

For Direct Observation (for Physicians and Health Worker taking the Patient's Blood Pressure)

1 This is a survey for the research study called Impact of Incentives and Information on Quality and Utilization in Primary Care (I3QUiP). I3QUiP aims to determine whether interventions introduced by PhilHealth to the PCB1 package help in the improvement of utilization and quality of PCB services. The study is a collaboration of PhilHealth, the World Bank, and Korean Development Institute. This particular survey is funded and commissioned by the World Bank to the Center for Economic Policy Research.

2 Your Local Chief Executive/Mayor agreed to participate in the study, and your LGU is one of the 240 LGUs with PCB1 providers that have been selected to participate. This study will be conducted over 36 months from 2013 to 2016. Once the study is completed, dissemination workshops will be conducted, including presenting findings to LGUs. All primary data collected through the impact evaluation study, including those collected in this survey, is the property of the World Bank. The use of the primary data without the consent of the World Bank is strictly prohibited, until data embargo is lifted and the dataset made public.

3 As part of the study, surveys will be conducted with key informants in the LGU, health facility surveys, and selected patients. In some selected health facilities Direct Observations will be also conducted to observe how services are provided to the patients. Your health facility is among the selected facilities for the Direct Observations.

4 Please be assured that the observations we will record will be treated with the utmost confidentiality and will not be shared with anyone, including your staff and your local chief executive. This information will be used for research purposes only. Your name and other personal information will eventually be removed from the information collected and only a code number will connect your name and the recorded observations. Specifically we want to say that this information will not be used for disciplinary action or regulation.

5 We hope that the information will indirectly benefit you by informing the Department of Health and the Philippine Health Insurance Corporation (DOH and PhilHealth) of ways to implement PCB1 that will encourage more people to seek primary health care, help PCB1 providers render quality services, and produce good health outcomes for the population. The only cost to you in terms of participation is your time in participating in the Direct Observation.

6 If you have any questions, you can ask me, or you can contact our survey supervisor _____ through _____ at _____ (tel.). You can also contact Ms. Corinne Bernaldez at the World Bank at Tel. No. (02) 4652633, or Dr. Leizel Lagrada in PhilHealth at Tel. No. (02) 637-6239.

7 The UP Manila Research Ethics Board (UPMREB) Panel 2 has approved the study, and may be reached through the following contact for information regarding rights of study participants, including grievances and complaints:

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8 May I proceed?