

Module 5: Exit Interview

Section B: Exit Interview of Adult accompanying a Child under 5 years

Enumerator: INTERVIEWER, READ: Hello, my name is ____ and I work with National Bureau of Statistics. The Federal Ministry of Health in collaboration with National Bureau of Statistics is conducting a survey of health facilities in Nigeria. We are interviewing health facility staff and clients to find out the general level of service delivery and quality in health facilities. The information you will provide is important for the ministry of health to improve the health services. If you agree to participate, your confidentiality will be respected. You have the right to refuse to participate at the beginning of the interview or at any time during the interview. Are you willing to participate in the interview?

| General | |
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[illegible]

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| 9. What is your sex? <div style="text-align: right;">Male = 1 Female = 2</div> <div style="text-align: right;"> _ </div> | | 10. What is your marital status? <div style="text-align: right;">Single = 1 SKIP to 12 Married/Living together = 2 Widowed = 3 SKIP to 12 Divorced/Separated = 4 SKIP to 12</div> <div style="text-align: right;"> _ </div> |
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| 11. If married or living with a partner, what is the highest level of education that your spouse / partner completed? | <div style="text-align: right;">Some Primary = 1 Completed Primary = 2 Some Secondary = 3 Completed Secondary = 4 Diploma/Certificate = 5</div> <div style="text-align: right;">Completed university degree = 6 Postgraduate University Degree = 7 No Formal Schooling = 8 Islamic/Arabic = 9 Other (specify) = 10</div> <div style="text-align: right;"> _ </div> |
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| Time and Expense | | | | | | | | | | | | | | |
| 12. | How far is your household from this health facility? [distance in kilometers] <small>Less than 1km=1 ; 1 – 5km=2; 6 -10 Km=3, Above 10Km=4</small> | | 13. How long did it take you to reach this health facility from home today, one way in minutes? <div style="text-align: right;"> _ _ _ _ </div> | | | | | | | | | | | |
| 14. | What was your primary mode of transportation today? [One way] <div style="display: flex; justify-content: space-between; font-size: small;"> <div> By foot = 1 Bicycle = 2 Animal = 3 Private car = 4 Canoe/Boat = 5 </div> <div> Public bus or taxi= 6 Private motorcycle = 7 Public Motorcycle = 8 Tricycle(keke Napep=9 Other (specify = 10 </div> </div> | | 15. How much did it cost in NAIRA for you to travel to the health facility today, one way? <div style="text-align: right;"> _ _ _ _ </div> | | | | | | | | | | | |
| 16. | How long did you wait in the health facility before being seen for consultation by the health worker? [in minutes] | | 17. Do you think the waiting time was too long? <div style="text-align: right;">Yes = 1 No = 2</div> <div style="text-align: right;"> _ </div> | | | | | | | | | | | |
| 18. | How long did you spend with the doctor or nurse during the consultation? [in minutes] | | 19. How much did you pay for this consultation in NAIRA? [if none, state 0] <div style="text-align: right;"> _ _ _ _ </div> | | | | | | | | | | | |
| 20. | Was a laboratory test done? <div style="text-align: right;">Yes = 1 No = 2</div> | <div style="text-align: right;"> _ </div> If no SKIP to Q22 | 21. How much did you pay for this test in NAIRA? [if none, write 0] <div style="text-align: right;"> _ _ _ _ </div> | | | | | | | | | | | |
| 22. | Were medicines dispensed to the child today? <div style="text-align: right;">Yes = 1 No = 2</div> | <div style="text-align: right;"> _ </div> If no SKIP to Q24 | 23. How much did you pay for this medicine in NAIRA? <div style="text-align: right;"> _ _ _ _ </div> | | | | | | | | | | | |
| 24. | How much was spent in total in NAIRA at the facility for this visit, not including transportation costs? If 0 SKIP to Q26 | | <div style="text-align: right;"> _ _ _ _ </div> | | | | | | | | | | | |
| 25. | Where did the money come from that was used to pay for health care today? <small>DO NOT CITE ANSWERS, BUT FOR EACH OPTION RECORD IF MENTIONED =1, IF NOT MENTIONED =2. YOU MAY PROBE WITHOUT USING SPECIFIC ANSWERS (E.G., "ANYTHING ELSE?")</small> | <table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td style="width:40%;">Household budget</td> <td style="width:10%; text-align: right;"> _ </td> <td style="width:40%;">From a relative or a friend</td> <td style="width:10%; text-align: right;"> _ </td> </tr> <tr> <td>Savings</td> <td style="text-align: right;"> _ </td> <td>Selling household property or possessions</td> <td style="text-align: right;"> _ </td> </tr> <tr> <td>Health insurance</td> <td style="text-align: right;"> _ </td> <td>Other (specify)</td> <td style="text-align: right;"> _ </td> </tr> </table> | Household budget | _ | From a relative or a friend | _ | Savings | _ | Selling household property or possessions | _ | Health insurance | _ | Other (specify) | _ |
| Household budget | _ | From a relative or a friend | _ | | | | | | | | | | | |
| Savings | _ | Selling household property or possessions | _ | | | | | | | | | | | |
| Health insurance | _ | Other (specify) | _ | | | | | | | | | | | |
| 26. | Is the child currently covered under a health insurance scheme? <div style="text-align: right;">Yes = 1 No = 2 If no SKIP to Q28</div> | <div style="text-align: right;"> _ </div> | <table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td rowspan="3" style="width:40%; vertical-align: top;">27. What type of health insurance is this?</td> <td style="width:60%;">a. Public _<u>1</u>_ </td> </tr> <tr> <td>b. Private _<u>2</u>_ </td> </tr> <tr> <td>c. Community _<u>3</u>_ </td> </tr> </table> | 27. What type of health insurance is this? | a. Public _ <u>1</u> _ | b. Private _ <u>2</u> _ | c. Community _ <u>3</u> _ | | | | | | | |
| 27. What type of health insurance is this? | a. Public _ <u>1</u> _ | | | | | | | | | | | | | |
| | b. Private _ <u>2</u> _ | | | | | | | | | | | | | |
| | c. Community _ <u>3</u> _ | | | | | | | | | | | | | |
| 28. | Was the child prescribed medicine that was not dispensed at the facility? Yes=1, No=2If no SKIP to Q30 | <div style="text-align: right;"> _ </div> | <table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td style="width:40%; vertical-align: top;">29. Why was the medicine not dispensed? <small>Not in Stock=1; Cannot Afford Them=2; Other, Specify=3</small></td> <td style="width:60%; text-align: right;"> _ </td> </tr> </table> | 29. Why was the medicine not dispensed? <small>Not in Stock=1; Cannot Afford Them=2; Other, Specify=3</small> | _ | | | | | | | | | |
| 29. Why was the medicine not dispensed? <small>Not in Stock=1; Cannot Afford Them=2; Other, Specify=3</small> | _ | | | | | | | | | | | | | |

| Patient Satisfaction | | | | |
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| 30. | What was the most important reason you chose this health facility today instead of a different source of care? [DO NOT READ OPTIONS ALOUD. ONLY ONE ANSWER IS ALLOWED.] | Location close to home = 1 Low cost = 2 Trust in providers/High quality = 3 Timeliness/promptness of service = 4 Availability of drugs = 5 | | Availability of a female provider = 6 Recommendation or referral = 7 Facility is only available option = 8 Other (specify) = 9 |
| 31. | What was the second most important reason you chose this health facility today instead of a different source of care? [DO NOT READ OPTIONS ALOUD. ONLY ONE ANSWER IS ALLOWED.] | | | |
| I'm going to read you a series of statements regarding this health facility. Please tell me if you agree or disagree with each statement. Some statements may not apply to your situation. Please let me know if a statement does not apply to you. Strongly agree = 1; Agree = 2; Disagree = 3; Strongly disagree = 4; Not applicable = 5 | | | | |
| 32. | It is convenient to travel from your house to the health facility. | | 33. | The lab fees of this visit to the health facility were reasonable. |
| 34. | The health facility is clean. | | 35. | The medication fees of this visit to the health facility were reasonable. |
| 36. | The health staff are courteous and respectful. | | 37. | The transport fees for this visit to the health facility were reasonable. |
| 38. | The health workers did a good job of explaining your condition. | | 39. | The amount of time you spent waiting to be seen by a health provider was reasonable. |
| 40. | It is easy to get medicine that health workers prescribe. | | 41. | You had enough privacy during your visit. |
| 42. | The hours the facility is open are adequate to meet your needs. | | 43. | The health worker spent a sufficient amount of time with you. |
| 44. | The registration fees of this visit to the health facility were reasonable. | | 45. | I would recommend this facility for another person to use |
| I'm going to read you a series of statements regarding security and trust in this health facility. Please respond to the statements as you did above by confirming if you agree or disagree with each statement. Please tell me if any of those statements is not applicable to you. Strongly agree = 1; Agree = 2; Disagree = 3; Strongly disagree = 4; Not applicable = 5 | | | | |
| 46. | The level of security in the health facility area makes it difficult for people in the community to use available health services. | | 47. | The health workers in this facility are extremely thorough and careful. |
| 48. | The health workers in this facility care about your health. | | 49. | You trust in the skills and abilities of the health workers of this facility. |
| 50. | The health workers in this facility act differently toward rich people than toward poor people. | | 51. | You completely trust the health worker's decisions about medical treatments in this facility. |
| 52. | All in all, you trust the health worker completely in this health facility. | | 53. | The health workers in this facility are very friendly and approachable. |
| 54. | On a scale of 0 -10, please tell me how satisfied you are with services at this facility | | | |

| Household Socio-economic status. Note: Household is defined here as people living together and eating from the same pot | | | | | | | |
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| 55. | Does your household own any land or house? | | | | | Yes = 1 No = 2 | _ _ |
| 56. | For your home, what is the main material used for the following: [DO NOT READ CHOICES ALOUD] | Earth/Mud Bricks =1 | Plank = 9 Dirt/Straw = 10 Thatch (grass or straw) = 11 Roofing Tiles = 12 Asbestos = 13 Other (specify) = 14 | a. | Wall | _ _ _ | |
| Stone = 2 | | b. | | Rooftop | _ _ _ | | |
| Burnt Bricks =3 | | c. | | Floor | _ _ _ | | |
| Cement/Concrete =4 | | | | | | | |
| | | Wood/Bamboo = 5 | | | | | |
| | | Iron Sheets = 6 | | | | | |
| | | Cardboard = 7 | | | | | |
| | | Tiles/Slates = 8 | | | | | |
| 56. | How many rooms does your household have, including rooms outside the main dwelling, not counting the kitchen and bathrooms? (DO NOT COUNT KITCHEN AND BATHROOM). | | | | | _ _ | |
| 57. | How many people live in your household? [WRITE THE TOTAL NUMBER IN EACH CATEGORY] | | | a. | Men 18 years and older | _ _ _ | |
| | | | | b. | Women 18 years and older | _ _ _ | |
| | | | | c. | Children between 6 & 17 years | _ _ _ | |
| | | | | d. | Children 5 years and below | _ _ _ | |
| | | | | e. | Total | _ _ _ _ | |
| 58. | | | | How many [ASSET]s does your household own? [ONLY INCLUDE FUNCTIONING ASSETS. IF ZERO, RECORD ZERO AND GO TO NEXT ASSET] | | | a. |
| | b. | Furniture (chairs)? | _ _ _ | | | | |
| | c. | Furniture (Dining Table)? | _ _ _ | | | | |
| | d. | Radio/CD/cassette player? | _ _ _ | | | | |
| | e. | Television? | _ _ _ | | | | |
| | f. | Clothes iron (electric)? | _ _ _ | | | | |
| | g. | Clothes iron (charcoal)? | _ _ _ | | | | |
| | h. | Electric stove? | _ _ _ | | | | |
| | i. | Gas Cooker? | _ _ _ | | | | |
| | j. | Kerosene Stove? | _ _ _ | | | | |
| | k. | Bed? | _ _ _ | | | | |
| | l. | Mattress? | _ _ _ | | | | |
| | m. | Refrigerator / freezer? | _ _ _ | | | | |
| | n. | Washing machine? | _ _ _ | | | | |
| | o. | Land line telephone? | _ _ _ | | | | |
| | p. | Mobile / Telephone? | _ _ _ | | | | |
| | q. | Motorcycle? | _ _ _ | | | | |
| | r. | Bicycle? | _ _ _ | | | | |
| | s. | Truck or car? | _ _ _ | | | | |
| | t. | Wheelbarrow? | _ _ _ | | | | |
| | u. | Plough? | _ _ _ | | | | |
| | v. | Hoes/harrows/axes? | _ _ _ | | | | |
| | w. | Generator/Solar/Inverter | _ _ _ | | | | |

