

Individual Local Leader Questionnaire – Health Center Director

CONFIDENTIAL

Province:	
District:	
Commune:	
Health Centre Name:	
VISIT 1	
VISIT 2	
VISIT 3	
INTSTART - Press here when you start the interview	

Informed Consent\

Hello! My name is working with Angkor Research and Consulting. We are currently conducting a survey about conditions in this commune. Please let me know the real situation in your commune and answer accordingly. Your answer will not change any assistance to your Health Centre. It will only be used for research purposes. Please be assured that we will not share your answer with anyone other than the research team and no one can trace your answer to your name, your village or your commune.

You can pause or skip any questions at any time during the interview or ask to clarify any question. The interview will take around half an hour. It is not a test, and thus there is no right or wrong answer.

If you have question about this survey, you can contact to Mr.KhimSarun via phone number: 023 222 501.

Do you have any questions for me?

Can I start asking my questions now?

Section 1: General information

Respondent: Person in charge of health facility

Q1_1	What is your official position?	Health Centre Director	1
		Deputy Director	2
		Other Specify	88
Q1_2	Respondent Gender	Male	1
		Female	2
Q1_3	How old are you?	Years:	
Q1_4	How many years have you worked at this facility for?	Years:	
Q1_5	What is the highest grade of education you have completed? <i>Use numbers 1 to 12 to code grade level.</i>	Pre-school/no education	0
		Grade:	1-12
		Some university	13
		Bachelors / Associates	14
		Masters/Doctorate	15
		Other (Specify)	88
Q1_6	Did you use any of the following sources of information in the last 7 days? <i>Multiple answers. Prompt.</i>	Radio	1
		Television	2
		Newspapers	3
		Magazines	4
		Mobile phone	5
		Internet	6
		Facebook or other social media	7
		Village notice board	8

		Posters at Commune Office, primary school or Health Centre	9
24-hour standby			
Q1_13a	Was there any staff on call at this Health Centre last night from 7pm to 7am?	Yes	1
		No	0
1_13b	Ask if 1_13a=1 How many staff was on call last night?		
Q1_13c	Ask if 1_13b>0 Who was on call last night? Multi Select	Security guards	1
		Doctors	2
		Nurse	3
		Mid-wife	4
		Other Specify	88
Q1_14	What days does this facility usually have staff on call at night? Multi Select, Prompt	Weekdays	1
		Saturdays	2
		Sundays	3
		Holidays	4
		No on-call service	0
Provision of Public Health Services			
Q1_18	How many patients did this health centre treat in the last 7 days?	Number:	
Q1_19	Does this facility offer antenatal care for patients?	No (Skip to Q1_21)	0
		Yes	1
Q1_20	How many antenatal patients did this facility see in the last 7 days?	Number:	
Q1_21	Does this facility offer immunization for children under 2 years old?	No (Skip to Q1_23)	0
		Yes	1
Q1_22	How many children under 2 years of age received immunization here in the last 7 days?	Number:	

Q1_23	What percentage of patients use a HEF card or other card to receive free health care in the last 7 days?	Percent:
Interaction and Management		
Q1_24	Does this Health Centre keep a record of all Health Centre Management Committee Meetings?	Yes No
Q1_25	How often is a Health Centre Management Committee Meetings organized in your Commune?	Monthly 1 Every two months 2 Quarterly 3 Don't know 99
Q1_28	In the last month, outside of public meetings or health consultations , did you meet or talk with any of the following people about commune health issues? <i>Multiple answers. Prompt.</i>	Village chiefs 1 Commune councillors 2 Commune chief 3 CBOs 4 NGO staff 5 Monks or other religious leader 6 School Principle or teachers 7 Villagers 8 Project Management Committee 9 Village Health Support Group (VHSG) 10
Awareness of citizens' rights and performance standards		
<i>Now I have some questions about citizens' rights and standards of Health Centre.</i>		
Q1_26	Commune Health Centre has to meet a number of Standards. Do you know any of these standards?	No 0 Yes 1
Q1_27	<i>Ask if Q1_26=1</i> Could you tell me what the Health Centre Standards are? <i>Multi Select. Do not prompt</i>	8 to 11 staff on duty 1 24 hours standby for emergency 2 12 drug deliveries per year 3

		Clean and separate toilets for men and women	4
		Transparency in fee and budget	5
		Health Centre Management Committee meets 12 times a year	6
		None of the above	99
Q1_29	Citizens in your Commune have certain rights regarding services access and delivery from your Commune Council. Do you know any of these rights?	No	0
		Yes	1
Q1_30	<p>ASK IF Q1_29 = 1</p> <p>Could you tell me what the rights of citizens to Commune Service are?</p> <p>Multi Select. Do not prompt</p>	Timely issuance of certificate	1
		Attending commune council meeting without invitation	2
		Being informed about Commune Council decisions	3
		Being consulted in development of CIP	4
		Transparency in fees and budget	5
		Elect Commune Council Members every 5 years	6
		None of the above	99
Q1_31	Children in your Commune have certain rights regarding accessing education at Primary School. Do you know any of these rights?	No	0
		Yes	1
Q1_32	<p>Ask if 1_31=1</p> <p>Could you tell me what the rights of children to Primary School education are?</p> <p>Multi Select. Do not prompt</p>	Free education	1
		Free textbook	2
		One teacher for every classroom	3
		Separate toilet for boys and girls	4
		No informal payment for education	5

		Monthly communication between parents and teachers	6
		None of the above	99
Perceptions on responsibilities			
Q1_36	<p>Among the following reasons, what are the two most most important factors in helping a patient to recover from illness?</p> <p>Multi Select up to 2/ Prompt</p>	<p>Quality of medical staff</p> <p>Well-trained medical staff</p> <p>Supportive attitude of medical staff</p> <p>Detailed explanation on conditions by medical staff</p> <p>Sufficient medicines and medical equipment</p> <p>Patients take their medications and follow doctors' prescription</p>	<p>1</p> <p>2</p> <p>3</p> <p>4</p> <p>5</p>
Q1_39	<p>An old patient has come to the Health Centre multiple times for his condition. The fourth time, he still doesn't understand his diagnosis and demand injection. What will you do?</p> <p>Prompt/ Multiple answers</p>	<p>Ask them to come back later</p> <p>Send him home</p> <p>Ask them to go to a private clinic</p> <p>Send him to another Health Centre or clinics</p> <p>Nothing, it is responsibility of patients to learn about their conditions</p> <p>Give him a harmless injection</p> <p>Explain to him that medication takes time to be effective</p>	<p>1</p> <p>2</p> <p>3</p> <p>4</p> <p>5</p>

Q_41A	In your opinion, what is the main reason for doctors to ask for 'tea money' from patients? Prompt / Multiple answers	Salary is too low 1 Doctor's poor attitude and ethics 2 Too many patients 3 Patients' habit of giving money sets bad expectation for doctors 4 Other Specify 88
Q1_41B	What is the budget for the health center last year?	_____ Riels
1_44A	What are the challenges that nurses and doctors in this Health Centre face in their daily work? <i>Write in answer</i>	
1_45A	What are the challenges that this Health Center meets in improving performance and attitude of Health staff <i>Write in answer</i>	

Section 2: Health Center Staff		
Respondent: Person in charge of health facility		
Q2_1	How many staff work at this facility	Number:
Q2_2	How many of these staff are not here today?	Number:
Q2_3	<p>ASK IF Q2_2 > 0</p> <p>Why are these staff not here today?</p> <p>Multi Select</p>	<div>Officially off duty 1</div> <div>On sick leave 2</div> <div>On training 3</div> <div>On maternity leave 4</div> <div>Late 5</div> <div>Unauthorized absence 6</div> <div>Other (specify) 88</div>
Q2_4	How many of the staff here have a second medical job?	Number:

Section 3: Direct observation

For all questions in this section, when necessary, you can ask the respondent to show you for example which room is o you for verification

Q3_1	Is thereDo you see a reception/registration room in this facility?	Not seen	0
		Seen	1
Q3_2	Is there a waiting area in this facility?	Not seen(Skip to Q3_4)	0
		Seen	1
Q3_3	How is the cleanliness ofthe waiting room? Very clean means no dirt and rubbish on the floor Mostly clean means no rubbish but there's dirt on the floor Dirty means there are either dirt or rubbish on the floor Very dirty means there are both dirt and rubbish on the floor	Very clean	1
		Mostly clean	2
		A little dirty	3
		Very dirty	4
Q3_4	Can you see a room with 'consultation' sign?	Not seen	0
		Seen (Go to Q3_4B)	1
Q3_4A	Ask the director: Is there a consultation room in this facilities? Ask him to show the room if there is	Yes	1
		No (Skip to Q3_6)	0
Q3_4B	Does the room have door for privacy? Yes when the door is thick enough to make it hard for people outside to hear conversations or see who is inside	Yes	0
		No	1
Q3_5	How is the cleanliness of the patient consultation rooms? Very clean means no dirt and rubbish on the floor Mostly clean means no rubbish but there's dirt on the floor Dirty means there are either dirt or rubbish on the floor Very dirty means there are both dirt and rubbish on the floor	Very clean	1
		Mostly clean	2
		A little dirty	3
		Very dirty	4

Q3_8	Is there cooling devices in the consultation room?	Yes, electric fan	1
		Yes, air conditioner	2
		Yes, both	3
		No	0
Q3_9	Are there beds in the consulting room?	Not seen(Skip to Q3_11)	0
		Seen	1
Q3_10	How many observation beds are there?	Number:	
Q3_11	How is the hygiene of the observation beds? Very hygienic means there are single-use mat Mostly hygienic means mat and pillow are visibly clean A little dirty means there are either dirt or stain on the mat Very dirty means there is a fair amount of dirt, stain and blood on the mat	Very clean	1
		Mostly clean	2
		A little dirty	3
		Very dirty	4
Q3_6	Is there a minor surgery theatre in this facility?	Not seen(Skip to Q3_8)	0
		Seen	1
Q3_7	How is the cleanliness of the minor surgery theatre? Very clean means no dirt and rubbish on the floor Mostly clean means no rubbish but there's dirt on the floor Dirty means there is either dirt or rubbish on the floor Very dirty means there are both dirt and rubbish on the floor	Very clean	1
		Mostly clean	2
		A little dirty	3
		Very dirty	4
Q3_7A	Do you see the Ante-Natal Care room in this facility?	Yes	1
		No	0
Q3_7B	Do you see the delivery wards in this facilities?	Yes	1
		No	0
Q3_12		No	0

	ASK IF Q3_7A AND Q3_7B =1 Are there separate wards for Ante-Natal Care and deliveries in this facility?	Yes	1
Q3_12A	ASK IF Q3_7B = 1 Is there cooling devices in delivery ward room(s)?	Yes, electric fan Yes, air conditioner Yes, both No	1 2 3 0
Q3_13	Is there a toilet in this facilities?	Not seen(Skip to Q3_17) Seen	0 1
Q3_14	What kind of toilet is it?	Flush to piped sewer system Flush to septic tank Flush to pit latrine Flush to somewhere else Flush, don't know where Ventilated improved pit latrine Pit latrine with slab Pit latrine without slab/ open pit Composting toilet Bucket toilet Hanging toilet/hanging latrine Other, specify	1 2 3 4 5 6 7 8 9 10 11 88
Q3_16	Are there separate toilet facilities for male and female patients?	Not seen Seen	0 1
Q3_16A	If 3.16 = 1, look at the female toilet	Yes	1

	<p><i>If there is no separate toilet, choose one of your choice</i></p> <p>Is there water for flushing in the toilet?</p>	No	0
Q3_16B	<p><i>If 3.16 = 1, look at the female toilet</i></p> <p><i>If there is no separate toilet, choose one of your choice</i></p> <p>Are there water or rubbish or tissue on the floor of the toilet?</p>	Yes	
		No	
Q3_16C	<p><i>If 3.16 = 1, look at the female toilet</i></p> <p><i>If there is no separate toilet, choose one of your choice</i></p> <p>Is there water for people to wash hand with in this toilet?</p>	Yes	
		No	
Q3_16D	<p><i>If 3.16 = 1, look at the female toilet</i></p> <p><i>If there is no separate toilet, choose one of your choice</i></p> <p>Is there soap for people to wash hand with in this toilet?</p>	Yes	
		No	
Q3_17	<p>Does the facility have accommodations for health workers who are on-call during non-routine hours, e.g. night shift?</p>	Not seen	0
		Seen	1
Q3_18	<p>Do you see a list of user fees</p> <p><i>Not visible when info printed on A4 paper</i></p> <p><i>Visible when info can be seen from 1-meter distance</i></p>	No	0
		Yes but not visible	1
		Yes, visible	2
Q3_19	<p>Do you see a list of drug fees for outpatients?</p> <p><i>Not visible when info printed on A4 paper</i></p> <p><i>Visible when info can be seen from 1-meter distance</i></p>	No	0
		Yes but not visible	1
		Yes, visible	2
Q3_20	<p>Do you see any information on the current year's budget?</p> <p><i>Not visible when info printed on A4 paper</i></p> <p><i>Visible when info can be seen from 1-meter distance</i></p>	No	0
		Yes but not visible	1
		Yes, visible	2

Q3_21	Do you see a complaint box in front of Health Center?	Not seen	0
	Picture of complaint box	Seen	1
INTERVIEWER: ASK RESPONDENT TO TAKE YOU TO THE PLACE WHERE DRUGS ARE STORED			
Q3_22	Does the drug area look clean, partially dirty, or dirty?	Clean	1
		Partially dirty	2
		Dirty	3
Q3_23	Do the ceiling, walls, floors and windows look dry and free from traces of water infiltration?	Dry, no traces of water infiltration	1
		Dry but there are traces of water infiltration	2
		There is wetness / water	3
Q3_24	Are the windows covered to keep the sunlight out?	Windows covered	1
		Windows not covered	2
		No windows	3
Q3_25	What time did you arrive at the health center?	HH:MM AM HH:MM PM	
Q3_26	How many staff was there when you first arrived? Please do not count patients	Insert number	
Q1_40	Please take a photo of the outside of the health centre		

Section 4 – Contact		
Q4_1	Could you please give me your cellphone number, so that we can contact you again if we need to follow up with you?	<div>No (Skip to INTSTOP) 0</div> <div>Yes 1</div>
Q4_2	Record Phone number	Number:
Q4_3	Do you have a second phone number?	<div>No (Skip to Q4_5) 0</div> <div>Yes 1</div>
Q4_4	Record phone number	Number:
Q4_5	Thank you very much for your time today. We might need to contact you again in the future to confirm your answers or find out some more details. Would it be ok if we contact you on one of these phone numbers?	<div>No 0</div> <div>Yes 1</div>
INTSTOP	INTSTOP - Press here when you complete the interview	
GPS	Press here to record GPS	
GPS_BACKUP_X	If tablet GPS is not working please enter x co-ordinate from yellow handheld device	
GPS_BACKUP_Y	If tablet GPS is not working please enter y co-ordinate from yellow handheld device	
INTCOMMENTS	Enumerator comments:	
Result Codes - Select the correct code		
Completed		1
Incomplete-respondent termination		2
Incomplete-third party interruption		3

Respondent refusal	4
Parent/ administrator/ husband refusal	5
Respondent absent at 2nd appointment	6
Cannot interview respondent. e.g. mute/deaf/mental health etc	7

Thank you for giving your time and participating in this interview.