

## SzW(KE) R14: Health and Other General Issues

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### INTERVIEWER:

Verify demographic information as it appears on the database:

- Name
- Age
- Gender
- Village [Enumeration Area]

Have you managed to reach the respondent?

1. YES > CONTINUE
2. NO >GO TO Q40. INTERVIEWER: ONLY TICK THIS OPTION AFTER EXHAUSTING ALL THE TRACING STRATEGIES AND AFTER OFFICIAL COMPLETION OF THE DATA COLLECTION PROCESS

Good Morning/Good Afternoon/Good Evening. My name is .....from Sauti Za Wananchi, a program run by an organization called Twaweza. In this round of Sauti za Wananchi, we want to ask you questions about health and other general issues. The information we collect continues to be published in the media and is available to all Kenyans and other people in the world. Your name will however not be published. We'll also share with you more information on where to access it. It is also going to be shared with other stakeholders and decision makers. Today's interview will last for about 10 to 15 minutes. Can we start today's interview?

1. YES > CONTINUE
2. NO >TERMINATE. RECORD REASON FOR REFUSAL

**[Q1]** When making health care decisions for your family, who is the main decision maker?

**[DO NOT READ OUT; SINGLE RESPONSE]**

1. Male head of household
  2. Female head of household
  3. Both male and female heads of household
- 777 Other (specify)  
-888 Refused To Answer  
-999 Don't know

**[Q2]** What would you say is the most pressing problem facing the health sector today? **[DO NOT READ OUT; SINGLE RESPONSE]**

1. Cost
2. Access to hospital/health centre facilities due to distance etc.
3. Access to health services due to lack of health workers
4. Finding cures for diseases
5. Corruption (at the national level)

- 6. Corruption (at the county level)
  - 777 Other (specify)
  - 888 Refused To Answer
  - 999 Don't know

**[Q3]**

<b>[READ OUT 3a and 3b; SINGLE RESPONSE IN EACH CASE]</b>	1. YES	2. NO	-555 Not Applicable <b>[DO NOT READ OUT]</b>	-888 Refused To Answer <b>[DO NOT READ OUT]</b>	-999 Don't know <b>[DO NOT READ OUT]</b>
a) Do you personally have health insurance?					
b) Does someone else in the household have health insurance?					

**ASK 4 and 5 IF Q3a and OR 3b=1**

**[Q4] What type of health insurance...? [DO NOT READ OUT; MULTIPLE RESPONSES ALLOWED]**

	<b>ASK IF CODED YES IN GQ3a: 4a) What type of health insurance do you have? [DO NOT READ OUT; MULTIPLE RESPONSES ALLOWED]</b>	<b>ASK IF CODED YES IN GQ3b: 4b) What type of health insurance does the other household member have? [DO NOT READ OUT; MULTIPLE RESPONSES ALLOWED]</b>
1. NHIF		
2. Private health insurance cover by employer		
-777 Other (specify)		

**[Q5] What is the name of the company/organization that personally provides you with health insurance/  
Je, jina la kampuni au shirika linalokupa wewe binafsi bima ya afya ni lipi?**

**[DO NOT READ OUT; MULTIPLE RESPONSES ALLOWED]**

1. National Hospital Insurance Fund (NHIF)
2. AAR
3. Jubilee
4. Resolution Health
5. UAP
6. AON
7. Britam
8. APA
9. Madison
10. Heritage
11. PACIS

- 12. Pan African life
- 777 Others specify
- 888 Refused to answer
- 999 Don't know

**ASK IF NHIF IS NOT MENTIONED AT Q4a AND Q4b AND/OR Q5**

**[Q6]** Have you heard of National Hospital Insurance Fund (NHIF)?

- 1. YES >Q7
- 2. NO >Q10

**[Q7]** Do you or a member of your household have National Hospital Insurance cover?

	1. YES	2. NO	-888 Refused To Answer	-999 Don't know
a) Personally have (respondent)				
b) Someone else in the household has				

**[Q8]** Is your or household member's NHIF monthly contribution/payment up to date?

	YES	NO	888 Refused To Answer	-999 Don't know
a) My (your) NHIF monthly contribution/payment is up to date. <b>ASK IF Q4a=1, Q4b=1, Q5=1 OR Q7a=1 (I.E IF NHIF IS MENTIONED IN ANY OF THESE QUESTIONS)</b>				
b) Their (other household member's) NHIF monthly contribution/payment is up to date <b>ASK IF Q4a=1, Q4b=1, Q5=1 OR Q7B=1 (I.E IF NHIF IS MENTIONED IN ANY OF THESE QUESTIONS)</b>				

- 1. YES
- 2. NO
- 888 Refused To Answer
- 999 Don't know

**ASK Q9 IF Q4a=1, Q4b=1, Q5=1 OR Q7a=1 AND/ OR Q7b=1 (I.E IF NHIF IS MENTIONED IN ANY OF THESE QUESTIONS)**

**[Q9]** Have you or household member used NHIF to pay hospital bills in the last three months?

	YES	NO	888 Refused To Answer	-999 Don't know
I have used NHIF to pay hospital bills in the last three months				
Other household member has used NHIF to pay hospital bills in the last three months				

**ASK Q10 IF “NO” AT Q3a AND “NO” AT Q7a**

**[Q10] What would you say is the main reason you don't have any type of health insurance? [DO NOT READ OUT; SINGLE RESPONSE]**

1. Can't afford/Costs too much
  2. Am not aware of any health insurance
  3. I do not know how health insurance works
  4. There is no one who provides health insurance services in my area
  5. I don't trust insurance
  6. I do not need one
  7. Health insurance have limited services
- 777 Other (specify)  
-888 Refused To Answer  
-999 Don't know

**[Q11] If you know, please tell us some of the things on what and how NHIF can be used including its limitations:**

**[DO NOT READ OUT; MULTIPLE RESPONSES ALLOWED]**

<b>a) How NHIF operates</b>
1. NHIF covers in-patient and out-patient costs
2. If you have an NHIF cover you can seek outpatient services from any hospital
3. NHIF covers oncology, MRI, and CTI scans
4. NHIF covers heart surgeries (two minors surgeries each at KES 80,000 and one major surgery at KES 130,000)
-777 Other (specify)
-888 Refused To Answer
-999 Don't know
<b>b) How NHIF operates (Limitations)</b>
1. If one has a child under NHIF cover and he/she turns 18 years they are no longer be included in the cover
2. Membership is open to all Kenyans, 18 years and above with monthly income of KES 1,000 and above
3. You have to select out-patient hospitals

4. Selection of out-patient hospitals under NHIF cover is done twice a year
-777 Other (specify)
-888 Refused To Answer
-999 Don't know

**[Q12]** When was the last time you or someone in your household suffered from an illness or injury?

**[DO NOT READ OUT; SINGLE RESPONSE]**

	Self	Someone else in the household
1. Less than a month ago		
2. 1 to 6 months ago		
3. The last 6 to 12 months		
4. More than 12 months ago		
5. Not Applicable/No one		
-777 Other (specify)		
-888 Refused To Answer		
-999 Don't know		

**ASK Q13 IF CODED 1, 2, 3 OR 4 FOR SELF OR SOMEONE ELSE IN THE HOUSEHOLD AT Q12 ABOVE**

**[Q13] INTERVIEWER: PROBE RESPONSES FOR EACH OPTION FOR THE QUESTIONS BELOW**

(a) What action did you take to find relief for the illness/injury?

**[DO NOT READ OUT; MULTIPLE RESPONSES ALLOWED]**

(b) What action did the person in your household take to find relief for the illness/injury?

**[DO NOT READ OUT; MULTIPLE RESPONSES ALLOWED]**

	(a) Self	(b) Someone else in the household
1. Did nothing <b>(MAKE EXCLUSIVE)</b>	>GQ14	
2. Went to a Government health/facility	>GQ15	
3. Went to a Church/Mission health facility	>GQ15	
4. Went to a Private/NGO health facility	>GQ15	
5. Went to a Pharmacy	>GQ15	
6. Went to a local Grocery store for medicine	>GQ15	
7. Went to a herbalist	>GQ15	
8. Went to a Traditional Healer	>GQ15	
9. Went to a Faith Healer	>GQ15	
10. Used medicine I had at home	>GQ15	
11. Used medicine from a friend, relative or neighbour	>GQ15	
12. Used personally known remedies	>GQ15	
13. Not Applicable <b>(MAKE EXCLUSIVE)</b>	>GQ17	

-777 Other (specify)	>GQ14	
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**[Q14] Why didn't you go to a health facility? [DO NOT READ OUT; MULTIPLE RESPONSES ALLOWED]**

1. Illness/injury was not serious
  2. Had no money at all
  3. Did not have adequate money/cannot afford the treatment cost
  4. The nurses/health-workers are/were on strike
  5. There were no quality health providers
  6. There was no medication
  7. They make you wait for long/long queue
  8. Few or no health provider
  9. Health providers are rude/not helpful/slow in providing services
  10. Couldn't get to health facility- (too far away, roads not passable, etc.)
  11. I prefer self-treatments
- 777 Other (specify)

**SKIP Q15 AND Q16 IF CODE 1 OR 777 IS SELECTED AT Q13a**

**[GQ15] Did the health provider do the following during your/encounter? [READ OUT; SINGLE RESPONSE IN EACH CASE]**

	1. YES	2. NO	-888 Refused To Answer
Explain your diagnosis/illness			
Explain the medication that s/he was prescribing			
Give you the opportunity to ask questions			

**[Q16] Did you pay for the following...? [READ OUT; SINGLE RESPONSE IN EACH CASE]**

	1. YES	2. NO	-888 Refused To Answer	-999 Don't know
Consultation fee				
Buy notebook or patient card				
Buy drugs				
Lab tests				
Bribe / Informal payment				

**[Q17] How satisfied are you with the health facility that you mainly visit in terms of the following areas? Would you say very satisfied, satisfied, neither satisfied not unsatisfied, not satisfied or not at all satisfied? [READ OUT; SINGLE RESPONSE IN EACH CASE]**

	1. Very satisfied	2. Satisfied	3. Neither satisfied not unsatisfied	4. Not satisfied	5. Not at all satisfied	-888 Refused To Answer	-999 Don't know
Availability of drugs							
Availability of nurses							
Availability of doctors							
Overall cleanliness of the hospital							
Convenience of location for you							
Time taken to reach the health facility from your home/house							
Amount of time taken before being attended to							
Cost of healthcare in general							
Overall quality of healthcare							

**[Q18]** Have you ever personally sought help from a traditional healer?

1. YES
2. NO
- 888 Refused To Answer
- 999 Don't know

**[Q19]** To what extent do you think traditional medicine and traditional healers can do the following?

Would you say always, often, rarely or never? **[READ OUT; SINGLE RESPONSE IN EACH CASE]**

	1. Always	2. Often	3. Rarely	4. Never	-888 Refused To Answer	-999 Don't know
a) Cure a patient with malaria						
b) Cure a patient with tuberculosis (TB)						
c) Cure a patient with HIV/AIDS						
d) Cure cancer						
e) Cure erectile dysfunction ( <i>nguvu za kiume</i> )						

f) Seduce a potential lover/Keep a lover or spouse						
g) Win success in business, politics or career						

**[Q20]** Which of the following pairs of statements do you agree with more?

**[READ OUT; SINGLE RESPONSE IN EACH CASE]**

STATEMENT	Agree more with 1	Agree more with 2	Agree with neither	-888 Refused To Answer	-999 Don't know
<b>A1:</b> Traditional healers are useful when modern medicine has failed to solve a health problem					
<b>A2:</b> Traditional healers are a good place to seek help with solving any health problems					
<b>B1:</b> Traditional medicine represents ancient knowledge and skills that modern science has not yet understood					
<b>B2:</b> Traditional medicine represents spiritual solutions that science can never understand					
<b>C1:</b> Traditional medicine is entirely separate from witchcraft and superstition					
<b>C2:</b> Traditional medicine is closely connected to witchcraft and superstition					



**[Q21]** Which of the following do you think best describes the Kenyan healthcare system today? Is it in a state of crisis, it has major problems, it has minor problems, or it does not have any problems?

**[READ OUT; SINGLE RESPONSE]**

- |                                  |      |
|----------------------------------|------|
| 1. Crisis                        | >Q22 |
| 2. Major problems                | >Q22 |
| 3. Minor problems                | >Q22 |
| 4. It does not have any problems | >Q22 |
| -888 Refused To Answer           | >Q23 |
| -999 Don't know                  | >Q23 |

**[Q22]** Why do you say so? **[DO NOT READ OUT; SINGLE RESPONSE]**

1. Lack of drugs in hospitals
  2. Unaffordability of drugs
  3. Inadequate healthcare workers
  4. Frequent strikes by healthcare workers
- 777 Other (specify)

**[Q23]** In general, where do you get most of your health-related information?

**[DO NOT READ OUT; SINGLE RESPONSE]**

1. Friends and family
  2. Doctor/Nurse
  3. Church
  4. Pharmacist
  5. Internet
  6. Books
  7. Newspapers
  8. Magazines
  9. Radio
  10. TV
  11. 777 Others specify
  - 12.
- 888 Refused To Answer  
-999 Don't know

**[Q24]** Do you know of an ambulance that can be called to your village/area?

- |                        |       |
|------------------------|-------|
| 1. YES                 | >GQ25 |
| 2. NO                  | >GQ26 |
| -888 Refused To Answer | >GQ26 |
| -999 Don't know        | >GQ26 |

**[Q25]** Who provides this ambulance service? **[DO NOT READ OUT; MULTIPLE RESPONSES ALLOWED]**

1. County Government
  2. Private
  3. Non-profit/religious institution
- 777 Other (specify)  
-999 Don't know

**[Q26]** The last time you or someone you know went to a government health facility with a sick child below 5 years old, and was prescribed medicine for malaria, did you/they receive it for free or pay for it?/ **Wakati wewe au mtu unaemfahamu alipokwenda kwa kituo cha afya cha serikali na mtoto wa miaka chini ya mitano, na uka andikiwa dawa za Malaria, je uli/alipewa bila malipo, au alilipia?**

1. Given without a fee
  2. Paid for it
  3. Don't know someone/have not sought such service
- 777 Others specify  
-888 Refused To Answer  
-999 Don't know

**[Q27]** The last time you (IF RESPONDENT IS MALE, ASK FOR THEIR WIVES/PARTNER) were pregnant or a pregnant woman you know went to a government health facility, did you/she get free treatment or pay a fee?/ **Wakati wewe (KAMA MHOJIWA NI MWANAMME; ULIZA KUHUSU MKEWE AU MWENZA) au mwanamke unaemfahamu alipokwenda kwa kituo cha afya cha serikali na ni mja mzito, kupata matibabu, je uli/alipewa matibabu bila malipo, au alilipia**

1. Given without a fee
  2. Paid for it
  3. Don't know someone/have not sought such service
- 777 Others specify  
-888 Refused to answer  
-999 Don't know

**[Q28]** The last time you (IF 60 YEARS +) or someone you know over 60 went to a government health facility did you/they get free treatment or pay? / **Wakati wewe (kama ana miaka 60 au Zaidi) au mtu unaemfahamu kwenye umri wa miaka 60 au Zaidi alipokwenda kwa kituo cha afya cha serikali kupata matibabu, je uli/alipewa matibabu bila malipo, au alilipia**

1. Given without a fee
  2. Paid for it
  3. Don't know someone/have not seek such service
- 777 Others specify  
-888 Refused To Answer  
-999 Don't know

**[Q29]** Have you ever gone to health center but you did not receive treatment/service?

1. YES >Q30
  2. NO >Q31
- 888 Refused To Answer >Q31  
-999 Don't know >Q31

**[Q30]** Why? **[DO NOT READ OUT; SINGLE RESPONSE]**

1. Could not afford cost of the treatment (service cost more than fund I have)

2. There was no attendant to provide service
  3. There was no specialist (someone who could treat) for the service/treatment sought/prescribed
  4. I have/had no money to pay for health treatment
  5. Provider could not diagnosis my illness
  6. The patient died as we await service (not needed)
  7. There were no equipment/medicine/lab tools to provide treatment
  8. Nurses/health-workers were/are on strike
- 777 Other (specify)

**[Q31]** What is your ethnic community?

**[SINGLE RESPONSE; DO NOT READ OUT]**

1. Kamba
  2. Luhya
  3. Somali
  4. Kalenjin
  5. Kikuyu
  6. Luo
  7. Maasai
  8. Embu
  9. Kisii
  10. Samburu
  11. Mbeere
  12. Meru
  13. Taita
  14. Teso
  15. Tharaka
  16. Turkana
  17. Mijikenda
  18. Taveta
  19. Kenyan only
- 777 Other (specify)  
-888 Refused to answer  
-999 Don't know

**THANK THE RESPONDENT AND CLOSE THE INTERVIEW**