

SzW- April 2016- HEALTH

Normal introduction by Ipsos:-

Today we ask about health issues and the things we will cover are:- Burden of illness at the household; cost and quality of health services experienced, emergency medical treatment, household’s malaria prevention, and medical costs, health insurance and access to ‘free’ service

INTERVIEW:-

D01. When was the last time you/or someone in your household suffered from an illness or injury? **Ni lini ilikuwa mara ya mwisho wewe au mtu kwa Kaya yenu kuumwa ama kupata majerui/kuumia?**Answer: _____ single response. Mentioned most recent one. Jibu moja; ugonjwa/majerui ya karibuni

- 1= Last 4 weeks/ wiki nne zilizopita
- 2= 3 months ago/miezi mitatu iliyopita
- 3=6 months ago/miezi sita iliyopita
- 4=More than a year ago/Zaidi ya mwaka
- 5=Never >>D9/hakuna

D02. What action did you/person in your household take to find relief for the illness/injury? **[Do not read options. Code from response]:** _____
CODE 1ST RESPONSE AS FIRST MENTIONED THEN OTHER RESPONSE IN CASE OF MULTIPLE RESPONSES. Ni hatua gani ulizochukua/mwanakaya kufanya kupunguza makali au kupata suluhisho ya ugonjwa au maumivu? [**Usisome JIBU. Weka geresho kutokana na jibu] Jibu MOJA; KAMA KUNA JIBU ZAIDI YA MOJA...TIKI KITU CHA KWANZA HALAFU ZENGINE WEKA KAMA ZENGINEZO.**

1=Did nothing >>D3/Sikufanya chochote	5=Went to a Pharmacy >>D3/Nilienda duka la dawa	9=Used medicine I had at home >>D3/ Nilitumia dawa nilizokuwa nazo nyumbani
2=Went to a Government health /facility >>D04/Nilienda kwenye kituo cha afya cha serikali	6=Went to a local Grocery store for medicine >>D3 / nilienda dukani kunua dawa	10=Used medicine from a friend, relative or neighbour >>D3/ Nilitumia dawa kutoka kwa rafiki, ndugu au jirani
3=Went to a Church/Mission health facility >>D04/ Nilienda kituo cha afya cha kanisa/misheni	7=Went to a Traditional Healer >>D3/Nilienda kwa mganga wa jadi	11=Used personally known remedies >>D3 / Nilitumia tiba ninazojua mimi
4=Went to a Private/NGO health facility >>D04/Nilienda kwenye taasis zisizo za kiserikari ama kituo binafsi cha afya	8=Went to a Faith Healer >>D3/Nilienda kwenye maombezi	12=Other >>D3/Nyingine

Ask only those who coded 1 or 5-12 in D02, and then skip to D9/Uliza waliojibu 1 au 5-12 kwa D2 swali la D3 halafu nenda D9

D3. Why didn't you go to a health facility? **[NO READ OUT, MULTIPLE RESPONSE ALLOWED]** Answer: _____ Kwanini haukuenda kwenye kituo cha afya kupata matibabu? **[USIMSOME; MAJIBU MENGI YANA KUBALIKA;] Jibu:.....**

- 1=Illness/injury was not serious/ **Maumivu na ugonjwa hayakuwa makali**
- 2=No money / cannot afford the treatment cost/ **sikuwa na pesa/sikuweza kumudu gharama za matibabu**
- 3. There no quality health provider/hamna watoa huduma wenye sifa za kuuguza vizuri
- 4. There no medication/hamna dawa
- 5. They make you wait for long/long queue/ unasubiri kwa muda/foleni ndefu
- 6. Few or no health provider/watoa huduma wako kidogo/hawapo
- 7. Health providers are rude/not inhelful/slow in providing services/watoa huduma wajeuri/hawanmsaidia/wazito kutoa msaaada.
- 8=couldn't get to health facility- (too far away, roads not passable, etc.)/ **Sikuweza kufika kwenye kituo cha afya (kiko mbali sana, barabara hazipitiki, n.k)**
- 9. I prefer self-treatments/napendelea **kujitibu mwenyewe**
- 10=Other/zengine taja

D04. How long did you/household member take to reach the health facility from your home? (One way travel only). IN CASE THEY CAN REMEMBER TELL THEM TO GIVE AVERAGE IT TAKE TO REACH THE HOSPITAL BY THE TYPE OF TRANSPORT THEY WILL USE. Answer: _____hours and _____minutes / Ulitumia/mwanakaya alitumia muda gani kufika kwenye kituo cha afya au duka la dawa kutoka nyumbani kwako? (mwendo wa mara moja tu) Jibu saa and dakika. **KAMA KAHUMBUKE; MWAMBIE AKADIRIE KAWAIDA INACHUKUA KUFIKA HOSPITAL KWA MUDA GANI KWA NJIA ANAKUA ANATUMIA...**

D05. How long did you/household member have to wait to be attended to? Answer: _____hours and _____minutes
 Ulisubiri/mwanakaya alisubiri kwa muda gani ili kupata huduma? Jibu..... saa na dakika

- 1 Less than 30 minutes/ **Chini ya dakika 30**
- 2 30 minutes to 1 hour / **Dakika 30 hadi saa 1**
- 3 Between 1 and 2 hours/ **Kati ya saa 1 hadi masaa mawili**
- 4 More than 2 hours/ **Zaidi ya masaa mawili**
- 5 Don't Know/ **Sijui**
- 6 Can't remember/ **Sikumbuki**
- 7 No health worker present at health facility [Skip to 22]/ **Hakuna mfanyakazi aliyekuwepo kwa ajili ya kutoa huduma [Ruka hadi 22]**
- 8 Health provider not open for business [Skip to 22]/ **Kituo cha huduma hakikuwa wazi kwa ajili ya kutoa huduma [Ruka hadi 22]**

D05b. Do you think this amount of time is too long to wait?unafikiri muda uliosubiri ulikuwa mwingi?

- 1= Yes/Ndiyo
- 2= No/Hapana
- 3= Don't Know/Sijui
- 4= Refused to Answer/RTA

D06. Who diagnosed the illness/Nani alikupima/kupa matibabu? Answer/jibu: _____

- 1=Doctor/ **Daktari**
- 2=Nurse/Nesi
- 3=No one/Patient was not treated/ **Mgonjwa hakutibiwa**
- 5= Other /wengine taja
- 888 Don't know/sijui

D07 Did the health provider do the following during your/ encounter: ulipoonana na mtoa huduma alifanya viti hivi....?

Yes/no/don't know/Ndiyo/Hapana/sijui	If yes, how long did s/he spend doing the activity/muda wa kufanya vitu hivi ulichukua kama..... (anaweza kueleza kwa madakika; saa na kadhalika)
Explain your diagnosis/illness/ kuchuguza na kukueleza ugonjwa wako	
Explain the medication that s/he was prescribing/kukueleza aina ya dawa anakupa/anakuandikia	
Give you the opportunity to ask questions/kukupua fursa ya kuuliza maswali au ufafanuzi	

D07II. What other things (different from those asked above) did the health provider do during your encounter? (Please Specify)/ Ni kitu gani kingine (ambali na hizi nilizikuuliza) ambacho mtoa huduma alikufinyia kupoona nae? (Tafadhali elezea)

D07I. Did the health provider give [YOU/ household member] medicine or write a prescription for medicine?/ Je mtoa huduma alikupa [WEWE/ Mwana kaya] dawa au andika dawa alizotaka ununue?

- 1 Gave medicine / **Ndiyo, alinipa dawa**
- 2 Only gave prescription of the medicine to buy/ **Aliniandikia dawa nilizatakiwa nininue ilitumie**
- 3 Gave medicines and wrote prescription/ **Alinipa dawa na kuandika dawa za kununua**
- 4 No medicines or prescription/ **Hakunipa dawa wala hakuniandikia dawa za kununua**

- 5 Don't Know/ **Sijui**
 6 Can't remember/ **Sikumbuki**

D07J. ASK ONLY THOSE WHO WERE GIVEN PRESCRIPTION (CODE 2 IN D07I... where did you get the medicine [YOU/ household member] prescription for illness? **Je [WEWE/ mwana kaya] u/mlipata wapi dawa ulioandika kutibu matibabu (CODE 2 KWA QD071)?**

- 1 The health facility pharmacy / duka la dawa la kituo cha afya
 2 pharmacy outside of health facility/ **Duka la dawa nje ya kituo cha afya**
 3 Did not buy medicine/ **sikununua dawa**
 4 Don't Know/ **Sijui-----**
 5 Can't remember/ **Sikumbuki-----**
 6 Other/ **Nyengine** (specify/ **Elezea _____**)

D08. Did you pay for the following...? Je ulilipia huduma zifuatazo?		1 = Yes/Ndiyo 2 = No/Hapana -888 Don't know/Sijui
A	Consultation fee / Ada ya kumuona daktari	
B	Buy notebook or patient card/ Kununua kadi ya mgonjwa	
C	Buy drugs / Kununua madawa	
D	Lab tests / Vipimo vya maabara	
E	Bribe / Informal payment / Rushwa/ malipo bila stakabadhi	

D9. I would like us to talk about hospital admission for you or family member or friend who had been admitted at a health facility. Ningependa sasa tuonge kuhusu wewe au mwanakaya au rafiki kulazwa hospital/kituo cha huduma ya afya

A	Have you ever been admitted or support a family member or friend who have been admitted in past one year read Je umewahi kulazwa au kumsaidia mwanakaya au rafiki ambaye alikuwa amelanza katika kipindi cha mwaka mmoja uliopita?	YES/NDIYO NO/HAPANA>>>> GO TO D14
B	What type of facility was it; read if not clear? ilikua ni kitua cha huduma cha	1=Private facility/binafsi

	afya cha aina ghani... msomee kama hajaelewa swahili	2=Government facility/cha serikali 3. Church/Mission/NGO Health Facility/dini/miseni/taasisi zisizo za serikali
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D10. Were the following items enough for all the admitted patients at the hospital during that time you were there?kulikua na vitu hivi nitakusome kwa wagonjwa wote waliolazwa muda ule kwa kitua cha afya hiki?		1=Yes/Ndiyo 2=No/Hapana -888 Don't know/Sijui
A	Beds/vitanda	
B	Bed sheets/mashuka	
C	Mosquito nets/net za mbuu	

D11. Did the patients sleep on the bed, mattress on the floor or the floor? (in case the patient was in the facility multiple nights and had different experience refer to first night). Wagonjwa walilala kwenye vitanda; kwa sakafu lakini juu ya godoro kwa sakafu tuuu (au lenye mabox; au shuka tuu au lesa)

1=Bed/kitanda

2=Mattress on the floor/godoro kwenye sakafu

3=Floor (sakafu.. iwe na lesa; shuks; box etc>>D14

D12. Did the patients have to share a bed/mattress with another/other patients?

kulikua na wagonjwa walilala kwa kitanda/godoro kwa pamoja?

?

1=Yes/Ndiyo

2=No/Hapana >>D16

D13. How many were they per bed/mattress?walikua wagonjwa wangapi kwa kitanda/godoro

D14. Now I would like we talk about an injury which was caused by an accident (eg road accident, fight etc) that has either happened to you or household member/friend that you had to help recently (in last 6 months) and there was a need for medical attention. Sasa tuongee kuhusu majeruhi au ajali ya barabara, kupigana etc iliyokukuta wewe au mwanakaya wako au rafiki unohitaji matibabu ya kituo cha afya hivi karibu (ndani ya miezi sita iliyopita)

D14 Did an injury happen to you or household member or friend in the period of six month ago?/ Je kuna mwanafamilia au rafiki yako amepata jeraha kwa kipinsi cha miezi sita iliyo pita?

1 Yes/ Ndiyo

2 No/Hapana – SKIP TO D14F/Ruka hadi D14F

3 Dont know- SKIP TO D14F/ Sijui-RUKA HADI 14F

A	Did an accident happen to you/household member/friend last 6 months?/Ajali (barabarani; kupigana; kubwaka etc) yoyote imefanyika kwako; mwanakaya/rafiki ndani ya miezi sita iliyopita	1=Me/mimi 2=household member/mwanakaya 3=Friend/rafiki 4.None/hakuna>>D14F
B	Did you/family member/ friend seek for medical attention?/ wewe/ mwanakaya/rafiki alitafuta huduma ya kituo cha afya	1=Yes/Ndiyo 2=No/Hapana>>D14F -888 Don't know/Sijui>> D14F
C	Did the health facility require a PF3 to get medical attention?/Kitua cha afya kilitaka form ya PF3 kabla ya matibabu	1=Yes/Ndiyo 2=No/Hapana>>D14F -888 Don't know/Sijui>> D14F
D	How long did you wait to get a PF3 from the police?/Ilichukua muda gani kupata PF3?	1= less than 1 hour/chini ya saa 1 2=less than 3 hours/chini ya masaa 3 3=less than 6 hours/chini ya masaa 6 4=More than 6 hours/Zaidi ya masaa 6 5=didn't get PF3 form, so went back home/ hatukupata PF3 tukarudi nyumbani
E	What is your opinion in getting the PF3? Would you say?...Nini maoni yako juu ya kupata PF3.. unaweza kusema ni...	1=Very difficult/Ngumu sana 2=Difficult/Ngumu 3=neither difficult nor easy/Sio Ngumu wala rahisi 4=Easy/rahisi 5=Very easy/Rahisi sana
F	What is your opinion about patient (of accident; fight; injuries) being attended to by health facility before a PF3 is issued? Nini maoni yako juu ya wagonjwa/waliopata ajali/majeruhi wapate huduma kwa vituo vya afya bila/kabla PF3 form kutolewa	1=compeletly agree/Nakubaliana kabisa 2=agree/Nakubali 3=neither agree nor disagree/Si kubali wala sikatai

		4=disagree/sikubaliani 5=completely disagree /sikubaliani kabisa 6= I do not know what PF3 is/Sijui PF3
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D15a. **ASK ALL:**-Do you know of an ambulance that can be called to your village/area? **UIIZA WOTE:** Unajua huduma ya ambulensi ambayo unaweza kupigia ukihitaji kwa kijiji au eneo lenu?

1=Yes/Ndiyo

2=No/Hapana >>D16

3=Don't Know/Sijui>>D16

D15b. Who provides this ambulance service?/Nani mmiliki wa ambulensi hii?

1= Governemnt/serikali

2=Private/kampuni/mtu binafsi

3=Non-profit/religious institution/taasisi isiyo ya serikali/taasisi ya dini

4=Other/nyengine taja

5=Don't know/sijui

D15c Have you ever called the ambulance? /umeshawai kupigia simu wahudumu wa ambulensi? Yes; NO. Ndiyo/Hapana

1=Yes/Ndiyo- >>> D15d

2=No/Hapana>>> D16

D15d. If yes, how long did it take to arrive.. Kama ndiyo ilichukua muda gani wao kufika baada ulipowapigia

D16. 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/alipewa bila malipo**

2 **Paid for it/alilipia**

3 **Don't Know/ Sijui**

4. **Don't know someone/have not seek such service/Sijafanya/sijui mtu kwenda kutafuta matibabu**

D17. The last time you (IF RESPONDENT IS MEN 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/alipewa bila malipo
- 2 Paid for it/alilipia
- 3 Don't Know/ Sijui
4. Don't know someone/have not seek such service/Sijafanya/sijui mtu kwenda kutafuta matibabu

D18. 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/alipewa bila malipo
- 2 Paid for it/alilipia
- 3 Don't Know/ Sijui
4. Don't know someone/have not seek such service/Sijafanya/sijui mtu kwenda kutafuta matibabu

D19. When was the last time you visited a government health facility to seek treatment for your (person escorted) own illness/injury/lini mwisho umetembelia kituo cha afya cha serikali kupata huduma kwa matibabu yako au mtu ulimpeleka

- 1= Less than a month ago/chini ya mwezi moja>> D20
 1a. Less than 3 months ago/chini ya miezi tatu>>>D20
 2= Less than 6 months ago/chini ya miezi sita>>D21
 3=Less than 1 year ago/chini ya mwaka>>D21
 4=More than one year ago/Zaidi ya mwaka >>> D21
 5=Never/sijawai..... D21

D20. Did you encountered any of these problems during the visit ...? /Je, umekumbana na matatizo yoyote wakati ulipotembelia kituo hicho cha afya cha serikali?		1=Yes /Ndiyo 2=No/hapana
A	Services are too expensive / unable to pay / Huduma ni ghali/huwezi kulipia	
B	Lack of medicines or other supplies/Ukosefu wa dawa au vitu vingine	
C	Lack of attention or respect from staff/wafanyakazi kukosa heshima au kutokujali	
D	Absent doctors/Hakuna madaktari	
E	Long waiting time/queue/Muda mwingi wa kusubiria/foleni ndefu	
F	Dirty facilities/vifaa/kituo kichafu	

As we close up..... Kwa kumaliza..

D21. Do you have a mosquito net or any insecticide treated net? Answer: _____ je una chandarua cha kuzuia mbu chenye dawa au kisicho na dawa?

1=Yes/Ndiyo

2=No/Hapana

D22. Do you personally have health or medical insurance? Answer: _____ Je wewe binafsi una bima ya afya? Jibu:

1=Yes /Ndiyo

2=No/Hapana