WORLD HEALTH SURVEY

2002

C – Appendices (KISH Tables, Vignettes, Cards)

World Health Organization, Evidence and Information for Policy

WORLD HEALTH SURVEY

APPENDICES
KISH Tables, Vignettes, Cards

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WORLD HEALTH SURVEY

A) HOUSEHOLD QUESTIONNAIRE

Q0450

KISH TABLES

Q0450

KISH TABLES

Tables A and B1

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

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

Q0450

KISH TABLES

Tables B2 and C

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

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

Q0450

KISH TABLES

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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
5	4
6 or +	4

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

Q0450

KISH TABLES

Selection Table E2	
If the number of eligible persons is:	Interview the person numbered:
1	1
2	2
3	3
4	4
5	5
6 or +	5

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

WORLD HEALTH SURVEY

B) INDIVIDUAL QUESTIONNAIRE

Module 2000

HEALTH STATE DESCRIPTIONS

VIGNETTES

VIGNETTES FOR HEALTH STATE DESCRIPTIONS: Set-A

Mobility and Affect

[Jan] feels nervous and anxious. He worries and thinks negatively about the future, but feels better in the company of people or when doing something that really interests him. When he is alone he tends to feel useless and empty.

Q2101	Overall in the last 30 days, how much of a problem did [name of person] have with feeling sad, low, or depressed?	1. None	2. Mild	3. Moderate	4. Severe	5. Extreme
Q2102	In the last 30 days, how much of a problem did [name of person] have with worry or anxiety?	1. None	2. Mild	3. Moderate	4. Severe	5. Extreme

[Mary] has no problems with walking, running or using her hands, arms and legs. She jogs 4 kilometres twice a week.

Q2103	Overall in the last 30 days, how much of a problem did [name of person] have with moving around?	1. None	2. Mild	3. Moderate	4. Severe	5. Extreme/ Cannot do
Q2104	In the last 30 days, how much difficulty did [name of person] have in vigorous activities, such as running 3 km (or equivalent) or cycling?	1. None	2. Mild	3. Moderate	4. Severe	5. Extreme/ Cannot do

[Anton] does not exercise. He cannot climb stairs or do other physical activities because he is obese. He is able to carry the groceries and do some light household work.

Q2105	Overall in the last 30 days, how much of a problem did [name of person] have with moving around?	1. None	2. Mild	3. Moderate	4. Severe	5. Extreme/ Cannot do
Q2106	In the last 30 days, how much difficulty did [name of person] have in vigorous activities, such as running 3 km (or equivalent) or cycling?	1. None	2. Mild	3. Moderate	4. Severe	5. Extreme/ Cannot do

[David] is paralyzed from the neck down. He is unable to move his arms and legs or to shift body position. He is confined to bed.

Q2107	Overall in the last 30 days, how much difficulty did [name of person] have with moving around?	1. None	2. Mild	3. Moderate	4. Severe	5. Extreme/ Cannot do
Q2108	In the last 30 days, how much difficulty did [name of person] have in vigorous activities, such as running 3 km (or equivalent) or cycling?	1. None	2. Mild	3. Moderate	4. Severe	5. Extreme/ Cannot do

[Ken] loves life and is happy all the time. He never worries or gets upset about anything and deals with things as they come.

Q2109	Overall in the last 30 days, how much of a problem did [name of person] have with feeling sad, low, or depressed?	1. None	2. Mild	3. Moderate	4. Severe	5. Extreme

Q2110	In the last 30 days, how much of a problem did [name of person] have with worry or anxiety?	**1.** None	**2.** Mild	**3.** Moderate	**4.** Severe	**5.** Extreme

[Rob] is able to walk distances of up to 200 metres without any problems but feels tired 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

Q2111	Overall in the last 30 days, how much difficulty did [name of person] have with moving around?	**1.** None	**2.** Mild	**3.** Moderate	**4.** Severe	**5.** Extreme/ Cannot do
Q2112	In the last 30 days, how much difficulty did [name of person] have in vigorous activities, such as running 3 km (or equivalent) or cycling?	**1.** None	**2.** Mild	**3.** Moderate	**4.** Severe	**5.** Extreme/ Cannot do

[Vincent] has a lot of swelling in his legs due to his health condition. He has to make an effort to walk around his home as his legs feel heavy.

Q2113	Overall in the last 30 days, how much of a problem did [name of person] have with moving around?	**1.** None	**2.** Mild	**3.** Moderate	**4.** Severe	**5.** Extreme/ Cannot do
Q2114	In the last 30 days, how much difficulty did [name of person] have in vigorous activities, such as running 3 km (or equivalent) or cycling?	**1.** None	**2.** Mild	**3.** Moderate	**4.** Severe	**5.** Extreme/ Cannot do

[Vivian] has already had five admissions into the hospital because she has attempted suicide twice in the past year and has harmed herself on three other occasions. She is very distressed every day for the most part of the day, and sees no hope of things ever getting better. She is thinking of trying to end her life again.

Q2115	Overall in the last 30 days, how much of a problem did [name of person] have with feeling sad, low, or depressed?	**1.** None	**2.** Mild	**3.** Moderate	**4.** Severe	**5.** Extreme
Q2116	In the last 30 days, how much of a problem did [name of person] have with worry or anxiety?	**1.** None	**2.** Mild	**3.** Moderate	**4.** Severe	**5.** Extreme

[Roberta] feels depressed most of the time. She weeps frequently and feels hopeless about the future. She feels that she has become a burden on others and that she would be better dead.

Q2117	Overall in the last 30 days, how much of a problem did [name of person] have with feeling sad, low, or depressed?	**1.** None	**2.** Mild	**3.** Moderate	**4.** Severe	**5.** Extreme
Q2118	In the last 30 days, how much of a problem did [name of person] have with worry or anxiety?	**1.** None	**2.** Mild	**3.** Moderate	**4.** Severe	**5.** Extreme

[Henriette] enjoys her work and social activities and is generally satisfied with her life. She gets depressed every 3 weeks for a day or two and loses interest in what she usually enjoys but is able to carry on with her day to day activities.

Q2119	Overall in the last 30 days, how much of a problem did [name of person] have with feeling sad, low, or depressed?	**1.** None	**2.** Mild	**3.** Moderate	**4.** Severe	**5.** Extreme

Q2120	Overall in the last 30 days, how much of a problem did [name of person] have with <u>distress, sadness or worry</u>?	**1.** None	**2.** Mild	**3.** Moderate	**4.** Severe	**5.** Extreme

VIGNETTES FOR HEALTH STATE DESCRIPTIONS: **Set-B**

Pain and Personal Relationships

[Mark] has pain in his knees, elbows, wrists and fingers, and the pain is present almost all the time. It gets worse during the first half of the day. Although medication helps, he feels uncomfortable when moving around, holding and lifting things.

Q2101	Overall in the last 30 days, how much of <u>bodily aches or pains</u> did [name of person] have?	**1.** None	**2.** Mild	**3.** Moderate	**4.** Severe	**5.** Extreme
Q2102	In the last 30 days, how much <u>bodily discomfort</u> did [name of person] have?	**1.** None	**2.** Mild	**3.** Moderate	**4.** Severe	**5.** Extreme

[Elizabeth] has difficulty climbing up and down the stairs and walking. She is not able to go out as much as she would like to but has many friends who come and visit her at home. Her friends find her a source of great comfort.

Q2103	Overall in the last 30 days, how much difficulty did [name of person] have with <u>personal relationships or participation in the community</u>?	**1.** None	**2.** Mild	**3.** Moderate	**4.** Severe	**5.** Extreme/ Cannot do
Q2104	In the last 30 days, how much difficulty did [name of person] have in <u>dealing with conflicts and tensions</u> with others?	**1.** None	**2.** Mild	**3.** Moderate	**4.** Severe	**5.** Extreme/ Cannot do

[Amala] suffered a stroke three months ago. Her friends do not come and visit anymore as Amala cannot communicate with them. She is constantly upset and shouts at her family members which causes them to avoid her.

Q2105	Overall in the last 30 days, how much difficulty did [name of person] have with <u>personal relationship or participation in the community</u>?	**1.** None	**2.** Mild	**3.** Moderate	**4.** Severe	**5.** Extreme/ Cannot do
Q2106	In the last 30 days, how much difficulty did [name of person] have in <u>dealing with conflicts and tensions</u> with others?	**1.** None	**2.** Mild	**3.** Moderate	**4.** Severe	**5.** Extreme/ Cannot do

[Katie] cannot remember when she last felt pain as this has not happened for the last several years now. She does not experience any pain even after hard physical labor or exercise.

Q2107	Overall in the last 30 days, how much of <u>bodily aches or pains</u> did [name of person] have?	**1.** None	**2.** Mild	**3.** Moderate	**4.** Severe	**5.** Extreme
Q2108	In the last 30 days, how much <u>bodily discomfort</u> did [name of person] have?	**1.** None	**2.** Mild	**3.** Moderate	**4.** Severe	**5.** Extreme

[Charlie] can join in any community activities that interest him, whenever he wants to, without any restrictions. He gets on well with everybody and enjoys meeting new people.

Q2109	Overall in the last 30 days, how much difficulty did [name of person] have with personal relationship or participation in the community?	1. None	2. Mild	3. Moderate	4. Severe	5. Extreme/ Cannot do
Q2110	In the last 30 days, how much difficulty did [name of person] have in dealing with conflicts and tensions with others?	1. None	2. Mild	3. Moderate	4. Severe	5. Extreme/ Cannot do

[Steve] has pain in the neck radiating to the arms that is not relieved by any medicines or other treatment. The pain is sharp at all times and keeps him awake most of the night. During the day the pain has made him completely incapacitated. It has necessitated complete confinement to the bed and often makes him think of ending his life.

Q2111	Overall in the last 30 days, how much of bodily aches or pains did [name of person] have?	1. None	2. Mild	3. Moderate	4. Severe	5. Extreme
Q2112	In the last 30 days, how much bodily discomfort did [name of person] have?	1. None	2. Mild	3. Moderate	4. Severe	5. Extreme

[Johanna] gets on well with the people she knows but has no close friends. She has not spoken to her mother in 5 years and does not want to see her. Because of this tension, her family usually excludes her from family gatherings.

Q2113	Overall in the last 30 days, how much difficulty did [name of person] have with personal relationship or participation in the community?	1. None	2. Mild	3. Moderate	4. Severe	5. Extreme/ Cannot do
Q2114	In the last 30 days, how much difficulty did [name of person] have in dealing with conflicts and tensions with others?	1. None	2. Mild	3. Moderate	4. Severe	5. Extreme/ Cannot do

[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.

Q2115	Overall in the last 30 days, how much of bodily aches or pains did [name of person] have?	1. None	2. Mild	3. Moderate	4. Severe	5. Extreme
Q2116	In the last 30 days, how much bodily discomfort did [name of person] have?	1. None	2. Mild	3. Moderate	4. Severe	5. Extreme

[Nobu] is blind and lives in a remote rural area. His family does not allow him to leave the house because they fear he will get hurt. His family tells him that he is a burden to them. Their criticism upsets him and he cries.

Q2117	Overall in the last 30 days, how much difficulty did [name of person] have with personal relationships or participation in the community?	1. None	2. Mild	3. Moderate	4. Severe	5. Extreme/ Cannot do

Q2118	In the last 30 days, how much difficulty did [name of person] have in dealing with conflicts and tensions with others?	**1.** None	**2.** Mild	**3.** Moderate	**4.** Severe	**5.** Extreme/ Cannot do

[Isabelle] has pain that radiates down her right arm and wrist during her day at work. This is slightly relieved in the evenings when she is no longer working on her computer.

Q2119	Overall in the last 30 days, how much of bodily aches or pains did [name of person] have?	**1.** None	**2.** Mild	**3.** Moderate	**4.** Severe	**5.** Extreme/ Cannot do
Q2120	In the last 30 days, how much bodily discomfort did [name of person] have?	**1.** None	**2.** Mild	**3.** Moderate	**4.** Severe	**5.** Extreme

VIGNETTES FOR HEALTH STATE DESCRIPTIONS: Set-C

Vision, Sleep and Energy

[Jennifer] only reads if the text is in very large print, such as 10 lines per page. Otherwise she does not read anything. Even when people are close to her, she sees them blurred.

Q2101	In the last 30 days, how much difficulty did you think [name of person] have in seeing and recognizing a person she knows across the road (i.e. from a distance of about 20 meters)?	**1.** None	**2.** Mild	**3.** Moderate	**4.** Severe	**5.** Extreme/ Cannot do
Q2102	In the last 30 days, how much difficulty did you think [name of person] have in seeing and recognizing an object at arm's length or in reading?	**1.** None	**2.** Mild	**3.** Moderate	**4.** Severe	**5.** Extreme/ Cannot do

[Paolo] has no trouble falling asleep at night and does not wake up during the night, but every morning he finds it difficult to wake up. He uses an alarm clock but falls back asleep after the alarm goes off. He is late to work on four out of five days and feels tired in the mornings.

Q2103	In the last 30 days, how much difficulty do you think [name of person] had with sleeping, such as falling asleep, waking up frequently during the night or waking up too early in the morning?	**1.** None	**2.** Mild	**3.** Moderate	**4.** Severe	**5.** Extreme
Q2104	In the last 30 days, how much of a problem did you have due to not feeling rested and refreshed during the day (e.g. feeling tired, not having energy)?	**1.** None	**2.** Mild	**3.** Moderate	**4.** Severe	**5.** Extreme

[Hector] can read words in newspaper articles (and can recognize faces on a postcard size photograph). He can recognize familiar people's faces all the time and picks out most details in pictures from across 20 metres.

Q2105	In the last 30 days, how much difficulty did you think [name of person] have in seeing and recognizing a person she knows across the road (i.e. from a distance of about 20 meters)?	**1.** None	**2.** Mild	**3.** Moderate	**4.** Severe	**5.** Extreme/ Cannot do
Q2106	In the last 30 days, how much difficulty did you think [name of person] have in seeing and recognizing an object at arm's length or in reading?	**1.** None	**2.** Mild	**3.** Moderate	**4.** Severe	**5.** Extreme

[Damien] wakes up almost once every hour during the night. When she wakes up in the night, it takes around 15 minutes for her to go back to sleep. In the morning she does not feel well-rested and feels slow and tired all day.

Q2107	In the last 30 days, how much difficulty do you think [name of person] had with sleeping, such as falling asleep, waking up frequently during the night or waking up too early in the morning?	**1.** None	**2.** Mild	**3.** Moderate	**4.** Severe	**5.** Extreme

Q2108	In the last 30 days, how much of a problem did you have due to not <u>feeling rested and refreshed</u> during the day (e.g. feeling tired, not having energy)?	**1.** None	**2.** Mild	**3.** Moderate	**4.** Severe	**5.** Extreme

[Daniel] takes about two hours every night to fall asleep. He wakes up once or twice a night feeling panicked and takes more than one hour to fall asleep again. Three to four nights a week he wakes up in the middle of the night and cannot go back to sleep for the rest of the night. He is fatigued all day, every day and misses work several times a week. He cannot take part in sports or social activities.

Q2109	In the last 30 days, how much difficulty do you think [name of person] had with sleeping, such as <u>falling asleep</u>, <u>waking up frequently during the night</u> or <u>waking up too early</u> in the morning?	**1.** None	**2.** Mild	**3.** Moderate	**4.** Severe	**5.** Extreme
Q2110	In the last 30 days, how much of a problem did you have due to not <u>feeling rested and refreshed</u> during the day (e.g. feeling tired, not having energy)?	**1.** None	**2.** Mild	**3.** Moderate	**4.** Severe	**5.** Extreme

[Norman] needs a magnifying glass to read small print and look at details on pictures. He also takes a while to recognize objects if they are too far from him.

Q2111	In the last 30 days, how much difficulty did you think [name of person] have in <u>seeing and recognizing a person she knows across the road</u> (i.e. from a distance of about 20 meters)?	**1.** None	**2.** Mild	**3.** Moderate	**4.** Severe	**5.** Extreme/ Cannot do
Q2112	In the last 30 days, how much difficulty did you think [name of person] have in <u>seeing and recognizing an object at arm's length or in reading</u>?	**1.** None	**2.** Mild	**3.** Moderate	**4.** Severe	**5.** Extreme/ Cannot do

[Antonio] can read words in newspaper articles (and can recognize faces on a postcard size photograph). He can recognize shapes and colours from across 20 metres but misses out the fine details.

Q2113	In the last 30 days, how much difficulty did you think [name of person] have in <u>seeing and recognizing a person she knows across the road</u> (i.e. from a distance of about 20 meters)?	**1.** None	**2.** Mild	**3.** Moderate	**4.** Severe	**5.** Extreme/ Cannot do
Q2114	In the last 30 days, how much difficulty did you think [name of person] have in <u>seeing and recognizing an object at arm's length or in reading</u>?	**1.** None	**2.** Mild	**3.** Moderate	**4.** Severe	**5.** Extreme/ Cannot do

[Noemi] falls asleep easily at night, but two nights a week she wakes up in the middle of the night and cannot go back to sleep for the rest of the night. On these days she is exhausted at work and cannot concentrate on her job.

Q2115	In the last 30 days, how much difficulty do you think [name of person] had with sleeping, such as <u>falling asleep</u>, <u>waking up frequently during the night</u> or <u>waking up too early in the morning</u>?	**1.** None	**2.** Mild	**3.** Moderate	**4.** Severe	**5.** Extreme
Q2116	In the last 30 days, how much of a problem did you have due to not <u>feeling rested and refreshed</u> during the day (e.g. feeling tired, not having energy)?	**1.** None	**2.** Mild	**3.** Moderate	**4.** Severe	**5.** Extreme

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

Q2117	In the last 30 days, how much difficulty did you think [name of person] have in <u>seeing and recognizing a person she knows across the road</u> (i.e. from a distance of about 20 meters)?	**1.** None	**2.** Mild	**3.** Moderate	**4.** Severe	**5.** Extreme/ Cannot do
Q2118	In the last 30 days, how much difficulty did you think [name of person] have in <u>seeing and recognizing an object at arm's length or in reading</u>?	**1.** None	**2.** Mild	**3.** Moderate	**4.** Severe	**5.** Extreme/ Cannot do

[Mark] falls asleep every night within five minutes of going to bed. He sleeps soundly during the whole night and wakes up in the morning feeling well-rested and feels full of energy all day.

Q2119	In the last 30 days, how much difficulty do you think [name of person] had with sleeping, such as <u>falling asleep</u>, <u>waking up frequently during the night or waking up too early in the morning</u>?	**1.** None	**2.** Mild	**3.** Moderate	**4.** Severe	**5.** Extreme
Q2120	In the last 30 days, how much of a problem did you have due to not <u>feeling rested and refreshed</u> during the day (e.g. feeling tired, not having energy)?	**1.** None	**2.** Mild	**3.** Moderate	**4.** Severe	**5.** Extreme

VIGNETTES FOR HEALTH STATE DESCRIPTIONS: **Set-D**

Cognition and Self Care

[Helena] pays a lot of attention to the way she looks. She requires no assistance with cleanliness, dressing and eating.

Q2101	Overall in the last 30 days, how much difficulty did [name of person] have with <u>self-care</u>, such as washing or dressing himself/herself?	**1.** None	**2.** Mild	**3.** Moderate	**4.** Severe	**5.** Extreme/ Cannot do
Q2102	In the last 30 days, how much difficulty did [name of person] have in <u>taking care of and maintaining his/her general appearance</u> (e.g. grooming, looking neat and tidy etc.)	**1.** None	**2.** Mild	**3.** Moderate	**4.** Severe	**5.** Extreme/ Cannot do

[Sue] can find her way around the neighborhood and know where her own belongings are kept, but struggles to remember how to get to a place she has only visited once or twice. She is keen to learn new recipes but finds that she often makes mistakes and has to reread several times before she is able to do them properly.

Q2103	Overall in the last 30 days overall how much difficulty did [name of the person] have with <u>concentrating or remembering things</u>?	**1.** None	**2.** Mild	**3.** Moderate	**4.** Severe	**5.** Extreme/ Cannot do
Q2104	In the last 30 days, how much difficulty did [name of person] have in <u>learning a new task</u> (for example, learning how to get to a new place, learning a new game, learning a new recipe etc.)?	**1.** None	**2.** Mild	**3.** Moderate	**4.** Severe	**5.** Extreme/ Cannot do

[Sue] is quadriplegic and must be washed, groomed, dressed and fed by somebody else.

Q2105	Overall in the last 30 days, how much difficulty did [name of person] have with <u>self-care</u>, such as washing or dressing himself/herself?	**1.** None	**2.** Mild	**3.** Moderate	**4.** Severe	**5.** Extreme/ Cannot do
Q2106	In the last 30 days, how much difficulty did [name of person] have in <u>taking care of and maintaining his/her general appearance</u>(e.g. grooming, looking neat and tidy etc.)	**1.** None	**2.** Mild	**3.** Moderate	**4.** Severe	**5.** Extreme/ Cannot do

[Malcolm] can concentrate while watching TV, reading a magazine or playing a game of cards or chess. He can learn new variations in these games with small effort. Once a week he forgets where his keys or glasses are, but finds them within five minutes.

Q2107	Overall in the last 30 days overall how much difficulty did [name of the person] have with <u>concentrating or remembering things</u>?	**1.** None	**2.** Mild	**3.** Moderate	**4.** Severe	**5.** Extreme/ Cannot do
Q2108	In the last 30 days, how much difficulty did [name of person] have in <u>learning a new task</u> (for example, learning how to get to a new place, learning a new game, learning a new recipe etc.)?	**1.** None	**2.** Mild	**3.** Moderate	**4.** Severe	**5.** Extreme/ Cannot do

[Rob] is very quick to learn new skills at his work. 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.

Q2109	Overall in the last 30 days overall how much difficulty did [name of the person] have with <u>concentrating or remembering things</u>?	**1.** None	**2.** Mild	**3.** Moderate	**4.** Severe	**5.** Extreme/ Cannot do
Q2110	In the last 30 days, how much difficulty did [name of person] have in <u>learning a new task</u> (for example, learning how to get to a new place, learning a new game, learning a new recipe etc.)?	**1.** None	**2.** Mild	**3.** Moderate	**4.** Severe	**5.** Extreme/ Cannot do

[Theo] cannot concentrate for more than 15 minutes and has difficulty paying attention to what is being said to him. Whenever he starts a task, he never manages to finish it and often forgets what he was doing. He is able to learn the names of people he meets but cannot be trusted to follow directions to a store by himself.

Q2111	Overall in the last 30 days overall how much difficulty did [name of the person] have with <u>concentrating or remembering things</u>?	**1.** None	**2.** Mild	**3.** Moderate	**4.** Severe	**5.** Extreme/ Cannot do
Q2112	In the last 30 days, how much difficulty did [name of person] have in <u>learning a new task</u> (for example, learning how to get to a new place, learning a new game, learning a new recipe etc.)?	**1.** None	**2.** Mild	**3.** Moderate	**4.** Severe	**5.** Extreme/ Cannot do

[Anne] takes twice as long as others to put on and take off clothes, but needs no help with this. Although it requires an effort, she is able to bathe and groom herself, though less frequently than before. She does not require help with feeding.

Q2113	Overall in the last 30 days, how much difficulty did [name of person] have with <u>self-care</u>, such as washing or dressing himself/herself?	**1.** None	**2.** Mild	**3.** Moderate	**4.** Severe	**5.** Extreme/ Cannot do
Q2114	In the last 30 days, how much difficulty did [name of person] have in <u>taking care of and maintaining his/her general appearance</u>(e.g. grooming, looking neat and tidy etc.)	**1.** None	**2.** Mild	**3.** Moderate	**4.** Severe	**5.** Extreme

[Peter] does not recognize even close relatives and gets lost when he leaves the house unaccompanied. Even when prompted, he shows no recollection of events or recognition of relatives. It is impossible for him to acquire any new knowledge as even simple instructions leave him confused.

Q2115	Overall in the last 30 days overall how much difficulty did [name of the person] have with <u>concentrating or remembering things</u>?	**1.** None	**2.** Mild	**3.** Moderate	**4.** Severe	**5.** Extreme/ Cannot do
Q2116	In the last 30 days, how much difficulty did [name of person] have in <u>learning a new task</u> (for example, learning how to get to a new place, learning a new game, learning a new recipe etc.)?	**1.** None	**2.** Mild	**3.** Moderate	**4.** Severe	**5.** Extreme/ Cannot do

[Sandra] lives on her own and has no relatives or friends nearby. Because of her arthritis, she is house-bound. She often stays all day in the same clothes that she has slept in, as changing clothes is too painful. A neighbour helps her wash herself.

Q2117	Overall in the last 30 days, how much difficulty did [name of person] have with <u>self-care</u>, such as washing or dressing himself/herself?	**1.** None	**2.** Mild	**3.** Moderate	**4.** Severe	**5.** Extreme/ Cannot do
Q2118	In the last 30 days, how much difficulty did [name of person] have in <u>taking care of and maintaining his/her general appearance</u> (e.g. grooming, looking neat and tidy etc.)	**1.** None	**2.** Mild	**3.** Moderate	**4.** Severe	**5.** Extreme/ Cannot do

[Victor] requires no assistance with cleanliness, dressing and eating. He occasionally suffers from back pain and when this happens he needs help with bathing and dressing. He always keeps himself tidy.

Q2119	Overall in the last 30 days, how much difficulty did [name of person] have with <u>self-care</u>, such as washing or dressing himself/herself?	**1.** None	**2.** Mild	**3.** Moderate	**4.** Severe	**5.** Extreme/ Cannot do
Q2120	In the last 30 days, how much difficulty did [name of person] have in <u>taking care of and maintaining his/her general appearance</u> (e.g. grooming, looking neat and tidy etc.)	**1.** None	**2.** Mild	**3.** Moderate	**4.** Severe	**5.** Extreme/ Cannot do

WORLD HEALTH SURVEY

B) INDIVIDUAL QUESTIONNAIRE

Module 3000

HEALTH STATE VALUATIONS

CARDS

Module 3000: Set "A"

Ordinal Ranking Exercise: CARDS

AMP	ALC
Below the knee amputation in one leg, with no prosthesis but with basic crutches available	**Alcohol dependence, marked by excessive drinking that cannot be controlled**

VIS	BAK
Having limited long-distance vision - able to read and recognize objects at arms's length but not to distinguish faces across the room (i.e., at distances of 5 meters); no glasses available	**Chronic lower back pain, with stiffness in the morning, problems sitting or bending and to a lesser degree walking; difficulties in all physical activities**

BLI

Total blindness in both eyes, acquired as an adult

Ordinal Ranking Exercise: CARDS

AMP	INS
Below the knee amputation in one leg, with no prosthesis but with basic crutches available	**Insomnia: difficulty falling asleep, waking up earlier than wanted and frequently during the night**

ART	DEP
Arthritis in both hands and wrists, causing major pain, stiffness, swelling and deformities	**Major depression, with profound sadness, loss of pleasure in activities, slowness and irritability, poor sleep and appetite and suicidal thoughts**

QUA

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

WORLD HEALTH SURVEY

B) INDIVIDUAL QUESTIONNAIRE

Module 4000

RISK FACTORS

CARDS

Q4000-Q4005:

Appendix A4.1: List of Tobacco Products

• **Cigarettes**
• **Cigarillos**
• **Cigars**
• **Cheroots**
• **Chuttas**
• **Bidis**
• **Goza / Hookah**
• **Local tobacco products** (each country to add to the list)
• **Local tobacco products** (each country to add to the list)
• **Local tobacco products** (each country to add to the list)

Q4010-Q4017:

Appendix A4.2: **Alcohol Card**

Alcohol Use

1 standard drink =

| 1 standard bottle of | 1 single measure | 1medium size glass of | 1 measure of **aperitif** |
| **regular beer** (285ml) | of **spirits** (30ml) | **wine** (120ml) | (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 HIGHBALL 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

Q4020-4021:

Appendix A4.3: Nutrition Card

VEGETABLES are considered to be:	1 serving	Examples
Raw green leafy vegetables	1 cup	Spinach, salad, etc.
Other vegetables, cooked or chopped raw	½ cup	Tomatoes, carrots, pumpkin, corn, Chinese cabbage, fresh beans, onion, etc.
Vegetable juice	½ cup	

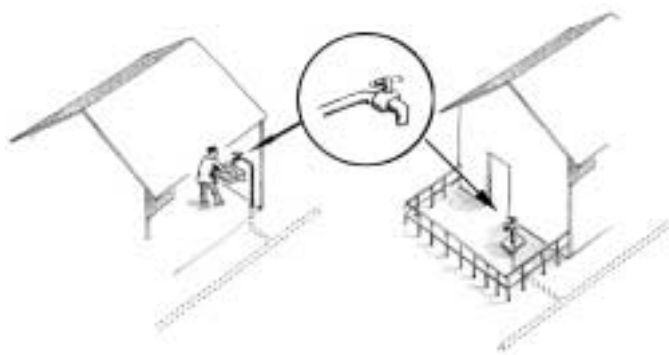| FRUIT is considered to be:	1 serving	Examples
Apple, banana, orange	1 medium size piece	
Chopped, cooked, canned fruit	½ cup	
Fruit juice	½ cup	Juice from fruit, not artificially flavoured

Q4030-4038:

Appendix A4.4: List of Physical Activities

| MODERATE Physical Activities	VIGOROUS Physical Activities
Involve moderate physical effort	Involve hard physical effort
This make you breathe somewhat harder than normal	This makes you breathe much harder than normal
Examples: • Cleaning • Farming • Painting/plastering • Gardening • Swimming • Climbing stairs	**Examples:** • Carrying heavy loads • Heavy construction • Digging • Shovelling • Sawing wood • Running • Strenuous sports

Q4042: What is the <u>main source of drinking water</u> for members of this household?
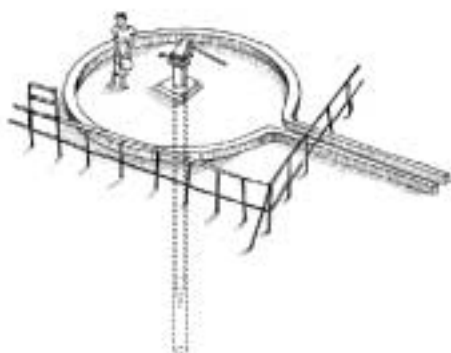
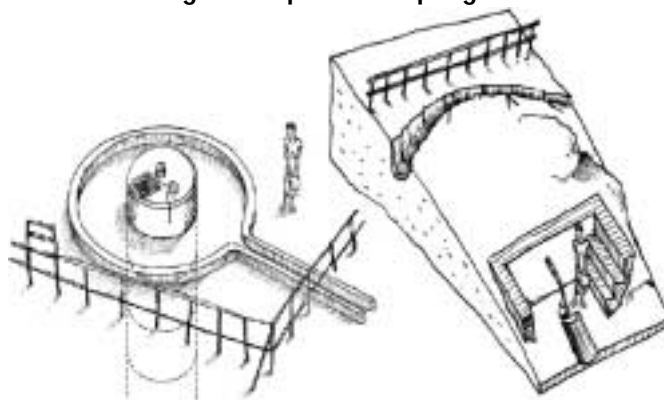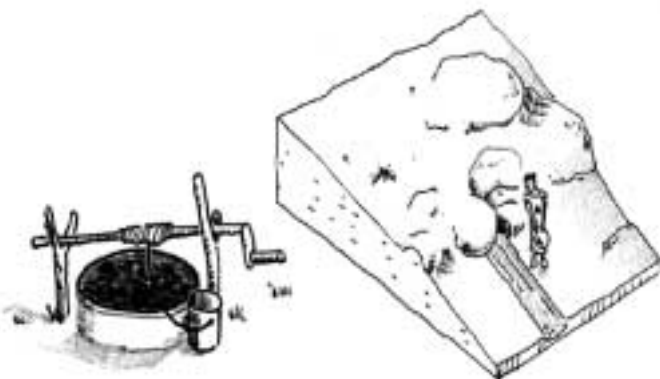| 1. Piped water through house connection or yard tap	2. Public standpipe
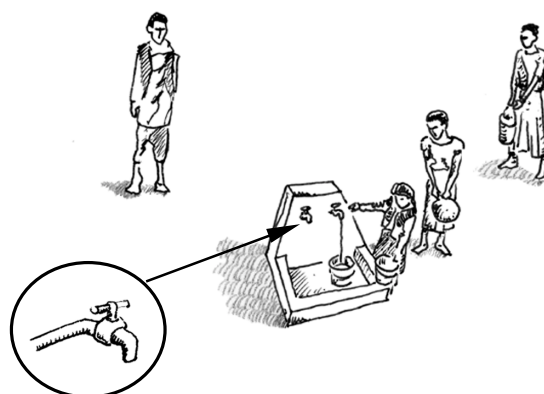
3 . Protected tube well or borehole	4. Protected dug well or protected spring

5. Unprotected dug well or spring	6. Rainwater (into protected tank or cistern)

7. Tanker-truck - vendor	8. Water taken directly from pond-water, stream, unprotected rainwater
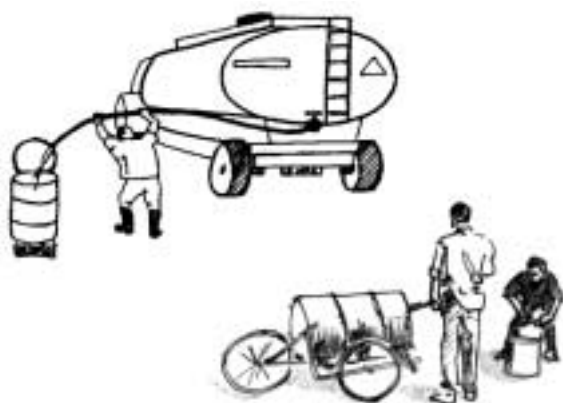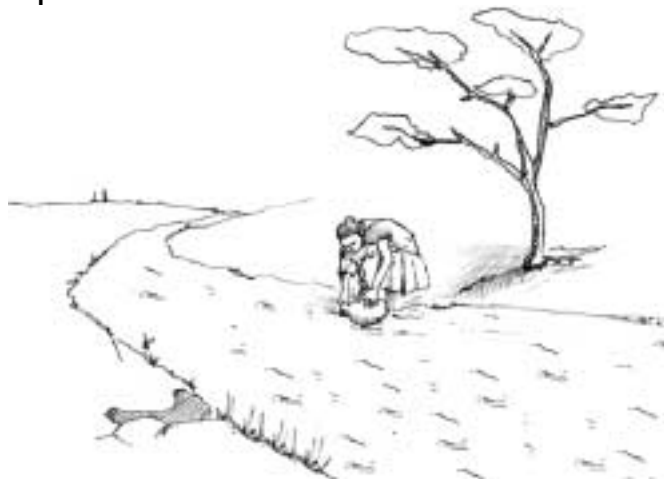
Q4045 : what type of <u>toilet facilities</u> does your household use ?

1. Flush to piped sewage system (household connection)	**2. Flush to septic tank**
3 . Pour flush latrine	**4. Covered dry latrine (with privacy)**
5. Uncovered dry latrine (without privacy)	**6. Bucket latrine (where fresh excreta are manually removed)**
7. No facilities (open defecation)	
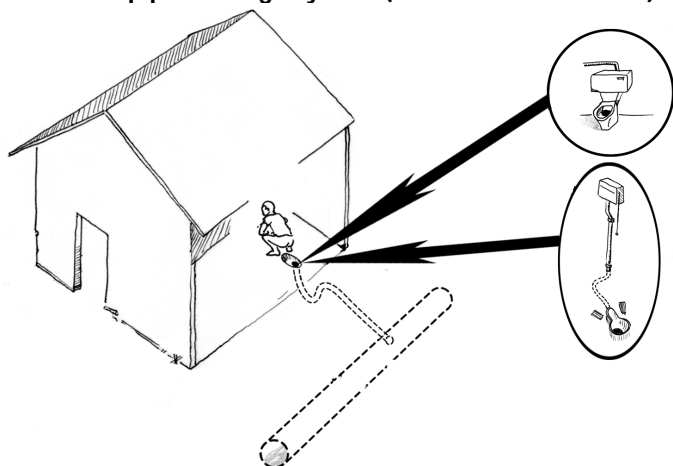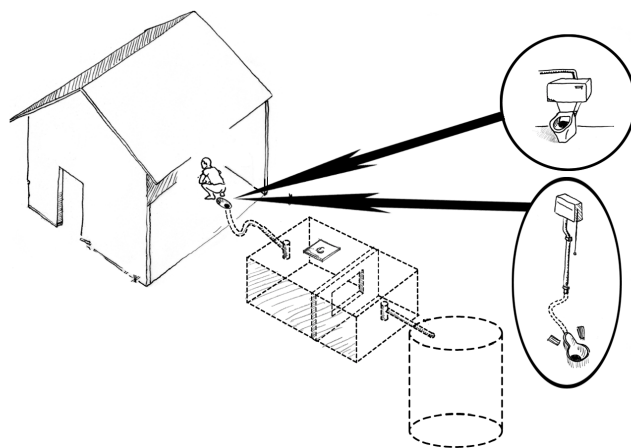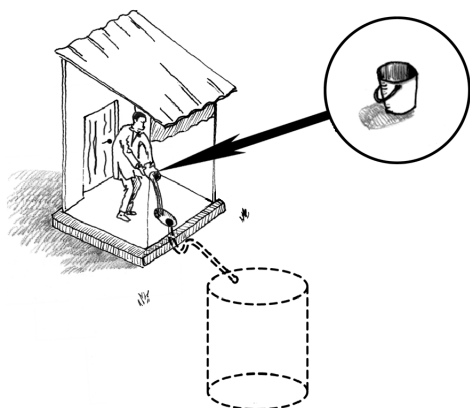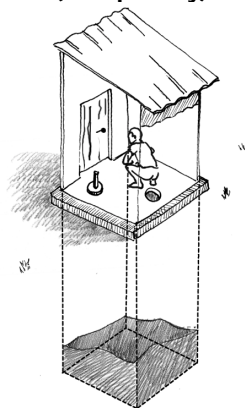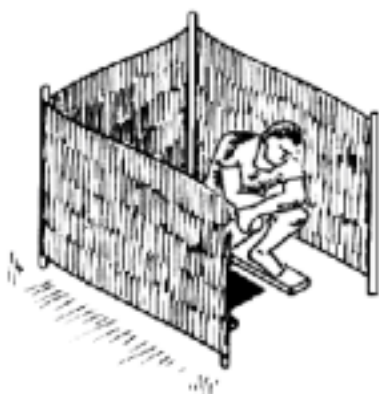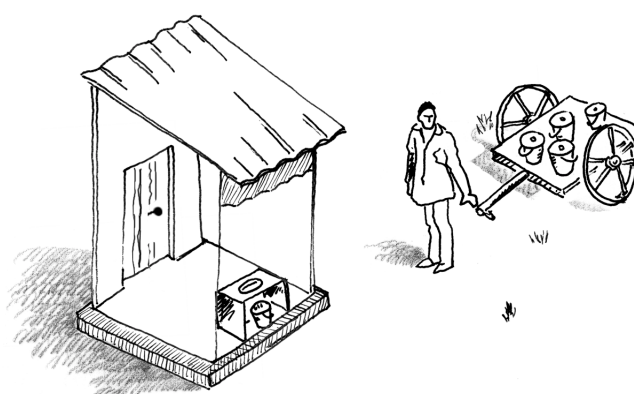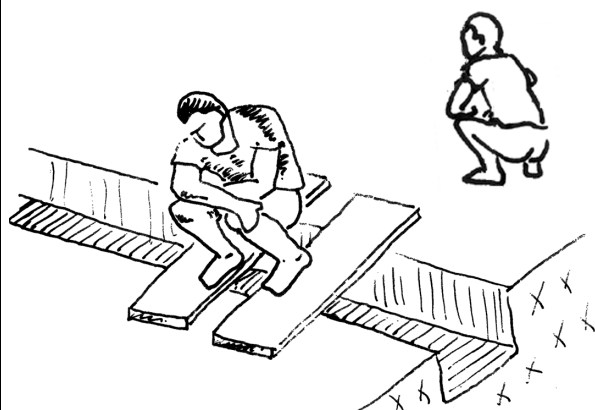
Appendix A4.7

Q4048: What type of cooking stove is used in your house?

Q4052: What type of heating stove is used in your house?

1. Open fire or stove without chimney or hood
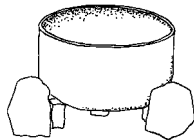
Open fire

Open fire

2. Open fire or stove with chimney or hood
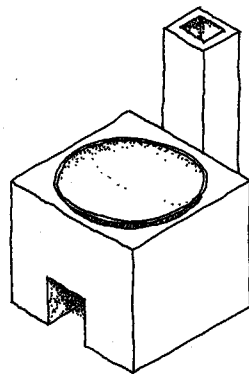
Open stove with chimney

Open stove with chimney

Open fire with hood
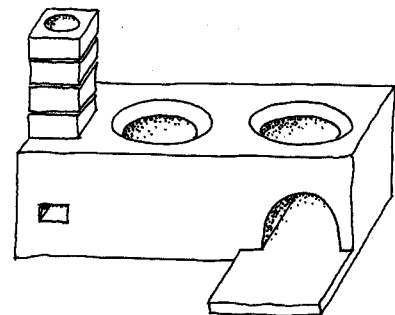
3. Closed stove with chimney
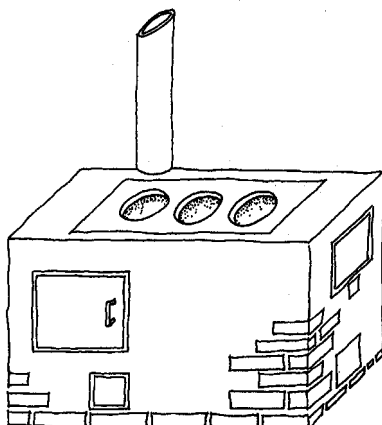
Closed stove with chimney

WORLD HEALTH SURVEY

B) INDIVIDUAL QUESTIONNAIRE

Module 6000

COVERAGE

MEDICINE LIST

Q6202

The following list was developed based on the WHO's Model List of Essential Medicines (12th list, April 2002). The medicines are divided in 8 major classes (*i.e. "1. Arhtirities", etc.*). Under each class there are sub-classes (*i.e. "13. DMARDs, etc.*) reflecting pharmacological characteristic of the medicine. Not all pharmacological sub-classes are represented, but only those that are included in the Essential Medicines List. Next to the heading of each class or sub-class (as applicable) a reference to the corresponding section of WHO's Essential Medicines List is indicated in brackets. Generic names of medicines provided under the headings of sub-classes are for demonstration purposes only.

This list contains only those medicines against the conditions included in the coverage module. For each country a customised list of medicines should be developed containing all the medicines in the given classes/sub-classes that are available on the local market.

For coding purposes only underlined numbers should be used.

1. Arthritis - Analgesics, antipyretics, nonsteroidal anti-inflamatory drugs (NSAIDs), medicines used to treat gout and disease-modifying agents used in rheumatic disorders (DMARDs) *(corresponds to Section 2, WHO Model List of Essential Medicines, 12th list, April 2002)*
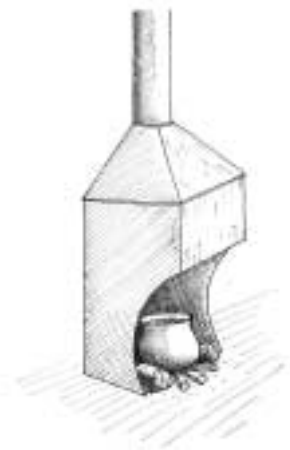
12. Non-opoid analgesics, antipyretics and NSAIDs
For example: Acetylsalicylic acid, Ibuprofen, Paracetamol.

13. DMARDs
For example: Azathioprine, Chloroquine, Cyclophosphamide, Methotrexate, Sulfasalazin.

2. Angina Pectoris - Antianginal medicines *(corresponds to Section12.1, WHO Model List of Essential Medicines, 12th list, April 2002)*

21. Nitrates
For example: Glycerine trinitrate, Isosorbide dinitrate.

22. β adrenoblockers
For example: Atenolol.

23. Ca-channel blockers
For example: Verapamil

3. Asthma - Antiasthmatic medicines *(corresponds to Section 25.1, WHO Model List of Essential Medicines, 12th list, April 2002)*

31. β - Agonists

For example: Salbutamol, Epinephrine

32. Bronchial smooth muscle relaxants
For example: Aminophylline

33. Corticosteroids
For example: Beclometasone

36. Anticholinergic
For example: Impratropium bromide

4. Depression - Psychotherapeutic Medicines

41. Medicines used in depressive disorders *(corresponding to Section 24.2.1 of WHO Model List of Essential Medicines, 12th list, April 2002)*

For example: Amitriptyline

42. Medicines used in obsessive compulsive disorders and panic attacks *(corresponding to Section 24.4 WHO Model List of Essential Medicines, 12th list, April 2002)*

For example: Clomipramine

43. Drugs in bipolar disorders *(corresponding to Section 24.2.2 of WHO Model List of Essential Medicines, 12th list, April 2002)*

For example: Carbamazepine, Lithium carbonate, Valproic acid

44. Medicines used in generalised anxiety and sleep disorders *(corresponding to Section 24.3 of WHO Model List of Essential Medicines, 12th list, April 2002)*

For example: Diazepam

5. Schizophrenia - Medicines used in psychotic disorders *(corresponding to Section 24.1 of WHO Model List of Essential Medicines, 12th list, April 2002)*

51. Traditional Antipsychotic (neuroleptics)
For example: Chlorpromazine, Fluphenazine, Halperidol.

6. TB *(corresponding to Section 6.2.4 of WHO Model List of Essential Medicines, 12th list, April 2002)*

61. *For example: Ethambutol, Isoniazid, Isoniazid+ Ethambutol, Pyrazinamide, Rifampicin, Rifampicin+isoniazid, Rifampicin+isoniazid+pyrazinamide, Rifampicin+isoniazid+pyrazinamide+ethambutol, Streptomycin*

7. HIV/AIDS *(corresponding to Section 6.4.2 of WHO Model List of Essential Medicines, 12th list, April 2002)*

> **71.** **Nucleoside reverse transcirptase inhibitors** *(corresponding to Section 6.4.2.1 of WHO Model List of Essential Medicines, 12th list, April 2002)*
>
> > *For example: Abacavir, Didanosine, Lamivudine, Stavudine, Zidovudine*
>
> **72.** **Non-nucleoside reverse transcriptase inhibitors** *(corresponding to Section 6.4.2.2 of WHO Model List of Essential Medicines, 12th list, April 2002)*
>
> > *For example: Efavirenz, Nevirapine*
>
> **73.** **Protease inhibitors** *(corresponding to Section 6.4.2.3 of WHO Model List of Essential Medicines, 12th list, April 2002)*
>
> > *For example: Indinavir, Ritonavir, Lopinavir+ritonavir, Nelfinavir Saquinavir*

8. Diabetes Mellitus - Insulins and other antidiabetic agents (Hormones, other endocrine medicines and contraceptives *(corresponding to Section 18.5 of WHO Model List of Essential Medicines, 12th list, April 2002)*

> **81.** **Insulins**
> > *For example: Insulin injection, Intermediate-acting ainsluin*
>
> **82.** **Oral hypoglycaemic agents**
> > *For example: Metformin, Glibenclamide*

9. Other

> **99.** **Any other drug not belonging to the above mentioned classes.**

WORLD HEALTH SURVEY

B) INDIVIDUAL QUESTIONNAIRE

Module 7000

HEALTH SYSTEM RESPONSIVENESS

VIGNETTES

VIGNETTES FOR HEALTH SYSTEM RESPONSIVENESS: Set A

I am now going to read you stories about people's experiences with health care services. I want you to think about these people's experiences as if they were your own. Once I have finished reading each story, I will ask you to rate what happened in the story as very good, good, moderate, bad or very bad.

Respectful Treatment and Prompt Attention

[Niels] woke up with a sore back so he decided to go to the clinic. It took 30 minutes to travel to the clinic and he was seen within 5 minutes .

Q7501	How would you rate his travelling time?	**1.** Very good	**2.** Good	**3.** Moderate	**4.** Bad	**5.** Very bad
Q7502	How would you rate the amount of time he waited before being attended to?	**1.** Very good	**2.** Good	**3.** Moderate	**4.** Bad	**5.** Very bad

[Anya] took her baby for a vaccination. The nurse said hello and but did not ask for [Anya's] or the baby's name. The nurse also examined [Anya] and made her remove her shirt in the waiting room.

Q7503	How would you rate her experience of being greeted and talked to respectfully?	**1.** Very good	**2.** Good	**3.** Moderate	**4.** Bad	**5.** Very bad
Q7504	How would you rate the way her privacy was respected during physical examinations and treatments?	**1.** Very good	**2.** Good	**3.** Moderate	**4.** Bad	**5.** Very bad

[Stan] broke his leg. It took an hour to be driven to the nearest hospital. He was in pain but had to wait an hour for the surgeon and was only operated on the next day.

Q7505	How would you rate his travelling time?	**1.** Very good	**2.** Good	**3.** Moderate	**4.** Bad	**5.** Very bad
Q7506	How would you rate the amount of time he waited before being attended to?	**1.** Very good	**2.** Good	**3.** Moderate	**4.** Bad	**5.** Very bad

[Conrad] had bad flu. He went to the clinic. The nurse expressed concern about [Conrad]'s cough and called the doctor, who gave [Conrad] a full chest examination behind a large screen that hid him from the view of other patients.

Q7507	How would you rate his experience of being greeted and talked to respectfully?	**1.** Very good	**2.** Good	**3.** Moderate	**4.** Bad	**5.** Very bad
Q7508	How would you rate the way his privacy was respected during physical examinations and treatments?	**1.** Very good	**2.** Good	**3.** Moderate	**4.** Bad	**5.** Very bad

[Aitor] broke his hand. He walked to the clinic because there was no transport and the journey took him several hours. He had to sleep near the clinic for two days before seeing the doctor.

Q7509	How would you rate his travelling time?	1. Very good	2. Good	3. Moderate	4. Bad	5. Very bad
Q7510	How would you rate the amount of time he waited before being attended to?	1. Very good	2. Good	3. Moderate	4. Bad	5. Very bad

[Julia] was pregnant and went to the hospital coughing blood. A nurse welcomed her gently and helped her to a private room. A female doctor came to examine her and gave her a clean gown to replace her blood-stained clothes.

Q7511	How would you rate her experience of being greeted and talked to respectfully?	1. Very good	2. Good	3. Moderate	4. Bad	5. Very bad
Q7512	How would you rate the way her privacy was respected during physical examinations and treatments?	1. Very good	2. Good	3. Moderate	4. Bad	5. Very bad

[Carla]'s child became seriously sick. [Carla] called an ambulance that arrived after 10 minutes and within 5 minutes they were at the hospital and the doctors were treating the child.

Q7513	How would you rate her travelling time?	1. Very good	2. Good	3. Moderate	4. Bad	5. Very bad
Q7514	How would you rate the amount of time she waited before being attended to?	1. Very good	2. Good	3. Moderate	4. Bad	5. Very bad

[Patricia] went to a crowded clinic. At first, no-one greeted her but after waiting for 5 minutes a nurse called her to the examination area where she was examined behind a small screen that mostly hid her from the other patients.

Q7515	How would you rate her experience of being greeted and talked to respectfully?	1. Very good	2. Good	3. Moderate	4. Bad	5. Very bad
Q7516	How would you rate the way her privacy was respected during physical examinations and treatments?	1. Very good	2. Good	3. Moderate	4. Bad	5. Very bad

[Karen] needed a blood test. It took her 45 minutes by bus to get to the clinic and she waited for 30 minutes to see the nurse.

Q7517	How would you rate her travelling time?	1. Very good	2. Good	3. Moderate	4. Bad	5. Very bad
Q7518	How would you rate the amount of time she waited before being attended to?	1. Very good	2. Good	3. Moderate	4. Bad	5. Very bad

[Said] has AIDS. When he goes to his health centre the nurses do not talk to him and deliberately ignore him. During examinations, his clothes are removed and he is made to wait, half-naked in the waiting room.

Q7519	How would you rate his experience of being greeted and talked to respectfully?	**1.** Very good	**2.** Good	**3.** Moderate	**4.** Bad	**5.** Very bad
Q7520	How would you rate the way his privacy was respected during physical examinations and treatments?	**1.** Very good	**2.** Good	**3.** Moderate	**4.** Bad	**5.** Very bad

VIGNETTES FOR HEALTH SYSTEM RESPONSIVENESS: Set B

I am now going to read you stories about people's experiences with health care services. I want you to think about these people's experiences as if they were your own. Once I have finished reading each story, I will ask you to rate what happened in the story as very good, good, moderate, bad or very bad.

Communication and Quality of Basic Amenities

[Thomas] couldn't see well so he went to the doctor and explained the problem. [Thomas] had time to ask the doctor some questions, which the doctor answered until [Thomas] understood almost everything.

Q7501	How would you rate his experience of how clearly health care providers explained things to him?	**1.** Very good	**2.** Good	**3.** Moderate	**4.** Bad	**5.** Very bad
Q7502	How would you rate his experience of getting enough time to ask questions about his health problem or treatment?	**1.** Very good	**2.** Good	**3.** Moderate	**4.** Bad	**5.** Very bad

[Wing] had his own room in the hospital and shared a bathroom with two others. The room and bathroom were cleaned frequently and had fresh air.

Q7503	How would you rate the cleanliness of the rooms inside the facility, including toilets?	**1.** Very good	**2.** Good	**3.** Moderate	**4.** Bad	**5.** Very bad
Q7504	How would you rate the amount of space [Wing] had?	**1.** Very good	**2.** Good	**3.** Moderate	**4.** Bad	**5.** Very bad

[Pia] went to the emergency clinic with a stomach pain. The doctor explained to [Pia] her condition and the treatment. [Pia] asked him some questions and the doctor explained things using examples that were familiar to her until she understood everything.

Q7505	How would you rate her experience of how clearly health care providers explained things to her?	**1.** Very good	**2.** Good	**3.** Moderate	**4.** Bad	**5.** Very bad
Q7506	How would you rate her experience of getting enough time to ask questions about her health problem or treatment?	**1.** Very good	**2.** Good	**3.** Moderate	**4.** Bad	**5.** Very bad

[Shedra] was hospitalized last year for a hip operation. Her private room had its own bathroom and was comfortable and spacious. It was cleaned by the hospital staff daily. The bed was comfortable and the sheets were changed daily.

Q7507	How would you rate the cleanliness of the rooms inside the facility, including toilets?	**1.** Very good	**2.** Good	**3.** Moderate	**4.** Bad	**5.** Very bad
Q7508	How would you rate the amount of space [Shedra] had?	**1.** Very good	**2.** Good	**3.** Moderate	**4.** Bad	**5.** Very bad

[Akiko] is in hospital after a car accident. She has lots of scratches, bruises and some broken bones. When the doctor visited her he asked to see her medical records. He asked the nurse some questions and then he said that [Akiko] was making good progress. [Akiko] supposes that she will still stay there for another week but is unsure.

Q7509	How would you rate her experience of how clearly health care providers explained things to her?	1. Very good	2. Good	3. Moderate	4. Bad	5. Very bad
Q7510	How would you rate her experience of getting enough time to ask questions about her health problem or treatment?	1. Very good	2. Good	3. Moderate	4. Bad	5. Very bad

[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, because they were not cleaned. He came back with a skin infection, because he couldn't wash regularly and there were insects in the bed.

Q7511	How would you rate the cleanliness of the rooms inside the facility, including toilets?	1. Very good	2. Good	3. Moderate	4. Bad	5. Very bad
Q7512	How would you rate the amount of space [Kamal] had?	1. Very good	2. Good	3. Moderate	4. Bad	5. Very bad

[Rose] cannot write or read. She went to the doctor because she was feeling dizzy. The doctor didn't have time to answer her questions or to explain anything. He sent her away with a piece of paper without telling her what it said.

Q7513	How would you rate her experience of how clearly health care providers explained things to her?	1. Very good	2. Good	3. Moderate	4. Bad	5. Very bad
Q7514	How would you rate her experience of getting enough time to ask questions about her health problem or treatment?	1. Very good	2. Good	3. Moderate	4. Bad	5. Very bad

[Hans] shared his small hospital room with five other patients with no partitions between beds. The five patients shared a toilet, which was cleaned every second day and sometimes smelt.

Q7515	How would you rate the cleanliness of the rooms inside the facility, including toilets?	1. Very good	2. Good	3. Moderate	4. Bad	5. Very bad
Q7516	How would you rate the amount of space [Hans] had?	1. Very good	2. Good	3. Moderate	4. Bad	5. Very bad

[Mario] has been told that he has epilepsy and that he 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 no time to ask questions. The doctor says goodbye to Mario, and Mario leaves the office.

Q7517	How would you rate his experience of how clearly health care providers explained things to him?	1. Very good	2. Good	3. Moderate	4. Bad	5. Very bad
Q7518	How would you rate his experience of getting enough time to ask questions about his health problem or treatment?	1. Very good	2. Good	3. Moderate	4. Bad	5. Very bad

[José] shared a hospital room with four other persons. There was a toilet for his ward located along the outside corridor. The room was only occasionally dusty and hot, but without any fan.

Q7519	How would you rate the cleanliness of the rooms inside the facility, including toilets?	**1.** Very good	**2.** Good	**3.** Moderate	**4.** Bad	**5.** Very bad
Q7520	How would you rate the amount of space [José] had?	**1.** Very good	**2.** Good	**3.** Moderate	**4.** Bad	**5.** Very bad

VIGNETTES FOR HEALTH SYSTEM RESPONSIVENESS: Set C

I am now going to read you stories about people's experiences with health care services. I want you to think about these people's experiences as if they were your own. Once I have finished reading each story, I will ask you to rate what happened in the story as very good, good, moderate, bad or very bad.

Confidentiality, Choice and Involvement

[Simon] was speaking to his doctor about an embarrassing problem. There was a friend and a neighbour of his in the crowded waiting room and because of the noise the doctor had to shout when telling [Simon] the treatment he needed.

Q7501	How would you rate the way the health services ensured [Simon] could talk privately to health care providers?	**1.** Very good	**2.** Good	**3.** Moderate	**4.** Bad	**5.** Very bad
Q7502	How would you rate the way [Simon's] personal information was kept confidential?	**1.** Very good	**2.** Good	**3.** Moderate	**4.** Bad	**5.** Very bad

When the clinic is not busy, [Mamadou] can choose which doctor he sees. But most often it is busy and then he gets sent to whoever is free.

Q7503	How would you rate [Mamadou's] freedom to choose her health care provider?	**1.** Very good	**2.** Good	**3.** Moderate	**4.** Bad	**5.** Very bad

The government wanted to expand the town's clinic service. They held one meeting to discuss the expansion plans. [Chad] attended the meeting and freely expressed his views. [Chad] then heard nothing more about what decision the government had made.

Q7504	How would you rate the way health care involves [Chad] in deciding what services it provides and where it provides them?	**1.** Very good	**2.** Good	**3.** Moderate	**4.** Bad	**5.** Very bad

[Rebecca] usually spoke to her doctor about her illness in complete privacy. Once [Rebecca] heard that the doctor spoke to [Rebecca's] friend about her illness. She asked her doctor not to do it again. He did not do it again.

Q7505	How would you rate the way the health services ensured [Rebecca] could talk privately to health care providers?	**1.** Very good	**2.** Good	**3.** Moderate	**4.** Bad	**5.** Very bad
Q7506	How would you rate the way [Rebecca's] personal information was kept confidential?	**1.** Very good	**2.** Good	**3.** Moderate	**4.** Bad	**5.** Very bad

In [William] 's town there is a large day clinic where there are several doctors and nurses. When [William] has a sensitive health problem he can see a male rather than a female doctor or nurse.

Q7507	How would you rate [William's] freedom to choose his health care provider?	**1.** Very good	**2.** Good	**3.** Moderate	**4.** Bad	**5.** Very bad

[Sarah] lives in [Kamf] where the local government has regular public meetings to discuss the community's health care needs. [Sarah] participates in identifying the community's most important health needs. Recently, they planned to build a clinic and asked people to help decide on the services and the best location.

Q7508	How would you rate the way health care involves [Sarah] in deciding what services it provides and where it provides them?	**1.** Very good	**2.** Good	**3.** Moderate	**4.** Bad	**5.** Very bad

[Elma] was asked to describe a serious health problem to the doctor in the middle of the waiting room. The doctor repeated everything to the nurse and all the other patients, many of whom knew her family, could overhear everything.

Q7509	How would you rate the way the health services ensured [Elma] could talk privately to health care providers?	**1.** Very good	**2.** Good	**3.** Moderate	**4.** Bad	**5.** Very bad
Q7510	How would you rate the way [Elma's] personal information was kept confidential?	**1.** Very good	**2.** Good	**3.** Moderate	**4.** Bad	**5.** Very bad

When [Penelope] had fertility problems, she had to travel from her small village to the closest town where they only had one male doctor. [Penelope] wanted to see a female doctor but she had no choice.

Q7511	How would you rate [Penelope's] freedom to choose her health care provider?	**1.** Very good	**2.** Good	**3.** Moderate	**4.** Bad	**5.** Very bad

[Zana] attended her town's annual meeting on community health needs. They agreed to focus on improving health services at schools for the next year. After the meeting, [Zana] received a letter saying which schools would benefit, but the letter did not fully explain how the schools were selected.

Q7512	How would you rate the way health care involves [Zana] in deciding what services it provides and where it provides them?	**1.** Very good	**2.** Good	**3.** Moderate	**4.** Bad	**5.** Very bad

[Alouine] had his consultation in a small private room. During the consultation, a nurse occasionally walked in and listened to the conversation. Sometimes she forgot to close the door so people in the waiting room could overhear parts of their conversation.

Q7513	How would you rate the way the health services ensured [Alouine] could talk privately to health care providers?	**1.** Very good	**2.** Good	**3.** Moderate	**4.** Bad	**5.** Very bad
Q7514	How would you rate the way [Alouine's] personal information was kept confidential?	**1.** Very good	**2.** Good	**3.** Moderate	**4.** Bad	**5.** Very bad

The national health service assigns all the people in [Ibrahim's] community to the local clinic. At the clinic they have a choice of 3 doctors. If they want to change clinics, they need to get permission.

Q7515	How would you rate [Ibrahim's] freedom to choose his health care provider?	**1.** Very good	**2.** Good	**3.** Moderate	**4.** Bad	**5.** Very bad

[Tarek] lives near a town where the government recently built a new hospital. Before building, they didn't consult anyone in the town or surrounding villages about their health needs nor where to locate the hospital.

Q7516	How would you rate the way health care involves [Tarek] in deciding what services it provides and where it provides them?	**1.** Very good	**2.** Good	**3.** Moderate	**4.** Bad	**5.** Very bad

[Ken] visited the doctor regularly. His doctor always took [Ken] to a private room before discussing his illness. The doctor was aware that [Ken] was very sensitive about his health condition and would never talk about it to anyone or in front of anyone without Ken's permission.

Q7517	How would you rate the way the health services ensured [Ken] could talk privately to health care providers?	**1.** Very good	**2.** Good	**3.** Moderate	**4.** Bad	**5.** Very bad
Q7518	How would you rate the way [Ken's] personal information was kept confidential?	**1.** Very good	**2.** Good	**3.** Moderate	**4.** Bad	**5.** Very bad

[Nathan] lives in a town where there are lots of doctors and clinics. He tried one doctor but he didn't like him so he changed doctors. This was easy to do because he could go where he wanted.

Q7519	How would you rate [Nathan's] freedom to choose his health care provider?	**1.** Very good	**2.** Good	**3.** Moderate	**4.** Bad	**5.** Very bad

VIGNETTES FOR HEALTH SYSTEM RESPONSIVENESS: Set D

I am now going to read you stories about people's experiences with health care services. I want you to think about these people's experiences as if they were your own. Once I have finished reading each story, I will ask you to rate what happened in the story as very good, good, moderate, bad or very bad.

Social Support to Patient and Autonomy

[Sally]'s husband could only visit her in hospital in the evenings because of the visiting hours and because he had to look after their children. Once he brought the children with him and the nurse, who was reading a newspaper, said she could not watch them for him. This meant [Sally] had fewer visits from her husband.

Q7501	For[Sally's] last hospital stay, how would you rate the ease of having family and friends visit her?	**1.** Very good	**2.** Good	**3.** Moderate	**4.** Bad	**5.** Very bad
Q7502	For [Sally's] last hospital stay, how would you rate her experience of staying in contact with the outside world when she was in hospital?	**1.** Very good	**2.** Good	**3.** Moderate	**4.** Bad	**5.** Very bad

When [Jasmina's] had treatment for infertility, the doctor gave her some pills and asked her to return in two weeks. He didn't ask her whether she wanted to know anything about her health condition nor suggest different alternatives that might have suited her better.

Q7503	How would you rate [Jasmina's] experience of getting information about other types of treatments or tests?	**1.** Very good	**2.** Good	**3.** Moderate	**4.** Bad	**5.** Very bad
Q7504	How would you rate [Jasmina's] experience of being involved in making decisions about her health care or treatment?	**1.** Very good	**2.** Good	**3.** Moderate	**4.** Bad	**5.** Very bad

When [Joseph] was in hospital he could have no visitors nor could he receive any presents from friends or relatives. The hospital had no telephones and he could not get any news from outside.

Q7505	For [Joseph's] last hospital stay, how would you rate the ease of having family and friends visit him?	**1.** Very good	**2.** Good	**3.** Moderate	**4.** Bad	**5.** Very bad
Q7506	For [Joseph's] last hospital stay, how would you rate his experience of staying in contact with the outside world when he was in hospital?	**1.** Very good	**2.** Good	**3.** Moderate	**4.** Bad	**5.** Very bad

[Mark] had a serious health problem. The doctor prescribed the best treatment for Mark but without telling him the implications on his quality of life or the cost. [Mark] felt powerless and was not given any information to help him to feel more in control.

Q7507	How would you rate [Mark's] experience of getting information about other types of treatments or tests?	**1.** Very good	**2.** Good	**3.** Moderate	**4.** Bad	**5.** Very bad
Q7508	How would you rate [Mark's] experience of being involved in making decisions about his health care or treatment?	**1.** Very good	**2.** Good	**3.** Moderate	**4.** Bad	**5.** Very bad

When [Tamara] was in hospital for two weeks, her family visited her every few days during the evening visiting hours, but she was alone the rest of the day. There was little to read or do in the hospital . Every few days, the nurses brought her a portable radio to listen to for a few hours.

Q7509	For [Tamara's] last hospital stay, how would you rate the ease of having family and friends visit her?	**1.** Very good	**2.** Good	**3.** Moderate	**4.** Bad	**5.** Very bad
Q7510	For [Tamara's] last hospital stay, how would you rate her experience of staying in contact with the outside world when she was in hospital?	**1.** Very good	**2.** Good	**3.** Moderate	**4.** Bad	**5.** Very bad

[Bob] had a broken arm. The doctor explained different ways of fixing it and then ordered some blood tests. [Bob] didn't know why he needed blood tests and was worried until the doctor explained what they were for.

Q7511	How would you rate [Bob's] experience of getting information about other types of treatments or tests?	**1.** Very good	**2.** Good	**3.** Moderate	**4.** Bad	**5.** Very bad
Q7512	How would you rate [Bob's] experience of being involved in making decisions about his health care or treatment?	**1.** Very good	**2.** Good	**3.** Moderate	**4.** Bad	**5.** Very bad

When [Carol] was in hospital, she was allowed visitors at any time of the day. Whenever she needed to contact her family, work or friends, she could easily get a message delivered to them.

Q7513	For [Carol's] last hospital stay, how would you rate the ease of having family and friends visit her?	**1.** Very good	**2.** Good	**3.** Moderate	**4.** Bad	**5.** Very bad
Q7514	For [Carol's] last hospital stay, how would you rate her experience of staying in contact with the outside world when she was in hospital?	**1.** Very good	**2.** Good	**3.** Moderate	**4.** Bad	**5.** Very bad

When [Sarah] wanted treatment for her swollen limbs, the nurses at her clinic discussed many possible treatments with her. They discussed all the pro's and con's of each treatment with her and then recommended one to her.

Q7515	How would you rate [Sarah's] experience of getting information about other types of treatments or tests?	**1.** Very good	**2.** Good	**3.** Moderate	**4.** Bad	**5.** Very bad

Q7516	How would you rate [Sarah's] experience of being involved in making decisions about her health care or treatment?	**1.** Very good	**2.** Good	**3.** Moderate	**4.** Bad	**5.** Very bad

[Jane] gave birth in hospital. Her husband was permitted to visit her every morning and evening. [Jane] was able to contact her family and friends once a day.

Q7517	For [Jane's] last hospital stay, how would you rate the ease of having family and friends visit her?	**1.** Very good	**2.** Good	**3.** Moderate	**4.** Bad	**5.** Very bad
Q7518	For [Jane's] last hospital stay, how would you rate her experience of staying in contact with the outside world when she was in hospital?	**1.** Very good	**2.** Good	**3.** Moderate	**4.** Bad	**5.** Very bad

[Tara] is unhappy and has no energy. She gave birth to a baby girl two months ago and the doctor has told her that she may be suffering from depression. The doctor discussed her condition with her and then suggested that she could either try some medication or, if she prefers, talk to a counsellor.

Q7519	How would you rate [Tara's] experience of getting information about other types of treatments or tests?	**1.** Very good	**2.** Good	**3.** Moderate	**4.** Bad	**5.** Very bad
Q7520	How would you rate [Tara's] experience of being involved in making decisions about her health care or treatment?	**1.** Very good	**2.** Good	**3.** Moderate	**4.** Bad	**5.** Very bad

WORLD HEALTH SURVEY

B) INDIVIDUAL QUESTIONNAIRE

Module 8000

HEALTH GOALS AND SOCIAL CAPITAL

CARDS

Health (HTH)

Improving the health of the population

Population lives longer and with less illness

Health Inequalities (HIN)

Minimizing differences in health between people

All people should have equal chances of being healthy

Responsiveness (RES)

Improving Responsiveness of the Health System

This involves things like:
- **How quickly people are attended to;**
- **How respectfully people are spoken to by medical staff;**
- **How clearly things are explained;**
- **How convenient it is to reach different health services;**
- **How clean they are; and**
- **How much freedom there is to choose to see the doctor one wants.**

Responsiveness Inequalities (REI)

Minimizing Inequalities / Disparities in Responsiveness

The health system is equally responsive to all people, no matter their wealth, social status, sex, age or religious or other beliefs

Fairness in Financial Contribution (FFC)

**Every household should pay a fair share
towards the health system**

WORLD HEALTH SURVEY

B) INDIVIDUAL QUESTIONNAIRE

Module 8000

HEALTH GOALS AND SOCIAL CAPITAL

VIGNETTES

Vignettes for Health Goals: Set A

I am going to read you some brief descriptions of people and their situations. I would like you to listen to the descriptions and tell me how much say these people have in getting their government to address issues of importance to each person.

For each vignette ask:

How much say [does] [name of person] have in getting the government to address issues that interest [him/her]?

Please circle one option per vignette.

Q8101	[Jane] lacks clean drinking water because the government is pursuing an industrial development plan. In the campaign for an upcoming election, an opposition party has promised to address the issue, but she feels it would be futile to vote for the opposition since the government is certain to win.	1. Unlimited say	2. A lot of say	3. Some say	4. Little say	5. No say at all
Q8102	[Alison] lacks clean drinking water. She and her neighbours are supporting an opposition candidate in the forthcoming elections that has promised to address the issue. It appears that so many people in her area feel the same way that the opposition candidate will defeat the incumbent representative.	1. Unlimited say	2. A lot of say	3. Some say	4. Little say	5. No say at all
Q8103	[Moses] lacks clean drinking water. He would like to change this, but he can't vote, and feels that no one in the government cares about this issue. So he suffers in silence, hoping something will be done in the future.	1. Unlimited say	2. A lot of say	3. Some say	4. Little say	5. No say at all
Q8104	[Imelda] lacks clean drinking water. She and her neighbours are drawing attention to the issue by collecting signatures on a petition. They plan to present the petition to each of the political parties before the upcoming election.	1. Unlimited say	2. A lot of say	3. Some say	4. Little say	5. No say at all
Q8105	[Toshiro] lacks clean drinking water. There is a group of local leaders who could do something about the problem, but they have said that industrial development is the most important policy right now instead of clean water.	1. Unlimited say	2. A lot of say	3. Some say	4. Little say	5. No say at all

Vignettes for Health Goals: Set B

I am going to read you some brief descriptions of people and their situations. I would like you to listen to the descriptions and tell me how free these people are to express themselves without fear of reprisal from their government.

For each vignette ask: How free do you think [name] [is] to express [him-her]self without fear of government reprisal? *Please circle one option per vignette.*

Q8106	[Bob] has political views at odds with the government. He has heard of people occasionally being arrested for speaking out against the government, and government leaders sometimes make political speeches condemning those who criticize. He sometimes writes letters to newspapers about politics, but he is careful not to use his real name.	1. Completely free	2. Very free	3. Moderately free	4. Slightly free	5. Not free at all
Q8107	[Kay] does not like many of the government's policies. She frequently publishes her opinion in newspapers, criticizing decisions by officials and calling for change. She sees little reason these actions could lead to government reprisal.	1. Completely free	2. Very free	3. Moderately free	4. Slightly free	5. Not free at all
Q8108	[Connie] does not like the government's stance on many issues. She has a friend who was arrested for being too openly critical of governmental leaders, and so she avoids voicing her opinions in public places.	1. Completely free	2. Very free	3. Moderately free	4. Slightly free	5. Not free at all
Q8109	[Sonny] lives in fear of being harassed for his political views. Everyone he knows who has spoken out against the government has been arrested or taken away. He never says a word about anything the government does, not even when he is at home alone with his family.	1. Completely free	2. Very free	3. Moderately free	4. Slightly free	5. Not free at all
Q8110	[Michael] disagrees with many of the government's policies. Though he knows criticism is frowned upon, he doesn't believe the government would punish someone for expressing critical views. He makes his opinion known on most issues without regard to who is listening.	1. Completely free	2. Very free	3. Moderately free	4. Slightly free	5. Not free at all
Q8111	[Vito] disagrees with many of the government's policies, and is very careful about whom he says this to, reserving his real opinions for family and close friends only. He knows several men who have been taken away by government officials for saying negative things in public.	1. Completely free	2. Very free	3. Moderately free	4. Slightly free	5. Not free at all

WORLD HEALTH SURVEY

B) INDIVIDUAL QUESTIONNAIRE

RESPONSE SCALES

RESPONSE SCALES

2000 - Health & 3000 HSV

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

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

7000 - Health System Responsiveness

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

1	**2**	**3**	**4**	**5**
Extreme	Serious	Moderate	Mild problem	No problem

1	**2**	**3**	**4**	**5**
Extremely important	Very important	Moderately important	Slightly important	Not important

8000 - Health Goals and Social Capital

1	**2**	**3**	**4**	**5**
Never	Almost never	Sometimes	Fairly often	Very often

1	**2**	**3**	**4**	**5**
Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied

1	**2**	**3**	**4**	**5**
Always	Most of the time	Some of the time	Hardly ever	Never

1	**2**	**3**	**4**	**5**
Completely safe	Very safe	Moderately safe	Slightly safe	Not safe at all

1	**2**	**3**	**4**	**5**
Unlimited say	A lot of say	Some say	Little say	No say at all

1	**2**	**3**	**4**	**5**
Completely free	Very free	Moderately free	Slightly free	Not free at all