Baseline Survey Decision Makers

This questionnaire is trying to find out what you think about the health system in your district. Persons in your district involved in the health sector in different capacities are being asked to fill out this questionnaire.

Identification

Fiche N° /__/__/__/

1. Province : Eastern Cape 2. District : Nelson Mandela Metro
3. Sub/district: C________ 4. Staff Category ___________________________
5. Age: /__/__/ Years 6. Gender: Male/Female

Background characteristics

7. Level of education:
   1. Cannot read
   2. Basic reading
   3. Primary school
   4. Secondary school
   5. University
   6. Advanced degree

8. What is your occupational group?
   1. Director - DM
   2. Programme manager
   3. Facility operational manager
   4. Administrative support
   5. Other : _______________________

9. Monthly income
   1. <R2000
   2. > R2000 < R 5000
   3. > R5000 < R10 000
   4. > R10 000

10. How long have you worked at your current facility?
    1. Less than one year
    2. 1 to 2 years
    3. 2 to 5 years
    4. 5 to 10 years
    5. More than 10 years
11. How long have you been in your current position?

1. Less than one year
2. 1 to 2 years
3. 2 to 5 years
4. 5 to 10 years
5. More than 10 years

12. Do you manage staff as part of your job?

1. Yes
2. No

13. If yes, how many? __________

14. Ethnicity:

1. Coloured
2. Asian
3. Black
4. White
5. Other:

**Governance and accountability**

15. I understand that our role at the health district in relation to care provided to patients (check all appropriate)

1. Plan and organize care delivery
2. Monitor and evaluate care delivery and lead quality improvement
3. Support the coordination and continuity of services
4. Strengthening system governance and accountability
5. Support the empowerment and engagement of users
6. Shape the training and skills development of providers
7. Agree and monitor the legal and financial frameworks that support service provision

16. I have the resources (knowledge, time, and finances) to accomplish

1. Plan and organize care delivery
2. Monitor and evaluate care delivery and lead quality improvement
3. Support the coordination and continuity of services
4. Strengthening system governance and accountability
5. Support the empowerment and engagement of users
6. Shape the training and skills development of providers
7. Agree and monitor the legal and financial frameworks that support service provision

17. Providers see us as useful partners in enabling change towards more people centre care

1. Never
2. Rarely
3. Sometimes
4. Usually
5. Always
18. We have formal ways for communities to participate in decisions that affect how they care is provided

1. Never
2. Rarely
3. Sometimes
4. Usually
5. Always

19. Our district has a system for collecting and reviewing patient and family opinion.

1. Never
2. Rarely
3. Sometimes
4. Usually
5. Always

20. There is good collaboration among and between decision makers and providers

1. Never
2. Rarely
3. Sometimes
4. Usually
5. Always

21. District staff provide supervision and support to local providers

1. Never
2. Rarely
3. Less than needed
4. Appropriate
5. More than enough

22. I know who to whom I am accountable and am supervised.

1. Never
2. Rarely
3. Less than needed
4. Appropriate
5. More than enough

23. In my district, I believe that providers are encouraged to discuss their concerns freely

1. Never
2. Rarely
3. Sometimes
4. Usually
5. Always
24. In my district, I believe that providers are encouraged to ask questions about the management and improvement of care freely

1. Never
2. Rarely
3. Sometimes
4. Usually
5. Always

25. In my district, I listen to the needs of my clinics managers and providers

1. Never
2. Rarely
3. Sometimes
4. Usually
5. Always

26. People managing and improving care for users in my district work well together.

1. Never
2. Rarely
3. Sometimes
4. Usually
5. Always

27. We hold staff meetings to discuss how care for our patients and support for our providers can be improved.

1. A few times a year
2. Monthly
3. A few times a month
4. A few times a week
5. Every day
6. Never

28. Health care should be a collaborative partnership between service user, communities, providers and district leaders

1. Strongly disagree
2. Somewhat disagree
3. Neither agree
4. Somewhat agree
5. Strongly agree
Working environment, motivation and support

29. I feel emotionally drained by my work?

1. A few times a year
2. Monthly
3. A few times a month
4. A few times a week
5. Every day
6. Never

30. I am able to manage all the conflicting demands on my time at work.

1. A few times a year
2. Monthly
3. A few times a month
4. A few times a week
5. Every day

31. I feel I have the power to influence how care is provided in my district

1. Never
2. Rarely
3. Sometimes
4. Usually
5. Always

32. I have been exposed to good role models of management and improvement of health systems

1. Never
2. Rarely
3. Sometimes
4. Usually
5. Always

33. I have been exposed to good environments of management and improvement of health systems

1. Never
2. Rarely
3. Sometimes
4. Usually
5. Always

34. I am supported to develop the skills I need to manage and improve health systems

1. Never
2. Rarely
3. Sometimes
4. Usually
5. Always
35. Which do you think are the main skills required to manage and improve health systems?
__________________________________________________________________________________
__________________________________________________________________________________
__________________________________________________________________________________

36. Do you think the number of clinics and time you spend in supporting each clinic is appropriate?
   1. Never
   2. Rarely
   3. Sometimes
   4. Usually
   5. Always
   6. NA

37. There are rewards and recognition for the district work in enabling patient- and family-centred services
   1. Never
   2. Rarely
   3. Sometimes
   4. Usually
   5. Always

38. Staff’s stress-reduction and well needs are addressed
   1. Never
   2. Rarely
   3. Sometimes
   4. Usually
   5. Always

39. I’ve become less compassionate towards people since I took this job.
   1. Very mild, barely noticeable
   2. Mild
   3. Moderate
   4. Strong
   5. Very strong, very noticeable

40. Working with people all day is really a strain for me.
   1. Never
   2. Rarely
   3. Sometimes
   4. Usually
   5. Always
41. I think about changing organizations.

1. Never
2. Rarely
3. Sometimes
4. Usually
5. Always

42. I have enough support for training in my area of work.

1. Never
2. Rarely
3. Sometimes
4. Usually
5. Always

43. I deal very effectively with the problems of my recipients.

1. Never
2. Rarely
3. Sometimes
4. Usually
5. Always

Reorienting the model of care

44. Primary Health Care should be the key component in health care delivery

1. Strongly disagree
2. Somewhat disagree
3. Neither agree
4. Somewhat agree
5. Strongly agree

45. In my district, we know how to asses populations needs and prioritize services

1. Never
2. Rarely
3. Sometimes
4. Usually
5. Always

46. In my district promotion, prevention and public health interventions are as important as curative services?

1. Never
2. Rarely
3. Sometimes
4. Usually
5. Always
47. In my district, we are moving services closer to where the population live and work
   1. Never
   2. Rarely
   3. Sometimes
   4. Usually
   5. Always

48. In my district, we make accessible protocols and guidelines that provided need for patient care
   1. Never
   2. Rarely
   3. Sometimes
   4. Usually
   5. Always

49. In my district, I make sure providers use these protocols and guidelines
   1. A few times a year
   2. Monthly
   3. A few times a month
   4. A few times a week
   5. Every day

**Empowering and engaging People**

50. In my district patients are treated with respect
   1. Never
   2. Rarely
   3. Sometimes
   4. Usually
   5. Always

51. In my district patient consent is sought before testing or starting treatment
   1. Never
   2. Rarely
   3. Sometimes
   4. Usually
   5. Always

52. In my district the confidentiality of patients’ medical records is preserved (except if the information is needed by other health care providers)?
   1. Never
   2. Rarely
   3. Sometimes
   4. Usually
   5. Always
53. In my district, consultations are carried out in a manner that protects patient confidentiality

1. Never
2. Rarely
3. Sometimes
4. Usually
5. Always

54. The needs and preferences of service users and communities should be central in District Health Systems

1. Strongly disagree
2. Somewhat disagree
3. Neither agree nor disagree
4. Somewhat agree
5. Strongly agree

55. How often do you think providers in your district supports the person to identify the goal they want to work towards and to break this down into small and achievable actions?

1. Never
2. Rarely
3. Sometimes
4. Usually
5. Always

56. How often you think professionals used the person life history and surrounding circumstances in the care plans you use?

1. Never
2. Rarely
3. Sometimes
4. Usually
5. Always

57. I think that providers consider cultural factors (such as the person’s spiritual beliefs and culturally-based health/illness beliefs) in all parts of the treatment planning process

1. Strongly disagree
2. Somewhat disagree
3. Neither agree nor disagree
4. Somewhat agree
5. Strongly agree

58. I think it is important that providers find out how the service user and carer feels about this episode of care (e.g. Worried about surgery, or how they will manage when discharged)

1. Strongly disagree
2. Somewhat disagree
3. Neither agree nor disagree
4. Somewhat agree
5. Strongly agree
59. Patients should be reminded that she or he can bring family members or friends to care appointments and treatment planning meetings.
   1. Never
   2. Rarely
   3. Sometimes
   4. Usually
   5. Always

60. I know how many carers are in my district and what their needs are
   1. Never
   2. Rarely
   3. Sometimes
   4. Usually
   5. Always

61. In my district, patients are provided information on different treatment options
   1. Never
   2. Rarely
   3. Sometimes
   4. Usually
   5. Always

62. In my district, patients are consulted about their preferences over different treatment options
   1. Never
   2. Rarely
   3. Sometimes
   4. Usually
   5. Always

63. In my district, individuals have a choice between health care providers in a district?
   1. Never
   2. Rarely
   3. Sometimes
   4. Usually
   5. Always

64. In my district, individuals have the opportunity to see a specialist, if they wish to?
   1. Never
   2. Rarely
   3. Sometimes
   4. Usually
   5. Always
65. In my district, providers should develop a care plan with the patient for how they can manage their condition in their daily life
   1. Never
   2. Rarely
   3. Sometimes
   4. Usually
   5. Always

66. In my district, providers should offer each person a copy of his or her plan to keep.
   1. Strongly disagree
   2. Somewhat disagree
   3. Neither agree
   4. Somewhat agree
   5. Strongly agree

67. A treatment plan should include goals and objectives that address what each person want to get back in his or her life, not just what he or she is trying to avoid or get rid of.
   1. Strongly disagree
   2. Somewhat disagree
   3. Neither agree
   4. Somewhat agree
   5. Strongly agree

68. I think that a care plan should include each person’s strengths, interests, and talents in his or her plan.
   1. Strongly disagree
   2. Somewhat disagree
   3. Neither agree
   4. Somewhat agree
   5. Strongly agree

69. In our district we are actively developing and linking users to peer-based services.
   1. Strongly disagree
   2. Somewhat disagree
   3. Neither agree
   4. Somewhat agree
   5. Strongly agree

Care coordination and care continuity:

70. Service users in my districts are allocated a key contact person who is known to the service user and their carer/s
   1. Never
   2. Rarely
   3. Sometimes
   4. Usually
   5. Always
71. If a service user makes contact with his health service in my district, they are directed to the most appropriate service

1. Never
2. Rarely
3. Sometimes
4. Usually
5. Always

72. There is good communication between the different organisations providing care for the people in my district.

1. Never
2. Rarely
3. Sometimes
4. Usually
5. Always

73. There is a formal system in my district for and or accepting referred patients

1. Never
2. Rarely
3. Sometimes
4. Usually
5. Always

Creating an enabling environment

74. How often do you think you support providers to identify the service improvement goal they want to work towards and to break this down into small and achievable actions?

1. Never
2. Rarely
3. Sometimes
4. Usually
5. Always
6. I don’t know

75. How often users experience barriers in access to health care services in your district?

1. Never
2. Rarely
3. Sometimes
4. Usually
5. Always
76. Financial mechanism and payment systems in my district have an impact on how centred and integrated care is provided

1. Never
2. Rarely
3. Sometimes
4. Usually
5. Always

77. We are supporting providers training in people centre and integrated care related competencies

1. Never
2. Rarely
3. Sometimes
4. Usually
5. Always

78. I know how to support and lead change towards people centre and integrated services

1. Never
2. Rarely
3. Sometimes
4. Usually
5. Always

Responsiveness:

79. Considering the seven aspects of health system function that you have reported on above, how would you rate?

**Importance:** Please give a value between 0 and 10 to indicate your personal rating of how important the aspect is. Here, 0 means not at all important and 10 means extremely important.

**Performance:** Please give a value between 0 and 10 to indicate your personal rating of the performance of your facility. Here, 0 means the poorest performance and 10 means the best.

<table>
<thead>
<tr>
<th>Aspect of care</th>
<th>Importance</th>
<th>Performance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Governance and accountability</td>
<td></td>
<td></td>
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<tr>
<td>Empowering and engaging people</td>
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<tr>
<td>Care coordination and care continuity</td>
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<tr>
<td>Choice of care provider/institution</td>
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<tr>
<td>Comprehensiveness of care</td>
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<td>Quality of basic amenities</td>
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<td>Promptness of attention</td>
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<td>Confidentiality and privacy</td>
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<tr>
<td>Dignity and respect</td>
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<tr>
<td>Informed choice/autonomy</td>
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<tr>
<td>Self-care support</td>
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<tr>
<td>Organization and management</td>
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<tr>
<td>Supporting providers</td>
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<tr>
<td>Reforming payment systems</td>
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</tbody>
</table>
80. Are any of the following social groups facing worse care and health system performance with regard to the areas above. Please include other social groups (age, gender, education level, race, religion, income level, lifestyle, beliefs, etc.) as needed. Note the areas of poor performance:

<table>
<thead>
<tr>
<th>Social Group</th>
<th>% Clinic population (approximate)</th>
<th>Aspect(s) of care</th>
</tr>
</thead>
<tbody>
<tr>
<td>Women</td>
<td></td>
<td></td>
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<tr>
<td>Children</td>
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<tr>
<td>Elderly</td>
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<tr>
<td>Poorly educated</td>
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<tr>
<td>Poor</td>
<td></td>
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<tr>
<td>People living with HIV/AIDS</td>
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</tbody>
</table>

81. Are you satisfied with the quality of care your district provides to patients/service users?

1. Never
2. Rarely
3. Sometimes
4. Usually
5. Always

Comments________________________________________________________________________
________________________________________________________________________________
________________________________________________________________________________
_______________________________________________________________________________

82. What suggestions do you have to improve the way the district works?

________________________________________________________________________________
________________________________________________________________________________
________________________________________________________________________________
________________________________________________________________________________

Thank you!

---------------------------------------------------------   THE END  -----------------------------------------------------------