

# WHO on Health System Responsiveness and an Introduction to Inequality

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# A responsive health system.. (1)

- is quick and easy to get to
- doesn't keep you waiting
- has friendly and respectful staff
- gives you privacy during physical examinations
- has health care providers who explain clearly
- has health care providers who give you enough time to ask questions



# A responsive health system..(2)

- gives you enough information
- involves you in making decisions
- ensures you can talk in private
- keeps your personal information confidential
- gives you freedom to choose your doctor
- has clean facilities with sufficient space



# Being responsive is important

	<u>Level</u>	<u>Distribution</u>
Health	✓	✓
<b>Responsiveness</b>	✓	✓
Fairness in financial contribution	_____	_____ ✓
	Quality	Equity



# How important?

## Results from the WHO Multi-Country Survey Study



# Paul Cleary on patient surveys...

- “...put aside preconceptions about the value of patient surveys: there now are valid and reliable instruments that ask patients objective questions about aspects of care that both clinicians and patients think represent quality.”

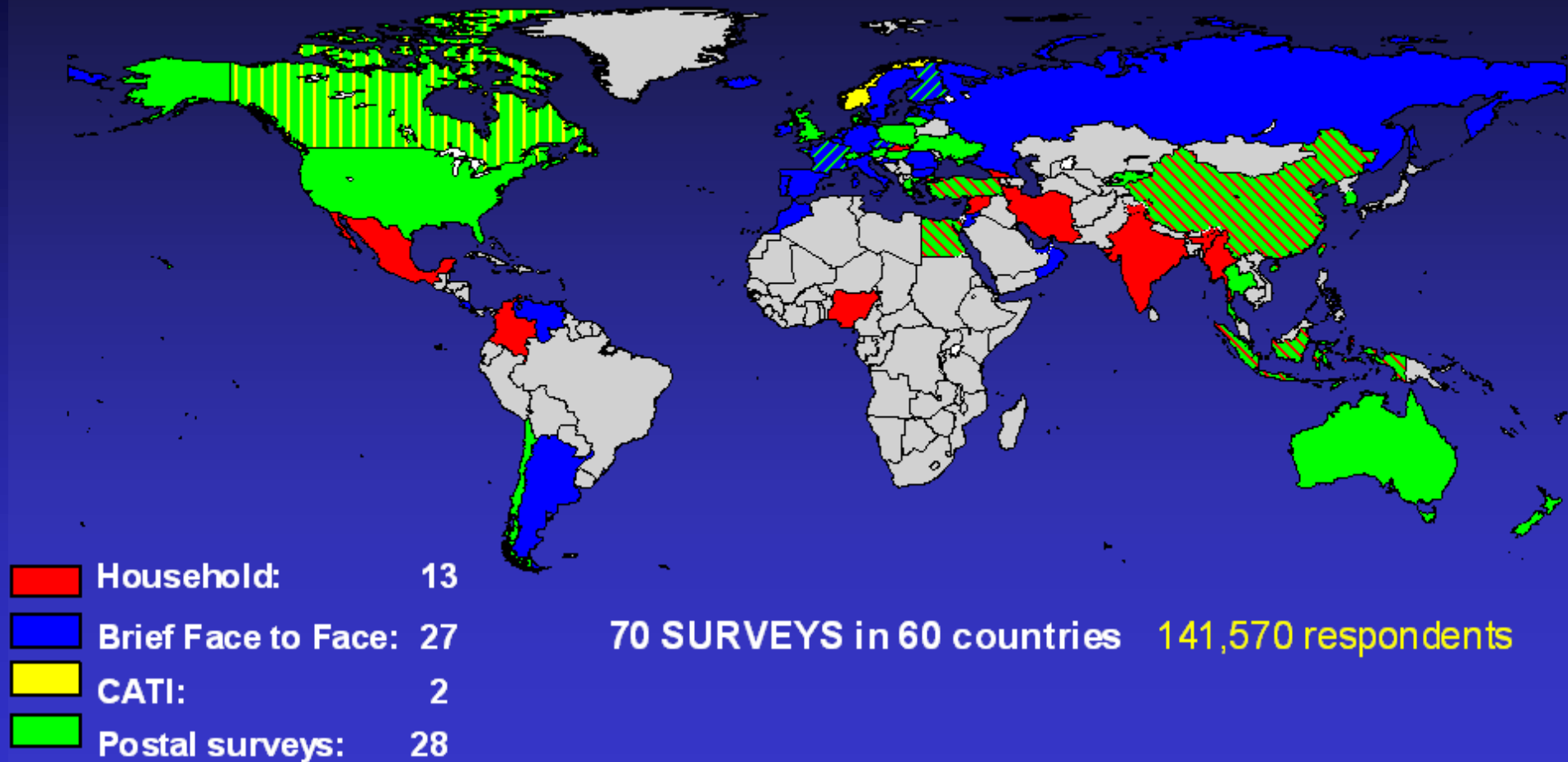


# Observations mechanisms

- the general population
  - Interviewer-administered questionnaires in household surveys
  - Self-administered questionnaire in household surveys
  - Patient exit questionnaires



# WHO Multi-Country Survey Study - Responsiveness surveys



# WHO responsiveness surveys

<b>MCSS</b>		<b>WHS</b>	
<b>2000-2001</b>		<b>2002-2003</b>	
Interviewer administered		Interviewer administered	
Long	13	Long	56
Short	30	Short	18
Self-administered	27		
<b>Total</b>	<b>70</b>		<b>74</b>



# Level of Health System Responsiveness

- Responsiveness across domain **j items** to an individual for experience **c**
- Responsiveness across **m domains** for experience **c**
- Responsiveness across **c experiences** for a given individual
- Responsiveness across **p individuals**



# Aggregation and distribution concerns: expert, individual or population choices

- Domains → • Elicit weights, apply..
- Longer experiences count more (time) → • Other criteria?
  - e.g. individual preference
  - expert decided- health dependent
- Users with more time count more → • Other criteria as above?
- Non-users? → • Counterfactual-- perfect coverage



# Importance of Domains

(0%=least important, 100% most important)

Domains	W. Europe
Prompt Attention	18%
Communication	14%
Quality of Basic Amenities	10%
Dignity	14%
Choice	12%
Confidentiality	14%
Autonomy	12%
Social Support	6%



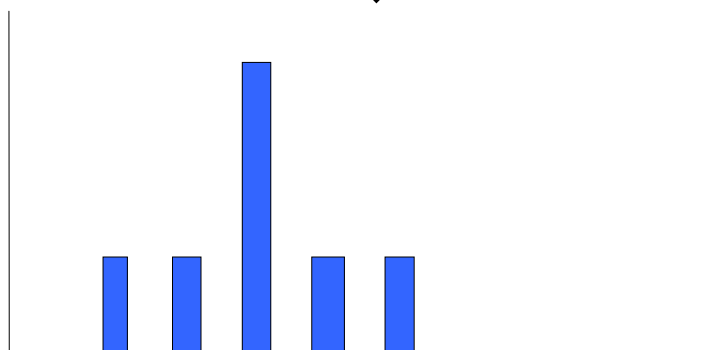
# Preliminary empirical findings

## 37 countries, minimum 100 respondents

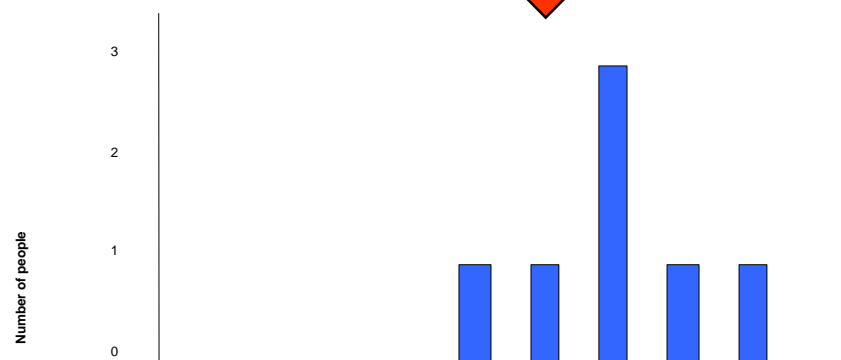
45% say more unequal

17% say more unequal

Population A



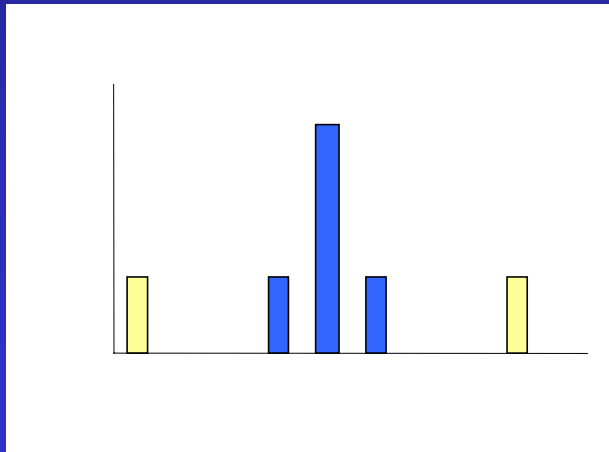
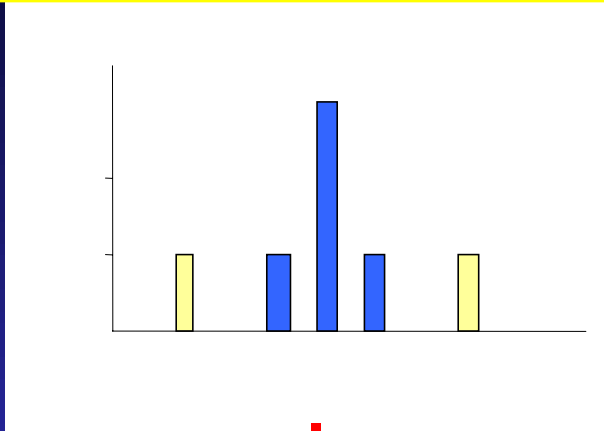
Population B



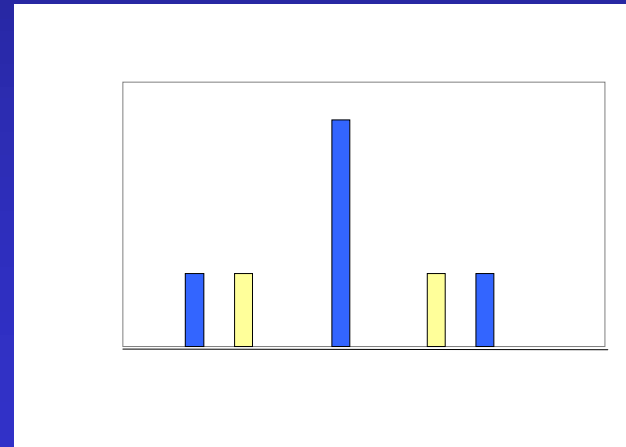
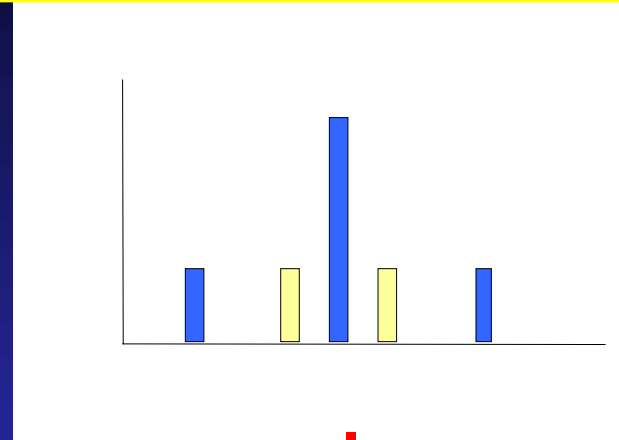
More Responsiveness



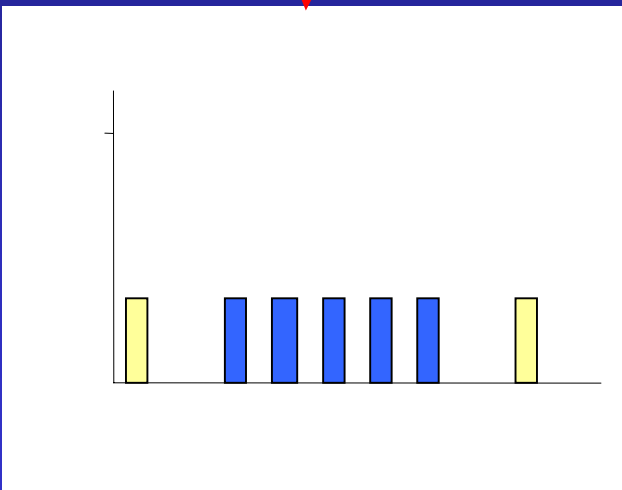
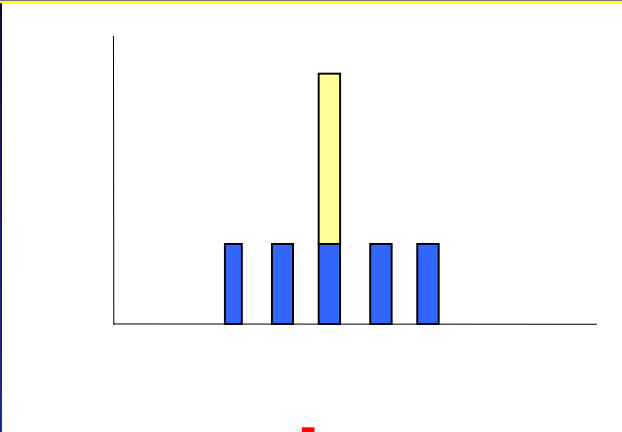
35% say increase in inequality greater



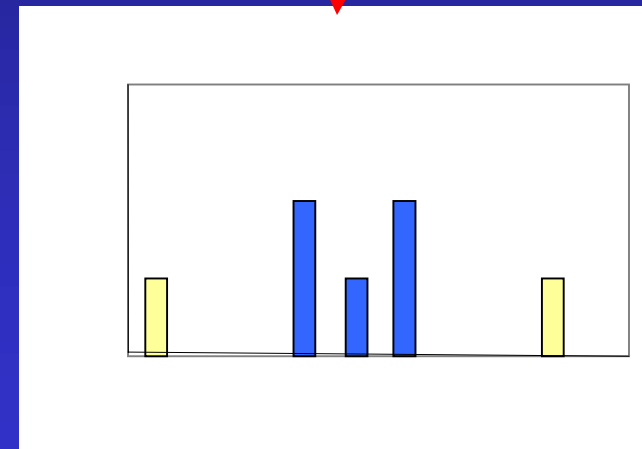
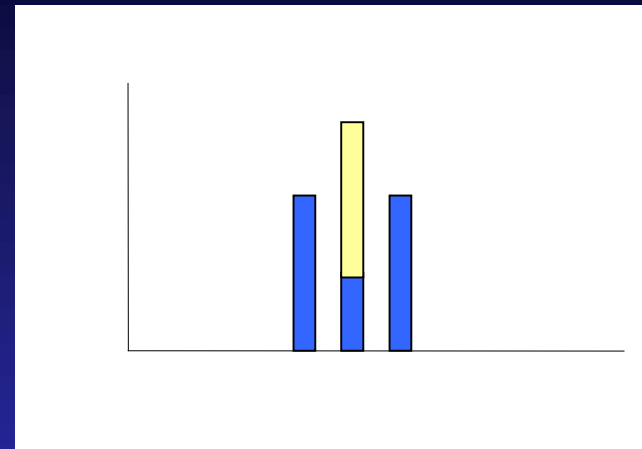
26% say increase in inequality greater



23% say increase in inequality greater



38% say increase in inequality greater

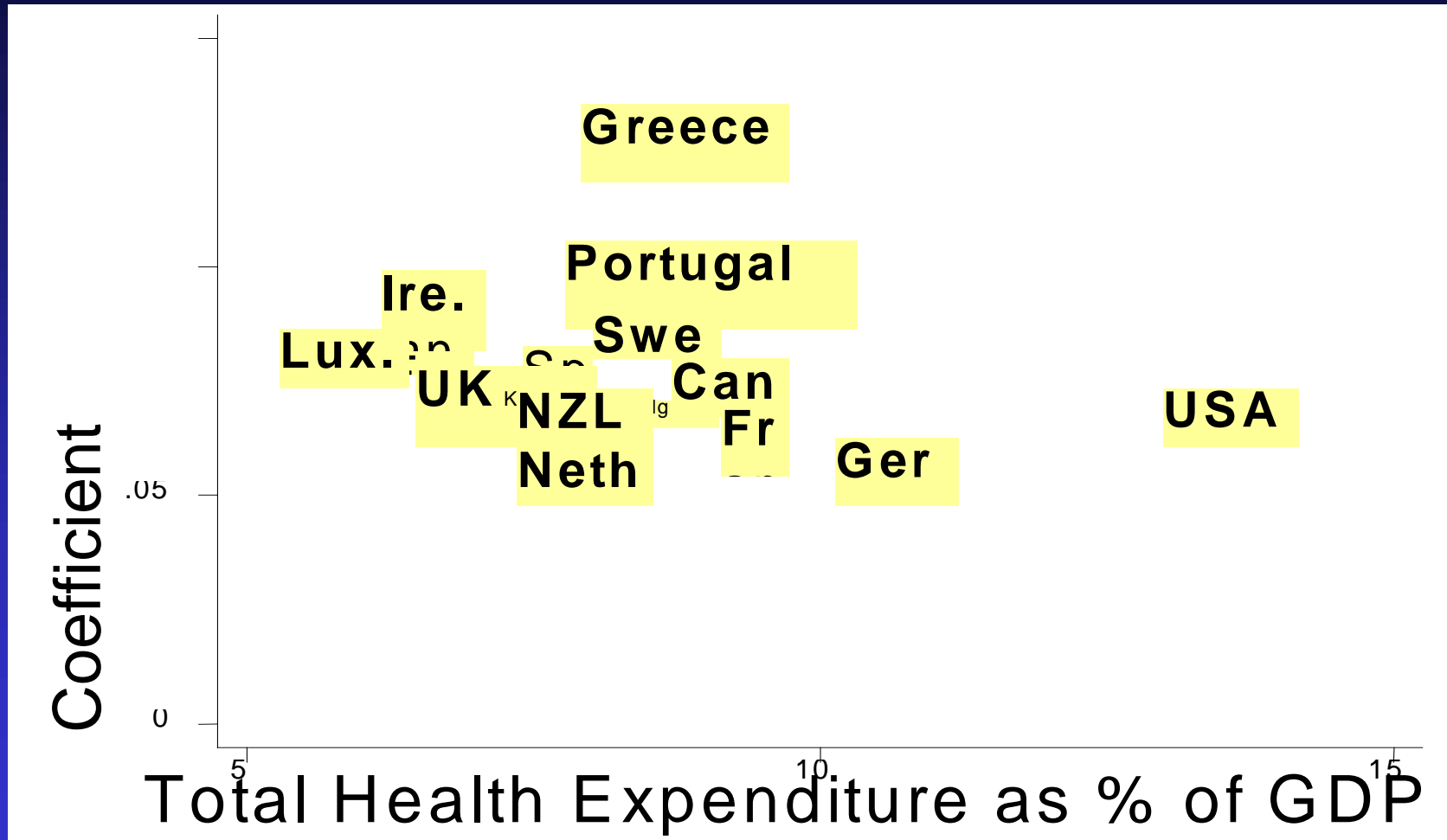


# Coefficient of Variation

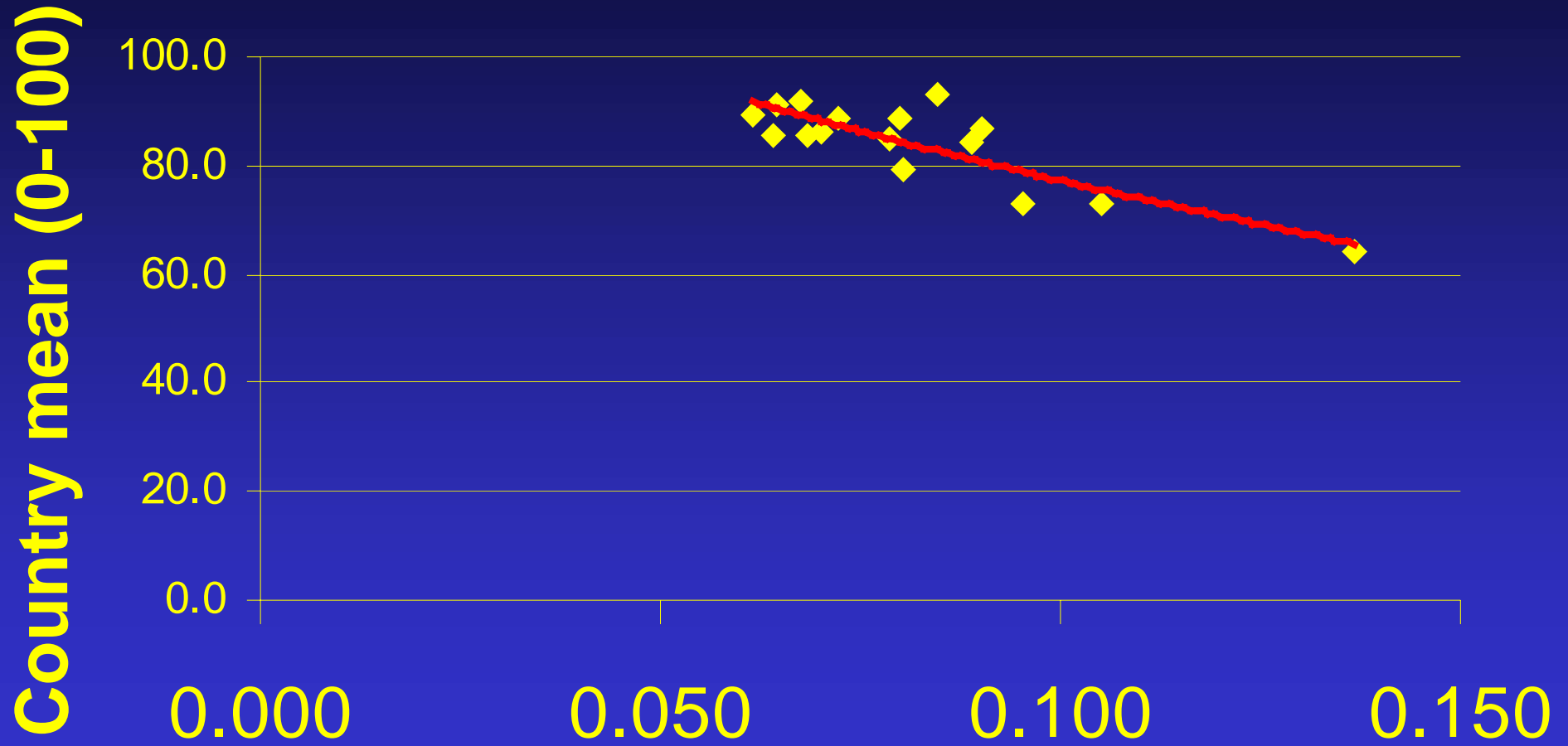
$$CV(\alpha, \beta) = \frac{\sqrt{\frac{\sum_{i=1}^n (X_i - \bar{X})^2}{n}}}{\bar{X}}$$



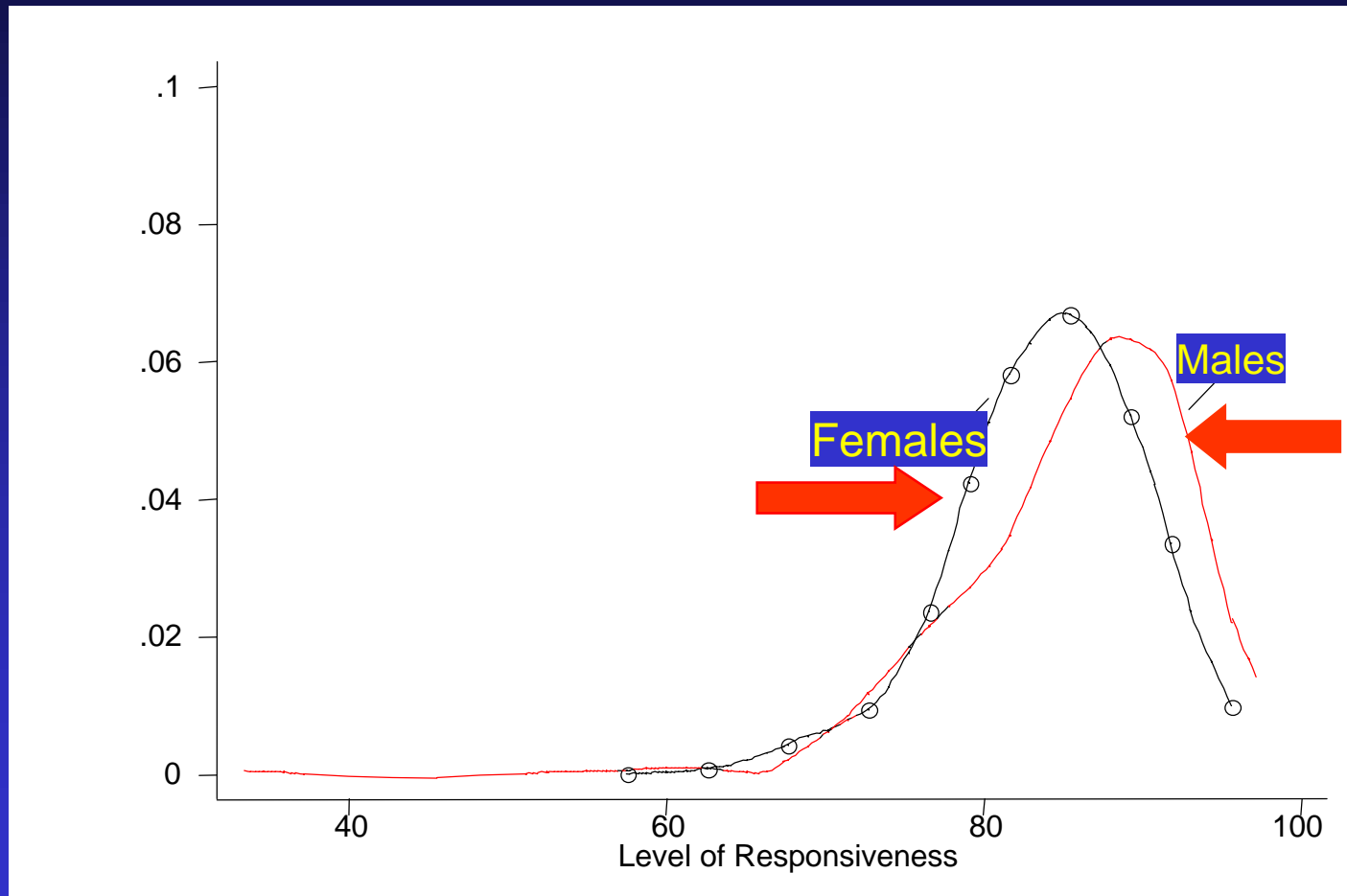
# Responsiveness inequality and allocative expenditure



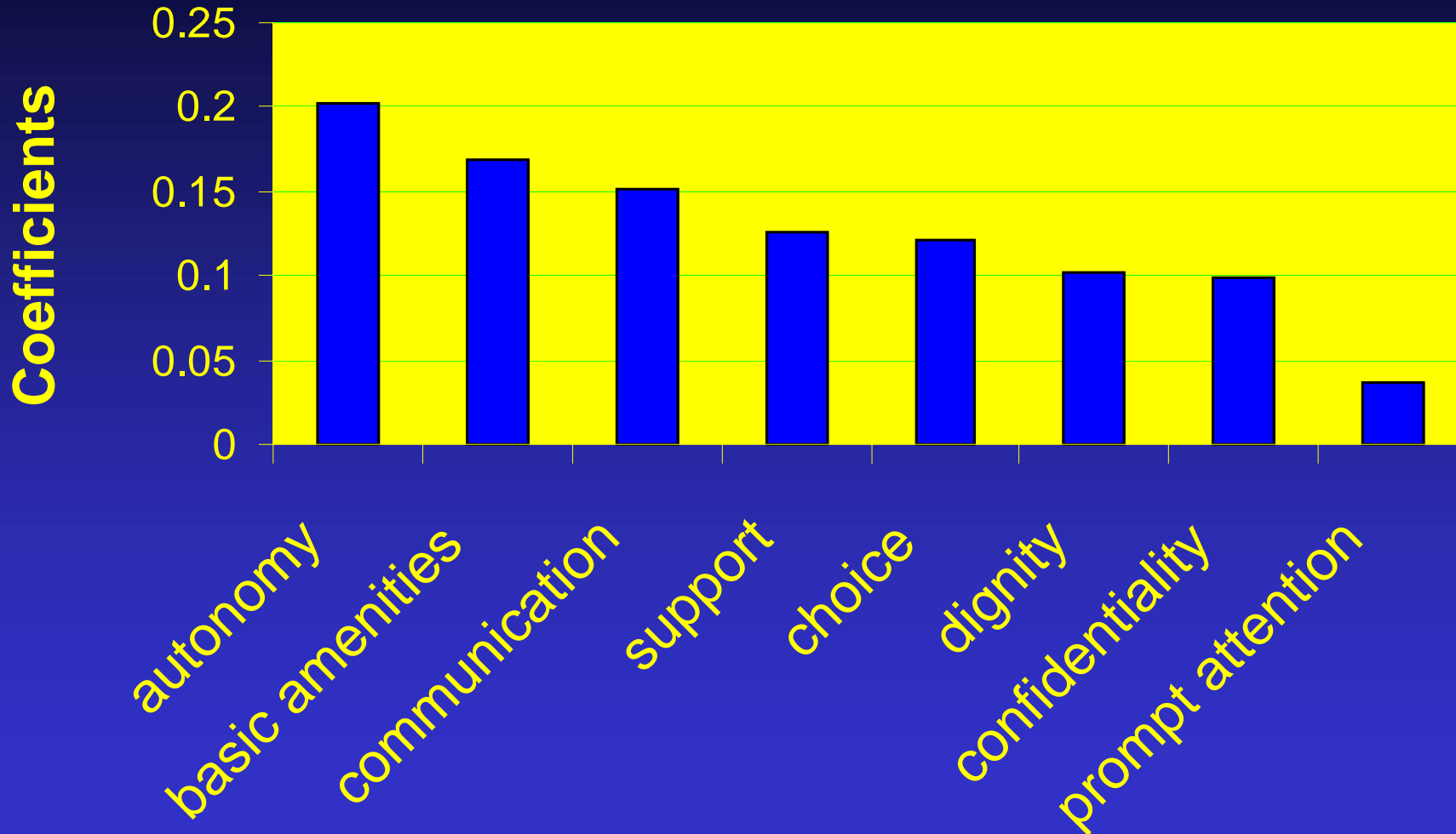
# Mean responsiveness and coefficient of variation



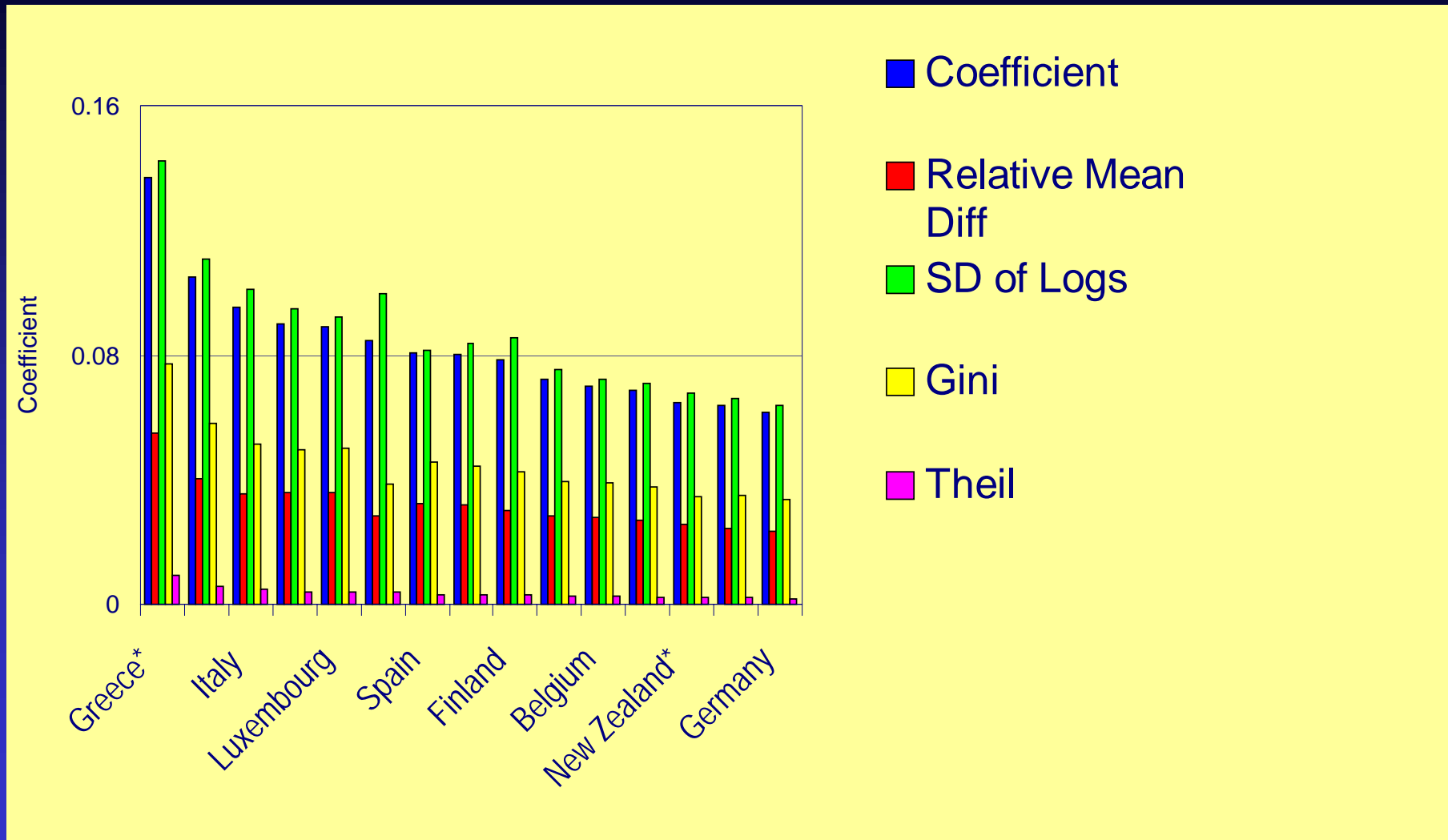
# INTRA-group inequality: less inequality between women than between men



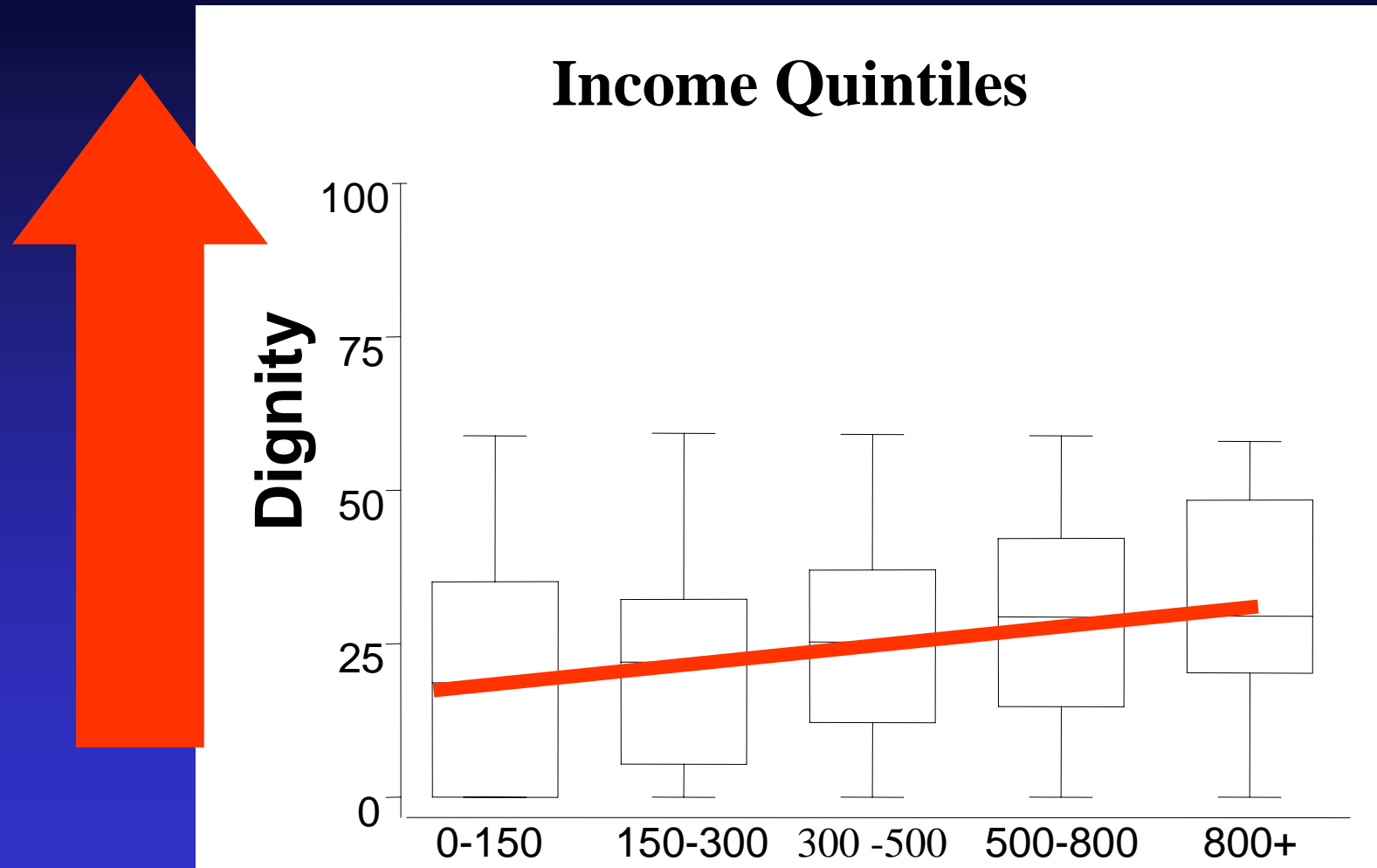
# INTRA-domain inequality



# Other Measures of distribution



# Group perspective on inequality



# Discrimination by income

