

APPENDIX

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APPENDIX A: Additional Household Rosters

<i>WHO Survey on Health and Health System Responsiveness.....</i>	2
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Household roster

In order to determine whom to interview, I need to know who lives at this address. Let me assure you that any information you provide is strictly confidential. I would like to start with you. What is your full name and how old are you?

Next, I would like the age, sex, education, marital status and relationship of each of the other members of this household who are living here now.

	A.	B. *	C.	D.	E.	F.	G.	H.	I.
	Household Member First and Last Name	Household Member's Relationship to Informant	Age	Sex	Education	Marital Status	Eligible Person " 3 "	Person Number	Selected Respondent " R "
M									
A									
L									
E									
S									
F									
E									
M									
A									
L									
E									
S									

* Codes for B

01 = himself/herself 02 = wife or husband 03 = son or daughter 04 = son or daughter-in-law
 05 = grand child 06 = parent 07 = parent-in-law 08 = brother or sister 09 = co-wife
 10 = adopted/foster child 11 = other relative 12 = not related 13 = Don't know (DK)

You have said there are **(REPEAT LISTING)**; does that include everyone living here at the present time? **(IF NO, CORRECT LISTING.)** [Now, I will use a selection procedure—I am going to number the persons in this household to determine whom we need to interview—it will take a second].

INSTRUCTIONS --SELECTING RESPONDENT SELECTION TABLE

- Enter a check mark (3) in col. G for each person eligible for selection. **Eligible persons are presently age 18 or older.** If the age in col. C is not in the 18+ year age range, DO NOT enter a check mark in col. G.
- In col. H assign a sequential number of each eligible person checked in col. G. First number eligible MALES from eldest to youngest and continue the numbering with eligible FEMALES, from eldest to youngest.
- Use the selection table on the right to select a respondent. In the first column circle the total number of eligible persons [highest number assigned in col. H]. The corresponding number in the second column of the selection table denotes the person selected to be interviewed. Enter "R" in col. I. for this person
- NO ELIGIBLE RESPONDENT (NO ONE AGE 18 OR OLDER IN HOUSEHOLD).

Selection Table B1			
If the number of eligible persons is:		Interview the person numbered:	
1			1
2			1
3			1
4			1
5			2
6 or +			2

Household roster

In order to determine whom to interview, I need to know who lives at this address. Let me assure you that any information you provide is strictly confidential. I would like to start with you. What is your full name and how old are you?

Next, I would like the age, sex, education, marital status and relationship of each of the other members of this household who are living here now.

	A.	B. *	C.	D.	E.	F.	G.	H.	I.
	Household Member First and Last Name	Household Member's Relationship to Informant	Age	Sex	Education	Marital Status	Eligible Person " 3 "	Person Number	Selected Respondent " R "
M									
A									
L									
E									
S									
F									
E									
M									
A									
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- Use the selection table on the right to select a respondent. In the first column circle the total number of eligible persons [highest number assigned in col. H]. The corresponding number in the second column of the selection table denotes the person

Selection Table B2			
If the number of eligible persons is:		Interview the person numbered:	
1			1
2			1
3			1
4			2
5			2
6 or +			2

C

- Household roster

Next, I would like the age, sex, education, marital status and relationship of each of the other members of this household who are living here now.

[illegible]

01 = himself/herself 02 = wife or husband 03 = son or daughter 04 = son or daughter-in-law
05 = grand child 06 = parent 07 = parent-in-law 08 = brother or sister 09 = co-wife
10 = adopted/foster child 11 = other relative 12 = not related 13 = Don't know (DK)

INSTRUCTIONS --SELECTING RESPONDENT SELECTION TABLE

- | Selection Table C | | | |
|---------------------------------------|--|--------------------------------|---|
| If the number of eligible persons is: | | Interview the person numbered: | |
| 1 | | | 1 |
| 2 | | | 1 |
| 3 | | | 1 |
| 4 | | | 2 |
| 5 | | | 2 |

the total number of eligible persons [highest number assigned in col. H]. The corresponding number in the second column of the selection table denotes the person selected to be interviewed. Enter "R" in col. I. for this person

6 or +			2
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D

- d) NO ELIGIBLE RESPONDENT (NO ONE AGE 18 OR OLDER IN HOUSEHOLD).

Household roster

In order to determine whom to interview, I need to know who lives at this address. Let me assure you that any information you provide is strictly confidential. I would like to start with you. What is your full name and how old are you?

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	A. Household Member First and Last Name	B. * Household Member's Relationship to Informant	C. Age	D. Sex	E. Education	F. Marital Status	G. Eligible Person " 3 "	H. Person Number	I. Selected Respondent " R "
M									
A									
L									
E									
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Selection Table D			
If the number of eligible persons is:		Interview the person numbered:	
1			1
2			2
3			2
4			3

- c) Use the selection table on the right to select a respondent. In the first column circle the total number of eligible persons [highest number assigned in col. H]. The corresponding number in the second column of the selection table denotes the person selected to be interviewed. Enter “R” in col. I. for this person
- d) NO ELIGIBLE RESPONDENT (NO ONE AGE 18 OR OLDER IN HOUSEHOLD).

5			4
6 or +			4

Household roster

In order to determine whom to interview, I need to know who lives at this address. Let me assure you that any information you provide is strictly confidential. I would like to start with you. What is your full name and how old are you?

Next, I would like the age, sex, education, marital status and relationship of each of the other members of this household who are living here now.

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Selection Table E1			
If the number of eligible persons is:		Interview the person numbered:	
1			1
2			2
3			3
4			3
5			3

6 or +			5	E2
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- Household roster

Next, I would like the age, sex, education, marital status and relationship of each of the other members of this household who are living here now.

[illegible]

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INSTRUCTIONS --SELECTING RESPONDENT SELECTION TABLE

- | Selection Table E2 | | | |
|---------------------------------------|--|--------------------------------|---|
| If the number of eligible persons is: | | Interview the person numbered: | |
| 1 | | | 1 |
| 2 | | | 2 |
| 3 | | | 3 |
| 4 | | | 3 |

- c) Use the selection table on the right to select a respondent. In the first column circle the total number of eligible persons [highest number assigned in col. H]. The corresponding number in the second column of the selection table denotes the person selected to be interviewed. Enter “R” in col. I. for this person
- d) NO ELIGIBLE RESPONDENT (NO ONE AGE 18 OR OLDER IN HOUSEHOLD).

5			3
6 or +			5

Household roster

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- f) In col. H assign a sequential number for each eligible person checked in col. G. First number eligible MALES from eldest to youngest and continue the numbering with eligible FEMALES, from eldest to youngest.
- g) Use the selection table on the right to select a respondent. In the first column circle the total number of eligible persons [highest number assigned in col. H]. The corresponding number in the second column of the selection table denotes the person

Selection Table F			
If the number of eligible persons is:		Interview the person numbered:	
1			1
2			2
3			3
4			4
5			5
6 or +			6

selected to be interviewed. Enter "R" in col. I. for this person

h) NO ELIGIBLE RESPONDENT (NO ONE AGE 18 OR OLDER IN HOUSEHOLD).

APPENDIX B: Health State Descriptions Vignettes

You will find below a set of descriptions of people with difficulties/problems in different areas due to health conditions. We would like you to rate the person's health in terms of the levels of difficulties or problems. We are interested in how you view each of the descriptions.

SET A

2301. Vignette 1

[John] cannot wash, groom or dress himself without personal help. He has no problems with feeding.

How would you rate his difficulty with self-care?

None.....	1
Mild	2
Moderate	3
Severe	4
Extreme/cannot do	5

2302. Vignette 2

[Mark] has joint pains that are present almost all the time. They are at their worst in the first half of the day. Taking medication reduces the pain though it does not go away completely. The pain makes moving around, holding and lifting things, quite uncomfortable.

How would you rate how much pain or discomfort he has?

None.....	1
Mild	2
Moderate	3
Severe	4
Extreme/cannot do	5

2303. Vignette 3

[Peter] can wash his face and comb his hair, but cannot wash his whole body without help. He needs assistance with putting clothes on over his head, but can put garments on the lower half of his body. He has no problems with feeding.

How would you rate his difficulty with self-care?

None.....	1
Mild	2
Moderate	3
Severe	4
Extreme/cannot do	5

2304. Vignette 4

[Phil] has pain in the hip that causes discomfort while going to sleep. The pain is there throughout the day but does not stop him from walking around.

How would you rate how much pain or discomfort he has?

None..... **1**
Mild**2**
Moderate**3**
Severe**4**
Extreme/cannot do**5**

2305. Vignette 5

[Rachel] feels pain and discomfort while washing, and in combing her hair. As a result, she neglects her personal appearance. She needs assistance with putting on and taking off clothes. She has no problems with feeding.

How would you rate her difficulty with self-care?

None..... **1**
Mild**2**
Moderate**3**
Severe**4**
Extreme/cannot do**5**

2306. Vignette 6

[Helena] keeps herself neat and tidy. She requires no assistance with cleanliness, dressing and eating.

How would you rate her difficulty with self-care?

None..... **1**
Mild**2**
Moderate**3**
Severe**4**
Extreme/cannot do**5**

2307. Vignette 7

[Jim] has back pain that makes changes in body position very uncomfortable. He is unable to stand or sit for more than half an hour. Medicines decrease the pain a little, but it is there all the time and interferes with his ability to carry out even day to day tasks.

How would you rate how much pain or discomfort he has?

None..... **1**
Mild**2**
Moderate**3**

Severe 4
 Extreme/cannot do.....5

2308. Vignette 8

[Anne] takes twice as long as others to put on and take off clothes, but needs no help with this. She is able to bathe and groom herself, though that requires effort and leads to reducing the frequency of bathing to half as often as before. She has no problems with feeding.

How would you rate her difficulty with self-care?

None..... 1
 Mild 2
 Moderate 3
 Severe 4
 Extreme/cannot do.....5

2309. Vignette 9

[Laura] has a headache once a month that is relieved one hour after taking a pill. During the headache she can carry on with her day to day affairs.

How would you rate how much pain or discomfort she has?

None..... 1
 Mild 2
 Moderate 3
 Severe 4
 Extreme/cannot do.....5

2310. Vignette 10

[Sue] requires the constant help of a person to wash and groom herself and has to be dressed and fed.

How would you rate her difficulty with self-care?

None..... 1
 Mild 2
 Moderate 3
 Severe 4
 Extreme/cannot do.....5

2311. Vignette 11

[Tom] has a toothache for about 10 minutes, several times a day. The pain is so intense that Tom finds it difficult to concentrate on work.

How would you rate how much pain or discomfort he has?

None..... 1
 Mild 2
 Moderate 3

Severe 4
 Extreme/cannot do.....5

2312. Vignette 12

[Paul] has no problems with cleanliness, dressing and eating. However, he has to wear clothes with special fasteners as joint problems prevent him from buttoning and unbuttoning clothes.

How would you rate his difficulty with self-care?

None..... 1
 Mild 2
 Moderate 3
 Severe 4
 Extreme/cannot do.....5

2313. Vignette 13

[Patricia] has a headache once a week that is relieved 3-4 hours after taking a pill. During the headache she has to lie down, and cannot do any other tasks.

How would you rate how much pain or discomfort she has?

None..... 1
 Mild 2
 Moderate 3
 Severe 4
 Extreme/cannot do.....5

2314. Vignette 14

[Steve] has excruciating pain in the neck radiating to the arms that is very minimally relieved by any medicines or other treatment. The pain is sharp at all times and often wakes him from sleep. It has necessitated complete confinement to the bed and often makes him think of ending his life.

How would you rate how much pain or discomfort he has?

None..... 1
 Mild 2
 Moderate 3
 Severe 4
 Extreme/cannot do.....5

SET B

2301. Vignette 1

[Paul] is an active athlete who runs long distance races of 20 kilometres twice a week and engages in soccer with no problems.

How would you rate his difficulty with moving around?

None..... **1**
Mild**2**
Moderate**3**
Severe**4**
Extreme/cannot do.....**5**

2302. Vignette 2

[Jan] feels nervous and anxious. He is depressed nearly every day for 3-4 hours thinking negatively about the future, but feels better in the company of people or when doing something that really interests him.

How would you rate how much distress, sadness or worry he experiences?

None..... **1**
Mild**2**
Moderate**3**
Severe**4**
Extreme/cannot do.....**5**

2303. Vignette 3

[Margaret] feels chest pain and gets breathless after walking distances of up to 200 metres, but is able to do so without assistance. Bending and lifting objects such as groceries produces pain.

How would you rate her difficulty with moving around?

None..... **1**
Mild**2**
Moderate**3**
Severe**4**
Extreme/cannot do.....**5**

2304. Vignette 4

[Henriette] remains happy and cheerful most of the time, but once a week feels worried about things at work. She gets depressed once a month and loses interest but is able to come out of this mood within a few hours.

How would you rate how much distress, sadness or worry she experiences?

None..... **1**

Mild	2
Moderate	3
Severe	4
Extreme/cannot do	5

2305. Vignette 5

[David] is paralysed from the neck down. He is confined to bed and must be fed and bathed by somebody else.

How would you rate his difficulty with moving around?

None.....	1
Mild	2
Moderate	3
Severe	4
Extreme/cannot do	5

2306. Vignette 6

[Ken] remains happy and cheerful almost all the time. He is very enthusiastic and enjoys life.

How would you rate how much distress, sadness or worry he experiences?

None.....	1
Mild	2
Moderate	3
Severe	4
Extreme/cannot do	5

2307. Vignette 7

[Roberta] feels depressed all the time, weeps frequently and feels completely hopeless. She feels she has become a burden, feels it is better to be dead than alive, and often plans suicide.

How would you rate how much distress, sadness or worry she experiences?

None.....	1
Mild	2
Moderate	3
Severe	4
Extreme/cannot do	5

2308. Vignette 8

[Mary] has no problems with moving around or using her hands, arms and legs. She jogs 4 kilometres twice a week without any problems.

How would you rate her difficulty with moving around?

None.....	1
Mild	2
Moderate	3
Severe	4
Extreme/cannot do.....	5

2309. Vignette 9

[Eva] feels worried all the time about things at work and home, and feels that they will go wrong. She gets depressed once a week for a day, thinking negatively about the future, but is able to come out of this mood within a few hours.

How would you rate how much distress, sadness or worry she experiences?

None.....	1
Mild	2
Moderate	3
Severe	4
Extreme/cannot do.....	5

2310. Vignette 10

[Rob] is able to walk distances of up to 200 metres without any problems but feels breathless after walking one kilometre or climbing up more than one flight of stairs. He has no problems with day-to-day physical activities, such as carrying food from the market.

How would you rate his difficulty with moving around?

None.....	1
Mild	2
Moderate	3
Severe	4
Extreme/cannot do.....	5

2311. Vignette 11

[Louis] is able to move his arms and legs, but requires assistance in standing up from a chair or walking around the house. Any bending is painful and lifting is impossible.

How would you rate his difficulty with moving around?

None.....	1
Mild	2
Moderate	3
Severe	4
Extreme/cannot do.....	5

2312. Vignette 12

[John] feels tense and on edge all the time. He is depressed nearly everyday and feels hopeless. He also has a low self esteem, is unable to enjoy life, and feels that he has become a burden.

How would you rate how much distress, sadness or worry he experiences?

None.....	1
Mild	2
Moderate	3
Severe	4
Extreme/cannot do	5

SET C

2301. Vignette 1

[Maria] is an accountant in the local bank. She is regularly at work. However, she makes minor errors in the accounts and tends to postpone tasks. She delays producing account statements and is late on deadlines.

How would you rate her difficulty with work or household activities?

None..... **1**
Mild**2**
Moderate**3**
Severe**4**
Extreme/cannot do**5**

2302. Vignette 2

[Helena] can remember details of events that have taken place or names of people she has met many years ago, She can do everyday calculations in her mind. During periods of anxiety lasting a few hours, she becomes confused and cannot think very clearly.

How would you rate her difficulty with concentrating or remembering things?

None..... **1**
Mild**2**
Moderate**3**
Severe**4**
Extreme/cannot do**5**

2303. Vignette 3

[Karen] is a teacher and has had to miss work for 2 weeks in the past month. Even now she feels tired and exhausted, and cannot stand for long periods in the classroom. Colleagues notice that she is making serious mistakes in correcting answer papers.

How would you rate her difficulty with work or household activities?

None..... **1**
Mild**2**
Moderate**3**
Severe**4**
Extreme/cannot do**5**

2304. Vignette 4

[Sue] can only count money and bring back the correct change after shopping. Mental arithmetic is otherwise a problem. She can find her way around the neighbourhood and know where her own belongings are kept.

How would you rate her difficulty with concentrating or remembering things?

None.....	1
Mild	2
Moderate	3
Severe	4
Extreme/cannot do.....	5

2305. Vignette 5

[John] is a teacher and goes to work regularly. He teaches the senior grades and takes classes for 6 hours each day. He prepares lessons and corrects exam papers. Students come to him for advice.

How would you rate his difficulty with work or household activities?

None.....	1
Mild	2
Moderate	3
Severe	4
Extreme/cannot do.....	5

2306. Vignette 6

[Rob] can do complex mathematical problems in his mind. He can pay attention to the task at hand for long uninterrupted periods of time. He can remember names of people, addresses, phone numbers and such details that go back several years.

How would you rate his difficulty with concentrating or remembering things?

None.....	1
Mild	2
Moderate	3
Severe	4
Extreme/cannot do.....	5

2307. Vignette 7

[Carol] is a housewife who leaves most chores around the house half done. Even with domestic help she cannot complete important tasks in time, such as getting her son ready for school. Her husband has had to take over the cooking.

How would you rate her difficulty with work or household activities?

None.....	1
Mild	2
Moderate	3
Severe	4
Extreme/cannot do.....	5

2308. Vignette 8

[Peter] does not recognize even close relatives and cannot be trusted to leave the house unaccompanied for fear of getting lost. Even when prompted, he shows no recollection of events or recognition of relatives.

How would you rate his difficulty with concentrating or remembering things?

None..... 1
Mild 2
Moderate 3
Severe 4
Extreme/cannot do 5

2309. Vignette 9

[Doris] is a housewife and does most of the cooking and cleaning around the house. About once a week she leaves tasks half done. Her cooking has deteriorated and the house is not as clean as it used to be. She also takes about twice as long to do the chores.

How would you rate her difficulty with work or household activities?

None..... 1
Mild 2
Moderate 3
Severe 4
Extreme/cannot do 5

2310. Vignette 10

[Christian] is very forgetful and often loses his way around places which are not very familiar. He needs to be prompted about names of close relatives and loses important things such as keys and money, as he cannot recollect where they have been kept. He has to make notes to remind himself to do even very important tasks.

How would you rate his difficulty with concentrating or remembering things?

None..... 1
Mild 2
Moderate 3
Severe 4
Extreme/cannot do 5

2311. Vignette 11

[Mathew] is a clerk in the local government office. He maintains ledgers with no errors and keeps them up to date. However, he ends up not doing any work for a day once every 2 weeks or so because of a migraine headache.

How would you rate his difficulty with work or household activities?

None.....	1
Mild	2
Moderate	3
Severe	4
Extreme/cannot do	5

2312. Vignette 12

[Tom] finds it difficult to concentrate on reading newspaper articles, or watching television programmes. He is forgetful and once a week or so, he misplaces important things, such as keys or money, and spends a considerable amount of time looking for them, but is able to find them eventually.

How would you rate his difficulty with concentrating or remembering things?

None.....	1
Mild	2
Moderate	3
Severe	4
Extreme/cannot do	5

2313. Vignette 13

[Jack] is a clerk at the local post office. He just sits around all day and cannot engage in any work. He cannot sort letters, manage the counter or interact with customers. His employers are considering replacing him.

How would you rate his difficulty with work or household activities?

None.....	1
Mild	2
Moderate	3
Severe	4
Extreme/cannot do	5

2314. Vignette 14

[Henriette] can pay attention to the task at hand for periods of up to one hour, with occasional distractions and can quickly return to the task. She can remember names of people she meets often, their addresses and important numbers, but occasionally has to remind herself of the names of distant relatives or acquaintances.

How would you rate her difficulty with concentrating or remembering things?

None.....	1
Mild	2
Moderate	3
Severe	4
Extreme/cannot do	5

2315. Vignette 15

[Dan] is a mason in a building firm. Three to four times per week, he is noticed to leave his bricklaying tasks incomplete. With help and supervision, he is able to use his skills to finish the walls of the buildings well.

How would you rate his difficulty with work or household activities?

None..... 1
Mild 2
Moderate 3
Severe 4
Extreme/cannot do 5

2316. Vignette 16

[Julian] is easily distracted, and within 10 minutes of beginning a task, his attention shifts to something else happening around him. He can remember important facts when he tries, but several times a week finds that he has to struggle to recollect what people have said or events that have taken place recently.

How would you rate his difficulty with concentrating or remembering things?

None..... 1
Mild 2
Moderate 3
Severe 4
Extreme/cannot do 5

SET D

2301. Vignette 1

[Rebecca] can read newsprint (and can thread a needle easily). She can recognize people's faces and pick out details in pictures from across 10 metres quite distinctly. She also has no problems with seeing in dim light.

How would you rate her difficulty with seeing and recognizing a person she knows across the road?

None..... 1
Mild 2
Moderate 3
Severe 4
Extreme/cannot do 5

2302. Vignette 2

[Louis] is able to move his arms and legs, but requires assistance in standing up from a chair or walking around the house. Any bending is painful and lifting is impossible.

How would you rate his difficulty with moving around?

None..... 1
Mild 2
Moderate 3
Severe 4
Extreme/cannot do 5

2303. Vignette 3

[Antonio] can read newsprint (and can thread a needle easily). He can recognize shapes and colours from across 10 metres but misses out the fine details. He has no problems with seeing in dim light.

How would you rate his difficulty with seeing and recognizing a person he knows across the road?

None..... 1
Mild 2
Moderate 3
Severe 4
Extreme/cannot do 5

2304. Vignette 4

[Mary] has no problems with moving around or using her hands, arms and legs. She jogs 4 kilometres twice a week without any problems.

How would you rate her difficulty with moving around?

None.....	1
Mild	2
Moderate	3
Severe	4
Extreme/cannot do.....	5

2305. Vignette 5

[Rob] is able to walk distances of up to 200 metres without any problems but feels breathless after walking one kilometre or climbing up more than one flight of stairs. He has no problems with day-to-day physical activities, such as carrying food from the market.

How would you rate his difficulty with moving around?

None.....	1
Mild	2
Moderate	3
Severe	4
Extreme/cannot do.....	5

2306. Vignette 6

[Thiam] can read newsprint and can thread a needle easily. He can recognize people's faces and pick out details in pictures from across 10 metres quite distinctly. He has no problems with seeing in dim light. However, he cannot differentiate red from green.

How would you rate his difficulty with seeing and recognizing a person he knows across the road?

None.....	1
Mild	2
Moderate	3
Severe	4
Extreme/cannot do.....	5

2307. Vignette 7

[Paul] is an active athlete who runs long distance races of 20 kilometres twice a week and engages in soccer with no problems.

How would you rate his difficulty with moving around?

None.....	1
Mild	2
Moderate	3
Severe	4
Extreme/cannot do.....	5

2308. Vignette 8

[Hector] can read newsprint (and can thread a needle easily). He can recognize people's faces and pick out details in pictures from across 10 metres quite distinctly. He has problems with seeing clearly in dim light.

How would you rate his difficulty with seeing and recognizing a person he knows across the road?

None..... 1
Mild 2
Moderate 3
Severe 4
Extreme/cannot do 5

2309. Vignette 9

[Angela] needs glasses to read newsprint (and to thread a needle). She can recognize people's faces and pick out details in pictures from across 10 metres quite distinctly. She has no problems with seeing in dim light.

How would you rate her difficulty with seeing and recognizing a person she knows across the road?

None..... 1
Mild 2
Moderate 3
Severe 4
Extreme/cannot do 5

2310. Vignette 10

[David] is paralysed from the neck down. He is confined to bed and must be fed and bathed by somebody else.

How would you rate his difficulty with moving around?

None..... 1
Mild 2
Moderate 3
Severe 4
Extreme/cannot do 5

2311. Vignette 11

[Andrew] cannot read newsprint (or thread a needle). He cannot recognize people's faces from across several metres but can identify faces from close up. He has problems with seeing in dim light.

How would you rate his difficulty with seeing and recognizing a person he knows across the road?

None..... 1
Mild 2
Moderate 3
Severe 4
Extreme/cannot do 5

2312. Vignette 12

[Jan] feels chest pain and gets breathless after walking distances of up to 200 metres, but is able to do so without assistance. Bending and lifting objects such as groceries produces pain.

How would you rate his difficulty with moving around?

None..... 1
Mild 2
Moderate 3
Severe 4
Extreme/cannot do.....5

2313. Vignette 13

[Norman] can read newsprint (and can thread a needle easily). He cannot recognize people's faces or pick out details in pictures from across 10 metres as they appear blurred. He has no problems with seeing near objects clearly in dim light.

How would you rate his difficulty with seeing and recognizing a person he knows across the road?

None..... 1
Mild 2
Moderate 3
Severe 4
Extreme/cannot do.....5

2314. Vignette 14

[Sebastian] cannot detect any movement close to the eyes or even the presence of a light.

How would you rate his difficulty with seeing and recognizing a person he knows across the road?

None..... 1
Mild 2
Moderate 3
Severe 4
Extreme/cannot do.....5

APPENDIX C: Health Conditions Card

1. High Blood Pressure (Hypertension)
2. Diabetes
3. Arthritis, arthrosis
4. Heart disease, Coronary Disease, heart attack
5. Chronic Bronchitis/ emphysema
6. Asthma, allergic respiratory disease
7. Back pain/disc problems
8. Migraine (Recurrent Headaches)
9. Stroke (Cerebral bleeding)
10. Depression or Anxiety
11. Sleep problems
12. Hearing problems
13. Vision problems
14. Gastritis or ulcer
15. Tumour/cancer (including blood cancer)
16. Other (specify) _____

APPENDIX D: Alcohol Card

Alcohol Use

1 standard drink =



1 standard bottle of
regular beer (285ml)



1 single measure
of **spirits** (30ml)



1 medium size glass of
wine (120ml)



1 measure of **aperitif**
(60ml)

(note: net alcohol content of a *standard drink* is 8-13 g. of ethanol DEPENDING ON THE COUNTRY)

ALCOHOL EQUIVALENTS:

Wine:

1 GLASS OF WINE	1 Drink
1 BOTTLE OF WINE	6 Drinks
1 "WINE COOLER"	1 Drink

Beer:

1 BOTTLE OF BEER	1 Drink
1 CASE OF BEER	24 Drinks

Hard Liquor:

1 HIGBALL OR SHORT GLASS	1 Drink
1/2 PINT OF LIQUOR	6 Drinks
1 PINT OF LIQUOR	12 Drinks
1 FIFTH OF LIQUOR	20 Drinks
1 QUART OF LIQUOR	24 Drinks

PLEASE PRODUCE A VERSION OF THIS CARD IN ACCORDANCE WITH ALCOHOL USAGE IN YOUR CULTURE. FOCUS ON THE MOST COMMONLY USED FORMS OF ALCOHOL IN YOUR COUNTRY AND THE AMOUNT OF ALCOHOL IN ONE STANDARD DRINK

APPENDIX E: Heath State Cards and Thermometer Scale

Comment [TBU1]: HERE JOSH WILL SEND THREE SETS OF CARDS –
1. WITH "PERSONAL RELATIONS AND PARTICIPATION IN COMMUNITY"
2. WITHOUT "PRPC"
3. MOST PARSIMONIOUS SET

SET A

OWN

Your own health today

BKO

Below the knee amputation in one leg, with no prosthesis but with basic crutches available

MDV

Moderate vision problems; cannot distinguish the fingers of a hand across the room; sees poorly after the sun goes down, no glasses available

BIP

Bipolar disorder, with alternating periods of depression and mania marked by increased energy and activity, sleep loss, extreme talkativeness and irresponsible behaviour

BKB

Below the knee amputation in both legs, with no prosthesis but with basic crutches available

BLD

Total blindness, acquired as an adult

MVI

Mild vision problems; able to distinguish faces across the room but not across the road, no glasses available

QUA

Quadriplegia; paralysis from the neck down, unable to move arms, legs or hands, but can breathe independently; basic wheelchair available

MDP

Moderate depression, marked by sadness, loss of pleasure in many activities, decreased energy and appetite and some difficulty thinking

CBR

Chronic bronchitis, marked by frequent cough and occasional difficulty breathing

INS

Insomnia; difficulty falling asleep, waking up earlier than wanted and frequently during the night

SET B

OWN

Your own health today

DEF

Deafness, acquired as an adult;
able to hear shouting at a close
distance but cannot distinguish
words or sounds

DMT

Dementia, marked by memory
loss and difficulties with
concentration, language and
organization

WDR

Watery diarrhoea five times per
day without major pain or cramps

HEM

Hemiparesis; paralysis on one half
of the body, including one arm
and one leg but not affecting
sexual function

MHE

Mild hearing problems; able to
hear and understand loud sounds
and speech

MVI

Mild vision problems; able to distinguish faces across the room but not across the road, no glasses available

QUA

Quadriplegia; paralysis from the neck down, unable to move arms, legs or hands, but can breathe independently; basic wheelchair available

TBA

Two broken arms set in stiff casts encasing the elbow and wrist but leaving the fingers free

ART

Arthritis, causing major pain, swelling and deformities in hands and wrists

PAR

Paraplegia; paralysis from the waist down, including loss of sexual function; basic wheelchair available

SET C

OWN

Your own health today

PBH

Paralysis in both hands; unable to
move fingers or thumbs at all

INF

Infertility, in somebody who
wants to have a child

PAN

Panic disorder, marked by
recurrent and unpredictable
attacks of severe anxiety
including sweating, tremors, dry
mouth and discomfort in chest
and stomach

MAJ

Major depression, with profound
sadness, loss of pleasure in
activities, slowness and
irritability, poor sleep and appetite
and suicidal thoughts

URI

Loss of control over urination

MVI

Mild vision problems; able to distinguish faces across the room but not across the road, no glasses available

QUA

Quadriplegia; paralysis from the neck down, unable to move arms, legs or hands, but can breathe independently; basic wheelchair available

RVF

Recto-vaginal fistula; abnormal connection between rectum and vagina that allows stool to leak through the vagina, may be a complication of childbirth

POH

Paralysis in the one hand that is used most for work; unable to move fingers or thumb

DRU

Drug dependence, marked by excess and uncontrollable drug use and withdrawal problems upon stopping use

SET D

OWN

Your own health today

MBK

Moderate chronic lower back pain, with stiffness in the morning, problems sitting or bending and to a lesser degree walking; difficulties in all physical activities

FEV

Severed fevered state with continuous hallucinations, as in typhoid fever

VIT

Skin discolorations (vitiligo), covering 10 percent of the face and visible from a distance

ALC

Alcohol dependence, marked by excessive drinking that cannot be controlled

MOV

Movement disorder with stiffness, trembling and slowness in movements and speech, poor balance and walking problems

MVI

Mild vision problems; able to distinguish faces across the room but not across the road, no glasses available

QUA

Quadriplegia; paralysis from the neck down, unable to move arms, legs or hands, but can breathe independently; basic wheelchair available

ULC

Pain and burning sensation in stomach, as in peptic ulcer

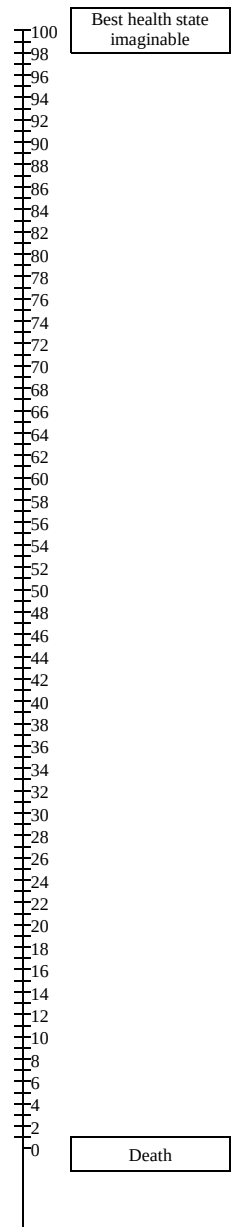
PSY

Psychosis, marked by problems in thinking and distortions in reality; individual often hears voices and has strange behaviour and speech

SBK

Severe chronic lower back pain, making bending and walking painful and strenuous work or exercise impossible

Thermometer Scale



APPENDIX F: Health System Responsiveness Vignettes

SET A

6701. Vignette 1

[Rose] is an elderly woman who is illiterate. Lately, she has been feeling dizzy and has problems sleeping. The doctor did not seem very interested in what she was telling him. He told her it was nothing and wrote something on a piece of paper, telling her to get the medication at the pharmacy.

How would you rate Rose's experience of how well health care providers communicated with her?

Very good.....**1**
Good.....**2**
Moderate**3**
Bad**4**
Very bad.....**5**

6702. Vignette 2

[Conrad] is suffering from AIDS. When he enters the health care unit the doctor shakes his hand. He asks him to sit down and inquires what his problems are. The nurses are concerned about Conrad. They give him advice about improving his health.

How would you rate Conrad's experience of getting treated with dignity?

Very good.....**1**
Good.....**2**
Moderate**3**
Bad**4**
Very bad.....**5**

6703. Vignette 3

[Anya] took her three-month old infant for her vaccination. The nurse asked her why she had not been to the clinic before, and was sympathetic to hear that Anya had a problem finding transport. She advised her about the importance of regularly monitoring the growth of her baby.

How would you rate Anya's experience of getting treated with dignity?

Very good.....**1**
Good.....**2**
Moderate**3**
Bad**4**
Very bad.....**5**

6704. Vignette 4

[Carmen] has gone for a blood test and the doctor has told her that she has “diabetes mellitus” and that her “pancreatic activity is faulty”. He has also told her she needs “insulin injections three times a day” and that she should watch for “hypoglycemia”. If she does not control her blood sugar she may also go blind. Carmen feels very bad because she does not understand what the doctor is talking about, but she has to leave because he has already called the next patient.

How would you rate Carmen’s experience of how well health care providers communicated with her?

Very good.....1
Good.....2
Moderate 3
Bad 4
Very bad.....5

6705. Vignette 5

[Julia] visits the health care centre for treatment at a time when the centre is very crowded. The patients are all impatient to get their treatment and are reluctant to queue and wait for their turn. The nurses are very patient most of the time about asking patients to wait their turn, but occasionally they get angry and shout at her for breaking the queue.

How would you rate Julia’s experience of getting treated with dignity?

Very good.....1
Good.....2
Moderate 3
Bad 4
Very bad.....5

6706. Vignette 6

[Deborah] is a young woman who has been brought to the clinic by her family because she feels very anxious and distressed. She is also afraid that she may die although she is in good health. The doctor has taken time to listen and reassure her and has invited Deborah to come to the clinic whenever she needs to.

How would you rate Deborah’s experience of how well health care providers communicated with her?

Very good.....1
Good.....2
Moderate 3
Bad 4
Very bad.....5

6707. Vignette 7

[Patricia] goes to a health care unit close to her home regularly. The nurses there are very busy, but they always speak pleasantly to her. The receptionist however is often in a bad mood, and when she is in a bad mood she shouts at Patricia, and at other patients. All appointments to meet doctors and nurses have to be made through this receptionist so the patients put up with her rudeness.

How would you rate Patricia's experience of getting treated with dignity?

Very good.....1
Good.....2
Moderate 3
Bad 4
Very bad.....5

6708. Vignette 8

[Sonia] has arrived at the clinic with her three-month-old baby girl. The mother says that the baby has lost a lot of weight, has had fever for two days and will not take her milk. The nurse has listened to the mother without interrupting. She has asked her for additional information and has encouraged the mother to ask her questions if she did not understand.

How would you rate Sonia's experience of how well health care providers communicated with her?

Very good.....1
Good.....2
Moderate 3
Bad 4
Very bad.....5

6709. Vignette 9

[Kim] took her six month old infant went to the health centre for her regular check-up. The nurse was very annoyed when she found that Kim had forgotten to bring the baby's growth chart with her. She scolded her loudly in the hearing of all the other mothers who had come to the clinic, and kept grumbling about inconsiderate forgetful mothers who caused extra work as she weighed the baby.

How would you rate Kim's experience of getting treated with dignity?

Very good.....1
Good.....2
Moderate 3
Bad 4
Very bad.....5

6710. Vignette 10

[Mario] has been told that he has epilepsy and that needs to take medication. The doctor has very briefly explained what the condition is. He is very busy and there is a queue of patients waiting to see him. Mario would like to know more about what he has, but feels that there is not time to ask questions and that the doctor will not be very helpful.

How would you rate Mario's experience of how well health care providers communicated with him?

Very good.....1
 Good.....2
 Moderate 3
 Bad 4
 Very bad.....5

6711. Vignette 11

[Said] has AIDS. When he goes to his health centre he feels that all the doctors and nurses are unfriendly towards him. They do not talk to him freely. Often they deliberately ignore him. He often has to beg them to answer his questions.

How would you rate Said's experience of getting treated with dignity?

Very good.....1
 Good.....2
 Moderate 3
 Bad 4
 Very bad.....5

6712. Vignette 12

[Florence] goes to the hospital as she has a pain in her stomach. The nurse shouts at her for not bringing her health card. Two other nurses who are standing by make rude comments about Florence's family and those from her village. Though Florence is in pain, and moaning she is not asked to sit down while her personal details are entered in the register.

How would you rate Florence's experience of getting treated with dignity?

Very good.....1
 Good.....2
 Moderate 3
 Bad 4
 Very bad.....5

6713. Vignette 13

[Thomas] has been told that he has cataracts and that he needs an operation. He has never had his eyes checked and does not understand why he cannot see well. The doctor has explained to Thomas what he has, but he has not understood a word and is afraid to ask again. The doctor has not checked whether or not he has understood.

How would you rate Thomas's experience of how well health care providers communicated with him?

Very good.....1
Good.....2
Moderate 3
Bad 4
Very bad.....5

6714. Vignette 14

[Jiang] has been having pain in his chest for a while. Whenever he coughs or exercises his chest is painful. He has been smoking for 30 years. After examining him, the doctor has told him that he will get cancer if he does not stop smoking. The doctor is not very sympathetic and has not even suggested what Jiang could do to give up smoking.

How would you rate Jiang's experience of how well health care providers communicated with him?

Very good.....1
Good.....2
Moderate 3
Bad 4
Very bad.....5

SET B

6701. Vignette 1

Dr Johnson is treating [Mark]. Mark seems to be suffering from a rare disease. The press is pressurising Dr Johnson to divulge information regarding this patient. Dr Johnson however is adamant that he will not reveal the personal details regarding his patient.

How would you rate Mark's experience of how well the health services kept information about him confidential?

Very good.....1
Good.....2
Moderate 3
Bad 4
Very bad.....5

6702. Vignette 2

[Shedra] had to be hospitalised last year for a hip operation. The hospital had a separate room for her with an attached bathroom. The room was cleaned twice a day by the hospital staff and the sheets changed daily. The bed was comfortable. She could move around in the gardens of the hospital.

How would you rate Shedra's experience of the overall quality of the surroundings, for example space, seating, fresh air and cleanliness, of the health services?

Very good.....1
Good.....2
Moderate 3
Bad 4
Very bad.....5

6703. Vignette 3

[Alioune] went to hospital to consult the doctor about some worrying symptoms he was having. He was worried because he had recently visited a commercial sex worker. The waiting room was very crowded. Alioune met some of his friends there. The doctor's consultation room was a little way away from the waiting room. One had to go down the corridor to this room when it was one's turn to consult the doctor. Alioune went in and spoke to the doctor who ordered some tests and advised him about safe sex.

How would you rate Alioune's experience of how well the health services kept information about him confidential?

Very good.....1
Good.....2
Moderate 3
Bad 4
Very bad.....5

6704. Vignette 4

[José] was admitted to a local hospital for a week as he developed high fever. The room was clean but small and the toilet was a few metres away down the corridor. It was summer and he felt hot and had to get a table fan from home.

How would you rate José's experience of the overall quality of the surroundings, for example space, seating, fresh air and cleanliness, of the health services?

Very good.....1
Good.....2
Moderate 3
Bad 4
Very bad.....5

6705. Vignette 5

[Hans] had an eye operation in a local polyclinic last month. He was in a room that he had to share with four others with no partitions between beds. He had a small locker to keep his things and shared a toilet which was cleaned only every other day.

How would you rate Hans's experience of the overall quality of the surroundings, for example space, seating, fresh air and cleanliness, of the health services?

Very good.....1
Good.....2
Moderate 3
Bad 4
Very bad.....5

6706. Vignette 6

As [Ben] is having high fever over a long period, his doctor orders a number of tests. The test reports are sent over to the ward from the laboratory. The nurse who is busy attending to some other patients leaves these reports on the counter where they are seen by Ben's neighbour.

How would you rate Ben's experience of how well the health services kept information about him confidential?

Very good.....1
Good.....2
Moderate 3
Bad 4
Very bad.....5

6707. Vignette 7

[Albert] sees his general practitioner in his office every month for his diabetes. The office has comfortable chairs in the waiting room and clean toilets. It is well lit and there are magazines and booklets to read while waiting.

How would you rate Albert's experience of the overall quality of the surroundings, for example space, seating, fresh air and cleanliness, of the health services?

Very good.....1
Good.....2
Moderate 3
Bad 4
Very bad.....5

6708. Vignette 8

[Simon] went to the hospital to consult the doctor about some worrying symptoms he was having. He wondered if they were connected with his recent heavy drinking. The waiting room was very crowded. Simon met a friend and a couple of his neighbours there. The doctor was sitting in a curtained off area at the end of the waiting room. Due to the noise in the room, the doctor and Simon had to speak very loudly to hear each other. The doctor ordered some tests and advised Simon to reduce his drinking.

How would you rate Simon's experience of the overall quality of the surroundings, for example space, seating, fresh air and cleanliness, of the health services?

Very good.....1
Good.....2
Moderate 3
Bad 4
Very bad.....5

6709. Vignette 9

[Paul] goes to visit Dr Jonathan because he is worried about his drinking problem and the effect it is having on his health. Dr Jonathan finds that Paul is suffering from severe stress. Dr Jonathan mentions Paul's visit to a mutual friend Robert, and asks him to advise Paul as well.

How would you rate Paul's experience of how well the health services kept information about him confidential?

Very good.....1
Good.....2
Moderate 3
Bad 4
Very bad.....5

6710. Vignette 10

[Fouad] goes to the local public hospital whenever he needs to. The hospital is large but crowded. The waiting rooms are noisy and poorly ventilated. The hospital is generally kept clean though the toilets in the outpatient department tend to smell by the end of the day.

How would you rate Fouad's experience of the overall quality of the surroundings, for example space, seating, fresh air and cleanliness, of the health services?

Very good.....1
Good.....2
Moderate 3
Bad 4
Very bad.....5

6711. Vignette 11

[Roger] is suffering from AIDS. He is being treated on a general medical ward. The nurse who knows Roger's HIV status and is worried about her colleagues accidentally becoming infected tells the other nurses in the ward, as well as the orderlies but tells them they must keep this information confidential.

How would you rate Roger's experience of how well the health services kept information about him confidential?

Very good.....1
Good.....2
Moderate 3
Bad 4
Very bad.....5

6712. Vignette 12

[Malika] is not keeping in good health and has to go to the dispensary regularly. The place is very crowded, there are not enough chairs for people to sit on as they wait for the doctor. The place is not cleaned regularly and tends to be littered. The corridors are dark and the lights and fans often do not work.

How would you rate Malika's experience of the overall quality of the surroundings, for example space, seating, fresh air and cleanliness, of the health services?

Very good.....1
Good.....2
Moderate 3
Bad 4
Very bad.....5

6713. Vignette 13

[Kamal] has a nervous breakdown and had to spend 3 months in the past year in the local hospital. He had to sleep on an uncomfortable mattress with no sheets. There were 30 other patients in the same dormitory style ward and the toilets would smell as they were not cleaned. He came back with a skin infection as he couldn't wash regularly and there were bugs in the bed.

How would you rate Kamal's experience of the overall quality of the surroundings, for example space, seating, fresh air and cleanliness, of the health services?

Very good.....1
Good.....2
Moderate 3
Bad 4
Very bad.....5

6714. Vignette 14

[Alma] goes to the hospital to take an HIV test. Though only a number is used to identify the sample, one of the lab technicians recognizes Alma. The test turns out to be positive. The lab technician begins to tell everyone in the village about Alma being HIV positive.

How would you rate Alma's experience of how well the health services kept information about her confidential?

Very good.....1
Good.....2
Moderate 3
Bad 4
Very bad.....5

SET C

6701. Vignette 1

[Carol] had to be in hospital over a long period, as her illness was difficult to diagnose. The hospital staff was very considerate in allowing her family to see her and be with her as much as possible. Whenever Carol wanted to contact her family they would allow her to use the phone. Knowing that Carol was worried, the hospital staff arranged for her to visit regularly a place of worship.

How would you rate Carol's experience of how the hospital allowed her to interact with family and friends and to continue social and/ or religious customs during her stay?

Very good.....1
Good.....2
Moderate 3
Bad 4
Very bad.....5

6702. Vignette 2

[Polly] had to be in hospital for a long time after being involved in a car accident. The hospital staff encouraged her family to visit her daily at any time they could. Her mother often brought her sweets and cakes. Her family would take her to visit a place of worship once a week and spend time praying together.

How would you rate Polly's experience of how the hospital allowed her to interact with family and friends and to continue social and/ or religious customs during her stay?

Very good.....1
Good.....2
Moderate 3
Bad 4
Very bad.....5

6703. Vignette 3

[Simon] has joint pains and breathlessness. He sees two specialists for these problems once every 2 months. Recently as his breathlessness was worsening, he asked to see a heart specialist and his medicines were adjusted. He sees his general physician regularly to get his prescriptions.

How would you rate Simon's experience of being able to use a health care provider or service of his choice?

Very good.....1
Good.....2
Moderate 3
Bad 4
Very bad.....5

6704. Vignette 4

[Alfredo] has a family physician who he consults regularly. Recently friends advised him to consult an alternative medicine provider (**substitute appropriate name**) for a skin problem. When he asked for a referral, his doctor told him this was not possible and sent him to a skin specialist instead.

How would you rate Alfredo's experience of being able to use a health care provider or service of his choice?

Very good.....1
Good.....2
Moderate 3
Bad 4
Very bad.....5

6705. Vignette 5

[Tamara] had to recuperate in hospital for two weeks after a bad fall. Her family visited her regularly during the visiting hours, but she was bored during the rest of the day. The hospital had no common room and patients were not encouraged to go to each other's rooms to chat. There was however a little library in the hospital which she visited and the nurses sometimes brought her the daily newspaper.

How would you rate Tamara's experience of how the hospital allowed her to interact with family and friends and to continue social and/ or religious customs during her stay?

Very good.....1
Good.....2
Moderate 3
Bad 4
Very bad.....5

6706. Vignette 6

[Nathan] has been having headache for the past year. Initially his general practitioner gave medicines but that did not help. He asked to be referred to a specialist. He has been investigated and detected to have a brain tumour that will require surgery. He knows a famous surgeon and has been able to fix up a date for the surgery by him this month.

How would you rate Nathan's experience of being able to use a health care provider or service of his choice?

Very good.....1
Good.....2
Moderate 3
Bad 4
Very bad.....5

6707. Vignette 7

[Dora] had to stay in hospital for two weeks when she broke her leg. Her husband and children were all working far from the hospital and they found it difficult to come and visit her, particularly as the visiting time allowed was very short. Her mother could not visit her at all as the visiting hours did not suit her.

How would you rate Dora's experience of how the hospital allowed her to interact with family and friends and to continue social and/ or religious customs during her stay?

Very good.....1
 Good.....2
 Moderate 3
 Bad 4
 Very bad.....5

6708. Vignette 8

[Ibrahim] has stomach problems for several years. He has been referred to many doctors but has only had to follow the suggestions made by his family doctor. His requests to see a particularly well known stomach specialist have been turned down by his insurance system.

How would you rate Ibrahim's experience of being able to use a health care provider or service of his choice?

Very good.....1
 Good.....2
 Moderate 3
 Bad 4
 Very bad.....5

6709. Vignette 9

[Asefa] had to be in hospital for a long time undergoing tests in preparation for his by-pass surgery. His family came to see him during the visiting hours but for the rest of the day he only saw the hospital staff when they came to attend to him. He was told not to listen to his little radio even though he was not disturbing anybody, and his request to have the local spiritual leader visit him was also discouraged on the grounds that other patients would be disturbed.

How would you rate Asefa's experience of how the hospital allowed her to interact with family and friends and to continue social and/ or religious customs during her stay?

Very good.....1
 Good.....2
 Moderate 3
 Bad 4
 Very bad.....5

6710. Vignette 10

[Penelope] had to stay in hospital for two weeks after undergoing surgery. Her family hated coming to see her, because even during visiting time the hospital staff made them feel very unwelcome. Whenever her family brought her some sweets or cakes from home, the nurses would grumble saying that Penelope was being fussy about the hospital food. Penelope would have liked to have to her closest friends visit her but the nurses did not encourage this.

How would you rate Penelope's experience of how the hospital allowed her to interact with family and friends and to continue social and/ or religious customs during her stay?

Very good.....1
Good.....2
Moderate 3
Bad 4
Very bad.....5

6711. Vignette 11

[Pascal] needs to go to the local hospital for his blood pressure. Each time that he goes, he is seen by a different doctor. When he asked to see his previous doctor, he was told that it was not possible. Once when he was very sick and had been feeling dizzy he asked to see another doctor or specialist but was told that he could not decide who he should see.

How would you rate Pascal's experience of being able to use a health care provider or service of his choice?

Very good.....1
Good.....2
Moderate 3
Bad 4
Very bad.....5

6712. Vignette 12

[Mamadou] goes to the community health centre for his epilepsy. He has to go on a certain day of the week as the unit / team that sees him is available only on those days. Of the four members in the team, though he sees a neurologist each time, he cannot decide who he will see as he gets sent to whoever is free at the time.

How would you rate Mamadou's experience of being able to use a health care provider or service of his choice?

Very good.....1
Good.....2
Moderate 3
Bad 4
Very bad.....5

6713. Vignette 13

[Joseph] had to stay in hospital for ten days after a road traffic accident. The nurses asked his family not to visit him as the hospital was crowded with patients, and visitors they said "added to our workload". Though regular meals were provided in the hospital, Joseph's family thought they would treat him to some of his favourite dishes. Both Joseph and his brother were soundly scolded that day and told to mind the rules of the hospital. When Joseph asked if he could visit a place of worship the nurse in charge said that he could not leave the hospital.

How would you rate Joseph's experience of how the hospital allowed her to interact with family and friends and to continue social and/ or religious customs during her stay?

Very good.....1
Good.....2
Moderate 3
Bad 4
Very bad.....5

6714. Vignette 14

[Andhaka] goes to the local general hospital. The hospital is large and has several specialities. Depending on his complaints he can decide which department to go to. Once he is registered in a department he must see only the person assigned to him that day.

How would you rate Andhaka's experience of being able to use a health care provider or service of his choice?

Very good.....1
Good.....2
Moderate 3
Bad 4
Very bad.....5

SET D

6701. Vignette 1

[Mary] has a serious health problem and knows that she will soon die. Every time she visits her doctor she asks him about her treatment and how much her condition is deteriorating. She wants to be able to plan for the future and make arrangements for her family once she dies. The doctor always tells her not to worry, that things are under control, and that he knows what he is doing.

How would you rate Mary's experience of getting involved in making decisions about her care or treatment as much as she wanted.

Very good.....1
Good.....2
Moderate 3
Bad 4
Very bad.....5

6702. Vignette 2

[Xavier] has a stomach ulcer and was advised surgery. His doctor told him it could be arranged only after 3 months as there were other patients in the queue. He now sees the doctor only when he has some discomfort and needs to arrange about 2 weeks in advance a time to meet him.

How would you rate Xavier's experience of getting prompt attention?

Very good.....1
Good.....2
Moderate 3
Bad 4
Very bad.....5

6703. Vignette 3

[Romero] has tuberculosis and needs to see his doctor in the primary care centre every month for renewing his prescription. He lives in a village 5 miles (8 km) away and must walk each time to see the doctor. Some days when he gets to the hospital he learns that the doctor is away on leave and must come back without medicines and make the trip again the next day. Once when he coughed blood at night and became very breathless his relatives had to borrow a neighbour's cart to take him to the hospital.

How would you rate Romero's experience of getting prompt attention?

Very good.....1
Good.....2
Moderate 3
Bad 4
Very bad.....5

6704. Vignette 4

[Sarah] visits her doctor regularly because of back pain. She has discussed alternative treatment with her doctor such as special back exercises, acupuncture, yoga and change in lifestyle, but he only believes in medication. Whenever the pain has got worse, he has adjusted the medication by prescribing higher doses. Despite the side effects that Sue is having, drowsiness, nausea and migraines, he will not consider other options.

How would you rate Sarah experience of getting involved in making decisions about her care or treatment as much as she wanted.

Very good.....1
Good.....2
Moderate 3
Bad 4
Very bad.....5

6705. Vignette 5

[Henry] has recently been diagnosed as having diabetes. The first time he went to the clinic he had to have blood tests, eye check ups and other routine tests. The nurse explained every procedure in detail and asked him for his consent before doing any tests.

How would you rate Henry's experience of getting involved in making decisions about his care or treatment as much as he wanted?

Very good.....1
Good.....2
Moderate 3
Bad 4
Very bad.....5

6706. Vignette 6

[Bob] broke his arm a few months ago and had to have a series of X-rays. Initially, the doctors told him about his fractures and explained what they were going to do. After that, they sent him for some other tests all over the hospital without explaining why. Although Bob asked what was happening, the doctors ignored him saying they were busy.

How would you rate Bob's experience of getting involved in making decisions about his care or treatment as much as he wanted.

Very good.....1
Good.....2
Moderate 3
Bad 4
Very bad.....5

6707. Vignette 7

[Kofi] has had a heart operation last year. He is now doing well and is on regular medication. He lives outside the city and has to drive once every 3 months to see his doctor. One night he had chest pain and called an ambulance and managed to get to the hospital in 30 minutes.

How would you rate Kofi's experience of getting prompt attention?

Very good.....1
Good.....2
Moderate 3
Bad 4
Very bad.....5

6708. Vignette 8

[Dilek] suffers from difficulty breathing and has wheezing attacks almost every week. She lives across the street from the city hospital and can get to the emergency room within 5 minutes of an attack. Within 10 minutes of getting to the emergency room she is given an injection that relieves her distress.

How would you rate Dilek's experience of getting prompt attention?

Very good.....1
Good.....2
Moderate 3
Bad 4
Very bad.....5

6709. Vignette 9

[John] has been diagnosed as having HIV. The doctor has been very supportive at the health centre he usually goes to. He has spent time discussing the different drug therapies, the psychological support that is available, and the medical care that he may need. Although he has advised John to start taking medication, he has asked John to decide what he wants to do.

How would you rate John's experience of getting involved in making decisions about his care or treatment as much as he wanted?

Very good.....1
Good.....2
Moderate 3
Bad 4
Very bad.....5

6710. Vignette 10

[Gabriel] has a history of chest pain. He usually goes to the local public hospital for his check-ups. One day he had severe pain in his chest and had to have emergency care. As soon as he got there, the doctors had to quickly run tests and take a blood sample. They did not ask for his permission as there was no time and they were concerned about his condition.

How would you rate Gabriel's experience of getting involved in making decisions about his care or treatment as much as he wanted?

Very good.....1
Good.....2
Moderate 3
Bad 4
Very bad.....5

6711. Vignette 11

[Aitor] has had backache for several years. The local hospital is always busy and he has to wait about 3 hours each time he has to see a doctor. At times he has to come away without seeing the doctor. He has been advised a special test and will have to wait for 6 weeks before he can get it done as the machine in the hospital is booked.

How would you rate Aitor's experience of getting prompt attention?

Very good.....1
Good.....2
Moderate 3
Bad 4
Very bad.....5

6712. Vignette 12

[Stan] fell down from a ladder and broke his leg one evening. He had to be taken to the district hospital, about 10 miles away (15 km), in a private car. He had to wait for an hour in the hospital for the surgeon to arrive and could be operated only the next day.

How would you rate Stan's experience of getting prompt attention?

Very good.....1
Good.....2
Moderate 3
Bad 4
Very bad.....5

6713. Vignette 13

[Tara] is always tired and has no energy to do anything. She gave birth to a baby girl two months ago. The doctor has told her that she may be suffering from post-natal depression. After discussing her condition with her, he has suggested that she could either try some anti-depressants or, if she prefers, go to a counsellor.

How would you rate Tara's experience of getting involved in making decisions about her care or treatment as much as she wanted.

Very good.....1
Good.....2
Moderate 3
Bad 4
Very bad.....5

6714. Vignette 14

[Niels] has a kidney disease and has to go to the hospital every month for a check up. He sees his regular physician at a pre-arranged time and can reach the hospital on a local bus within 15 minutes. In the past six months he has had to phone his doctor twice for urgent advice about his medication and has received the information he required right away.

How would you rate Niels's experience of getting prompt attention?

Very good.....1
Good.....2
Moderate 3
Bad 4
Very bad.....5

APPENDIX G: Calibration Tests

Comment [TBU2]: HERE JOSH WILL SEND
THREE SETS OF CARDS –
4. WITH “PERSONAL RELATIONS AND
PARTICIPATION IN COMMUNITY”
5. WITHOUT “PRPC”
6. MOST PARSIMONIOUS SET