

QUESTIONNAIRE

Your Perception of Quality of Healthcare in Delta State, Nigeria

This questionnaire is designed to gather data as part of a study we are conducting on the quality of healthcare financing in Delta State and on what residents think of the quality of healthcare in Delta State. We need the input of Delta state residents to complete this task.

Your entry is entirely anonymous and cannot be traced to you and you are free to opt out at any point. The information we are gathering from you will help us get a better idea of the current state of the healthcare system to facilitate its improvement. We do not offer any financial incentives for participating in this research; however, the result will be made available for everyone's use.

You should be 25 years and above and **MUST** have lived in Delta State between 2018/19 and 2024 to participate in this survey. You are free to opt out at any point.

You can also use this link <https://forms.gle/Zztf7KPNFYBPBmmUg9> or scan this QR code to access the digital copy of this questionnaire on your electronic devices.

Thank you.

By continuing, you agree that you have read and understood the [INFORMED CONSENT](#) information that accompanies this questionnaire.



Do you agree to continue? Yes [☐] No [☐]

A. SOCIODEMOGRAPHIC (tick ✓)

1. Local Government Area		2. Education		3. Age (years)	
Ika South	☐	Secondary school or below	☐	25 – 34	☐
Ndokwa West	☐	OND/Diploma	☐	35 – 44	☐
Ethiope East	☐	HND/Bachelor's degrees	☐	45 – 54	☐
Sapele	☐	Masters/Postgraduate	☐	55 – 64	☐
Warri South	☐	PhD/Fellowships	☐	65 and above	☐
Isoko North	☐				

4. Marital Status		Family Size (household)		5. Gender	
Single	☐	1-3	☐	Male	☐
Married	☐	4-6	☐	Female	☐
Divorced/Separated	☐	7 and above	☐		
Widowed	☐				
Civil Relationship	☐				

6. Income per month		7. Employment Status		8. Occupation Sector	
Less than ₦30,000	☐	Employed Full-time	☐	Healthcare Sector	☐
₦30,000 to ₦100,000	☐	Employed Part-time	☐	Non-Healthcare Sector	☐
₦100,000 to ₦250,000	☐	Unemployed	☐	Both Health and Non-Health	☐
₦250,000 to ₦500,000	☐			Unemployed	☐
More than ₦500,000	☐				

B. HEALTHCARE FINANCING

This section is about the cost of healthcare at government hospitals and health centers.

1. Review of Healthcare Costs

Q(a). How often do you or your family utilize healthcare facilities? *Including hospitals, maternity clinics, etc.*

More than twice in a month	[☐]	About one time per year	[☐]
At least one time per month	[☐]	About once every 2 - 5 years	[☐]
About one time every 3 months	[☐]	Last visited more than 5 years ago	[☐]
About one time every 6 months	[☐]	I can't remember when last I visited	[☐]

Q(b). About how much do you spend on healthcare annually?

Less than ₦10,000	[☐]	₦10,000 to N29,000	[☐]	₦30,000 to N49,000	[☐]
N50,000 to ₦99,000	[☐]	₦100,000 and above	[☐]		

2. Type of Payment for Health Services

Q(a). Please tick the appropriate answer below.

Question		Yes	No
How do you pay for healthcare services when you get treatment?	All out of pocket (by yourself or with the help of your family or friends only)	☐	☐
	Out-of-pocket + insurance (you pay a part while insurance covers the rest)	☐	☐
	All insurance (Insurance cover everything and you don't pay by yourself)	☐	☐

Q(b). If you have health insurance, how much does the insurance cover your cost of healthcare?

I don't have any insurance (0%) [] Less than 20% [] About 20 – 40% [] About 40 – 60 % []
About 60 – 80% [] More than 80% but < 100% [] Complete 100% []

Impact of Out-of-Pocket Payment

Q(a). If you pay out-of-pocket, how much do you agree or disagree with the following statements? *Pick one of the options for each of the items listed in the table below.*

(Click NA - Not Applicable if you only use insurance)

SN	Items	Yes	NO	NA
1	Do you find it easy to pay for your healthcare?			
2	Are you comfortable with paying for your healthcare out of pocket?			
3	Does paying out-of-pocket exert any financial pressure on you?			
4	Would you like to continue paying for your healthcare out of pocket?			
5	Have you received any direct financial support for your healthcare from the government at any time?			
6	Have you received any direct financial support for your healthcare from individuals and non-government organizations at any time?			
7	Would you like to have health insurance or financial assistance for health costs?			

C. HEALTHCARE QUALITY

1. Government vs. Private Healthcare Quality to Cost Perception

Q(a). Which healthcare facilities do you prefer using?

Government (public) Facilities [], Private Facilities [], No preference (I equally use both) []

Q(b). How much do you agree with the following statements in the table?

(SA – Strongly Agree, A - Agree, D - Disagree, SD - Strongly Disagree).

SN	Items	SA	A	SD	D
1	Government hospitals are more affordable than private healthcare facilities				
2	Government hospitals are more accessible than private healthcare facilities				
3	Government hospitals provide more effective care than private healthcare facilities				
4	Service value for money is better in government hospitals than in private healthcare facilities				
5	Government hospitals have better quality of staff than private hospitals				
6	Government hospitals have better equipment and infrastructure than private hospitals				

2. Government Healthcare Structure (This section is about the availability of facilities, equipment, staff, and resources.)

Q(a). Are you satisfied with the structure and facilities in the government health facilities?

Yes [] No []

Q(b). Do you have any or know any local emergency service hotline?

Yes [] No []

Q(c). How long does it take you to reach the nearest government health facility?

Less than 30 minutes [] 30 minutes to 1 hour []
1 - 2 hours [] More than 2 hours []

Q(d). What is your assessment of the quality of facilities, equipment, staff, and resources in government healthcare facilities over the past five years? *Pick one of the options for each of the items listed below.*

(VP – Very Poor, P – Poor, G – Good, E – Excellent)

NA	Items	VP	P	G	E
1	Availability of functional health facilities.				
2	Availability of healthcare staff and professionals in facilities				
3	Availability of water and other basic amenities				
4	Availability of electricity or alternative power source				

NA	Items (continued)	VP	P	G	E
5	Availability of functional equipment (e.g. furniture and basic tools)				
6	Availability of medicines and treatment materials				
7	Availability of diagnostic services (e.g. laboratory tests, x-rays, ultrasound, etc.).				
8	Neatness and ambiance of the health facility environment.				
9	Availability of communication systems (e.g. noticeboards, phones, and computers).				
10	Availability of emergency transport services (e.g. ambulance).				
11	Access to health promotion tips and materials				
12	Access to preventive services like immunization				

3. Government Healthcare Process *(The quality of services (e.g. prevention, diagnosis, treatment, referral, rehabilitation) you received).*

Q(a). Are you satisfied with the healthcare services provided in government healthcare facilities?

Yes [] No []

Q(b). What is your assessment of the quality of care provided at government facilities over the past five years?
Pick one of the options for each of the items listed in the table below.

(VP – Very Poor, P – Poor, G – Good, E – Excellent).

SN	Items	VP	P	G	E
1	Access to effective emergency support at home				
2	Ease of securing appointments or treatments				
3	Waiting times at the facility to be attended to				
4	The attitude of the healthcare workers towards you				
5	Total time spent at the healthcare facility				
6	Promptness of the diagnoses given				
7	Care providers’ communication, teaching, and explanation of care				
8	Informed choices and involvement in care decisions				
9	Timely referral to other facilities when necessary				
10	Staff interprofessional collaboration, communication, and continuity of care				
11	How well the health workers follow up with you after discharge.				
12	Use of appropriate diagnostics and tests and the accuracy of the diagnoses given				

4. Healthcare Outcome *(This part is about your satisfaction with the effects and consequences of the care you received).*

Q(a) Are you satisfied with the result (outcome) of the healthcare services provided in government hospitals?

Yes [] No []

Q(b). Rate your satisfaction with the outcome of the care provided at the government health facilities five years ago. *Pick one of the options for each of the items listed in the table below.*

(VU – Very Unsatisfied, U – Unsatisfied, S – Satisfied, VS – Very Satisfied).

SN	Items	VU	U	S	VS
1	How satisfied are you with the outcome of the healthcare you received?				
2	How did you feel after receiving the healthcare services?				
3	How satisfied are you with the cost of the healthcare you received?				
4	How satisfied are you with the value of the healthcare you received compared to how much you paid or spent?				

Q(c). Based on the parameters discussed above, what is your rating of the quality of healthcare in the period between 2018 to 2023? *(Please select an answer for every year)*

Pick one of the options for each of the items listed below.

SN	Year	Very Poor	Poor	Good	Excellent
1	Year 2018				
2	Year 2019				
3	Year 2020				
4	Year 2021				
5	Year 2022				
6	Year 2023				
7	Year 2024				

D. GOVERNMENT HEALTHCARE PROJECTS, PROGRAMS, AND FINANCE:

1. Opinions on Projects and Programs

Q. How much do you agree with the following statements? *Pick one of the options for each of the items listed below.*

(SD – Strongly Disagree, D – Disagree, U – Undecided, A – Agree, SA – Strongly Agree).

SN	Items	SD	D	A	SA
1	The government spends enough money to improve government healthcare				
2	Money issued by the government is properly utilized for the specified projects				
3	The government has executed enough healthcare projects around your residence				
4	You are happy with government projects (such as hospitals and clinics) the government in your residence				
5	There are government health programs that directly benefit you or your family				
6	You are happy with the health programs executed within the state				

2. Perceived Financing Problems and Prospects

Q(a). Which of these do you consider major problems of healthcare in Delta State? *Pick one of the options for each of the items listed in the table below.*

(SD – Strongly Disagree, D – Disagree, A – Agree, SA – Strongly Agree, NA- Not Applicable).

SN	Items	SD	D	A	SA
1	Facilities are in poor shape and lack adequate maintenance				
2	Unnecessarily expensive				
3	Inadequate government funding assistance				
4	Poor quality and scope of services				
5	Poor staffing and/or incompetent healthcare providers				
6	Lack of necessary medicine, equipment, and facilities				
7	Facilities are too far from patients				
8	Poor administration and management issues such as frequent strike actions				

Q(b). How much do you agree that the Delta State Government can improve the quality of healthcare? *Pick one of the options for each of the items listed below.*

(SD – Strongly Disagree, D – Disagree, A – Agree, SA – Strongly Agree, NA- Not Applicable).

SN	Items	SD	D	A	SA
1	Building more hospitals and health centers				
2	Hiring more healthcare staff and professionals				
3	Invest more in training, research, and development				
4	Increasing pay and allowances for healthcare workers				
5	Renovating and improving the standard of existing healthcare infrastructure				
6	Providing subsidized health insurance for the population				
7	Subsidizing the cost of diagnostic tests, drugs, and treatments				
8	Improve the managerial capacity and transparency				

Thank you for your precious time and valuable contribution.


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