

**SURVEY OF HEALTH AND HEALTH SYSTEMS
CATI RESPONSIVENESS QUESTIONNAIRE - DRAFT 1
PN4859**

INTRODUCTION

Hello, my name is _____ of Environics Research Group Ltd. We are conducting a survey for the United Nations on Canada's health care system as part of a world-wide survey about health care systems. Please be assured that we are not selling nor soliciting anything. Your answers will be kept strictly confidential and your participation is important if the results of the Canadian survey are to be accurate.

We choose telephone numbers at random, then select one person from a household to be interviewed.

- A. May I please speak to the person in your household who is 18 years of age or older, and has had the most recent birthday.

#01 Yes

#02 Not Available.....**SCHEDULE CALL-BACK**

#03 Refused**DISCONTINUE & THANK**

- B. Do you or does anyone in your household work for an advertising or market research firm or the media?

1 - Yes **THANK AND TERMINATE**

2 - No **CONTINUE TO MAIN QUESTIONNAIRE**

- C. **(READ IF NECESSARY)** Are you male or female?

1 - Male

2 - Female

- D. Language of survey

1 - English

2 - French

OVERALL HEALTH

1. In general, how would you rate your health today? Is it ...

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

2. Considering different aspects of your own health today as you just described it, where would you place yourself on a scale from 0 to 100 where 0 would indicate death and 100 would be the best state of health imaginable?

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- 2 - DK/NA

SEEING HEALTH CARE PROVIDERS

3. Have you received any health care in the last 12 months including visits to local doctors and alternative health care providers for any reason, and stays in hospitals. (**READ IF NECESSARY:** If you are a doctor, exclude treating yourself.) (**NOTE TO INTERVIEWERS:** This question refers to health care for the respondent themselves, not experiences with others such as children. It also refers to experiences locally or in Canada, not foreign.)

- 1 - Yes
- 2 - No → Go to Question 50
- 3 - DK/NA

4. In the last 12 months, did you get any health care at an outpatient health facility or did a health care provider visit you at home? (**READ IF NECESSARY:** An outpatient health facility is a doctor's office, a clinic or a hospital outpatient unit-any place outside your home where you did not stay overnight.)

- 1 - Yes
- 2 - No → Go to Question 35
- 3 - DK/NA → Go to Question 35

5. In the last 12 months, did you get most of your health care at a health facility or most from a health provider who visited you in your home?

- 1 - Mostly at a health facility
- 2 - Mostly from a health provider in home
- 3 - Equally from both (VOL)
- 4 - DK/NA

6. When was your most recent visit to a health facility or with a health provider? Was it...
READ

- 1 - In the last 30 days?
- 2 - In the last 3 months?
- 3 - In the last 6 months?
- 4 - Between 6 months and 12 months ago?
- 5 - DK/NA

7. What was the name of the health care facility?
(Enter the name of facility, e.g., Oxford Clinic. Only fill in the name of the provider if the facility does not have another name.)

Name:

- 2 - DK/NA

8. Was the place you just described your usual place of care (**READ IF NECESSARY:** if you have a usual place of care for the problem for which you presented)?

- 1 - Yes
- 2 - No
- 3 - Not applicable
- 4 - DK/NA

9. In the last 12 months, when you wanted care, how often did you get care as soon as you wanted?

READ

- 1 - Always
- 2 - Usually
- 3 - Sometimes, or
- 4 - Never
- 5 - DK/NA

10. In the last 12 months, how long did you usually have to wait from the time that you wanted care to the time that you received care?
(Enter the applicable time in one of the codes.)

1 - _____minutes

2 - _____hours

3 - _____days

4 - _____weeks

5 - _____months

6 - DK/NA

11. In the last 12 months, did you need any laboratory tests or examinations? (Some examples of these tests or special examinations are blood tests, scans or X-rays.)

1 - Yes

2 - No → Go to Question 13

3 - DK/NA → Go to Question 13

12. Generally, how long did you have to wait before you could get the laboratory tests or examinations done? Was it...

READ

1 - The same day

2 - 1-2 days

3 - 3-5 days

4 - 6-10 days

5 - More than 10 days (**SPECIFY**)_____

6 - DK/NA

13. Now overall how would you rate your experience of getting prompt attention at receiving health services in the last 12 months?

READ

1 - Very good

2 - Good

3 - Moderate

4 - Bad, or

5 - Very bad

6 - DK/NA

14. In the last 12 months, when you sought health care, how often did doctors, nurses or other health care providers treat you with respect?

READ

- 1 - Always
- 2 - Usually
- 3 - Sometimes, or
- 4 - Never
- 5 - DK/NA

15. In the last 12 months, how often did the office staff, such as receptionists or clerks there, treat you with respect?

READ

- 1 - Always
- 2 - Usually
- 3 - Sometimes, or
- 4 - Never
- 5 - DK/NA

16. In the last 12 months, how often were your physical examinations and treatments done in a way that your privacy was respected?

READ

- 1 - Always
- 2 - Usually
- 3 - Sometimes, or
- 4 - Never
- 5 - DK/NA

17. Now overall how would you rate your experience of being treated with dignity in getting health services in the last 12 months?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very bad
- 6 - DK/NA

18. In the last 12 months, how often did doctors, nurses or other health care providers listen carefully to you?

READ

- 1 - Always
- 2 - Usually
- 3 - Sometimes, or
- 4 - Never
- 5 - DK/NA

19. In the last 12 months, how often did doctors, nurses or other health care providers, explain things in a way you could understand?

READ

- 1 - Always
- 2 - Usually
- 3 - Sometimes, or
- 4 - Never
- 5 - DK/NA

20. In the last 12 months, how often did doctors, nurses, or other health care providers give you time to ask questions about your health problem or treatment?

READ

- 1 - Always
- 2 - Usually
- 3 - Sometimes, or
- 4 - Never
- 5 - DK/NA

21. Now overall how would you rate your experience of how well health care providers communicated with you in the last 12 months?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very bad
- 6 - DK/NA

22. In the last 12 months, when you went for health care, were any decisions made about your care, treatment (giving you drugs, for example) or tests?

- 1 - Yes
- 2 - No → Go to Question 24
- 3 - DK/NA → Go to Question 24

23. In the last 12 months, how often did doctors, nurses or other health care providers involve you as much as you wanted to be in deciding about your care, treatment or tests?

READ

- 1 - Always
- 2 - Usually
- 3 - Sometimes, or
- 4 - Never
- 5 - DK/NA

24. In the last 12 months, how often did doctors, nurses or other health care providers ask your permission before starting the treatment or tests?

READ

- 1 - Always
- 2 - Usually
- 3 - Sometimes, or
- 4 - Never
- 5 - DK/NA

25. Now, overall, how would you rate your experience of getting involved in making decisions about your care or treatment as much as you wanted in the last 12 months?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very bad
- 6 - DK/NA

26. In the last 12 months, how often were talks with your doctor, nurse or other health care provider done privately so other people who you did not want to hear could not overhear what was said?

READ

- 1 - Always
- 2 - Usually
- 3 - Sometimes, or
- 4 - Never
- 5 - DK/NA

27. In the last 12 months, how often did your doctor, nurse or other health care provider keep your personal information confidential? (**READ IF NECESSARY:** This means that anyone whom you did not want informed could not find out about your medical conditions.)

READ

- 1 - Always
- 2 - Usually
- 3 - Sometimes, or
- 4 - Never
- 5 - DK/NA

28. Now, overall, how would you rate your experience of the way the health services kept information about you confidential in the last 12 months?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very bad
- 6 - DK/NA

29. Over the last 12 months, with the doctors, nurses and other health care providers available to you how big a problem, if any, was it to get a health care provider you were happy with? Was it...

READ

- 1 - No problem
- 2 - A mild problem
- 3 - A moderate problem
- 4 - A severe problem, or
- 5 - An extreme problem
- 6 - DK/NA

30. Over the last 12 months, how big a problem, if any, was it to get to use other health services other than the one you usually went to? Was it...

READ

- 1 - No problem
- 2 - A mild problem
- 3 - A moderate problem
- 4 - A severe problem, or
- 5 - An extreme problem
- 6 - Not applicable-never tried (VOL)
- 7 - DK/NA

31. Now, overall, how would you rate your experience of being able to use a health care provider or service of your choice over the last 12 months?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very bad
- 6 - DK/NA

32. Thinking about the places you visited for health care in the last 12 months, how would you rate the basic quality of the waiting room, for example, space, seating and fresh air?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very bad
- 6 - Not applicable – visited in my home (VOL)
- 7 - DK/NA

33. Thinking about the places you visited for health care over the last 12 months, how would you rate the cleanliness of the place?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very bad
- 6 - Not applicable – visited in my home (VOL)
- 7 - DK/NA

34. Now, overall, how would you rate the quality of the surroundings, for example, space, seating, fresh air and cleanliness of the health services you visited in the last 12 months?

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad
- 5 - Very bad
- 6 - Not applicable – visited in my home (VOL)
- 7 - DK/NA

CARE AT PLACES YOU STAY OVERNIGHT

35. Have you stayed overnight as a patient in a health care centre or hospital in the last 12 months?

1 - Yes
2 - No → Go to Question 50
3 - DK/NA → Go to Question 50

36. What was the name of the hospital you stayed in most recently?

2 - DK/NA

37. Did you get your hospital care as soon as you wanted?

1 - Yes
2 - No
3 - DK/NA

38. When you were in the hospital, how often did you get attention from doctors and nurses as quickly as you wanted?

READ

1 - Always
2 - Usually
3 - Sometimes, or
4 - Never
5 - DK/NA

39. Now, overall, how would you rate your experience of getting prompt attention at the hospital in the last 12 months?

READ

1 - Very good
2 - Good
3 - Moderate
4 - Bad, or
5 - Very bad
6 - DK/NA

40. Overall, how would you rate your experience of being treated with dignity at the hospital in the last 12 months?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very bad
- 6 - DK/NA

41. Overall, how would you rate your experience of how well health care providers communicated with you during your stay in the hospital in the last 12 months?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very bad
- 6 - DK/NA

42. Overall, how would you rate your experience of getting involved in making decisions about your care or treatment as much as you wanted when you were in hospital in the last 12 months?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very bad
- 6 - DK/NA

43. Overall, how would you rate your experience of the way the hospital kept personal information about you confidential in the last 12 months?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very bad
- 6 - DK/NA

44. Overall, how would you rate your experience of being able to use a hospital of your choice over the last 12 months?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very bad
- 6 - DK/NA

45. Overall, how would you rate the quality of the surroundings, for example, space, seating, fresh air and cleanliness of the health services you visited in the last 12 months?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very bad
- 6 - DK/NA

46. In the last 12 months, when you stayed in a hospital, how big a problem, if any, was it to get the hospital to allow your family and friends to take care of your personal needs, such as bringing you your favourite food, soap etc..? Was it...

READ

- 1 - No problem
- 2 - A mild problem
- 3 - A moderate problem
- 4 - A severe problem, or
- 5 - An extreme problem
- 6 - DK/NA

47. During your stay in the hospital, how big a problem, if any, was it to have the hospital allow you to practice religious or traditional observances if you wanted to? Was it...

READ

- 1 - No problem
- 2 - A mild problem
- 3 - A moderate problem
- 4 - A severe problem, or
- 5 - An extreme problem
- 6 - DK/NA

48. Now, overall, how would you rate your experience of how the hospital allowed you to interact with family, friends and to continue your social or religious customs during your stay over the last 12 months? Was it...

READ

- 1 - No problem
- 2 - A mild problem
- 3 - A moderate problem
- 4 - A severe problem, or
- 5 - An extreme problem
- 6 - DK/NA

49. In the last 12 months were you treated badly by the health system or services in this country because of any of the following...your...

READ

a) Nationality

- 1 - Yes
- 2 - No
- 3 - DK/NA

b) Social class

c) Lack of private insurance

d) Ethnicity

e) Colour

f) Sex

g) Language

h) Religion

i) Political or other beliefs

j) Health status

k) Lack of wealth or money

l) For any other reason (**SPECIFY**) _____

50. In the last 12 months, did you ever not seek health care because you could not afford it?

- 1 - Yes
- 2 - No
- 3 - DK/NA

51. I have asked you questions about different ways that health care services can show respect for people and make them the centre of care. There are eight different aspects of health care [ROTATE WORDS] dignity, confidentiality of information, choice, prompt attention, autonomy, the surroundings, the social support, and communication. I can provide a definition of each of you like. For you, which of these is most important for a health care system? Which is least important?

	<u>Most Important</u>	<u>Least Important</u>
Dignity	1	1
Confidentiality of Information	2	2
Choice	3	3
Prompt attention	4	4
Autonomy	5	5
Surroundings or Environment	6	6
Social Support	7	7
Communication	8	8
DK/NA	9	9

DESCRIPTIONS

DIGNITY

- Being shown respect
- Having physical examinations conducted in privacy

AUTONOMY

- Being involved in deciding on your care or Treatment if you want to
- having the provider ask your permission before starting treatments or tests

CONFIDENTIALITY OF INFORMATION

- Having your medical history kept confidential
- ◆ Having talks with health providers done so that other people who you don't want to have hear you can't overhear you

SURROUNDINGS OR ENVIRONMENT

- having enough space, seating and fresh air in the waiting room
- having a clean facility (including clean toilets)
- having healthy and edible food

CHOICE

- Being able to choose your doctor or nurse or other person usually providing your health care
- Being able to go to another place for health care if you want to

SOCIAL SUPPORT

- being allowed the provision of food and other gifts by relatives
- being allowed freedom of religious practices

PROMPT ATTENTION

- Having a reasonable distance and travel time from your home to the health care provider
- Getting fast care in emergencies
- Having short waiting times for appointments and consultations, and getting tests done quickly
- Having short waiting lists for non-emergency surgery

COMMUNICATION

- having the provider listen to you carefully
- having the provider explain things so you can understand
- ◆ having time to ask questions

ABOUT YOU

Now here are some questions about yourself.

52. How old are you?

_____ Years

53. CODE

- 1 - Female
- 2 - Male

54. Were you born in this country?

- 1 - Yes
- 2 - No
- 3 - DK/NA

55. Were both your parents born in this country?

- 1 - Yes
- 2 - No
- 3 - DK/NA

56. How many years of formal education have you successfully completed (including primary, secondary (high school) and post-secondary (e.g., university, technical schools) levels)?

_____years

2 - DK/NA

57. Into which of the following categories would you put the total annual income in 2000 of all the members of your household, including yourself, before taxes and deductions?

READ

- 1 - \$20,000 or less
- 2 - \$20,001 to \$40,000
- 3 - \$40,001 to \$60,000
- 4 - \$60,001 to \$80,000
- 5 - more than \$80,000
- 6 - DK/NA

58. How many times have you gone to each of the following in the last 30 days for your personal medical care?
- a) General Practitioners
- 1 - _____times
2 - DK/NA
- b) Dentists
c) Specialists
d) Physiotherapists
e) Chiropractors
f) Traditional healers
g) Clinic (staffed mainly by nurses, operating separately from a hospital)
h) Hospital outpatient unit
i) Hospital inpatient services
j) Pharmacy (where you talked to someone about your care and did not just purchase medicine)
k) Home health care services
l) Other (specify)_____
59. Are you covered by any public or private health insurance funds for visits to doctors or other health care providers where you did not stay overnight (outpatient care)?
- 1 - Yes
2 - No
3 - DK/NA
60. Are you covered by any public or private health insurance funds for hospital care?
- 1 - Yes
2 - No
3 - DK/NA

CONSIDER THE FOLLOWING SCENARIOS

Here are some situations for you to consider.

ROTATE SECTIONS A, B, C, D - EACH RESPONDENT GETS ONE VERSION.

SECTION A

61. Kim took her six month old infant 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 how the health care provider treated her with dignity?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

62. 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 and 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 the health care provider communicated with her?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

63. Jennifer 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 Jennifer had a problem finding transport. She advised her about the importance of regularly monitoring the growth of her baby.

How would you rate Jennifer's experience of how the health care provider treated her with dignity?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

64. 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 how the health care provider treated her with dignity?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

65. 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 the health care provider communicated with her?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

66. 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 how the health care provider treated her with dignity?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

67. 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 the health care provider communicated with her?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

68. 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 the health care provider communicated with her?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

69. 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 how the health care provider treated him with dignity?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

70. 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 the health care providers communicated with him?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

71. John 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 John's experience of how the health care provider treated him with dignity?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

72. 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 the health care provider communicated with him?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

73. 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 how the health care provider treated her with dignity?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

74. Andrew 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 Andrew could do to give up smoking.

How would you rate Andrew's experience of how the health care provider communicated with him?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

FINAL QUESTIONS

ASK ALL

- x. Now finally I have a question about the composition of your household. Not including yourself, how many other people live in your household?

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2 - DK/NA

IF NO OTHER PEOPLE, THANK AND CLOSE.

- y. For each of these other people, please describe their relationship to you. How about ...

	CODE		CODE
Other Person 1?		Other Person 6?	
Other Person 2?		Other Person 7?	
Other Person 3?		Other Person 8?	
Other Person 4?		Other Person 9?	
Other Person 5?			

- | | |
|---|--|
| <p>01 yourself (DO NOT USE)</p> <p>02 wife or husband</p> <p>03 son or daughter</p> <p>04 son or daughter-in-law</p> <p>05 grandchild</p> <p>06 parent</p> <p>07 parent-in-law</p> | <p>08 brother or sister</p> <p>09 DO NOT USE</p> <p>10 adopted/foster child</p> <p>11 other relative</p> <p>12 not related</p> <p>13 Don't know (DK)</p> |
|---|--|

THANK AND CLOSE.

Section B

CONSIDER THE FOLLOWING SCENARIOS

61. 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?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

62. Marion 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 Marion's experience of the overall quality of surroundings, for example space, seating, fresh air and cleanliness of the health services?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

63. Joe 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 Joe's experience of the overall quality of surroundings, for example space, seating, fresh air and cleanliness of the health services?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

64. 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?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad

65. 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 surroundings, for example space, seating, fresh air and cleanliness of the health services?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

66. 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?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

67. Sandra 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 Sandra's experience of the overall quality of surroundings, for example space, seating, fresh air and cleanliness of the health services?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

68. Dr Johnson is treating Mark. Mark seems to be suffering from a rare disease. The press is pressuring 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?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

69. Frank goes to the local public hospital whenever he needs to. The hospital is large but crowded and 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 Frank's experience of the overall quality of surroundings, for example space, seating, fresh air and cleanliness of the health services?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

70. Alex 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. Alex 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. Alex went in and spoke to the doctor who ordered some tests and advised him about safe sex.

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

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

71. 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 how well the health services kept information about him confidential?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

72. Derek 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 Derek's experience of the overall quality of surroundings, for example space, seating, fresh air and cleanliness of the health services?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or

5 - Very Bad

6 - DK/NA

73. 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 him confidential?

READ

1 - Very good

2 - Good

3 - Moderate

4 - Bad, or

5 - Very Bad

6 - DK/NA

74. 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' experience of the overall quality of surroundings, for example space, seating, fresh air and cleanliness of the health services?

READ

1 - Very good

2 - Good

3 - Moderate

4 - Bad, or

5 - Very Bad

6 - DK/NA

Section C

CONSIDER THE FOLLOWING SCENARIOS

61. 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 their 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 him to interact with family and friends or to continue religious customs during his stay?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

62. 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 or to continue religious customs during her stay?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

63. Alfred has a family physician who he consults regularly. Recently friends advised him to consult an alternative medicine provider 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 Alfred's experience of being able to use a health care provider or service of his choice?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

64. 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?

READ

- 1 - Very good
- 2 - Good

- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

65. Andrew goes to the local general hospital. The hospital is large and has several specialties. 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 Andrew's experience of being able to use a health care provider or service of his choice?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

66. 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?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

67. 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 since 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?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

68. William has had 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 William's experience of being able to use a health care provider or service of his choice?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

69. 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 him to interact with family and friends or to continue religious customs during his stay?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

70. 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?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

71. Carol had to be in hospital over a long period, because her illness was difficult to diagnose. The hospital staff were 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?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

72. 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 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?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad

6 - DK/NA

73. Pascal needs to go to the local hospital for his blood pressure. Each time 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 cannot 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?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

74. Michael goes to the community health centre for his epilepsy. He has to go on a certain day of the week because the 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 choose who he will see because he gets sent to whoever is free at the time.

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

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

Section D

CONSIDER THE FOLLOWING SCENARIOS

61. 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?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

62. John 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 John's experience of getting prompt attention?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

63. 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?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

64. 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's experience of getting involved in making decisions about her care or treatment as much as she wanted?

READ

- 1 - Very good

- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

65. 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?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

66. 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?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

67. 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?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

68. Donna 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 Donna's experience of getting prompt attention?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate

- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

69. 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?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

70. 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?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

71. Allan 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 of 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 Allan's experience of getting prompt attention?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

72. 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?

READ

- 1 - Very good
- 2 - Good

- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

73. 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?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

74. 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' experience of getting prompt attention?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA