.3	3.9	6.7	2.2	0.5	0.5	0.0	0.0	144
Q2	67.8	4.1	9.2	2.5	13.7	3.0	6.9	2.2	2.4	1.4	0.0	0.0	133
Q3	71.2	4.0	15.5	3.1	10.2	2.7	3.1	1.5	0.0	0.0	0.0	0.0	130
Q4	76.6	3.7	7.5	2.3	14.3	3.0	1.7	1.2	0.0	0.0	0.0	0.0	131
Q5(richest)	82.5	3.3	9.4	2.6	4.5	1.8	2.4	1.4	1.3	0.9	0.0	0.0	128
M	84.8	6.3	6.0	4.1	9.2	5.1	0.0	0.0	0.0	0.0	0.0	0.0	33
Age													
18-29	79.0	3.5	12.1	2.8	6.7	2.2	1.5	1.0	0.8	0.8	0.0	0.0	131
30-44	78.1	2.7	10.9	2.0	8.8	1.8	2.2	1.0	0.0	0.0	0.0	0.0	232
45-59	65.4	3.6	10.8	2.4	18.6	3.0	4.7	1.6	0.5	0.5	0.0	0.0	172
60-69	71.3	5.0	9.3	3.2	8.3	3.0	9.1	3.3	2.0	1.4	0.0	0.0	77
70-79	53.0	6.9	10.0	4.2	26.1	6.0	7.2	3.5	3.6	2.5	0.0	0.0	61
80+	53.0	12.9	6.7	6.5	33.5	12.2	6.7	6.5	0.0	0.0	0.0	0.0	26
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	71.2	1.8	10.7	1.2	13.2	1.3	4.0	0.8	0.8	0.3			700

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	93.0	1.4	2.9	0.9	4.0	1.1	0.0	0.0	0.0	0.0	0.0	0.0	341
Female	89.8	1.7	3.2	1.0	5.8	1.3	0.6	0.4	0.6	0.4	0.0	0.0	359
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	91.4	1.1	3.1	0.7	4.9	0.8	0.3	0.2	0.3	0.2	0.0	0.0	700
Rural	0.0	0.0	0.0	0.0	0.0	0.0	0.0	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)	87.9	3.0	4.3	1.8	7.8	2.5	0.0	0.0	0.0	0.0	0.0	0.0	144
Q2	87.1	2.9	2.9	1.4	9.2	2.5	0.0	0.0	0.8	0.8	0.0	0.0	133
Q3	91.1	2.5	4.3	1.7	3.1	1.5	0.7	0.7	0.8	0.8	0.0	0.0	130
Q4	96.2	1.7	1.6	1.1	2.3	1.3	0.0	0.0	0.0	0.0	0.0	0.0	131
Q5(richest)	94.6	2.0	2.2	1.3	3.2	1.6	0.0	0.0	0.0	0.0	0.0	0.0	128
M	93.9	4.2	2.8	2.7	0.0	0.0	3.3	3.2	0.0	0.0	0.0	0.0	33
Age													
18-29	93.2	2.2	3.0	1.5	3.7	1.6	0.0	0.0	0.0	0.0	0.0	0.0	131
30-44	94.1	1.5	1.6	0.8	3.9	1.3	0.4	0.4	0.0	0.0	0.0	0.0	232
45-59	87.3	2.5	5.7	1.8	6.4	1.9	0.0	0.0	0.6	0.6	0.0	0.0	172
60-69	93.5	2.6	3.1	1.7	2.0	1.4	1.4	1.4	0.0	0.0	0.0	0.0	77
70-79	91.0	3.9	0.0	0.0	7.2	3.5	0.0	0.0	1.8	1.8	0.0	0.0	61
80+	79.9	10.4	6.7	6.5	13.4	8.8	0.0	0.0	0.0	0.0	0.0	0.0	26
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	91.4	1.1	3.1	0.7	4.9	0.8	0.3	0.2	0.3	0.2			700

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	53.2	2.7	26.3	2.4	13.7	1.9	6.2	1.3	0.5	0.4	0.0	0.0	341
Female	47.4	2.7	20.1	2.1	21.1	2.2	10.3	1.7	1.1	0.6	0.0	0.0	359
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	50.3	1.9	23.1	1.6	17.5	1.5	8.3	1.1	0.8	0.3	0.0	0.0	700
Rural	0.0	0.0	0.0	0.0	0.0	0.0	0.0	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)	45.5	4.4	20.1	3.4	19.5	3.6	14.1	3.1	0.8	0.8	0.0	0.0	144
Q2	48.0	4.4	19.7	3.4	20.8	3.5	9.3	2.6	2.2	1.3	0.0	0.0	133
Q3	48.5	4.4	30.9	4.1	13.9	3.0	5.2	1.9	1.4	1.0	0.0	0.0	130
Q4	56.5	4.3	21.7	3.6	15.0	3.1	6.8	2.2	0.0	0.0	0.0	0.0	131
Q5(richest)	51.8	4.4	24.6	3.8	16.7	3.3	6.9	2.2	0.0	0.0	0.0	0.0	128
M	55.8	8.6	18.2	6.7	23.3	7.2	2.8	2.7	0.0	0.0	0.0	0.0	33
Age													
18-29	56.9	4.2	24.9	3.7	10.8	2.6	6.7	2.2	0.7	0.7	0.0	0.0	131
30-44	55.0	3.3	25.1	2.8	13.7	2.2	5.9	1.5	0.4	0.4	0.0	0.0	232
45-59	45.8	3.8	20.2	3.0	23.1	3.2	9.8	2.3	1.1	0.8	0.0	0.0	172
60-69	42.5	5.5	25.1	4.7	19.8	4.5	12.5	3.7	0.0	0.0	0.0	0.0	77
70-79	42.0	6.8	21.3	5.7	23.9	5.8	9.2	4.0	3.6	2.5	0.0	0.0	61
80+	46.5	12.9	13.3	8.7	26.8	11.5	13.4	8.8	0.0	0.0	0.0	0.0	26
M	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
All	50.3	1.9	23.1	1.6	17.5	1.5	8.3	1.1	0.8	0.3			700

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	64.5	2.6	24.4	2.3	9.6	1.6	1.5	0.6	0.0	0.0	0.0	0.0	341
Female	58.4	2.7	26.5	2.4	13.2	1.8	1.7	0.7	0.2	0.2	0.0	0.0	359
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	1.9	25.5	1.7	11.5	1.2	1.6	0.5	0.1	0.1	0.0	0.0	700
Rural	0.0	0.0	0.0	0.0	0.0	0.0	0.0	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)	54.4	4.4	26.8	4.1	16.0	3.2	2.7	1.4	0.0	0.0	0.0	0.0	144
Q2	58.5	4.3	24.1	3.7	15.1	3.1	1.6	1.1	0.7	0.7	0.0	0.0	133
Q3	58.4	4.3	26.5	3.9	13.6	3.0	1.5	1.1	0.0	0.0	0.0	0.0	130
Q4	70.5	4.0	21.2	3.6	8.3	2.4	0.0	0.0	0.0	0.0	0.0	0.0	131
Q5(richest)	67.3	4.1	26.1	3.8	4.3	1.7	2.3	1.3	0.0	0.0	0.0	0.0	128
M	55.3	8.6	35.6	8.3	9.1	5.0	0.0	0.0	0.0	0.0	0.0	0.0	33
Age													
18-29	53.6	4.3	31.2	4.0	13.1	2.9	1.5	1.0	0.7	0.7	0.0	0.0	131
30-44	72.0	2.9	20.9	2.7	5.8	1.5	1.3	0.8	0.0	0.0	0.0	0.0	232
45-59	59.5	3.7	23.3	3.2	13.6	2.6	3.5	1.4	0.0	0.0	0.0	0.0	172
60-69	58.1	5.5	28.7	5.0	13.2	3.8	0.0	0.0	0.0	0.0	0.0	0.0	77
70-79	56.4	6.8	23.1	5.8	20.5	5.5	0.0	0.0	0.0	0.0	0.0	0.0	61
80+	39.6	12.6	47.0	12.9	13.4	8.8	0.0	0.0	0.0	0.0	0.0	0.0	26
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	61.4	1.9	25.5	1.7	11.5	1.2	1.6	0.5	0.1	0.1			700

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	79.6	2.2	13.2	1.9	6.1	1.3	0.6	0.4	0.3	0.3	0.2	0.2	341
Female	78.5	2.2	12.2	1.7	7.6	1.4	1.7	0.7	0.0	0.0	0.0	0.0	359
M	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
Residence													
Urban	79.0	1.6	12.7	1.3	6.9	1.0	1.1	0.4	0.1	0.2	0.1	0.1	700
Rural	0.0	0.0	0.0	0.0	0.0	0.0	0.0	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)	81.1	3.4	7.7	2.4	8.7	2.5	2.0	1.1	0.0	0.0	0.5	0.5	144
Q2	79.2	3.5	14.2	3.0	5.1	1.9	1.5	1.0	0.0	0.0	0.0	0.0	133
Q3	78.0	3.6	13.8	3.0	6.6	2.1	0.8	0.8	0.8	0.8	0.0	0.0	130
Q4	76.3	3.7	15.3	3.2	8.4	2.4	0.0	0.0	0.0	0.0	0.0	0.0	131
Q5(richest)	80.8	3.4	14.7	3.1	2.8	1.4	1.6	1.2	0.0	0.0	0.0	0.0	128
M	77.4	7.1	5.8	4.0	16.8	6.3	0.0	0.0	0.0	0.0	0.0	0.0	33
Age													
18-29	72.6	3.8	16.0	3.1	9.9	2.5	0.7	0.7	0.8	0.8	0.0	0.0	131
30-44	73.0	2.9	18.1	2.5	8.1	1.8	0.9	0.6	0.0	0.0	0.0	0.0	232
45-59	81.9	2.9	7.3	2.0	7.8	2.0	3.0	1.3	0.0	0.0	0.0	0.0	172
60-69	91.3	3.2	6.3	2.7	1.4	1.4	0.0	0.0	0.0	0.0	1.0	1.0	77
70-79	88.9	4.3	11.1	4.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	61
80+	86.6	8.8	6.7	6.5	6.7	6.5	0.0	0.0	0.0	0.0	0.0	0.0	26
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	1.6	12.7	1.3	6.9	1.0	1.1	0.4	0.1	0.2	0.1	0.1	700

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	92.1	1.5	4.7	1.1	1.3	0.6	1.1	0.6	0.5	0.5	0.3	0.3	341
Female	85.9	2.0	6.4	1.3	5.2	1.3	1.2	0.6	0.0	0.0	1.4	0.6	359
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	88.9	1.2	5.6	0.9	3.3	0.8	1.1	0.4	0.2	0.2	0.8	0.3	700
Rural	0.0	0.0	0.0	0.0	0.0	0.0	0.0	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)	82.6	3.6	4.4	1.8	9.8	2.9	2.0	1.2	1.2	1.2	0.0	0.0	144
Q2	89.2	2.7	4.6	1.8	4.0	1.8	2.2	1.3	0.0	0.0	0.0	0.0	133
Q3	84.0	3.2	10.6	2.7	0.0	0.0	0.9	0.9	0.0	0.0	4.5	1.8	130
Q4	96.1	1.7	1.7	1.2	2.2	1.3	0.0	0.0	0.0	0.0	0.0	0.0	131
Q5(richest)	93.0	2.2	5.7	2.0	0.6	0.6	0.7	0.7	0.0	0.0	0.0	0.0	128
M	90.4	5.2	9.6	5.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	33
Age													
18-29	94.1	2.0	5.1	1.9	0.8	0.8	0.0	0.0	0.0	0.0	0.0	0.0	131
30-44	94.6	1.5	3.0	1.1	0.8	0.6	0.4	0.4	0.0	0.0	1.2	0.7	232
45-59	85.0	2.7	8.2	2.1	4.0	1.5	1.7	1.0	0.0	0.0	1.1	0.8	172
60-69	84.4	4.0	10.7	3.4	3.8	2.2	1.0	1.0	0.0	0.0	0.0	0.0	77
70-79	85.3	4.8	1.8	1.8	5.4	3.0	5.6	3.2	0.0	0.0	1.8	1.8	61
80+	59.9	12.7	6.7	6.5	26.8	11.5	0.0	0.0	6.5	6.3	0.0	0.0	26
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	88.9	1.2	5.6	0.9	3.3	0.8	1.1	0.4	0.2	0.2	0.8	0.3	700

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	49.7	2.7	25.0	2.4	17.9	2.1	5.7	1.2	1.8	0.7	0.0	0.0	341
Female	41.4	2.6	26.3	2.4	22.1	2.3	7.7	1.4	2.4	0.8	0.0	0.0	359
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	45.4	1.9	25.7	1.7	20.0	1.6	6.7	1.0	2.1	0.5	0.0	0.0	700
Rural	0.0	0.0	0.0	0.0	0.0	0.0	0.0	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)	42.1	4.4	18.7	3.5	25.6	4.0	12.1	2.8	1.4	1.0	0.0	0.0	144
Q2	45.8	4.4	22.8	3.6	23.6	3.7	5.5	2.0	2.3	1.3	0.0	0.0	133
Q3	40.2	4.3	29.7	4.0	25.1	3.8	2.2	1.3	2.9	1.4	0.0	0.0	130
Q4	47.1	4.4	28.9	4.0	14.5	3.1	8.8	2.4	0.7	0.7	0.0	0.0	131
Q5(richest)	50.7	4.4	27.3	3.9	12.0	2.8	6.2	2.1	3.9	1.7	0.0	0.0	128
M	52.0	8.6	33.0	8.1	14.9	6.2	0.0	0.0	0.0	0.0	0.0	0.0	33
Age													
18-29	42.6	4.2	30.8	4.0	18.1	3.3	4.2	1.7	4.3	1.7	0.0	0.0	131
30-44	48.2	3.3	23.8	2.8	19.9	2.6	6.4	1.6	1.7	0.8	0.0	0.0	232
45-59	45.0	3.8	26.5	3.4	16.5	2.8	10.3	2.3	1.7	1.0	0.0	0.0	172
60-69	48.0	5.5	21.1	4.5	24.7	4.8	4.9	2.4	1.4	1.4	0.0	0.0	77
70-79	41.6	6.8	28.3	6.2	22.9	5.8	5.4	3.0	1.8	1.8	0.0	0.0	61
80+	39.8	12.6	20.0	10.3	33.5	12.2	6.7	6.5	0.0	0.0	0.0	0.0	26
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	45.4	1.9	25.7	1.7	20.0	1.6	6.7	1.0	2.1	0.5			700

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	69.5	2.5	18.8	2.1	8.7	1.5	2.4	0.8	0.5	0.4	0.0	0.0	341
Female	54.3	2.7	26.3	2.4	16.1	2.0	2.1	0.8	0.9	0.5	0.3	0.3	359
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	61.7	1.9	22.7	1.6	12.5	1.3	2.3	0.6	0.7	0.3	0.2	0.2	700
Rural	0.0	0.0	0.0	0.0	0.0	0.0	0.0	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)	57.3	4.4	20.0	3.6	17.1	3.3	4.1	1.6	1.4	1.0	0.0	0.0	144
Q2	59.0	4.3	26.0	3.8	12.2	2.9	1.5	1.0	1.4	1.0	0.0	0.0	133
Q3	58.0	4.3	22.5	3.6	15.5	3.1	2.3	1.3	0.8	0.8	0.8	0.8	130
Q4	61.0	4.3	23.6	3.7	12.2	2.9	3.1	1.6	0.0	0.0	0.0	0.0	131
Q5(richest)	74.1	3.8	20.1	3.5	5.1	1.9	0.7	0.7	0.0	0.0	0.0	0.0	128
M	60.5	8.5	27.7	7.8	11.9	5.6	0.0	0.0	0.0	0.0	0.0	0.0	33
Age													
18-29	55.4	4.3	25.7	3.8	16.0	3.1	2.1	1.2	0.7	0.7	0.0	0.0	131
30-44	69.0	3.0	19.0	2.6	8.6	1.8	3.5	1.2	0.0	0.0	0.0	0.0	232
45-59	61.8	3.7	23.3	3.2	9.7	2.2	2.9	1.3	1.7	1.0	0.6	0.6	172
60-69	55.4	5.5	22.2	4.7	22.4	4.8	0.0	0.0	0.0	0.0	0.0	0.0	77
70-79	53.0	6.9	30.1	6.3	15.1	4.9	0.0	0.0	1.8	1.8	0.0	0.0	61
80+	66.5	12.2	20.1	10.4	13.4	8.8	0.0	0.0	0.0	0.0	0.0	0.0	26
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	61.7	1.9	22.7	1.6	12.5	1.3	2.3	0.6	0.7	0.3	0.2	0.2	700

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	66.1	2.5	12.4	1.8	6.3	1.3	2.0	0.8	2.6	0.8	0.9	0.5	9.8	1.6
Male	61.2	2.7	14.4	1.9	7.6	1.5	1.2	0.6	2.4	0.8	1.2	0.6	11.9	1.8
Area of Residence														
Urban	63.7	1.8	13.3	1.3	7.0	1.0	1.6	0.5	2.5	0.6	1.0	0.4	10.8	1.2
Rural														
Age Group														
18-29y	76.5	3.6	6.6	2.1	8.8	2.4	0.7	0.7	0.7	0.7	0.0	0.0	6.6	2.1
30-44y	47.0	3.4	33.3	3.2	2.7	1.1	3.7	1.3	1.8	0.9	3.2	1.2	8.2	1.9
45-59y	74.0	3.4	4.7	1.6	7.7	2.0	1.2	0.8	1.8	1.0	0.0	0.0	10.7	2.4
60-69y	63.1	5.3	0.0	0.0	9.5	3.2	0.0	0.0	3.6	2.0	0.0	0.0	23.8	4.6
70+y	67.2	5.7	0.0	0.0	11.9	4.0	0.0	0.0	9.0	3.5	0.0	0.0	11.9	4.0
Education Years														
0														
1-5	66.7	9.6	12.5	6.8	12.5	6.8	0.0	0.0	0.0	0.0	0.0	0.0	8.3	5.6
6-11	62.0	3.0	13.2	2.1	7.0	1.6	0.8	0.6	3.5	1.1	0.8	0.6	12.8	2.1
12+	62.9	2.6	15.2	1.9	6.4	1.3	2.6	0.9	1.8	0.7	1.5	0.6	9.6	1.6
Income Quintiles														
Q1	63.2	4.2	9.0	2.5	8.3	2.4	0.8	0.8	3.8	1.6	0.8	0.8	14.3	3.0
Q2	68.2	4.1	10.9	2.7	7.0	2.2	0.8	0.8	1.6	1.1	0.0	0.0	11.6	2.8
Q3	58.9	4.3	18.6	3.4	4.7	1.9	3.1	1.5	1.6	1.1	2.3	1.3	10.9	2.7
Q4	62.1	4.4	15.3	3.2	8.9	2.6	1.6	1.1	4.0	1.8	0.0	0.0	8.1	2.4
Q5	65.9	4.2	15.9	3.3	5.6	2.0	2.4	1.4	0.8	0.8	2.4	1.4	7.1	2.3
Ownership														
Government	59.5	3.9	14.6	2.8	13.9	2.8	2.5	1.2	1.9	1.1	0.6	0.6	7.0	2.0
Private	64.5	4.4	20.7	3.7	5.8	2.1	2.5	1.4	0.8	0.8	1.7	1.2	4.1	1.8
NGO	75.0	21.7	25.0	21.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other	62.1	9.0	27.6	8.3	6.9	4.7	0.0	0.0	0.0	0.0	0.0	0.0	3.4	3.4
TOTAL	63.7	1.8	13.3	1.3	7.0	1.0	1.6	0.5	2.5	0.6	1.0	0.4	10.8	1.2

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

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

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

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

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

7.2 Patient assessed characteristics of ambulatory health services

	Patients visiting a medical doctor, of those visiting any health care provider		Patients rating characteristics of health care provider as adequate/more than adequate						Mean time taken to reach health facility (in minutes)		Patients using private car or motorcycle to reach facility		Mean cost for an ambulatory care visit (local currency)		Percent of population perceiving discrimination	
	%	SE	Skills		Equipment		Drug supplies		Minutes	SE	%	SE	mean cost	SE	%	SE
Sex																
Female	81.3	4.9							16.0	2.3						
Male	87.1	4.0							18.4	2.5						
Area of Residence																
Urban	84.3	3.2							17.2	1.9						
Rural																
Age Group																
18-29y	87.5	6.8							16.1	4.2						
30-44y	81.5	4.8							17.5	2.7						
45-59y	82.8	7.0							16.6	2.4						
60-69y	91.7	8.0							18.6	4.1						
70+y	100.0	0.0							20.5	6.4						
Education Years																
0																
1-5	88.9	10.5							19.2	3.5						
6-11	82.4	6.6							15.3	2.9						
12+	84.7	3.9							18.2	2.4						
Income Quintiles																
Q1	93.3	6.5							16.1	2.4						
Q2	78.3	8.6							21.8	5.5						
Q3	87.5	5.9							14.3	2.7						
Q4	80.0	8.0							16.5	3.1						
Q5	82.4	6.6							17.4	3.3						
Condition																
Child-Visit	77.8	10.1							18.2	3.6						
Dental	64.7	11.6							23.5	5.7						
Arthritis	83.3	15.3							24.7	6.7						
Asthma	100.0	0.0							20.5	7.6						
Heart-Disease	83.3	15.3							33.8	11.7						
Minor-Surgery	88.8	3.2							14.8	1.8						

	Patients visiting a medical doctor, of those visiting any health care provider		Patients rating characteristics of health care provider as adequate/more than adequate						Mean time taken to reach health facility (in minutes)		Patients using private car or motorcycle to reach facility		Mean cost for an ambulatory care visit (local currency)		Percent of population perceiving discrimination	
	%	SE	Skills		Equipment		Drug supplies		Minutes	SE	%	SE	mean cost	SE	%	SE
Other																
Ownership																
Government	81.0	8.6							17.0	2.9						
Private	87.0	3.8							15.7	2.0						
NGO																
Other	100.0	0.0							90.5	0.5						
Self-Assessed Health																
Very-Good	84.6	5.8							12.8	1.9						
Good	85.2	4.6							18.9	3.0						
Moderate	80.6	7.1							18.7	3.1						
Bad	100.0	0.0							25.5	8.7						
Very-Bad																
TOTAL	84.3	3.2							17.2	1.9						

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 SE	Talked Respectfully %	Privacy SE	Clear Explanation %	Time for Questions SE	
Sex							
Female		26.6	5.5	1.6		6.3	3.0
Male		26.8	5.3	14.1		8.5	3.3
Area of Residence							
Urban		26.7	3.8	8.1		7.4	2.3
Rural							
Age Group							
18-29y		44.0	10.0	4.0		8.0	5.4
30-44y		27.7	5.6	12.3		9.2	3.6
45-59y		17.2	7.0	3.4		3.4	3.4
60-69y		16.7	10.8	8.3		8.3	8.0
70+y		0.0	0.0	0.0		0.0	0.0
Education Years							
0							
1-5		44.4	16.6	22.2		11.1	10.5
6-11		26.5	7.6	8.8		11.8	5.6
12+		22.4	4.5	7.1		3.5	2.0
Income Quintiles							
Q1		25.0	10.9	12.5		12.5	8.3
Q2		39.1	10.2	8.7		13.0	7.0
Q3		25.0	7.7	6.3		3.1	3.1
Q4		20.0	8.0	4.0		4.0	3.9
Q5		26.5	7.6	5.9		5.9	4.0
Condition							
Child-Visit		11.1	7.6	11.1		11.1	7.6
Dental		11.8	7.8	5.9		11.8	7.8
Arthritis		50.0	20.5	16.7		0.0	0.0
Asthma		0.0	0.0	0.0		0.0	0.0
Heart-Disease		16.7	15.3	0.0		16.7	15.3
Minor-Surgery		28.3	4.5	9.1		6.1	2.4
Other							
Ownership							
Government		36.4	10.3	22.7		9.1	6.2
Private		22.1	4.8	3.9		6.5	2.8
NGO							
Other		0.0	0.0	0.0		0.0	0.0
Self-Assessed Health							
Very-Good		25.6	7.0	7.7		2.6	2.5
Good		21.0	5.2	4.8		8.1	3.5
Moderate		38.7	8.8	16.1		9.7	5.3
Bad		33.3	27.3	0.0		33.3	27.3
Very-Bad							
TOTAL		26.7	3.8	8.1	2.4	7.4	2.3

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			6.3	3.0	6.3	3.0			10.9	3.9	3.1	2.2		
Male			14.1	4.1	5.6	2.8			7.0	3.0	7.0	3.0		
Area of Residence														
Urban			10.4	2.6	5.9	2.0			8.9	2.5	5.2	1.9		
Rural														
Age Group														
18-29y			12.0	6.5	4.0	3.9			8.0	5.4	12.0	6.5		
30-44y			13.8	4.3	10.8	3.9			13.8	4.3	3.1	2.2		
45-59y			6.9	4.7	0.0	0.0			0.0	0.0	3.4	3.4		
60-69y			0.0	0.0	0.0	0.0			8.3	8.0	8.3	8.0		
70+y			0.0	0.0	0.0	0.0			0.0	0.0	0.0	0.0		
Education Years														
0														
1-5			0.0	0.0	0.0	0.0			11.1	10.5	0.0	0.0		
6-11			8.8	4.9	11.8	5.6			2.9	2.9	2.9	2.9		
12+			12.9	3.6	3.5	2.0			10.6	3.4	5.9	2.6		
Income Quintiles														
Q1			6.3	6.1	0.0	0.0			6.3	6.1	12.5	8.3		
Q2			13.0	7.0	8.7	5.9			17.4	7.9	8.7	5.9		
Q3			15.6	6.4	6.3	4.3			9.4	5.2	0.0	0.0		
Q4			0.0	0.0	4.0	3.9			0.0	0.0	4.0	3.9		
Q5			8.8	4.9	2.9	2.9			5.9	4.0	5.9	4.0		
Condition														
Child-Visit			22.2	10.1	27.8	10.9			22.2	10.1	5.6	5.6		
Dental			11.8	7.8	5.9	5.7			11.8	7.8	5.9	5.7		
Arthritis			16.7	15.3	0.0	0.0			33.3	19.3	0.0	0.0		
Asthma			0.0	0.0	0.0	0.0			0.0	0.0	0.0	0.0		
Heart-Disease			16.7	15.3	16.7	15.3			16.7	15.3	0.0	0.0		
Minor-Surgery			10.1	3.0	6.1	2.4			7.1	2.6	6.1	2.4		
Other														
Ownership														
Government			18.2	8.3	9.1	6.2			22.7	9.0	13.6	7.4		
Private			9.1	3.3	5.2	2.5			7.8	3.1	3.9	2.2		
NGO														
Other			0.0	0.0	0.0	0.0			0.0	0.0	0.0	0.0		
Self-Assessed Health														
Very-Good			7.7	4.3	7.7	4.3			7.7	4.3	7.7	4.3		
Good			12.9	4.3	4.8	2.7			8.1	3.5	4.8	2.7		
Moderate			9.7	5.3	3.2	3.2			9.7	5.3	3.2	3.2		
Bad			0.0	0.0	33.3	27.3			33.3	27.3	0.0	0.0		
Very-Bad														
TOTAL			10.4	2.6	5.9	2.0			8.9	2.5	5.2	1.9		

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	36,3	4,2							22,4	2,4			6,8	2,2	1,1	0,6				
Male	35,3	4,7							27,7	3,6			6,9	2,5	1,4	0,6				
Area of Residence																				
Urban	35,9	3,1							24,6	2,2			6,8	1,6	1,2	0,6				
Rural																				
Age Group																				
18-29y	26,3	7,2							23,0	4,1			2,6	2,6	1,2	0,6				
30-44y	30,9	5,6							22,1	2,3			1,5	1,5	1,2	0,6				
45-59y	37,1	5,8							25,5	3,6			14,5	4,2	1,2	0,6				
60-69y	37,5	8,6							28,0	8,0			9,4	5,2	1,1	0,6				
70+y	55,2	9,2							27,0	6,2			3,6	3,5	1,4	0,7				
Education Years																				
0																				
1-5	45,5	15,0							23,7	5,1			9,1	8,7	1,4	0,7				
6-11	39,4	4,7							26,3	3,6			6,5	2,4	1,3	0,6				
12+	31,4	4,5							23,4	2,6			7,8	2,6	1,1	0,6				
Income Quintiles																				
Q1	43,4	6,8							23,6	4,0			5,7	3,2	1,4	0,6				
Q2	49,1	6,8							23,3	3,1			7,4	3,6	1,4	0,6				
Q3	24,4	6,7							25,5	3,9			4,9	3,4	1,1	0,6				
Q4	38,6	7,4							30,3	7,1			6,8	3,8	1,2	0,6				
Q5	22,2	6,9							20,2	2,3			8,8	4,9	1,0	0,6				
Condition																				
Child-Visit	28,6	18,4							14,7	4,0			14,3	14,3	1,4	0,9				
Fever																				
Childbirth	18,5	7,5							20,6	2,8			0,0	0,0	0,9	0,6				
Arthritis	40,0	22,0							35,5	17,0			40,0	22,0	0,9	0,7				
Asthma																				
Heart-Disease	60,0	12,7							27,4	10,0			6,7	6,4	1,8	0,9				
Injury	26,3	10,1							28,4	7,5			0,0	0,0	1,4	0,7				
Minor-Surgery	30,3	4,6							23,4	2,4			11,3	3,2	1,2	0,6				
Other	47,1	6,0							25,5	4,6			2,9	2,0	1,2	0,6				
Ownership																				
Government	37,5	4,2							21,7	2,7			7,4	2,3	1,2	0,6				
Private	22,7	6,3							26,6	4,1			6,8	3,8	1,1	0,6				
NGO	100,0	0,0							65,5	35,5			0,0	0,0	2,2	1,0				
Other	20,0	17,9							21,1	7,6			0,0	0,0	1,3	0,7				
Self-Assessed Health																				
Very-Good	16,2	6,1							24,9	4,3			5,7	3,9	1,1	0,6				
Good	34,5	4,5							20,1	1,8			6,4	2,3	1,2	0,6				
Moderate	39,1	5,9							27,0	4,7			5,9	2,9	1,4	0,6				
Bad	63,2	11,1							41,7	10,1			15,8	8,4	1,1	0,6				
Very-Bad																				
TOTAL	35,9	3,1							24,6	2,2			6,8	1,6	1,2	0,6				

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

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

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

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

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

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

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

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

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

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

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

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

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

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

	Prompt Attention		Dignity		Communication		Autonomy	
	Travel Time	Wait Time	Talked Respectfully	Privacy	Clear Explanation	Time for Questions	Treatment Information	Involvement
	%	SE	%	SE	%	SE	%	SE
Sex								
Female			11.1	2.7				
Male			15.7	3.6				
Area of Residence								
Urban			13.1	2.2				
Rural								
Age Group								
18-29y			28.9	7.4				
30-44y			11.8	3.9				
45-59y			10.0	3.6				
60-69y			6.3	4.3				
70+y			10.3	5.7				
Education Years								
0								
1-5			0.0	0.0				
6-11			11.0	3.0				
12+			16.2	3.6				
Income Quintiles								
Q1			17.0	5.2				
Q2			7.3	3.5				
Q3			17.1	5.9				
Q4			13.6	5.2				
Q5			13.9	5.8				
Condition								
Child-Visit			28.6	18.4				
Fever								
Childbirth			11.1	6.1				
Arthritis			0.0	0.0				
Asthma								
Heart-Disease			6.7	6.4				
Injury			21.1	9.4				
Minor-Surgery			12.1	3.3				
Other			15.7	4.4				
Ownership								
Government			11.8	2.8				
Private			13.6	5.2				
NGO			33.3	27.3				
Other			20.0	17.9				
Self-Assessed Health								
Very-Good			18.9	6.4				
Good			13.6	3.3				
Moderate			8.7	3.4				
Bad			15.8	8.4				
Very-Bad								
TOTAL			13.1	2.2				

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

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

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

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

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

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

	Confidentiality		Choice of health care provider		Basic Amenities				Social Support			
	Talk Privately	Confidentiality of records			Cleanliness	Space			Family Visit	External Contact		
	%	SE	%	SE	%	SE	%	SE	%	SE	%	SE
Sex												
Female	9.6	2.5			5.9	2.0	8.9	2.4	0.7	0.7		
Male	15.7	3.6			11.8	3.2	4.9	2.1	2.0	1.4		
Area of Residence												
Urban	12.2	2.1			8.4	1.8	7.2	1.7	1.3	0.7		
Rural												
Age Group												
18-29y	15.8	5.9			18.4	6.3	5.3	3.6	2.6	2.6		
30-44y	19.1	4.8			11.8	3.9	10.3	3.7	1.5	1.5		
45-59y	7.1	3.1			4.3	2.4	4.3	2.4	1.4	1.4		
60-69y	12.5	5.9			6.3	4.3	9.4	5.2	0.0	0.0		
70+y	3.4	3.4			0.0	0.0	6.9	4.7	0.0	0.0		
Education Years												
0												
1-5	0.0	0.0			0.0	0.0	9.1	8.7	0.0	0.0		
6-11	11.9	3.1			3.7	1.8	7.3	2.5	1.8	1.3		
12+	13.3	3.3			12.4	3.2	7.6	2.6	1.0	1.0		
Income Quintiles												
Q1	11.3	4.4			0.0	0.0	3.8	2.6	0.0	0.0		
Q2	10.9	4.2			5.5	3.1	12.7	4.5	0.0	0.0		
Q3	14.6	5.5			19.5	6.2	0.0	0.0	4.9	3.4		
Q4	9.1	4.3			15.9	5.5	11.4	4.8	0.0	0.0		
Q5	16.7	6.2			5.6	3.8	8.3	4.6	2.8	2.7		
Condition												
Child-Visit	57.1	20.2			57.1	20.2	28.6	18.4	0.0	0.0		
Fever												
Childbirth	7.4	5.0			0.0	0.0	3.7	3.6	0.0	0.0		
Arthritis	20.0	17.9			20.0	17.9	0.0	0.0	0.0	0.0		
Asthma												
Heart-Disease	13.3	8.8			26.7	11.4	6.7	6.4	0.0	0.0		
Injury	21.1	9.4			15.8	8.4	5.3	5.1	0.0	0.0		
Minor-Surgery	11.1	3.2			8.1	2.7	9.1	2.9	2.0	1.4		
Other	12.9	4.0			5.7	2.8	5.7	2.8	1.4	1.4		
Ownership												
Government	11.0	2.7			7.4	2.2	9.6	2.5	0.7	0.7		
Private	11.4	4.8			6.8	3.8	2.3	2.2	4.5	3.2		
NGO	0.0	0.0			0.0	0.0	33.3	27.3	0.0	0.0		
Other	40.0	22.0			40.0	22.0	0.0	0.0	0.0	0.0		
Self-Assessed Health												
Very-Good	10.8	5.1			10.8	5.1	2.7	2.7	0.0	0.0		
Good	11.8	3.1			6.4	2.3	7.3	2.5	0.0	0.0		
Moderate	13.0	4.1			10.1	3.6	10.1	3.6	2.9	2.0		
Bad	15.8	8.4			10.5	7.1	0.0	0.0	5.3	5.1		
Very-Bad												
TOTAL	12.2	2.1			8.4	1.8	7.2	1.7	1.3	0.7		

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

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

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

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

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

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

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

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

Important".

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

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

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

8.0 Expenditure Background Indicators (2002)

GDP per capita (\$)	47,371
Total health expenditure per capita (\$)	2,951
Total population (000)	447
Life expectancy at birth (Both sexes)	78.8
Life expectancy at birth (male)	75.7
Life expectancy at birth (female)	81.7
Healthy life expectancy at birth (Both sexes)	71.5
Healthy life expectancy at birth (Male)	69.3
Healthy life expectancy at birth (Female)	73.7
Government funded health expenditure as a percentage of total health expenditure	85.4
Social security funded health expenditure as a percentage of total health expenditure	80.4
Private health insurance premiums as a percentage of total health expenditure	1.4
Out-of-pocket payment as a percentage of total health expenditure	11.9

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	66.8	2.6	15.1	2.0	14.8	1.9	2.2	0.8	0.9	0.5	0.3	0.3	341
Female	55.7	2.7	17.3	2.0	23.2	2.3	2.8	0.9	1.1	0.6	0.0	0.0	359
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	61.1	1.9	16.2	1.4	19.1	1.5	2.5	0.6	1.0	0.4	0.1	0.2	700
Rural	0.0	0.0	0.0	0.0	0.0	0.0	0.0	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)	51.2	4.4	15.2	3.3	27.6	4.0	5.2	1.8	0.7	0.7	0.0	0.0	144
Q2	61.1	4.2	16.1	3.2	18.5	3.4	2.9	1.4	1.5	1.0	0.0	0.0	133
Q3	55.7	4.3	19.9	3.4	20.6	3.6	0.8	0.8	2.2	1.3	0.8	0.8	130
Q4	65.6	4.2	14.1	3.1	19.5	3.4	0.8	0.8	0.0	0.0	0.0	0.0	131
Q5(richest)	68.9	4.0	16.4	3.2	12.5	2.9	2.2	1.3	0.0	0.0	0.0	0.0	128
M	76.7	7.2	14.1	5.9	3.1	3.1	3.3	3.2	2.8	2.7	0.0	0.0	33
Age													
18-29	54.5	4.3	18.8	3.3	23.7	3.7	2.3	1.3	0.0	0.0	0.8	0.8	131
30-44	63.2	3.2	17.6	2.5	15.9	2.4	2.0	0.9	1.3	0.7	0.0	0.0	232
45-59	66.4	3.6	13.3	2.6	14.6	2.7	3.4	1.4	2.3	1.1	0.0	0.0	172
60-69	66.4	5.2	10.7	3.4	18.0	4.3	4.9	2.4	0.0	0.0	0.0	0.0	77
70-79	52.0	6.9	18.7	5.3	29.3	6.2	0.0	0.0	0.0	0.0	0.0	0.0	61
80+	46.5	12.9	20.0	10.3	33.5	12.2	0.0	0.0	0.0	0.0	0.0	0.0	26
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	61.1	1.9	16.2	1.4	19.1	1.5	2.5	0.6	1.0	0.4	0.1	0.2	700

10.2 Inability to cope - q8001

	Never	SE	Almost never	SE	Sometimes	SE	Fairly often	SE	Very often	SE	Missing	SE	N
Gender													
Male	45.3	2.7	25.9	2.4	21.7	2.2	4.6	1.1	2.4	0.8	0.0	0.0	341
Female	34.6	2.6	19.3	2.1	33.5	2.5	9.1	1.6	3.5	1.0	0.0	0.0	359
M	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
Residence													
Urban	39.8	1.9	22.5	1.6	27.8	1.7	6.9	1.0	3.0	0.6	0.0	0.0	700
Rural	0.0	0.0	0.0	0.0	0.0	0.0	0.0	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)	34.8	4.2	17.5	3.3	32.7	4.2	11.3	2.7	3.7	1.6	0.0	0.0	144
Q2	44.4	4.4	22.8	3.7	25.3	3.7	6.1	2.1	1.5	1.0	0.0	0.0	133
Q3	40.2	4.3	24.5	3.7	26.3	3.8	6.3	2.1	2.8	1.4	0.0	0.0	130
Q4	37.6	4.2	26.1	3.8	29.0	4.0	4.4	1.8	2.8	1.4	0.0	0.0	131
Q5(richest)	41.8	4.3	22.7	3.6	24.6	3.8	6.1	2.1	4.7	1.9	0.0	0.0	128
M	43.2	8.5	20.8	7.0	29.6	7.9	6.4	4.4	0.0	0.0	0.0	0.0	33
Age													
18-29	28.8	3.9	29.9	3.9	29.4	3.9	10.4	2.6	1.6	1.1	0.0	0.0	131
30-44	40.3	3.2	24.3	2.8	27.8	2.9	3.6	1.2	4.0	1.2	0.0	0.0	232
45-59	42.8	3.7	18.8	3.0	26.2	3.3	8.7	2.2	3.5	1.4	0.0	0.0	172
60-69	46.4	5.5	20.9	4.4	23.6	4.8	8.1	3.2	1.0	1.0	0.0	0.0	77
70-79	42.3	6.8	16.9	5.1	31.4	6.3	5.4	3.0	4.0	2.8	0.0	0.0	61
80+	46.5	12.9	13.3	8.7	33.5	12.2	6.7	6.5	0.0	0.0	0.0	0.0	26
M	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
All	39.8	1.9	22.5	1.6	27.8	1.7	6.9	1.0	3.0	0.6			700

