

Ghana Quantitative Questionnaire on Health System Responsiveness

1. Questionnaire identifiers and quality check

1.1. Questionnaire Unique ID #.....

1.2. Date of Interview.....

1.3. Name of interviewer.....

1.4. Name of Field Supervisor.....

1.5. Time interview Started.....

1.6. Computed Length of interview (1.6-1.5).....

2. Health Facility Background

2.1. District Name:

- | | |
|-----------------|-------------------|
| 1. Shai-Osudoku | 2. Ningo-Prampram |
|-----------------|-------------------|

2.2. Sub-district Name:

- | | |
|--------------------------------|-----------------------------|
| 1. Prampram sub-district | 2. Old Ningo sub-district |
| 3. Dawa/Nyigbenya sub-district | 4. Dawhenya sub-district |
| 5. Afienva sub-district | 6. Lekpongunor sub-district |
| 7. Dodowa sub-district | 8. Ayikuma sub-district |
| 9. Agomeda sub-district | 10. Osudoku sub-district |
| 11. Duffor sub-district | |

2.3. Community in which health facility is located.....

2.4. Health Facility Name:

- | | |
|-----------------------------------|---|
| 1. Prampram Polyclinic | 2. Omari clinic |
| 3. Kofi-Kope CHPS | 4. Old Ningo Health Centre |
| 5. New Ningo CHPS | 6. Dawa CHPS |
| 7. Nyigbenya CHPS | 8. Lekpongunor CHPS |
| 9. Dangme Community Hospital | 10. Mount Camel Hospital and Fertility Centre |
| 11. Ayikuma CHPS | 12. Agomeda Health Centre |
| 13. St. Andrews Catholic Hospital | 14. Duffor Health Centre |
| 15. Osudoku Health Centre | 16. Osuwem CHPS |
| 17. Dangme West Hospital Complex | 18. Shai-Osudoku District Hospital |

2.5. Health Facility Ownership

- | | | |
|-----------|------------|---------|
| 1. Public | 2. Private | 3. CHAG |
|-----------|------------|---------|

2.6. Health Facility Type

- | | | |
|------------------|------------------|-----------|
| 1. Hospital | 2. Polyclinic | 3. Clinic |
| 3. Health Centre | 5. CHPS compound | |

2.7 Service point in the clinic used by client on day of interview

1. Antenatal
2. Delivery (Immediate post delivery ward)
3. Postnatal

3. Client background

3.1 Do you do any work at all that brings in any kind of income no matter how small

1. Yes
2. No

3.2 **Primary employment** (What brings your most regular income)

1. Farmer
2. Fishmonger
3. Trader
4. Artisan (eg. Hairdresser, Seamstress, Beautician, Decorations etc)
5. Civil Servant/Gov't worker
6. Student
7. Other (specify)

3.3 **Secondary employment** (what are your any other additional sources of income))

1. Farmer
2. Fishmonger
3. Trader
4. Artisan (eg. Hairdresser, Seamstress, Beautician, Decorations etc)
5. Civil Servant/Gov't worker
6. None
7. Other (specify)

3.4 If you said you do not do any work that brings in an income (unemployed and student) how are your living needs provided for?

1. Husband
2. Parents
3. Relatives (Aunty, Uncle, Cousins, Nephew, Grandparent etc)
4. Fiancé
5. Siblings
6. Friends
7. Other (specify)

3.5 If you said you do not do any work that brings in an income, who provides for your health care?

1. Husband
2. Relatives (Aunty, Uncle, Cousin, Nephew, Grandparent etc)
3. Friends
4. Other (specify)

3.6 Highest Education level attained:

1. Never been to School
2. Primary school
3. Junior Secondary school
4. Senior Secondary /Technical/Vocational school
5. University (Tertiary)

3.7 Years of completed schooling (from class 1 onwards): _____

3.8 Religion /Faith

1. Christian
2. Moslem
3. Traditional
4. Other (specify)

3.9 Ethnicity

1. Ga-Dangme
2. Ewe
3. Akan
4. Other (specify)

3.10 Languages spoken (tick all that are relevant)

1. English
2. Ga-Dangme
3. Ewe
4. Twi
5. Other (specify)

3.11 Date of birth (please check Maternal health book): _____

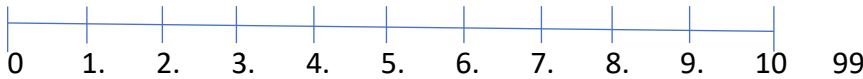
3.12 Age at last birthday (completed years): _____

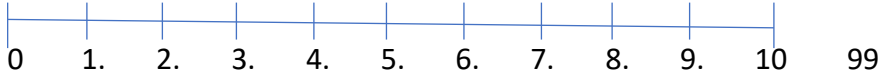
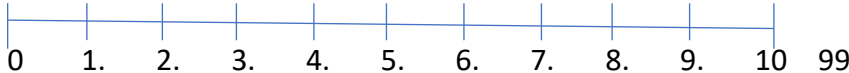
3.13 Obstetric history (please check the maternal record card for this history before interviewing the woman. If the history is on the record card, just confirm with the woman)

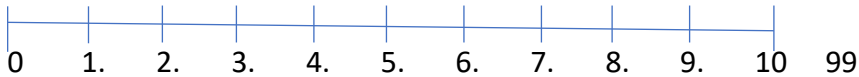
No	Questions	Responses	
1.	Gravida: How many times you became pregnant (including the current pregnancy or the pregnancy that just ended)?	_____	
2.	Out of all your pregnancies, how many have ended in a live birth?		
3.	Have any ended in a miscarriage or an abortion?	1. Yes 2. No	
4.	If yes, how many?		
5.	Have any ended in a still birth?	1. Yes 2. No	
6.	If yes, how many?		
7.	Have you ever had antenatal care for this specific baby?	1. Yes 2. No 3. NA (PNC and Delivery Only)	
8.	If yes, total number of ante natal visits		
9.	If yes please list by name the clinic /clinics you have used for antenatal care in the current pregnancy (whether still pregnant or just delivered or post partum)		
10.	Is this your first time attending antenatal?	1. Yes 2. No 3. NA (ANC Only)	
11.	If no, how many?		
12.	If no, please list by name the clinic/clinics you have used for antenatal care?		

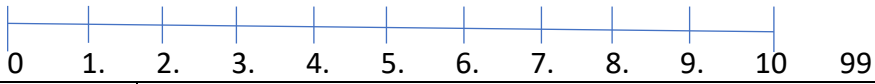
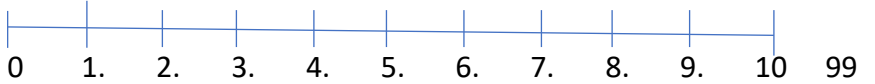
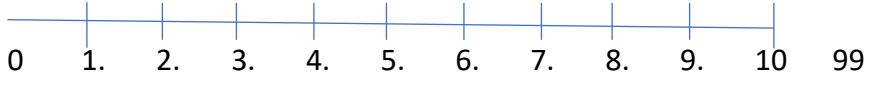
4 Responsiveness

The questions that follow below are trying to find out what you think about the non-medical aspects of the formal health system in your country as a whole. The health system includes any aspect of health-related activity in public and private, organized and traditional sectors and involves the entire population in your country. Please can you rate your experience at the service point you have used today and after which you are being interviewed

Code	Domain Framing and Items	Rating 1=Strongly disagree 2=Disagree 3=Agree 4=Strongly Agree 5=Don't Know				
		1	2	3	4	5
DIG	Dignity (respectful treatment and communication) <i>Dignity defined as Client perception that they are treated as a person who is worthy of honor and respect in their own respect /right regardless of who they are or what their condition is; person rather than as an object</i>					
	I was treated respectfully during my experience					
	I was encouraged to discuss about my concerns during my experience					
	I was encouraged to ask questions about diseases, treatment, and care during my experience					
	The physical examinations and treatments done in a way that respected my privacy (including examination room)					
	Considering all the factors that you have reported on above, how you would rate/score your services in terms of providing dignity out of 10 with 0 as poorest and 10 as the best. 99 as Don't know					
						
AUT	Autonomy (involvement in decision with regards having common mental disorder symptoms) <i>Autonomy is defined as the self-directing freedom...it is defined as four rights: 1The right of an individual to information on his /her disease and alternative treatment options (this facilitates informed choice) 2The right to be consulted about treatment 3Informed consent in the context of testing and treatment 4The right of patients of sound mind to refuse treatment"...to be treated as a rational individual able to make sound judgements if given the necessary information</i>					
	I was involved in making decisions for my treatment					

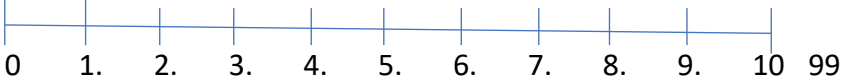
Code	Domain Framing and Items	Rating 1=Strongly disagree 2=Disagree 3=Agree 4=Strongly Agree 5=Don't Know				
		1	2	3	4	5
	I was asked for permission before starting testing or treatments					
	Considering all the factors that you have reported on above, how would you rate/score your services in terms of providing autonomy out of 10 with 0 as the poorest and 10 as the highest. 99 as Don't know					
						
CON	Confidentiality (confidentiality of information with regards of having common mental disorder symptoms) <i>"Information relating to the patient and his illness should not be divulged during the course of care, except in specific contexts, without the prior permission of the patient. This is linked to the idea that the patient's welfare is the supreme concern of the health care provider. This would involve conducting consultations with the patients in a manner that protects their privacy and safeguarding the confidentiality of information provided by the patient, and information relating to an individual's illness, except in cases where such information needs to be given to a health care provider, or where explicit consent has been gained."</i>					
	I was given the opportunity to speak privately with health care providers, so people who you did not want to hear could not overhear what was said					
	My personal information was kept confidential.					
	Considering all the factors that you have reported on above, how would you rate your services in terms of providing confidentiality on a 0 to 10 scale (0: poorest, 10: the best). 99 as Don't know					
						
PRA	Prompt attention (convenient travel and short waiting time) <i>Prompt attention is about being treated as soon as possible. Prompt attention can also involve a close relationship, insightful listening, empathy and thoughtful care</i>					

Code	Domain Framing and Items	Rating 1=Strongly disagree 2=Disagree 3=Agree 4=Strongly Agree 5=Don't Know				
		1	2	3	4	5
	The amount of time I waited before being attended to was acceptable					
	The travel time to this health service was acceptable.					
	Considering all the factors that you have reported on above, how would you rate your services in terms of providing confidentiality on a 0 to 10 scale (0: poorest, 10: the best)					
SSN	Social support <i>Access to various forms of needed social support networks;</i> <i>An OPD /primary care environment that allows access to desired support networks such as family, friends, organizations and community during care in pregnancy and post-partum that can help the patient, advocacy, and the right to enjoy family and spiritual support</i>					
	It was easy to have family and friends visit me					
	My family and friends were able to bring care and services, such as food or other consumables					
	Considering all the factors that you have reported on above, how would you rate your services in terms of providing social supports on a 0 to 10 scale (0: poorest, 10: the best). 99 as Don't know					
						
QBA	Quality of basic amenities (surrounding) <i>Quality amenities is defined as a physical environment that has clean surroundings, regular maintenance, adequate furniture, sufficient ventilation, enough space in waiting rooms etc</i> <i>We will draw on the document "Core questions and indicators for monitoring WASH in health care facilities" in the SDG UNICEF and WHO guide. Three-layer ladder – basic, limited and no water services, Sanitation</i>					
	This health care facility, including toilets, examination room and linen, was clean					
	The amount of space provided was adequate.					
	Considering all the factors that you have reported on above, how would you rate your services in terms of providing quality of basic amenities on a 0 to 10 scale (0: poorest, 10: the best). 99 as Don't know					

Code	Domain Framing and Items	Rating 1=Strongly disagree 2=Disagree 3=Agree 4=Strongly Agree 5=Don't Know				
		1	2	3	4	5
						
COP	Choice of provider <i>The choice of provider means, the client has the right to know alternative treatments and services available and to be able to choose who provides the service. The choice of provider can be the facility, the individual person providing care or both. Boundaries set by standards and medical advice but patient has the right to refuse treatment and bear the responsibility for exercising that right and provider must advise...</i>					
	I had freedom in choosing this health care provider in this clinic					
	I was given information on all available services, and I had the option to choose the health care services					
	I had the option to choose specialist in other places					
	Considering all the factors that you have reported on above, how would you rate your services in terms of choice of providers on a 0 to 10 scale (0: poorest, 10: the best). 99 as Don't know					
						
COM	Communication (clarity of information, with regards of having common mental disorder symptoms)					
	Things were explained clearly by my health care provider in way I could understand.					
	I was given enough time to ask questions about my mental health problems and treatments, especially such as anxiety, sleepless, stress etc					
	Considering all the factors that you have reported on above, how would you rate your services in terms of communication on a 0 to 10 scale (0: poorest, 10: the best). 99 as Don't know					
						

5 Trust

In the context of healthcare, trust can be summarised that the most important aspects of trust can be broadly categorised as relating to: 1. Confidence in competence (skill and knowledge), and, 2. Confidence in whether the trustee is working in the best interests of the trustor. The latter tends to cover things like honesty, confidentiality and caring, and showing respect, whereas the former may include both technical and social/communication skills.

Code		1=Not confident 2= Somewhat confident 3=Confident 4=Very confident			
		1	2	3	4
TRU	How confident are you about the knowledge and skills of the healthcare providers of the services you used today in this facility				
	How confident are you that healthcare providers of the services you used today in this facility always have, only your best interests at the forefront when providing you with services				
	Considering all the factors that you have reported on above, how would you rate your trust in services on a 0 to 10 scale (0: poorest, 10: the best)				
					

Are you willing to provide your name, address and landmark to enable any follow up interviews? If so can you pls provide them below:

Telephone/Contact Number 1..... Telephone/Contact Number 2.....

Time interview Ended.....

