



WORLD HEALTH SURVEY

2002

Short Questionnaire

APPENDICES (KISH Tables, Vignettes, Cards)

World Health Organization, Evidence and Information for Policy



WORLD HEALTH SURVEY

Short Questionnaire

KISH TABLES (S0450)

RESPONSE SCALES (2000 and 7000)

S0450

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

S0450

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

S0450

KISH TABLES

Tables D and E1

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

S0450

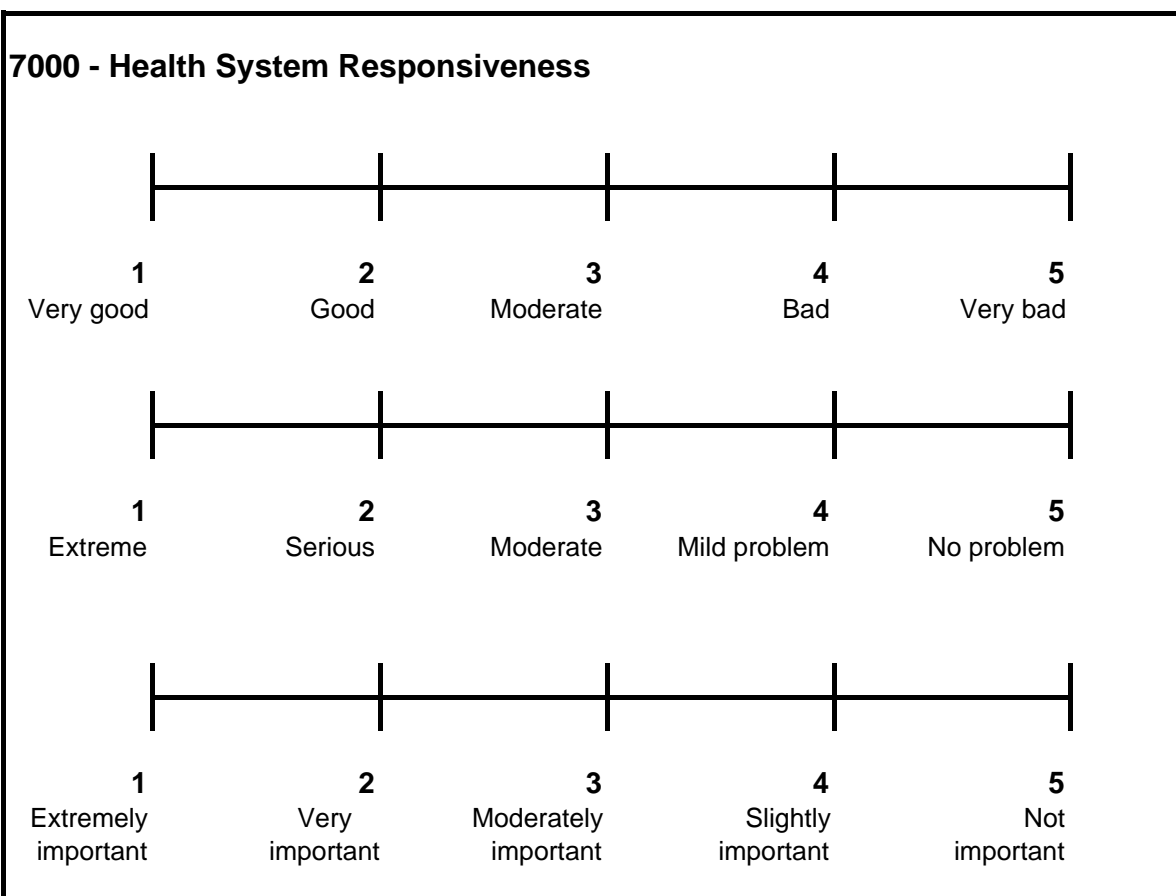
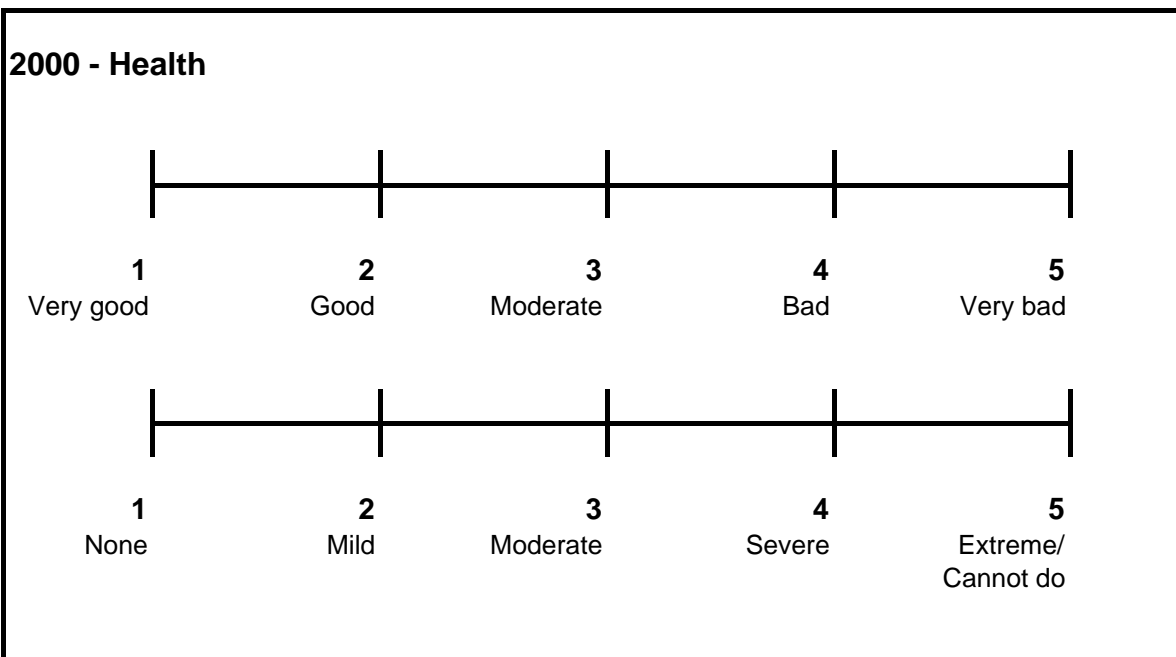
KISH TABLES

Tables E2 and F

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

RESPONSE SCALES





WORLD HEALTH SURVEY

Short 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.

S2101	Overall in the last 30 days, how much of a problem did [name of person] have with <u>feeling sad, low, or depressed</u> ?	1. None	2. Mild	3. Moderate	4. Severe	5. Extreme
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[Mary] has no problems with walking, running or using her hands, arms and legs. She jogs 4 kilometres twice a week.

S2102	Overall in the last 30 days, how much of a problem did [name of person] have with <u>moving around</u> ?	1. None	2. Mild	3. Moderate	4. Severe	5. Extreme/ Cannot do
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[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.

S2103	Overall in the last 30 days, how much of a problem did [name of person] have with <u>moving around</u> ?	1. None	2. Mild	3. Moderate	4. Severe	5. Extreme/ Cannot do
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[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.

S2104	Overall in the last 30 days, how much difficulty did [name of person] have with <u>moving around</u> ?	1. None	2. Mild	3. Moderate	4. Severe	5. Extreme/ Cannot do
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[Ken] loves life and is happy all the time. He never worries or gets upset about anything and deals with things as they come.

S2105	Overall in the last 30 days, how much of a problem did [name of person] have with <u>feeling sad, low, or depressed</u> ?	1. None	2. Mild	3. Moderate	4. Severe	5. Extreme
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[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 mark

S2106	Overall in the last 30 days, how much difficulty did [name of person] have with <u>moving around</u> ?	1. None	2. Mild	3. Moderate	4. Severe	5. Extreme/ Cannot do
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[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.

S2107	Overall in the last 30 days, how much of a problem did [name of person] have with <u>moving around</u> ?	1. None	2. Mild	3. Moderate	4. Severe	5. Extreme/ Cannot do
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[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.

S2108	Overall in the last 30 days, how much of a problem did [name of person] have with <u>feeling sad, low, or depressed</u> ?	1. None	2. Mild	3. Moderate	4. Severe	5. Extreme
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[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.

S2109	Overall in the last 30 days, how much of a problem did [name of person] have with <u>feeling sad, low, or depressed</u> ?	1. None	2. Mild	3. Moderate	4. Severe	5. Extreme
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[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.

S2110	Overall in the last 30 days, how much of a problem did [name of person] have with <u>feeling sad, low, or depressed</u> ?	1. None	2. Mild	3. Moderate	4. Severe	5. Extreme
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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.

S2101	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
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[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.

S2102	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
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[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.

S2103	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
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[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.

S2104	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
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[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.

S2105	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
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[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.

S2106	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
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[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.

S2107	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
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[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.

S2108	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
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[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.

S2109	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
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[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.

S2110	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/ Cannot do
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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.

S2101	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
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[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.

S2102	In the last 30 days, how much difficulty do you think [name of person] had with sleeping, such as <u>falling asleep, waking up frequently during the night or waking up too early</u> in the morning?	1. None	2. Mild	3. Moderate	4. Severe	5. Extreme
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[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.

S2103	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
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[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.

S2104	In the last 30 days, how much difficulty do you think [name of person] had with sleeping, such as <u>falling asleep, waking up frequently during the night or waking up too early</u> in the morning?	1. None	2. Mild	3. Moderate	4. Severe	5. Extreme
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[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.

S2105	In the last 30 days, how much difficulty do you think [name of person] had with sleeping, such as <u>falling asleep, waking up frequently during the night or waking up too early</u> in the morning?	1. None	2. Mild	3. Moderate	4. Severe	5. Extreme
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[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.

S2106	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
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[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.

S2107	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
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[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.

S2108	In the last 30 days, how much difficulty do you think [name of person] had with sleeping, such as <u>falling asleep, 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
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[Sebastian] cannot detect any movement close to the eyes or even the presence of a light.

S2109	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
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[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.

S2110	In the last 30 days, how much difficulty do you think [name of person] had with sleeping, such as <u>falling asleep, 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
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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.

S2101	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
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[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.

S2102	Overall in the last 30 days overall how much difficulty did [name of the person] have with <u>concentrating</u> or <u>remembering things</u> ?	1. None	2. Mild	3. Moderate	4. Severe	5. Extreme/ Cannot do
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[Sue] is quadriplegic and must be washed, groomed, dressed and fed by somebody else.

S2103	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
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[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.

S2104	Overall in the last 30 days overall how much difficulty did [name of the person] have with <u>concentrating</u> or <u>remembering things</u> ?	1. None	2. Mild	3. Moderate	4. Severe	5. Extreme/ Cannot do
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[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.

S2105	Overall in the last 30 days overall how much difficulty did [name of the person] have with <u>concentrating</u> or <u>remembering things</u> ?	1. None	2. Mild	3. Moderate	4. Severe	5. Extreme/ Cannot do
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[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.

S2106	Overall in the last 30 days overall how much difficulty did [name of the person] have with <u>concentrating</u> or <u>remembering things</u> ?	1. None	2. Mild	3. Moderate	4. Severe	5. Extreme/ Cannot do
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[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.

S2107	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
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[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.

S2108	Overall in the last 30 days overall how much difficulty did [name of the person] have with <u>concentrating</u> or <u>remembering things</u> ?	1. None	2. Mild	3. Moderate	4. Severe	5. Extreme/ Cannot do
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[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.

S2109	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
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[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.

S2110	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
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WORLD HEALTH SURVEY

Short 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 .

S7401	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
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[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.

S7402	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
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[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.

S7403	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
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[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.

S7404	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
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[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.

S7405	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
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[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.

S7406	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
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[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.

S7407	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
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[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.

S7408	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
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[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.

S7409	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
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[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.

S7410	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
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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.

S7401	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
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[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.

S7402	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
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[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.

S7403	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
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[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.

S7404	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
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[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.

S7405	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
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[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.

S7406	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
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[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.

S7407	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
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[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.

S7408	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
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[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.

S7409	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
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[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.

S7410	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
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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 and Choice

[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.

S7401	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
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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.

S7402	How would you rate [Mamadou's] freedom to choose his health care provider?	1. Very good	2. Good	3. Moderate	4. Bad	5. Very bad
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[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.

S7403	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
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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.

S7404	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
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[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.

S7405	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
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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.

S7406	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
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[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.

S7407	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
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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.

S7408	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
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[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.

S7409	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
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[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.

S7410	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
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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.

S7401	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
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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.

S7402	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
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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.

S7403	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
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[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.

S7404	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
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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.

S7405	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
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[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.

S7406	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
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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.

S7407	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
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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.

S7408	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
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[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.

S7409	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
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[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.

S7410	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
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WORLD HEALTH SURVEY

Short Questionnaire

Module 8000

HEALTH GOALS

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**