

BII. Qusetionnaires for Institution Survey

2 CESAMOs/CESARs survey

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Establishment code: _____

**STUDY ON STRATEGIES AND PLANS TO
UPGRADE THE HONDURAN HEALTH SECTOR, 1995-2010**

JICA -- Ministry of Public Health

ESTABLISHMENT- CESAR AND CESAMO SURVEY

A. Identification and Control:

1. Name of establishment: _____

2. Category:

- 1 CESAR
- 2 CESAMO
- 3 Maternal-Child Clinic

3. Survey dates: From ___ / ___ to ___ / ___ / 1995

4. Name and function of persons interviewed:

<u>Name</u>	<u>Function</u>
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

5. Telephone: _____ -- _____ Fax: _____ -- _____

Establishment code: _____

Research team:

6. Supervisor: _____

7. Interviewers: _____

8. Codifier: _____

9. Tally taker: _____

B. Administrative organization

1. Prepare an organizational chart showing the administrative organization of the establishment.

2. Is there a 1995 establishment work plan?

- 1 Yes, it was seen
- 2 Yes, but it was not seen
- 3 No

3. Were one or more meetings held to monitor compliance with this plan?

- 1 Monthly
- 2 At the end of the first and second trimesters
- 3 At the end of the first semester
- 4 They were scheduled, but never held
- 5 Other
- 9 Unknown

4. Does the hospital have a Support Committee?:

- 1 Yes
- 2 No Skip to C.

Frequency of meetings:

- 1 Weekly
- 2 Bimonthly
- 3 Monthly
- 4 Every trimester
- 5 Every semester
- 6 Annually
- 7 Ad Hoc

Number of meetings in 1995: _____

Does the Committee have an action plan?:

- 1 Yes, it was seen
- 2 Yes, but it was not seen
- 3 No

Establishment code: _____

Was the Committee involved/effective in the following activities during the past year?

	Involved	Effective
Maintenance and repairs	—	—
Fundraising	—	—
Material/equipment donations	—	—
Volunteer activities	—	—
Cost recuperation	—	—

C. Organization and human resources:

1. Current and required human resources and human resources on payroll:

Complete Chart 1

2. Consultation hours:

Complete Chart 2

3. Training of personnel (internal mechanisms):

Complete Chart 3

4. Training of personnel during last year (external mechanisms):

Complete Chart 4

5. Training needs:

Complete Chart 5

6. Range of personnel salaries:

Complete Chart 6

Establishment code: _____

7. Other activities

7.1. Health education 1 = Yes / 2 = No Number per week approxm.

Individual Interviews —

Talks during outpatient consultation —

Available/functioning materials:

	#	Good condition/ functioning
Pamphlets	—	—
Flip chart	—	—
Slide projector	—	—
Videos	—	—
Others: _____		

Most common topics:

- a) _____
- b) _____
- c) _____
- d) _____
- e) _____

7.2. Activities outside of establishment

	1=Yes/2=No	Frequency
Health education	—	—
Mobile clinic/Vaccinations	—	—
Mobile clinic/care, delivery of basic packets	—	—
School activities	—	—
Supervision	—	—

Establishment code: _____

8. Community personnel linked to establishment:

	<u>In theory</u>	<u>Active</u>
Midwives	---	---
Health guardians	---	---
Health representatives	---	---
Volunteers	---	---
Litrosol distributors	---	---

D. Production and technical capability reports:

Complete Charts 7 and 8

1. Does the establishment have a laboratory?

1 Yes 2 No

2. Number of tests done during last month:

Hemoglobin/hematology _____
Test for parasites in feces _____
Malaria _____
General urine test _____

Fill in 000 if test was not available or if it was impossible to carry out in month indicated.

3. Does the establishment have an odontology service?

1 Yes 2 No

D. Pharmacy, medicines and supplies

Complete Charts 9 and 10

1. Which medicines suffer the most frequent shortages?

- a) _____
- b) _____
- c) _____
- d) _____
- e) _____

2. Which medicines are most frequently found in excess?

- a) _____
- b) _____
- c) _____
- d) _____
- e) _____

3. Storage conditions:

	<u>Good</u>	<u>Regular</u>	<u>Bad</u>	<u>None</u>
Air conditioning	—	—	—	—
Fans	—	—	—	—
Roof and walls	—	—	—	—
Use of palettes	—	—	—	—
Shelves	—	—	—	—
Labeling/signs	—	—	—	—
Order according to expiring date	—	—	—	—

Establishment code: _____

4. Pharmacy/warehouse personnel:

Professional training of person responsible/pharmacist:

- 1 Pharmacist
- 2 Auxiliary pharmacist
- 3 Auxiliary nurse
- 4 Other

Last training in inventory management:

Year: _____

Length: _____ days

Given by: _____

5. Dates of the last three medicine shipments received by warehouse (verify with shipment records):

Last: _____ / _____ / _____

Next to last: _____ / _____ / _____

Next to next to last: _____ / _____ / _____

6. Frequency of physical inventories:

- | | | | |
|---|-----------------|---|----------------|
| 1 | Monthly | 3 | Every semester |
| 2 | Every trimester | 4 | Annually |

7. Date of last inventory: _____ / _____ / _____
(Verify with report)

Establishment code: _____

F. Condition of buildings and rooms

Complete Chart 11

1. Date of construction of establishment: 19 ____
2. Date of last remodeling: 19 ____
3. Date of last expansion: 19 ____
4. Does it have electricity supply?
1 Yes 2 No
5. Number of power outages longer than one hour in last three months:
1 None 3 4 to 9
2 1 to 3 4 10 or more
6. Is there an electric generator?
1 Yes How many? ____
2 No
7. What is the horsepower of the (largest) generator? _____ HP
8. Does the generator have an automatic starting system in case of power outage?
1 Yes 2 No

Establishment code: _____

9. Water supply:

Multiple answers are allowed.

1 Municipal network _____
Daily supply: _____ hours

2 Own well _____
3 River, creek _____
4 Tank/cistern _____

Approximate volume of tank/cistern:
_____, _____ gal.

Water treatment method

	<u>Drinking water</u>	<u>Kitchen use</u>	<u>Medical-surgical use</u>
Filter	_____	_____	_____
Adding chlorine	_____	_____	_____
Boiling	_____	_____	_____
Buying bottled water	_____	_____	_____
Other	_____	_____	_____

10. Sanitary services:

Number of restrooms: _____

Number of toilets (not counting urinals) _____

Number of sinks _____

11. Drainage

Multiple answers are allowed.

- 1 Connection to sewage system ---
- 2 Septic tank ---
- 3 Simple latrines ---
- 4 Disposal into river, creek ---

12. Trash disposal:

	<u>Food</u>	<u>Biological residues</u>	<u>Dangerous med. supp.</u>	<u>Others (paper, boxes)</u>
Incinerator	---	---	---	---
Burn	---	---	---	---
Sanitary landfill	---	---	---	---
Municipal collection	---	---	---	---

G. Material and equipment

Complete the Charts 12a and 12b

H. Transport

1. Does the establishment have its own vehicles?

	<u>Total #</u>	<u># in circulation</u>
Ambulances	---	---
Trucks	---	---
Cars	---	---
Motorcycles	---	---
Others (specify)	---	---
_____	---	---
_____	---	---

Establishment code: _____

I. Financial management

1. Billing/service payment system

Enter the most recent price paid for the following services, in exact lempira amounts, when paid directly by the user. If several prices exist, enter range.

Registration	_____ L.
1st consultation w/ specialist	_____ L.
1st consultation w/ general physician	_____ L.
Follow-up w/ specialist	_____ L.
Follow-up w/ general physician	_____ L.
Consultation w/ professional nurse or auxiliary nurse	_____ L.
Consultation w/ odontologist	_____ L.

Laboratory tests

Hemoglobin	_____ L.
Parasites in feces	_____ L.
Vaginal cytology	_____ L.

Medicines

- 1 Free
- 2 Subsidized price
- 3 Market price
- 4 Margin price

Minor surgery

IUD insertion _____ L.

2. Describe payment systems:

Establishment code: _____

3. Recovered funds by establishment:

1992 _____, _____ L.

1993 _____, _____ L.

1994 _____, _____ L.

Complete Chart 6b

J. Problems and suggestions

What are the five most important problems the institution faces and what are the suggestions or strategies to solve them?

Problem 1:

Solutions: a)

b)

c)

Problem 2:

Solutions: a)

b)

c)

Establishment code: _____

Problem 3:

Solutions: a)

b)

c)

Problem 4:

Solutions: a)

b)

c)

Problem 5:

Solutions: a)

b)

c)

K. Observations and comments:

Chart 1: Human resources on payroll, current and necessary

Establishment code: _____

Department	Code	Human resources on payroll											Current human resources													
		M E	M G	M S	V S	E P	A E	P D	P T	F A	A D	M A	S G	M E	M G	M S	V S	E P	A E	P D	P T	F A	A D	M A	S G	

Necessary human resources																											
M E	M G	M S	V S	E P	A E	P D	P T	F A	A D	M A	S G																

Department codes:
 20 Outpatient
 21 Diagnostic
 22 Technical support
 23 Administration
 24 General support

Personnel codes:
 ME Medical specialist
 MG General practitioner
 MS Social service doctor
 VS Vectors and sanitation
 EP Professional nurse
 AE Auxiliary nurse

PD Diagnostic technician
 PT Other technical personnel
 FA Pharmacy, warehouse
 AD Administration
 MA Maintenance
 SG General services

Chart 2: Outpatient hours

Establishment code: _____

Note the total number of hours each specialty is available each morning (M) and afternoon (A).

Specialty	Mon		Tues		Wed		Thu		Fri		Sat	
	M	A	M	A	M	A	M	A	M	A	M	A
General consultation												
Pre- and post-natal care												
Family planning												
Growth and development												
Vaccinations												
Odontology												
Others												

The "Pre- and post-natal care", "Family planning" and "Vaccinations" specialties refer to specially organized consultation sessions, paid for with own resources, generally by appointment.

Chart 3: Internal training mechanisms

Establishment code: _____

Type of training	Involved personnel					Freque.	Length
	Doctors	Nurses	Technic.	Admin.	Service		

Type of training: Clinical sessions Technical meetings
 Administrative sessions Courses

Chart 5: Perceived training needs

Establishment code: _____

Department/service: _____

Code: _____

Category	Topics	Form
Medical specialists	1	
	2	
	3	
	4	
General practitioners	1	
	2	
	3	
	4	
Professional nurses	1	
	2	
	3	
	4	
Auxiliary nurses	1	
	2	
	3	
	4	
Diagnostic technical personnel	1	
	2	
	3	
	4	
Other technical personnel	1	
	2	
	3	
	4	
Administrative personnel	1	
	2	
	3	
	4	
Maintenance	1	
	2	
	3	
	4	
General services personnel	1	
	2	
	3	
	4	

Chart 6: Range of personnel salaries

Establishment code: _____

Category	# pers	Highest salary	Lowest salary	Average salary
Medical specialists				
General practitioners				
Social service doctors				
Professional nurses				
Auxiliary nurses				
Nutritionists				
X-ray, lab, anesth. technicians				
Social workers				
Other technicians				
Pharmacy/warehouse				
Administration				
Maintenance				
General services				
Additional administrative (doctors)				
Additional administrative (nurses)				

Note: record monthly salaries in exact lempiras, no centavos.

Chart 6b: Use of recuperated funds

Establishment code: _____

Section (MSP)	Description	Amount spent	
		1994	1995 to date
230	Travel expenses		
280	Building maintenance/repairs		
200	Other non-personnel services		
310	Food		
361	Fuel and lubricants		
365	Med/pharmaceutical products		
397	Med/surgical equipment		
300	Various materials and supplies		
400	Machinery and equipment		

Transfers		
Area level		
Regional level		

In sections 200 and 300, record the amounts spent in unspecified areas for each category.

Chart 7: Services

Establishment code: _____

1992	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Total outpatients													
Outpatients 0-1 years													
Outpatients 1-4 years													
Outpatients 5-14 yrs													
Outpatients 15+ years													
1st time patients													
Prenatal care													
Family planning													
Growth and dev. care													

1993	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Total outpatients													
Outpatients 0-1 years													
Outpatients 1-4 years													
Outpatients 5-14 yrs													
Outpatients 15+ years													
1st time patients													
Prenatal care													
Family planning													
Growth and dev. care													

1994	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Total outpatients													
Outpatients 0-1 years													
Outpatients 1-4 years													
Outpatients 5-14 yrs													
Outpatients 15+ years													
1st time patients													
Prenatal care													
Family planning													
Growth and dev. care													

Chart 8: Principal reasons for medical attention Establishment code: _____

10 principal reasons for outpatient care:

1992		#
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		

1993		#
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		

1994		#
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		

Chart 9: Programming and reception of medicines and supplies

Establishment code: _____

	Product	Presentation	1994			
			Programmed	Received from Centr.	Purchased by hosp.	Donated
1	Acetaminophen	120mg/5ml susp.				
2	Salicylic Acetil Acid	500mg tab.				
3	Lidocaine	2%fr.				
4	Metronizadol	120mg/5ml susp.				
5	Ampicillan	500mg cap.				
6	Ampicillan	250mg/5ml susp.				
7	Procainic Penicillin	4,000,000u amp.				
8	Trimetoprime/sulphametox y	80mg+400mg tab.				
9	Mebendazol	100mg tab.				
10	Mebendazol	20mg/ml susp.				
11	Chloroquine	150mg base tab.				
12	Phenobarbitol*	100mg tab.				
13	Ferrous sulphate	300mg tab.				
14	Salbutamol	4mg tab.				
15	Clotrimazol	0.2g/20g cream				
16	Adult antispasmodic	Tab.				
17	Chloranphenicol	0.5% eye drops				
18	Oral rehydration salts	Packets				
19	Iodo+polyvinyl pirrolidona (IodoP)	10% sol.				
20	Sodium chloride	0.9% bags/500ml				

* In CESAMOs only.

Chart 10: Physical inventory of medicines and supplies

Establishment code: _____

	Product.	Presentation	Total supply	<3 months supply
1	Acelominophen	120mg/5ml susp.		
2	Salicylic Acetil Acid	500mg tab.		
3	Lydocaine	2%fr.		
4	Metronizadol	120mg/5ml susp.		
5	Ampicillan	500mg cap.		
6	Ampicillan	250mg/5ml susp.		
7	Procainic Penicillin	4,000,000u amp.		
8	Trimetoprine/sulphametoxy	80mg+400mg tab.		
9	Mebendazol	100mg tab.		
10	Mebendazol	20mg/ml susp.		
11	Chloroquine	150mg base tab.		
12	Phenobarbitol*	100mg tab.		
13	Ferrous sulphate	300mg tab.		
14	Salbutamol	4mg tab.		
15	Clotrimazol	0.2g/20g cream		
16	Adult antispasmodic	Tab.		
17	Chloranphenicol	0.5% eye drops		
18	Oral rehydration salts	Packets		
19	Iodo+polyvinyl pirrolidona (IodoP)	10% sol.		
20	Sodium chloride	0.9% bags/500ml		

* In CESAMOs only.

Chart 11: Inventory and condition of buildings Establishment code: _____

Ward, environment, room	# Ord.	In use	Why	Condition			
				Struct.	Ventil.	Lights	Clean

Use one line for each room: patient room, consultation room (evaluate consultation waiting room separately), office, storage room, meeting room, personnel dormitories, kitchen, etc. If a service or department has several different wards or rooms of the same nature, use the column marked # Order.

Codes: Use Condition
 1 In use 1 Good
 2 Not in use 2 Regular
 (Indicate reason) 3 Deficient

Chart 12a: Individual equipment inventory

Establishment code: _____

Description	Brand	Year installed	Country of origin	Location	Condition	Problem/reason not in use
01						
02						
03						
04						
05						
06						
07						
08						
09						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						
21						
22						
23						
24						
25						
26						
27						

Location code:
Use Chart 10 code

Condition code:
1 Normal use
2 Partial use
3 Not used

(For cases 2 and 3, indicate reason)

No use/partial use code:

- 1 Not correctly installed
- 2 No operator/manual
- 3 Missing parts
- 4 Needs maintenance/repair
- 5 Out of service/old
- 6 Other (specify)

Chart 12b: Collective (group) equipment inventory Establishment code: _____

Description	Brand	Total number	Location	# in good condition
01				
02				
03				
04				
05				
06				
07				
08				
09				
10				
11				
12				
13				
14				
15				
16				
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27				
28				

C

EXIT-PATIENT INTERVIEW SURVEY

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CII. Questionnaires for Exit-patient interview survey

CII-1. Hospital patients

CII-2. Ambulatory patients

CI. Summary Tabela of Exit-patient Interview Survey

1. Hospital patients

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EXIT-PATIENT INTERVIEW SURVEY OF HOSPITALIZED PATIENTS, 1995

A. Identification

1. Type of establishment:

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total
1 MSP Hospital	90 100.0%	51 100.0%	101 100.0%	242 100.0%	0 0.0%	0 0.0%	242 68.0%
2 IHSS Hospital	0 0.0%	0 0.0%	0 0.0%	0 0.0%	56 100.0%	0 0.0%	56 15.7%
3 Private Hospital	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	58 100.0%	58 16.3%
Total	90 100.0%	51 100.0%	101 100.0%	242 100.0%	56 100.0%	58 100.0%	356 100.0%

B. Description of Person Being Interviewed

1. Sex:

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total
1 Male	32 35.6%	17 33.3%	32 31.7%	81 33.5%	14 25.0%	19 32.8%	114 32.0%
2 Female	58 64.4%	34 66.7%	69 68.3%	161 66.5%	42 75.0%	39 67.2%	242 68.0%
Total	90 100.0%	51 100.0%	101 100.0%	242 100.0%	56 100.0%	58 100.0%	356 100.0%

2. Age:

year	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total
0	5 5.6%	5 9.8%	6 5.9%	16 6.6%	5 8.9%	3 5.2%	24 6.7%
1 1-5	2 2.2%	4 7.8%	10 9.9%	16 6.6%	2 3.6%	2 3.4%	20 5.6%
2 5-10	2 2.2%	0 0.0%	1 1.0%	3 1.2%	0 0.0%	0 0.0%	3 0.8%
3 10-15	3 3.3%	4 7.8%	2 2.0%	9 3.7%	0 0.0%	1 1.7%	10 2.8%
4 15-20	11 12.2%	5 9.8%	17 16.8%	33 13.6%	4 7.1%	3 5.2%	40 11.2%
5 20-30	21 23.3%	18 35.3%	25 24.8%	64 26.4%	21 37.5%	16 27.6%	101 28.4%
6 30-40	8 8.9%	6 11.8%	15 14.9%	29 12.0%	14 25.0%	10 17.2%	53 14.9%
7 40-50	9 10.0%	2 3.9%	6 5.9%	17 7.0%	7 12.5%	4 6.9%	28 7.9%
8 50-60	10 11.1%	2 3.9%	4 4.0%	16 6.6%	0 0.0%	4 6.9%	20 5.6%
9 60 and over	19 21.1%	5 9.8%	15 14.9%	39 16.1%	3 5.4%	15 25.9%	57 16.0%
Total	90 100.0%	51 100.0%	101 100.0%	242 100.0%	56 100.0%	58 100.0%	356 100.0%

year	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total
Mean	36.4	26.7	31.3	32.3	28.1	38.8	32.7
Minimum	0	0	0	0	0	0	0
Maximum	86	71	85	86	78	86	86

5. Age of attendant:

Year	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total
4 15 - 20	1	4.5%	3	9.4%	5	6.5%	7
5 20 - 30	6	27.3%	8	25.0%	24	66.7%	37
6 30 - 40	8	36.4%	8	25.0%	21	27.3%	32
7 40 - 50	5	22.7%	4	17.4%	17	22.1%	20
8 50 - 60	2	9.1%	3	13.0%	8	10.4%	11
9 60 and over	0	0.0%	1	3.1%	1	1.5%	4
N/A	0	0.0%	1	3.1%	1	1.5%	1
Total	22	100.0%	32	100.0%	77	100.0%	112

Year	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total
Mean	35.0	32.9	35.3	34.5	29.8	36.9	34.7
Minimum	19	19	17	17	22	17	17
Maximum	54	51	63	63	56	67	67

6. Civil status of patient:

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total
1 Single	42	46.7%	29	28.7%	91	37.6%	120
2 Married	14	15.6%	25	24.8%	54	22.3%	27
3 Conjugal Union	26	28.9%	10	19.6%	65	26.9%	9
4 Widowed	6	6.7%	2	3.9%	17	7.0%	1
5 Divorced	2	2.2%	2	3.9%	8	3.3%	2
6 Separated	0	0.0%	2	3.9%	3	1.2%	2
N/A	0	0.0%	4	4.0%	4	1.7%	0
Total	90	100.0%	101	100.0%	242	100.0%	356

7. Ethnic Heritage:

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total
1 Ladino	86	95.6%	49	96.1%	231	95.5%	342
2 Garifuna	0	0.0%	2	2.0%	2	0.8%	3
3 Miskito	0	0.0%	1	2.0%	1	0.4%	1
4 Pech	0	0.0%	0	0.0%	0	0.0%	0
5 Lenca	0	0.0%	1	1.0%	1	0.4%	1
6 Foreign	0	0.0%	0	0.0%	1	0.4%	1
7 Other	0	0.0%	1	1.0%	5	2.1%	6
8 Unknown	4	4.4%	0	0.0%	0	0.0%	4
Total	90	100.0%	101	100.0%	242	100.0%	356

8. Religion: (for those over the age of 10)

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total							
1 Catholic	45	50.0%	25	49.9%	42	41.6%	112	46.3%	32	57.1%	27	46.6%	171	48.0%
2 Protestant	25	27.8%	12	23.5%	28	27.7%	65	26.9%	14	25.0%	17	29.3%	96	27.0%
3 Muslim														
4 Jewish														
5 Other														
6 None	11	12.2%	5	9.8%	14	13.9%	30	12.4%	3	5.4%	9	15.5%	42	11.8%
9 Unknown														
N/A	9	10.0%	9	17.6%	17	16.8%	35	14.5%	7	12.5%	5	8.6%	47	13.2%
Total	90	100.0%	51	100.0%	101	100.0%	242	100.0%	56	100.0%	58	100.0%	356	100.0%

9. Level of Education:

(1) Highest level reached:

	Number of years														
	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total								
0 None	28	31.1%	8	15.7%	21	20.8%	57	23.6%	8	14.3%	5	8.6%	70	19.7%	
1 Primary	5	5.6%	3	5.9%	2	2.0%	10	4.1%	0	0.0%	1	1.7%	11	3.1%	
	4	4.4%	1	2.0%	5	5.0%	10	4.1%	2	3.6%	1	1.7%	13	3.7%	
	3	3.3%	5	9.8%	15	14.9%	23	9.5%	2	3.6%	4	6.9%	29	8.1%	
	4	9	10.0%	3	5.9%	1	1.0%	13	5.4%	0	0.0%	2	3.4%	15	4.2%
	5	0	0.0%	4	7.8%	2	2.0%	6	2.5%	1	1.8%	5	8.6%	12	3.4%
	6	26	28.9%	11	21.6%	23	22.8%	60	24.8%	14	25.0%	12	20.7%	86	24.2%
N/A	0	0.0%	0	0.0%	1	1.0%	1	0.4%	0	0.0%	0	0.0%	1	0.3%	
Subtotal	47	52.2%	27	52.9%	49	48.5%	123	50.8%	19	33.9%	25	43.1%	167	46.9%	
2 Secondary	1	2	2.2%	1	2.0%	2	2.0%	5	2.1%	1	1.8%	1	1.7%	7	2.0%
	2	2.2%	3	5.9%	2	2.0%	7	2.9%	5	8.9%	1	1.7%	13	3.7%	
	3	3.3%	1	2.0%	1	1.0%	5	2.1%	1	1.8%	5	8.6%	11	3.1%	
	4	0	0.0%	0	0.0%	2	2.0%	2	0.8%	0	0.0%	2	3.4%	4	1.1%
	5	1	1.1%	0	0.0%	1	1.0%	2	0.8%	1	1.8%	4	6.9%	7	2.0%
	6	6	6.7%	4	7.8%	4	4.0%	14	5.8%	15	26.8%	6	10.3%	35	9.8%
Subtotal	14	15.6%	9	17.6%	12	11.9%	35	14.5%	23	41.1%	19	32.8%	77	21.6%	
3 University	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	1.8%	0	0.0%	1	0.3%	
	2	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	1.8%	2	3.4%	3	0.8%
	3	1	1.1%	0	0.0%	0	0.0%	1	0.4%	0	0.0%	1	1.7%	2	0.6%
	4	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2	3.6%	1	1.7%	3	0.8%
	5	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	1.8%	0	0.0%	1	0.3%
	6	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	1.8%	1	1.7%	2	0.6%
Subtotal	14	15.6%	9	17.6%	12	11.9%	35	14.5%	23	41.1%	19	32.8%	77	21.6%	
4 Adult literacy/informal															
5 Special education															
N/A	0	0.0%	7	13.7%	19	18.8%	26	10.7%	0	0.0%	4	6.9%	30	8.4%	
Total	90	100.0%	51	100.0%	101	100.0%	242	100.0%	56	100.0%	58	100.0%	356	100.0%	

10. Principal Occupation: (for those over the age of 10)

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total
1 Professional/Manager	0	0.0%	1	1	2	1	4
2 Officer/shop employee	2	2.5%	2	5	16	2	23
3 Technical/qualified worker	4	4.9%	2	7	14	2	23
4 Unqualified worker	10	12.3%	9	22	9	6	37
5 Independent merchant	4	4.9%	4	8	0	3	11
6 Farmer/rancher/related	7	8.6%	6	15	0	0	15
7 Day worker	3	3.7%	2	6	0	2	8
8 Domestic labor	0	0.0%	6	7	0	1	8
9 Housewife	40	49.4%	46	114	6	20	140
10 Personal services/students	1	1.2%	2	6	0	5	11
11 Renters/pensioners	1	1.2%	0	1	2	7	10
12 Unemployed	6	7.4%	1	8	0	2	10
13 Other	3	3.7%	3	7	0	2	9
Total	81	100.0%	84	207	49	53	309
			100.0%		100.0%	100.0%	100.0%

11. Do you receive health insurance benefits

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total
1 IHSS	3 3.3%	1 2.0%	3 3.1%	7 2.9%	54 96.4%	1 1.8%	62 17.7%
2 Company (not IHSS)	0 0.0%	1 2.0%	1 1.0%	2 0.8%	1 1.8%	12 21.1%	15 4.3%
3 Private (personal)	1 1.1%	0 0.0%	0 0.0%	1 0.4%	0 0.0%	1 1.8%	2 0.6%
4 Military (FFAA)	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	4 7.0%	4 1.1%
5 Other							
6 None	86 95.6%	49 96.1%	93 95.9%	228 95.8%	1 1.8%	39 68.4%	268 76.4%
9 Unknown							
Total	90 100.0%	51 100.0%	97 100.0%	238 100.0%	56 100.0%	57 100.0%	351 100.0%

12. (For patients older than 10) Do you smoke?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total
1 Every day	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 2.0%	3 5.7%	4 1.3%
2 Occasionally	0 0.0%	1 2.4%	1 1.2%	2 1.0%	1 2.0%	0 0.0%	3 1.0%
3 Never	81 100.0%	41 97.6%	83 98.8%	205 99.0%	47 95.9%	50 94.3%	302 97.7%
Total	81 100.0%	42 100.0%	84 100.0%	207 100.0%	49 100.0%	53 100.0%	309 100.0%

13. (For patients older than 10) Do you drink alcohol?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total
1 Every day	1 1.2%	1 2.4%	0 0.0%	2 1.0%	0 0.0%	0 0.0%	2 0.6%
2 Occasionally	7 8.6%	1 2.4%	7 8.3%	15 7.2%	6 12.2%	2 3.8%	23 7.4%
3 Never	73 90.1%	40 95.2%	77 91.7%	190 91.8%	43 87.8%	51 96.2%	284 91.9%
Total	81 100.0%	42 100.0%	84 100.0%	207 100.0%	49 100.0%	53 100.0%	309 100.0%

C. Characteristics of Hospitalization

1. What was the principal reason for your hospitalization or referral?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total
1 Normal birth	13 14.4%	14 27.5%	33 32.7%	60 24.8%	9 16.1%	7 12.1%	76 21.3%
2 Complicated pregnancy or birth	4 4.4%	7 13.7%	7 6.9%	18 7.4%	13 23.2%	6 10.3%	37 10.4%
3 Illness	61 67.8%	21 41.2%	48 47.5%	130 53.7%	27 48.2%	37 63.8%	194 54.5%
4 Accident/external cause	11 12.2%	6 11.8%	8 7.9%	25 10.3%	5 8.9%	5 8.6%	35 9.8%
5 Other	1 1.1%	3 5.9%	5 5.0%	9 3.7%	2 3.6%	3 5.2%	14 3.9%
9 Unknown							
Total	90 100.0%	51 100.0%	101 100.0%	242 100.0%	56 100.0%	58 100.0%	356 100.0%

2. What kind of illness did you have? (multiple)

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total					
1 Respiratory problem	12	18.2%	8	15.1%	28	20.0%	6	21.4%	6	14.6%	40	19.1%
2 Diarrhea/vomiting	4	6.1%	2	9.5%	12	8.6%	2	7.1%	2	7.5%	17	8.1%
3 Other digestive problem	1	1.5%	2	9.5%	7	5.0%	1	3.6%	1	2.4%	9	4.3%
4 Cardiovascular problem	4	6.1%	4	7.5%	9	6.4%	0	0.0%	4	9.8%	13	6.2%
5 Renal/urinary problem	3	4.5%	2	9.5%	8	5.7%	0	0.0%	5	12.2%	13	6.2%
6 Genital problem	2	3.0%	0	0.0%	5	3.6%	0	0.0%	1	2.4%	6	2.9%
7 Gynecological problem	4	6.1%	2	9.5%	8	5.7%	3	10.7%	4	9.8%	15	7.2%
8 Mental problem	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
9 Joint problem	4	6.1%	0	0.0%	6	4.3%	0	0.0%	2	4.9%	8	3.8%
10 ORL problem	2	3.0%	0	0.0%	2	1.4%	0	0.0%	2	4.9%	4	1.9%
11 Eye problem	6	9.1%	0	0.0%	6	4.3%	0	0.0%	1	2.4%	7	3.3%
12 Skin problem	0	0.0%	0	0.0%	3	2.1%	0	0.0%	1	2.4%	4	1.9%
13 Other	24	36.4%	18	34.0%	46	32.9%	15	53.6%	11	26.8%	72	34.4%
99 Unknown	0	0.0%	0	0.0%	0	0.0%	1	3.6%	0	0.0%	1	0.5%
Total	66	100.0%	21	100.0%	140	100.0%	28	100.0%	41	100.0%	209	100.0%

3. What kind of accident did you have?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total					
1 Automobile accident	1	9.1%	1	16.7%	2	8.0%	1	20.0%	4	80.0%	7	20.0%
2 Household accident	4	36.4%	1	16.7%	9	36.0%	1	20.0%	1	20.0%	11	31.4%
3 Professional accident	2	18.2%	2	33.3%	4	16.0%	2	40.0%	0	0.0%	6	17.1%
4 Family violence	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
5 Violence by a stranger	3	27.3%	2	33.3%	6	24.0%	1	20.0%	0	0.0%	7	20.0%
6 Other	1	9.1%	0	0.0%	4	16.0%	0	0.0%	0	0.0%	4	11.4%
9 Unknown, no answer	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total	11	100.0%	6	100.0%	25	100.0%	5	100.0%	5	100.0%	35	100.0%

4. What was the source of the injury?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total					
1 Firearm	1	9.1%	1	16.7%	2	8.0%	0	0.0%	0	0.0%	2	5.7%
2 Other weapon	3	27.3%	3	50.0%	7	28.0%	0	0.0%	0	0.0%	7	20.0%
3 Burns	2	18.2%	0	0.0%	4	16.0%	0	0.0%	0	0.0%	4	11.4%
4 Drowning	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
5 Poisoning	1	9.1%	0	0.0%	1	4.0%	0	0.0%	0	0.0%	1	2.9%
6 Automobile	1	9.1%	1	16.7%	2	8.0%	1	20.0%	4	80.0%	7	20.0%
7 Other	3	27.3%	1	16.7%	9	36.0%	4	80.0%	0	0.0%	13	37.1%
9 Unknown	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	20.0%	1	2.9%
Total	11	100.0%	6	100.0%	25	100.0%	5	100.0%	5	100.0%	35	100.0%

5. Who send you to the hospital?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total					
1 Medical personnel	42	46.7%	15	29.4%	77	31.8%	22	39.3%	8	13.8%	107	30.1%
2 Family member	28	31.1%	25	49.0%	104	43.0%	12	21.4%	24	41.4%	140	39.3%
3 Own decision	16	17.8%	9	17.6%	51	21.1%	22	39.3%	22	37.9%	95	26.7%
4 Other	4	4.4%	2	3.9%	10	4.1%	0	0.0%	4	6.9%	14	3.9%
Total	90	100.0%	51	100.0%	242	100.0%	56	100.0%	58	100.0%	356	100.0%

6. What kind of service or provider referred you?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total
1 Traditional healer	1	2.4%	0	0.0%	3	15.0%	4
2 Midwife	8	19.0%	5	33.3%	9	45.0%	22
3 Other volunteer	0	0.0%	0	0.0%	0	0.0%	0
4 Pharmacist	11	26.2%	5	33.3%	6	30.0%	22
5 Promoter	1	2.4%	0	0.0%	0	0.0%	1
6 CESAR	21	50.0%	4	26.7%	1	5.0%	26
7 CESAMO	0	0.0%	0	0.0%	0	0.0%	0
8 IHSS clinic	0	0.0%	0	0.0%	0	0.0%	0
9 Private doctor/clinic	1	2.4%	0	0.0%	0	0.0%	1
10 NGO clinic	0	0.0%	0	0.0%	0	0.0%	0
11 MSP hospital	0	0.0%	0	0.0%	0	0.0%	0
12 IHSS hospital	0	0.0%	1	6.7%	0	0.0%	1
13 Private hospital	0	0.0%	0	0.0%	0	0.0%	0
14 Other	0	0.0%	0	0.0%	0	0.0%	0
99 Unknown	0	0.0%	0	0.0%	0	0.0%	0
Total	42	100.0%	15	100.0%	20	100.0%	77
							100.0%
							8
							107
							100.0%

7. Who decided to send you to the hospital?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total
1 Had of household	9	32.1%	8	32.0%	25	49.0%	42
2 Other family member	8	28.6%	6	24.0%	18	35.3%	32
3 Collective family decision	11	39.3%	11	44.0%	8	15.7%	30
9 Unknown, no answer	0	0.0%	0	0.0%	0	0.0%	0
Total	28	100.0%	25	100.0%	51	100.0%	104
							100.0%
							24
							140
							100.0%

8. How is the head of household related to the patient?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total
2 Spouse	2	22.2%	2	25.0%	14	56.0%	18
3 Son/daughter	5	55.6%	6	75.0%	10	40.0%	21
4 Parent	1	11.1%	0	0.0%	1	4.0%	2
5 Son/daughter-in-law	0	0.0%	0	0.0%	0	0.0%	0
6 Grandchild	0	0.0%	0	0.0%	0	0.0%	0
7 Mother/father-in-law	0	0.0%	0	0.0%	0	0.0%	0
8 Brother/father-in-law	0	0.0%	0	0.0%	0	0.0%	0
9 Uncle/aunt	0	0.0%	0	0.0%	0	0.0%	0
10 Brother/sister-in-law	0	0.0%	0	0.0%	0	0.0%	0
11 Cousin	0	0.0%	0	0.0%	0	0.0%	0
Total	9	100.0%	8	100.0%	25	100.0%	42
							100.0%
							8
							56
							100.0%

9. How is the person who made the decision related to the patient?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total
1 Spouse	1 12.5%	0 0.0%	5 27.8%	6 18.8%	2 100.0%	1 14.3%	9 22.0%
2 Son/daughter	3 37.5%	3 50.0%	6 33.3%	12 37.5%	0 0.0%	5 71.4%	17 41.5%
3 Parent	0 0.0%	0 0.0%	2 11.1%	2 6.3%	0 0.0%	0 0.0%	2 4.9%
4 Son/daughter-in-law	2 25.0%	1 16.7%	0 0.0%	3 9.4%	0 0.0%	0 0.0%	3 7.3%
5 Grandchild	1 12.5%	0 0.0%	1 5.6%	2 6.3%	0 0.0%	0 0.0%	2 4.9%
6 Mother/father-in-law	0 0.0%	1 16.7%	3 16.7%	4 12.5%	0 0.0%	1 14.3%	5 12.2%
7 Uncle/aunt	0 0.0%	1 16.7%	0 0.0%	1 3.1%	0 0.0%	0 0.0%	1 2.4%
8 Brother/sister-in-law	1 12.5%	0 0.0%	1 5.6%	2 6.3%	0 0.0%	0 0.0%	2 4.9%
9 Cousin	8 100.0%	6 100.0%	18 100.0%	32 100.0%	2 100.0%	7 100.0%	41 100.0%
Total							

10. What is the principal reason this hospital and not another was chosen?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total
1 It's the closest	9 10.0%	11 21.6%	40 39.6%	60 24.8%	1 1.8%	4 6.9%	65 18.3%
2 There is no other	0 0.0%	5 9.8%	12 11.9%	17 7.0%	2 3.6%	1 1.7%	20 5.6%
3 Recommended by medical personnel	36 40.0%	13 25.5%	13 12.9%	62 25.6%	14 25.0%	7 12.1%	83 23.3%
4 We could afford it	6 6.7%	9 17.6%	10 9.9%	25 10.3%	3 5.4%	5 8.6%	33 9.3%
5 It's the best.	36 40.0%	9 17.6%	20 19.8%	65 26.9%	4 7.1%	15 25.9%	84 23.6%
6 Recommended by family member/neighbor	1 1.1%	2 3.9%	4 4.0%	7 2.9%	0 0.0%	8 13.8%	15 4.2%
7 Other	1 1.1%	1 2.0%	1 1.0%	3 1.2%	32 57.1%	17 29.3%	52 14.6%
8 Unknown	1 1.1%	1 2.0%	1 1.0%	3 1.2%	0 0.0%	1 1.7%	4 1.1%
Total	90 100.0%	51 100.0%	101 100.0%	242 100.0%	56 100.0%	58 100.0%	356 100.0%

11. How did you get to the hospital?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total
1 On foot	4 4.3%	10 15.9%	19 16.8%	33 12.2%	2 3.4%	2 3.3%	37 10%
2 Bicycle/motorcycle	0 0.0%	2 3.2%	4 3.5%	6 2.2%	0 0.0%	0 0.0%	6 2%
3 Private vehicle	19 20.2%	15 23.8%	28 24.8%	62 23.0%	15 25.9%	31 51.7%	108 28%
4 Taxi	16 17.0%	9 14.3%	15 13.3%	40 14.8%	17 29.3%	11 18.3%	68 18%
5 Collective transport (truck, taxi, bus)	46 48.9%	25 39.7%	41 36.3%	112 41.5%	21 36.2%	8 13.3%	141 36%
6 Ambulance	9 9.6%	0 0.0%	3 2.7%	12 4.4%	3 5.2%	7 11.7%	22 6%
7 Horse, mule, etc.	0 0.0%	0 0.0%	1 0.9%	1 0.4%	0 0.0%	0 0.0%	1 0%
8 Boat	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0%
9 Other	0 0.0%	2 3.2%	2 1.8%	4 1.5%	0 0.0%	1 1.7%	5 1%
Total	94 100.0%	63 100.0%	113 100.0%	270 100.0%	58 100.0%	60 100.0%	388 100%

12. How long did it take you to get to the hospital? (hours)

hours	Minutes	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total
0	0	1 1.1%	1 2.0%	0 0.0%	2 0.8%	0 0.0%	0 0.0%	2 0.6%
-5	-5	1 1.1%	7 13.7%	7 6.9%	9 3.7%	1 1.8%	9 15.5%	19 5.3%
-15	-15	7 7.8%	24 43.6%	24 23.8%	38 15.7%	18 32.1%	8 13.8%	64 18.0%
-30	-30	22 24.4%	9 17.6%	21 20.8%	52 21.5%	27 48.2%	16 27.6%	95 26.7%
30+	30+	4 4.4%	8 15.7%	4 4.0%	16 6.6%	2 3.6%	6 10.3%	24 6.7%
	Sub Total	35 38.9%	26 51.0%	56 55.4%	117 48.3%	48 85.7%	39 67.2%	204 57.3%
1	1	19 21.1%	9 17.6%	14 13.9%	42 17.4%	4 7.1%	7 12.1%	53 14.9%
2	2	13 14.4%	3 5.9%	14 13.9%	30 12.4%	2 3.6%	7 12.1%	39 11.0%
3	3	9 10.0%	4 7.8%	10 9.9%	23 9.5%	0 0.0%	3 5.2%	26 7.3%
Over 4	Over 4	14 15.6%	9 17.6%	7 6.9%	30 12.4%	2 3.6%	2 3.4%	34 9.6%
Total	Total	90 100.0%	51 100.0%	101 100.0%	242 100.0%	56 100.0%	58 100.0%	356 100%

13. What do you think about the distance between your home and the hospital?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total
1 Too far	60 66.7%	30 58.8%	36 35.6%	126 52.1%	20 35.7%	27 46.0%	173 48.6%
2 Not far, not near	15 16.7%	6 11.8%	24 23.8%	45 18.6%	16 28.6%	11 19.0%	72 20.2%
3 Near	15 16.7%	15 29.4%	41 40.6%	71 29.3%	20 35.7%	20 34.5%	111 31.2%
4 Unknown, no answer							
Total	90 100.0%	51 100.0%	101 100.0%	242 100.0%	56 100.0%	58 100.0%	356 100.0%

14. How much did you spend to get to and from the hospital? (Lempiras)

Lempiras	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total
less than 10	0 0.0%	0 0.0%	1 1.0%	1 0.4%	1 1.8%	0 0.0%	2 0.6%
10	5 5.6%	1 2.0%	2 2.0%	8 3.3%	2 3.6%	0 0.0%	10 2.8%
20	3 3.3%	0 0.0%	4 4.0%	7 2.9%	3 5.4%	0 0.0%	10 2.8%
30	3 3.3%	1 2.0%	4 4.0%	8 3.3%	2 3.6%	2 3.4%	12 3.4%
40	3 3.3%	0 0.0%	3 3.0%	6 2.5%	1 1.8%	0 0.0%	7 2.0%
50	0 0.0%	1 2.0%	4 4.0%	5 2.1%	0 0.0%	0 0.0%	5 1.4%
60	0 0.0%	1 2.0%	1 1.0%	2 0.8%	0 0.0%	1 1.7%	3 0.8%
100	2 2.2%	1 2.0%	0 0.0%	3 1.2%	3 5.4%	2 3.4%	8 2.2%
200	16 17.8%	5 9.8%	19 18.8%	40 16.5%	12 21.4%	5 8.6%	57 16.0%
N/A	8 8.9%	5 9.8%	18 17.8%	31 12.8%	12 21.4%	5 8.6%	48 13.5%
Total	17 18.9%	7 13.7%	9 8.9%	33 13.6%	9 16.1%	2 3.4%	44 12.4%
	9 10.0%	4 7.8%	6 5.9%	19 7.9%	4 7.1%	8 13.8%	31 8.7%
	6 6.7%	3 5.9%	4 4.0%	13 5.4%	4 7.1%	0 0.0%	17 4.8%
	3 3.3%	3 5.9%	2 2.0%	8 3.3%	0 0.0%	1 1.7%	9 2.5%
	9 10.0%	3 5.9%	6 5.9%	18 7.4%	4 7.1%	0 0.0%	22 6.2%
	6 6.7%	4 7.8%	5 5.0%	15 6.2%	0 0.0%	3 5.2%	18 5.1%
	4 4.4%	7 13.7%	2 2.0%	13 5.4%	0 0.0%	2 3.4%	15 4.2%
	12 13.3%	10 19.6%	30 29.7%	52 21.5%	11 19.6%	32 55.2%	95 26.7%
Total	90 100.0%	51 100.0%	101 100.0%	242 100.0%	56 100.0%	58 100.0%	356 100%

15. Before you went to the hospital were you incapacitated due to your illness?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total							
1 Yes	25	27.8%	17	33.3%	29	28.7%	71	29.3%	17	30.4%	19	32.8%	107	30.1%
2 No	65	72.2%	34	66.7%	71	70.3%	170	70.2%	39	69.6%	39	67.2%	248	69.7%
9 Unknown	0	0.0%	0	0.0%	1	1.0%	1	0.4%	0	0.0%	0	0.0%	1	0.3%
Total	90	100.0%	51	100.0%	101	100.0%	242	100.0%	56	100.0%	58	100.0%	356	100.0%

16. How many days

Days	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total								
Less than 1 week	2	8.0%	3	17.6%	6	20.7%	11	15.5%	1	5.9%	4	21.1%	16	15.0%	
	0	0.0%	0	0.0%	3	10.3%	3	4.2%	2	11.8%	1	5.3%	6	5.6%	
	2	8.0%	3	17.6%	3	10.3%	8	11.3%	2	11.8%	2	10.5%	12	11.2%	
	1	4.0%	0	0.0%	1	3.4%	2	2.8%	2	11.8%	2	10.5%	6	5.6%	
	5	1	4.0%	1	5.9%	1	3.4%	3	4.2%	0	0.0%	0	0.0%	3	2.8%
	6	0	0.0%	1	5.9%	3	10.3%	4	5.6%	2	11.8%	4	21.1%	10	9.3%
	7	0	0.0%	8	47.1%	17	58.6%	31	43.7%	9	52.9%	13	68.4%	53	49.5%
Sub Total	6	24.0%	8	47.1%	17	58.6%	31	43.7%	9	52.9%	13	68.4%	53	49.5%	
2 weeks	4	16.0%	2	11.8%	7	24.1%	13	18.3%	2	11.8%	1	5.3%	16	15.0%	
More than 2 weeks	8	32.0%	4	23.5%	2	6.9%	14	19.7%	1	5.9%	4	21.1%	19	17.8%	
More than 1 month	5	20.0%	2	11.8%	3	10.3%	10	14.1%	5	25.4%	1	5.3%	16	15.0%	
NA	2	8.0%	1	5.9%	0	0.0%	3	4.2%	0	0.0%	0	0.0%	3	2.8%	
Total	25	100.0%	17	100.0%	29	100.0%	71	100.0%	17	100.0%	19	100.0%	107	100%	

17. How many days were you in the hospital?

Days	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total							
Less than 1 week	8	8.9%	12	23.5%	21	20.8%	41	16.9%	5	8.9%	6	10.3%	52	14.6%
	11	12.2%	7	13.7%	20	19.8%	38	15.7%	12	21.4%	19	32.8%	69	19.4%
	10	11.1%	9	17.6%	12	11.9%	31	12.8%	10	17.9%	10	17.2%	51	14.3%
	10	11.1%	2	3.9%	11	10.9%	23	9.5%	6	10.7%	5	8.6%	34	9.6%
	7	7.8%	6	11.8%	9	8.9%	22	9.1%	4	7.1%	9	15.5%	35	9.8%
	11	12.2%	4	7.8%	5	5.0%	20	8.3%	4	7.1%	3	5.2%	27	7.6%
	2	2.2%	0	0.0%	8	7.9%	10	4.1%	4	7.1%	1	1.7%	15	4.2%
Sub Total	59	65.6%	40	78.4%	86	85.1%	185	76.4%	45	80.4%	53	91.4%	283	79.5%
2 weeks	19	21.1%	7	13.7%	13	12.9%	39	16.1%	9	16.1%	3	5.2%	51	14.3%
More than 2 weeks	9	10.0%	3	5.9%	1	1.0%	13	5.4%	2	3.6%	1	1.7%	16	4.5%
More than 1 month	3	3.3%	1	2.0%	1	1.0%	5	2.1%	0	0.0%	1	1.7%	6	1.7%
Total	90	100.0%	51	100.0%	101	100.0%	242	100.0%	56	100.0%	58	100.0%	356	100%

18. While you were hospitalized did you under go an operation or surgery?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total							
1 Yes	33	36.7%	12	20.0%	13	12.5%	58	22.8%	23	41.1%	17	29.3%	98	26.6%
2 No	57	63.3%	39	65.0%	87	83.7%	183	72.0%	33	58.9%	41	70.7%	257	69.8%
9 Unknown	0	0.0%	0	0.0%	1	1.0%	1	0.4%	0	0.0%	0	0.0%	1	0.3%
Total	90	100.0%	51	100.0%	101	100.0%	242	100.0%	56	100.0%	58	100.0%	356	100.0%

19. Was your hospitalization at an emergency or scheduled?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total
1 Emergency	61	50	91	202	44	47	293
2 Scheduled	29	1	10	40	12	11	63
9 Unknown	90	51	101	242	56	58	356
Total	180	102	202	484	112	116	636

20. If it was an emergency, how long did you have to wait between your arrival at the hospital and the moment you were attended?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total
1 There was no wait	19	23	40	82	17	35	134
2 Less than a half hour	8	7	19	34	12	9	55
3 From half an hour to an hour	7	7	8	22	3	2	27
4 From one to two hours	8	5	7	20	6	0	26
5 More than two hours	18	6	14	38	5	1	44
9 Unknown	1	2	3	6	1	0	7
Total	61	50	91	202	44	47	293

21. If it was scheduled, how long did you have to wait between the decision to hospitalize you and the moment of your hospitalization?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total
1 Same day	4	0	4	8	0	3	11
2 Less than a week	5	0	4	9	0	6	15
3 One to two weeks	5	1	2	8	5	0	13
4 Three to four weeks	4	0	0	4	2	1	7
5 One to three months	7	0	0	7	4	1	12
6 Four to six months	2	0	0	2	0	0	2
7 More than six months	2	0	0	2	1	0	3
9 Unknown	29	1	10	40	12	11	63
Total	61	1	14	60	19	11	106

22. What do you think of the attitude of the people who attended you?

(1) Receptionist

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total
1 Good	76	33	55	164	41	43	248
2 Normal	1	1	2	4	1	1	6
3 Poor	1	0	1	2	1	0	3
4 Not applicable	8	2	1	11	4	2	17
9 Unknown, no answer	1	0	0	1	0	0	2
N/A	3	15	42	60	9	11	80
Total	90	51	101	242	56	58	356

(2) Doctor

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total
1 Good	89	47	96	232	56	56	344
2 Normal	1	1	2	4	0	2	6
3 Poor	0	0	0	0	0	0	0
4 Not applicable	0	3	0	3	0	0	3
9 Unknown, no answer	0	0	3	3	0	0	3
Total	90	51	101	242	56	58	356

(3) Other paramedic

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total							
1 Good	20	22.2%	5	9.8%	20	19.8%	45	18.6%	19	33.9%	16	27.6%	80	22.5%
2 Normal	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2	3.4%	2	0.6%
3 Poor	1	1.1%	0	0.0%	0	0.0%	1	0.4%	1	1.8%	0	0.0%	2	0.6%
4 Not applicable	17	18.9%	25	49.0%	21	20.8%	63	26.0%	17	30.4%	13	22.4%	93	26.1%
9 Unknown, no answer	1	1.1%	0	0.0%	0	0.0%	1	0.4%	0	0.0%	1	1.7%	2	0.6%
N/A	51	56.7%	21	41.2%	60	59.4%	132	54.5%	19	33.9%	26	44.8%	177	49.7%
Total	90	100.0%	51	100.0%	101	100.0%	242	100.0%	56	100.0%	58	100.0%	356	100.0%

(4) Other admin. isrative personnel

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total							
1 Good	66	73.3%	27	52.9%	75	74.3%	168	69.4%	29	51.8%	36	62.1%	233	65.4%
2 Normal	1	1.1%	1	2.0%	4	4.0%	6	2.5%	0	0.0%	3	5.2%	9	2.5%
3 Poor	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	1.8%	0	0.0%	1	0.3%
4 Not applicable	14	15.6%	11	21.6%	7	6.9%	32	13.2%	15	26.8%	8	13.8%	55	15.4%
9 Unknown, no answer	2	2.2%	0	0.0%	0	0.0%	2	0.8%	0	0.0%	0	0.0%	2	0.6%
N/A	7	7.8%	12	23.5%	15	14.9%	34	14.0%	11	19.6%	11	19.0%	56	15.7%
Total	90	100.0%	51	100.0%	101	100.0%	242	100.0%	56	100.0%	58	100.0%	356	100.0%

(5) Nurse

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total							
1 Good	88	97.8%	48	94.1%	73	72.3%	209	86.4%	52	92.9%	52	89.7%	313	87.9%
2 Normal	1	1.1%	3	5.9%	2	2.0%	6	2.5%	2	3.6%	4	6.9%	12	3.4%
3 Poor	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2	3.6%	0	0.0%	2	0.6%
4 Not applicable	1	1.1%	0	0.0%	26	25.7%	27	11.2%	0	0.0%	2	3.4%	29	8.1%
Total	90	100.0%	51	100.0%	101	100.0%	242	100.0%	56	100.0%	58	100.0%	356	100.0%

23. What do you think of the technical level of the personnel who attended you?

(1) Doctor

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total							
1 Good	86	95.6%	44	86.3%	97	96.0%	227	93.8%	55	98.2%	56	96.6%	338	94.9%
2 Normal	3	3.3%	4	7.8%	2	2.0%	9	3.7%	0	0.0%	2	3.4%	11	3.1%
3 Poor	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
4 Not applicable	0	0.0%	3	5.9%	0	0.0%	3	1.2%	0	0.0%	0	0.0%	3	0.8%
9 Unknown, no answer	1	1.1%	0	0.0%	2	2.0%	3	1.2%	1	1.8%	0	0.0%	4	1.1%
Total	90	100.0%	51	100.0%	101	100.0%	242	100.0%	56	100.0%	58	100.0%	356	100.0%

(2) Nurse

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total							
1 Good	85	94.4%	50	98.0%	98	97.0%	233	96.3%	52	92.9%	55	94.8%	340	96%
2 Normal	3	3.3%	1	2.0%	1	1.0%	5	2.1%	2	3.6%	3	5.2%	10	3%
3 Poor	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	1.8%	0	0.0%	1	0%
4 Not applicable	1	1.1%	0	0.0%	2	2.0%	3	1.2%	0	0.0%	0	0.0%	4	1%
9 Unknown, no answer	1	1.1%	0	0.0%	0	0.0%	1	0.4%	0	0.0%	0	0.0%	1	0.3%
N/A	90	100.0%	51	100.0%	101	100.0%	242	100.0%	56	100.0%	58	100.0%	356	100%

24. What do you think of the cleanliness of the facility (and service)?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total							
1 Good	82	91.1%	37	72.5%	83	82.2%	202	83.5%	47	83.9%	56	96.6%	305	85.7%
2 Poor	4	4.4%	14	27.5%	16	15.8%	34	14.0%	5	8.9%	2	3.4%	41	11.5%
3 Normal	2	2.2%	0	0.0%	1	1.0%	3	1.2%	4	7.1%	0	0.0%	7	2.0%
9 Unknown, no answer	2	2.2%	0	0.0%	1	1.0%	3	1.2%	0	0.0%	0	0.0%	3	0.8%
Total	90	100.0%	51	100.0%	101	100.0%	242	100.0%	56	100.0%	58	100.0%	356	100.0%

25. What do you think of the physical condition of the facility and its medical equipment?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total							
1 Good	69	76.7%	33	64.7%	76	75.2%	178	73.6%	36	64.3%	52	89.7%	266	74.7%
2 Normal	19	21.1%	13	25.5%	24	23.8%	56	23.1%	14	25.0%	6	10.3%	76	21.3%
3 Poor	0	0.0%	4	7.8%	0	0.0%	4	1.7%	5	8.9%	0	0.0%	9	2.5%
9 Unknown, no answer	2	2.2%	1	2.0%	1	1.0%	4	1.7%	1	1.8%	0	0.0%	5	1.4%
Total	90	100.0%	51	100.0%	101	100.0%	242	100.0%	56	100.0%	58	100.0%	356	100.0%

26. Was your food provided by the hospital?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total							
1 Yes	85	94.4%	41	80.4%	87	86.1%	213	88.0%	55	98.2%	51	87.9%	319	89.6%
2 Yes, but we brought our own anyway	5	5.6%	10	19.6%	14	13.9%	29	12.0%	1	1.8%	7	12.1%	37	10.4%
3 No														
9 Unknown														
Total	90	100.0%	51	100.0%	101	100.0%	242	100.0%	56	100.0%	58	100.0%	356	100.0%

27. What do you think of the food you received?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total							
1 Good	61	67.8%	24	47.1%	66	65.3%	151	62.4%	43	76.8%	42	72.4%	236	66.3%
2 Normal	21	23.3%	19	37.3%	21	20.8%	61	25.2%	11	19.6%	8	13.8%	80	22.5%
3 Poor	6	6.7%	3	5.9%	2	2.0%	11	4.5%	2	3.6%	4	6.9%	17	4.8%
9 Unknown, no answer	0	0.0%	0	0.0%	1	1.0%	1	0.4%	0	0.0%	1	1.7%	2	0.6%
N/A	2	2.2%	5	9.8%	11	10.9%	18	7.4%	0	0.0%	3	5.2%	21	5.9%
Total	90	100.0%	51	100.0%	101	100.0%	242	100.0%	56	100.0%	58	100.0%	356	100.0%

28. Did you receive medication while you were in the hospital?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total							
1 Yes	78	86.7%	35	68.6%	82	81.2%	195	80.6%	44	78.6%	55	94.8%	294	82.6%
2 No	12	13.3%	16	31.4%	18	17.8%	46	19.0%	12	21.4%	3	5.2%	61	17.1%
9 Unknown	0	0.0%	0	0.0%	1	1.0%	1	0.4%	0	0.0%	0	0.0%	1	0.3%
Total	90	100.0%	51	100.0%	101	100.0%	242	100.0%	56	100.0%	58	100.0%	356	100.0%

29. Did the hospital have all of the necessary medication?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total							
1 Yes	58	74.4%	20	57.1%	60	73.2%	138	70.8%	31	70.5%	51	92.7%	220	74.8%
2 Just a portion	18	23.1%	14	40.0%	20	24.4%	52	26.7%	13	29.5%	4	7.3%	69	23.5%
3 None	0	0.0%	1	2.9%	0	0.0%	1	0.5%	0	0.0%	0	0.0%	1	0.3%
9 Unknown	1	1.3%	0	0.0%	1	1.2%	2	1.0%	0	0.0%	0	0.0%	2	0.7%
N/A	1	1.3%	0	0.0%	1	1.2%	2	1.0%	0	0.0%	0	0.0%	2	0.7%
Total	78	100.0%	35	100.0%	82	100.0%	195	100.0%	44	100.0%	55	100.0%	294	100.0%

30. What did you do to get the medicines the hospital didn't have?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total
1 They were donated	1 5.6%	0 0.0%	0 0.0%	1 1.9%	0 0.0%	0 0.0%	1 1.4%
2 Purchased at a community pharmacy	0 0.0%	1 6.7%	0 0.0%	1 1.9%	0 0.0%	0 0.0%	1 1.4%
3 Purchased at a private pharmacy	16 88.9%	14 93.3%	19 95.0%	49 92.5%	13 100.0%	4 100.0%	66 94.3%
4 They weren't obtained	1 5.6%	0 0.0%	1 5.0%	2 3.8%	0 0.0%	0 0.0%	2 2.9%
9 Unknown							
Total	18 100.0%	15 100.0%	20 100.0%	53 100.0%	13 100.0%	4 100.0%	70 100.0%

31. Why didn't you obtain the medication?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total
1 Didn't want to look it for							
2 Too expensive/no money	1 100.0%		1 100.0%	2 100.0%			2 100.0%
3 Couldn't find them							
4 Not enough time							
5 Other							
9 Unknown							
Total	1 100.0%	1 100.0%	2 100.0%	2 100.0%			2 100.0%

32. Did you undergo blood tests, x-rays or other tests?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total
1 Yes	75 83.3%	36 70.6%	69 68.3%	180 74.4%	48 85.7%	47 81.0%	275 77.2%
2 No	15 16.7%	15 29.4%	32 31.7%	62 25.6%	8 14.3%	11 19.0%	81 22.8%
3 Unknown							
Total	90 100.0%	51 100.0%	101 100.0%	242 100.0%	56 100.0%	58 100.0%	356 100.0%

33. Where were they done? (multiple)

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total
1 At the same hospital	74 93.7%	33 89.2%	67 94.4%	174 93.0%	50 100.0%	45 93.8%	269 94.4%
2 Other public hospital	2 2.5%	0 0.0%	0 0.0%	2 1.1%	0 0.0%	1 2.1%	3 1.1%
3 Private clinic/lab	3 3.8%	4 10.8%	3 4.2%	10 5.3%	0 0.0%	2 4.2%	12 4.2%
4 They weren't done	0 0.0%	0 0.0%	1 1.4%	1 0.5%	0 0.0%	0 0.0%	1 0.4%
5 Other							
9 Unknown							
Total	79 100.0%	37 100.0%	71 100.0%	187 100.0%	50 100.0%	48 100.0%	285 100.0%

34. Why weren't they done?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total
1 Didn't want to							
2 Too expensive/no money			1 1.4%	1 0.6%			1 0.4%
3 Other							
9 Unknown							
N/A	75 100.0%	36 100.0%	68 98.6%	179 99.4%	48 100.0%	47 100.0%	274 99.6%
Total	75 100.0%	36 100.0%	69 100.0%	180 100.0%	48 100.0%	47 100.0%	275 100.0%

35. Would you return to this hospital if you required further treatment?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total							
1 Yes	88	97.8%	49	96.1%	101	100.0%	238	98.3%	54	96.4%	57	98.3%	349	98.0%
2 No	2	2.2%	0	0.0%	0	0.0%	2	0.8%	1	1.8%	1	1.7%	4	1.1%
9 Unknown	0	0.0%	2	3.9%	0	0.0%	2	0.8%	1	1.8%	0	0.0%	3	0.8%
Total	90	100.0%	51	100.0%	101	100.0%	242	100.0%	56	100.0%	58	100.0%	356	100.0%

36. Why would you prefer to return to this hospital and not another?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total							
1 It's the best	21	23.9%	10	20.4%	11	10.9%	42	17.6%	3	5.6%	11	19.3%	56	16.0%
2 I was satisfied	55	62.5%	23	46.9%	42	41.6%	120	50.4%	30	55.6%	31	54.4%	181	51.9%
3 There is no other	2	2.3%	3	6.1%	5	5.0%	10	4.2%	1	1.9%	1	1.8%	12	3.4%
4 It's the least expensive	6	6.8%	7	14.3%	11	10.9%	24	10.1%	9	16.7%	2	3.5%	34	9.7%
5 It's the closest	3	3.4%	5	10.2%	30	29.7%	38	16.0%	0	0.0%	2	3.5%	40	11.5%
6 Good equipment/facilities	0	0.0%	0	0.0%	1	1.0%	1	0.4%	0	0.0%	0	0.0%	1	0.3%
7 Other	0	0.0%	1	2.0%	1	1.0%	2	0.8%	11	20.4%	10	17.5%	23	6.6%
9 Unknown														
N/A	1	1.1%	0	0.0%	0	0.0%	1	0.4%	0	0.0%	1	1.8%	2	0.6%
Total	88	100.0%	49	100.0%	101	100.0%	238	100.0%	54	100.0%	57	100.0%	349	100.0%

37. Why would you not return to this hospital?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total							
1 They didn't cure me														
2 I was treated poorly	1	50.0%		50.0%			1	50.0%	0	0.0%	0	0.0%	1	25.0%
3 Inadequate service														
4 It's very far away														
5 It's very expensive	0	0.0%					0	0.0%	0	0.0%	1	100.0%	1	25.0%
6 Facility/equipment in poor condition														
7 There was no medicine	0	0.0%					0	0.0%	1	100.0%	0	0.0%	1	25.0%
8 Bad food	1	50.0%		50.0%			1	50.0%	0	0.0%	0	0.0%	1	25.0%
9 Insufficient lodging														
10 Other														
19 Unknown														
Total	2	100.0%		100.0%			2	100.0%	1	100.0%	1	100.0%	4	100.0%

38. Did you have to bring or donate anything to the hospital?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total							
1 Yes	27	30.0%	16	31.4%	9	8.9%	52	21.5%	7	12.5%	2	3.4%	61	17.1%
2 No	63	70.0%	35	68.6%	91	90.1%	189	78.1%	49	87.5%	56	96.6%	294	82.6%
3 Unknown														
N/A	0	0.0%	0	0.0%	1	1.0%	1	0.4%	0	0.0%	0	0.0%	1	0.3%
Total	90	100.0%	51	100.0%	101	100.0%	242	100.0%	56	100.0%	58	100.0%	356	100.0%

39. What did you bring or donate? (multiple)

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total
1 Bed linens	4 13.3%	6 33.3%	4 36.4%	14 23.7%	1 14.3%	0 0.0%	15 22.1%
2 Food	0 0.0%	2 11.1%	4 36.4%	6 10.2%	0 0.0%	2 100.0%	8 11.8%
3 Medical supplies/medicine	6 20.0%	7 38.9%	1 9.1%	14 23.7%	3 42.9%	0 0.0%	17 25.0%
4 Blood	20 66.7%	3 16.7%	2 18.2%	25 42.4%	3 42.9%	0 0.0%	28 41.2%
5 Other							
9 Unknown							
Total	30 100.0%	18 100.0%	11 100.0%	59 100.0%	7 100.0%	2 100.0%	68 100.0%

40. Did you (or a family member) pay anything for your hospitalization?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total
1 Yes	57 63.3%	37 72.5%	85 84.2%	179 74.0%	0 0.0%	48 82.8%	227 63.8%
2 No	25 27.8%	7 15.7%	7 6.9%	40 16.5%	56 100.0%	10 17.2%	106 29.8%
9 Unknown	8 8.9%	6 11.8%	9 8.9%	23 9.5%	0 0.0%	0 0.0%	23 6.5%
Total	90 100.0%	51 100.0%	101 100.0%	242 100.0%	56 100.0%	58 100.0%	356 100.0%

41. Were you partially or totally reimbursed?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total
1 Yes, completely	1 1.8%	0 0.0%	1 1.2%	2 1.1%	0 0.0%	0 0.0%	2 0.9%
2 Yes, partially	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 4.2%	2 0.9%
3 No	56 98.2%	36 97.3%	94 98.8%	176 98.3%	56 100.0%	44 91.7%	220 96.9%
9 Unknown	0 0.0%	1 2.7%	0 0.0%	1 0.6%	0 0.0%	2 4.2%	3 1.3%
Total	57 100.0%	37 100.0%	85 100.0%	179 100.0%	56 100.0%	48 100.0%	227 100.0%

42. When did you pay for your hospitalization? (multiple)

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total
1 Prior to admission	5 8.8%	9 23.7%	4 4.7%	18 9.9%	0 0.0%	7 11.5%	25 10.3%
2 Upon admission	11 19.3%	12 31.6%	2 2.3%	25 13.8%	0 0.0%	18 29.5%	43 17.8%
3 During my stay	5 8.8%	1 2.6%	1 1.2%	7 3.9%	0 0.0%	1 1.6%	8 3.3%
4 On leaving	36 63.2%	16 42.1%	79 91.9%	131 72.4%	0 0.0%	30 49.2%	161 66.5%
5 After/in payments	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	5 8.2%	5 2.1%
9 Unknown							
Total	57 100.0%	38 100.0%	86 100.0%	181 100.0%	0 0.0%	61 100.0%	242 100.0%

43. How much did you pay for your entire hospitalization (excluding transportation)? (Lempiras)
(1) For hospitalization

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total
1 -50	18 32.1%	22 59.5%	58 69.0%	98 55.4%	0 0.0%	3 6.3%	101 44.9%
2 50-100	31 55.4%	8 21.6%	15 17.9%	54 30.5%	0 0.0%	2 4.2%	56 24.9%
3 100-1000	4 7.1%	5 13.5%	10 11.9%	19 10.7%	0 0.0%	13 27.1%	32 14.2%
4 1000+	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	19 39.6%	19 8.4%
9 NA	3 5.4%	2 5.4%	1 1.2%	6 3.4%	0 0.0%	11 22.9%	17 7.6%
Total	56 100.0%	37 100.0%	84 100.0%	177 100.0%	0 0.0%	48 100.0%	225 100.0%

(2) For medication at facility where treatment was received

	HN		HR	HA	MSP HOSP.		IHSS	PRIVATE		Total
	HN	HR			HA	MSP HOSP.		PRIVATE		
Lempiras	55	35	94.6%	84	100.0%	174	98.3%	39	81.3%	213
0 0	0	0	0.0%	0	0.0%	1	0.6%	1	2.1%	2
1-50	0	1	2.7%	0	0.0%	1	0.6%	1	2.1%	2
2 50-100	0	1	2.7%	0	0.0%	1	0.6%	5	10.4%	6
3 100-1000	1	0	0.0%	0	0.0%	0	0.0%	2	4.2%	2
4 1000-	0	0	0.0%	0	0.0%	0	0.0%	48	100.0%	225
Total	56	37	100.0%	84	100.0%	177	100.0%	48	100.0%	225

(3) For medication from another facility

	HN		HR	HA	MSP HOSP.		IHSS	PRIVATE		Total
	HN	HR			HA	MSP HOSP.		PRIVATE		
Lempiras	55	33	89.2%	71	84.5%	159	89.8%	46	95.8%	205
0 0	0	0	0.0%	4	4.8%	5	2.8%	0	0.0%	5
1-50	0	1	2.7%	3	3.6%	4	2.3%	0	0.0%	4
2 50-100	0	1	2.7%	5	6.0%	8	4.5%	2	4.2%	10
3 100-1000	1	2	5.4%	1	1.2%	1	0.6%	0	0.0%	1
4 1000-	0	0	0.0%	0	0.0%	0	0.0%	48	100.0%	225
Total	56	37	100.0%	84	100.0%	177	100.0%	48	100.0%	225

(4) For tests or x-rays at facility where treatment was received

	HN		HR	HA	MSP HOSP.		IHSS	PRIVATE		Total
	HN	HR			HA	MSP HOSP.		PRIVATE		
Lempiras	49	36	97.3%	81	96.4%	166	93.8%	39	81.3%	205
0 0	6	1	2.7%	3	3.6%	10	5.6%	1	2.1%	11
1-50	0	0	0.0%	0	0.0%	0	0.0%	1	2.1%	1
2 50-100	1	0	0.0%	0	0.0%	1	0.6%	7	14.6%	8
3 100-1000	0	0	0.0%	0	0.0%	0	0.0%	48	100.0%	225
Total	56	37	100.0%	84	100.0%	177	100.0%	48	100.0%	225

(5) For tests or x-rays at another facility

	HN		HR	HA	MSP HOSP.		IHSS	PRIVATE		Total
	HN	HR			HA	MSP HOSP.		PRIVATE		
Lempiras	56	36	97.3%	83	98.8%	175	98.9%	44	91.7%	219
0 0	0	0	0.0%	1	1.2%	1	0.6%	0	0.0%	1
1-50	0	1	2.7%	0	0.0%	1	0.6%	3	6.3%	4
2 50-100	0	0	0.0%	0	0.0%	0	0.0%	1	2.1%	1
3 100-1000	0	0	0.0%	0	0.0%	0	0.0%	48	100.0%	225
4 1000-	0	0	0.0%	0	0.0%	0	0.0%	1	2.1%	1
Total	56	37	100.0%	84	100.0%	177	100.0%	48	100.0%	225

(6) Others

	HN		HR	HA	MSP HOSP.		IHSS	PRIVATE		Total
	HN	HR			HA	MSP HOSP.		PRIVATE		
Lempiras	52	35	94.6%	81	96.4%	163	94.9%	41	85.4%	209
0 0	2	0	0.0%	2	2.4%	4	2.3%	0	0.0%	4
1-50	2	0	0.0%	1	1.2%	3	1.7%	1	2.1%	4
2 50-100	0	2	5.4%	0	0.0%	2	1.1%	5	10.4%	7
3 100-1000	0	0	0.0%	0	0.0%	0	0.0%	1	2.1%	1
4 1000-	56	37	100.0%	84	100.0%	177	100.0%	48	100.0%	225
Total	56	37	100.0%	84	100.0%	177	100.0%	48	100.0%	225

(7) Total	HN	HK	HA	MSP HOSP.	IHSS	PRIVATE	Total					
Lempiras												
0 0	0	0.0%	2	5.4%	1	1.2%	3	1.7%	5	10.4%	8	3.6%
1 1-50	16	28.6%	45	54.1%	20	23.6%	81	45.8%	3	6.3%	94	37.3%
2 50-100	31	55.4%	7	18.9%	20	23.8%	58	32.8%	0	0.0%	58	25.8%
3 100-1000	9	16.1%	6	16.2%	17	20.2%	32	18.1%	10	20.8%	42	18.7%
4 1000-10000	0	0.0%	2	5.4%	1	1.2%	3	1.7%	29	60.4%	32	14.2%
5 More than 10000	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	2.1%	1	0.4%
Total	56	100.0%	37	100.0%	84	100.0%	177	100.0%	48	100.0%	225	100%

44. Would you be willing to pay more than ___ lempiras for the same service
 If complaints were made, assuming that the same quality was maintained
 If complaints and dissatisfaction were expressed, assuming that the problems you mentioned were corrected?
 * The total cost mentioned in No. 43 in this questionnaire.

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total					
1 Yes	23	57.5%	8	53.3%	28	73.7%	59	63.4%	27	67.5%	86	64.7%
2 No	16	40.0%	6	40.0%	10	26.3%	32	34.4%	12	30.0%	44	33.1%
9 Unknown	0	0.0%	1	6.7%	0	0.0%	1	1.1%	1	2.5%	2	1.5%
N/A	1	2.5%	0	0.0%	0	0.0%	1	1.1%	0	0.0%	1	0.8%
Total	40	100.0%	15	100.0%	38	100.0%	93	100.0%	40	100.0%	133	100.0%

45. Would you be willing to pay ___ lempiras
 * 150% of the total cost mentioned in No. 43 in this questionnaire.

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total					
1 Yes	19	79.2%	5	55.6%	21	75.0%	45	73.8%	22	78.57%	67	75.28%
2 No	4	16.7%	4	44.4%	6	21.4%	14	23.0%	4	14.29%	18	20.22%
9 Unknown, no answer	1	4.2%	0	0.0%	1	3.6%	2	3.3%	2	7.14%	4	4.49%
Total	24	100.0%	9	100.0%	28	100.0%	61	100.0%	28	100.0%	89	100.0%

46. Would you be willing to pay ___ lempiras?
 * Twice the total cost mentioned in No. 43 in this questionnaire.

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total					
1 Yes	13	65.0%	5	100.0%	19	86.4%	37	78.7%	16	66.7%	53	74.6%
2 No	5	25.0%	0	0.0%	1	4.5%	6	12.8%	4	16.7%	10	14.1%
9 Unknown, no answer	2	10.0%	0	0.0%	2	9.1%	4	8.5%	4	16.7%	8	11.3%
Total	20	100.0%	5	100.0%	22	100.0%	47	100.0%	24	100.0%	71	100.0%

47. How much would you be willing to pay?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total					
0 0	1	4.2%	0	0.0%	0	0.0%	1	1.6%	4	14.3%	5	5.6%
1 1-100	5	20.8%	2	22.2%	4	14.3%	11	18.0%	0	0.0%	11	12.4%
2 100-1000	17	70.8%	5	55.6%	23	82.1%	45	73.8%	3	10.7%	48	53.9%
3 1000-10000	1	4.2%	2	22.2%	1	3.6%	4	6.6%	18	64.3%	22	24.7%
4 More than 10000	0	0.0%	0	0.0%	0	0.0%	0	0.0%	3	10.7%	3	3.4%
Total	24	100.0%	9	100.0%	28	100.0%	61	100.0%	28	100.0%	89	100%

48. Why not?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total
1 Its very expensive/can't	13 81.3%	4 66.7%	10 100.0%	27 84.4%	12 100.0%	12 100.0%	39 88.6%
2 The service isn't worth it	0 0.0%	1 16.7%	0 0.0%	1 3.1%	0 0.0%	0 0.0%	1 2.3%
3 The government should pay for or subs	3 18.8%	1 16.7%	0 0.0%	4 12.5%	0 0.0%	0 0.0%	4 9.1%
4 Other							
9 Unknown							
Total	16 100.0%	6 100.0%	10 100.0%	32 100.0%	12 100.0%	12 100.0%	44 100.0%

49. Ask this question only to those who answered 1 or 2 to question 41.

Who reimbursed your hospital costs?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total
1 IHSS	0 0.0%						
2 Employer			1 100.0%	1 50.0%			1 50%
3 Private insurance							
4 Military (FFAA)							
5 Other	1 100.0%		0 0.0%	1 50.0%			1 50%
9 Unknown							
Total	1 100.0%		1 100.0%	2 100.0%			2 100%

50. Did (or will) anyone else pay for the treatment?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total
1 Yes	0 0.0%	1 12.5%	0 0.0%	1 2.5%	33 58.9%	8 80.0%	42 39.6%
2 No	22 88.0%	7 87.5%	7 100.0%	36 90.0%	21 37.5%	1 10.0%	58 54.7%
3 Unknown	3 12.0%	0 0.0%	0 0.0%	3 7.5%	2 3.6%	1 10.0%	6 5.7%
Total	25 100.0%	8 100.0%	7 100.0%	40 100.0%	56 100.0%	10 100.0%	106 100.0%

51. Who paid (or will pay) the hospital costs?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total
1	1 100.0%			1 100.0%	1 0.0303	0 0.0%	2 4.7%
2	0 0.0%			0 0.0%	32 0.9697	1 11.1%	33 76.7%
3							
4	0 0.0%			0 0.0%	0 0.0%	2 22.2%	2 4.7%
5	0 0.0%			0 0.0%	0 0.0%	6 66.7%	6 14.0%
Total	1 100.0%			1 100.0%	33 1	9 100.0%	43 100.0%

52. Would you be willing to pay 100 Lempiras for the same service

If no complaints were made, assuming that the same quality was maintained?

If complaints and dissatisfaction were expressed, assuming that the problems you mentioned were corrected?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total
1 Yes	10 40.0%	2 28.6%	2 28.6%	14 35.9%	13 56.5%	2 100.0%	29 45.3%
2 No	14 56.0%	4 57.1%	5 71.4%	23 59.0%	9 39.1%	0 0.0%	32 50.0%
9 Unknown	1 4.0%	1 14.3%	0 0.0%	2 5.1%	1 4.3%	0 0.0%	3 4.7%
Total	25 100.0%	7 100.0%	7 100.0%	39 100.0%	23 100.0%	2 100.0%	64 100.0%

53. How much would you be willing to pay?

Lempiras	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total
0	0 0.0%	0 0.0%	0 0.0%	0 0.0%	3 8.3%	0 0.0%	3 3.0%
50	1 5.9%	0 0.0%	0 0.0%	1 2.0%	1 2.8%	0 0.0%	2 2.0%
100	13 76.5%	13 81.3%	14 82.4%	40 80.0%	21 58.3%	8 61.5%	69 69.7%
150	1 5.9%	2 12.5%	2 11.8%	5 10.0%	2 5.6%	0 0.0%	7 7.1%
200	1 5.9%	1 6.3%	0 0.0%	2 4.0%	4 11.1%	1 7.7%	7 7.1%
250	0 0.0%	0 0.0%	1 5.9%	1 2.0%	2 5.6%	0 0.0%	3 3.0%
300	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 2.8%	0 0.0%	1 1.0%
500	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 2.8%	0 0.0%	1 1.0%
1000	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 2.8%	0 0.0%	1 1.0%
2000	1 5.9%	0 0.0%	0 0.0%	1 2.0%	0 0.0%	1 7.7%	2 2.0%
3000	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 7.7%	1 1.0%
N/A	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 7.7%	1 1.0%
Total	17 100.0%	16 100.0%	17 100.0%	50 100.0%	36 100.0%	13 100.0%	99 100%

54. Would you be willing to pay 50 lempiras under the same conditions?

Lempiras	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total
1 Yes	9 28.1%	6 33.3%	12 27.3%	27 28.7%	10 50.0%	0 0.0%	37 31.1%
2 No	23 71.9%	12 66.7%	32 72.7%	67 71.3%	10 50.0%	5 100.0%	82 68.9%
Total	32 100.0%	18 100.0%	44 100.0%	94 100.0%	20 100.0%	5 100.0%	119 100.0%

55. How much would you be willing to pay?

Lempiras	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total
50	9 100.0%	5 83.3%	12 100.0%	26 96.3%	10 100.0%	0 0.0%	36 97.3%
N/A	0 0.0%	1 16.7%	0 0.0%	1 3.7%	0 0.0%	0 0.0%	1 2.7%
Total	9 100.0%	6 100.0%	12 100.0%	27 100.0%	10 100.0%	0 0.0%	37 100.0%

56. Why not?

Why not?	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	Total
1 It's very expensive/can't	23 100.0%	11 91.7%	30 93.8%	64 95.5%	3 30.0%	3 60.0%	70 85.4%
2 The service isn't worth it	0 0.0%	0 0.0%	1 3.1%	1 1.5%	2 20.0%	2 40.0%	5 6.1%
3 The government should pay for or subs	0 0.0%	1 8.3%	0 0.0%	1 1.5%	2 20.0%	0 0.0%	3 3.7%
4 Other	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 20.0%	0 0.0%	2 2.4%
9 Unknown	0 0.0%	0 0.0%	1 3.1%	1 1.5%	0 0.0%	0 0.0%	1 1.2%
N/A	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 10.0%	0 0.0%	1 1.2%
Total	23 100.0%	12 100.0%	32 100.0%	67 100.0%	10 100.0%	5 100.0%	82 100.0%

CI. Summary Tabela of Exit-patient Interview Survey

2. Ambulatory patients



EXIT-PATIENT INTERVIEW SURVEY OF AMBULATORY PATIENTS

A. Identification

1. Type of establishment:	HN		HR		HA		MSP HOSP.		IHSS		PRIVATE		CESAMO		CESAR		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%		
1 Hospital (outpatient)	180	72.3%	110	73.3%	219	73.0%	509	72.8%	140	77.8%	242	85.5%	0	0.0%	0	0.0%	891	47.3%
2 Hospital (emergency)	69	27.7%	40	26.7%	81	27.0%	190	27.2%	40	22.2%	41	14.5%	0	0.0%	0	0.0%	271	14.4%
3 CESAMO	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	537	100.0%	0	0.0%	537	28.5%
4 CESAR	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	185	100.0%	185	9.8%
Total	249	100.0%	150	100.0%	300	100.0%	699	100.0%	180	100.0%	283	100.0%	537	100.0%	185	100.0%	1,884	100.0%

B. Description of Person Being Interviewed

1. Sex:	HN		HR		HA		MSP HOSP.		IHSS		PRIVATE		CESAMO		CESAR		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%		
1 Male	90	36.1%	56	37.3%	99	33.0%	245	35.1%	80	44.4%	120	42.4%	204	38.0%	68	36.8%	717	38.1%
2 Female	159	63.9%	94	62.7%	200	66.7%	453	64.8%	100	55.6%	163	57.6%	332	61.8%	117	63.2%	1,165	61.8%
9 N/A	0	0.0%	0	0.0%	1	0.3%	1	0.1%	0	0.0%	0	0.0%	1	0.2%	0	0.0%	2	0.1%
Total	249	100.0%	150	100.0%	300	100.0%	699	100.0%	180	100.0%	283	100.0%	537	100.0%	185	100.0%	1,884	100.0%

2. Age (year):

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total
Mean	27.40	23.87	24.52	25.43	29.53	29.18	13.68	12.38	21.71
Minimum	0	0	0	0	0	0	0	0	0
Maximum	87	87	90	90	84	91	84	88	91

Age group (year)

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total									
0	27	10.8%	8	5.3%	19	6.3%	54	7.7%	20	11.1%	10	3.5%	108	20.1%	52	28.1%	244	13.0%
1-10	43	17.3%	31	20.7%	52	17.3%	126	18.0%	27	15.0%	43	15.2%	152	28.3%	53	28.6%	401	21.3%
11-15	18	7.2%	20	13.3%	28	9.3%	66	9.4%	0	0.0%	28	9.9%	57	10.6%	11	5.9%	162	8.6%
16-20	12	4.8%	9	6.0%	26	8.7%	47	6.7%	1	0.6%	16	5.7%	37	6.9%	10	5.4%	111	5.9%
21-25	16	6.4%	14	9.3%	17	5.7%	47	6.7%	7	3.9%	11	3.9%	35	6.5%	10	5.4%	110	5.8%
26-30	27	10.8%	9	6.0%	54	18.0%	90	12.9%	34	18.9%	40	14.1%	57	10.6%	20	10.8%	241	12.8%
31-35	25	10.0%	14	9.3%	35	11.7%	74	10.6%	28	15.6%	40	14.1%	33	6.1%	16	8.6%	191	10.1%
36-40	25	10.0%	12	8.0%	21	7.0%	58	8.3%	29	16.1%	32	11.3%	24	4.5%	5	2.7%	148	7.9%
41-45	23	9.2%	13	8.7%	17	5.7%	53	7.6%	12	6.7%	27	9.5%	14	2.6%	2	1.1%	148	7.9%
46-50	33	13.3%	13	8.7%	28	9.3%	74	10.6%	19	10.6%	31	11.0%	19	3.5%	6	3.2%	149	7.9%
51-55	0	0.0%	7	4.7%	3	1.0%	10	1.4%	3	1.7%	5	1.8%	1	0.2%	0	0.0%	19	1.0%
Total	249	100.0%	150	100.0%	300	100.0%	699	100.0%	180	100.0%	283	100.0%	537	100.0%	185	100.0%	1,884	100.0%

3. Relationship of attendant of patient: (If the interview was conducted with attendant of patient)

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total									
1 Parent	91	67.4%	73	73.0%	116	68.2%	280	69.1%	48	85.7%	87	55.8%	317	88.5%	117	90.7%	849	76.8%
2 Grandparent	6	4.4%	2	2.0%	5	2.9%	13	3.2%	2	3.6%	8	5.1%	14	3.9%	3	2.3%	40	3.6%
3 Brother/Sister	8	5.9%	3	3.0%	5	2.9%	16	4.0%	1	1.8%	11	7.1%	4	1.1%	2	1.6%	34	3.1%
4 Conjugal partner	7	5.2%	2	2.0%	9	5.3%	18	4.4%	2	3.6%	18	11.5%	1	0.3%	2	1.6%	41	3.7%
5 Son/Daughter	13	9.6%	8	8.0%	20	11.8%	41	10.1%	2	3.6%	15	9.6%	2	0.6%	2	1.6%	62	5.6%
6 Other relative	5	3.7%	4	4.0%	9	5.3%	18	4.4%	1	1.8%	11	7.1%	14	3.9%	2	1.6%	46	4.2%
7 Friend/Neighbor	4	3.0%	5	5.0%	4	2.4%	13	3.2%	0	0.0%	3	1.9%	4	1.1%	0	0.0%	20	1.8%
8 Other	1	0.7%	3	3.0%	2	1.2%	6	1.5%	0	0.0%	3	1.9%	3	0.8%	1	0.8%	13	1.2%
Total	135	100.0%	100	100.0%	170	100.0%	405	100.0%	56	100.0%	156	100.0%	359	100.0%	129	100.0%	1,105	100.0%

4. Sex of attendant:

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total									
1 Male	19	7.6%	10	6.7%	26	8.7%	55	7.9%	9	5.0%	46	16.3%	18	3.4%	6	3.2%	134	7.1%
2 Female	117	47.0%	88	58.7%	144	48.0%	349	49.9%	48	26.7%	108	38.2%	340	63.5%	123	66.5%	968	51.4%
N/A	113	45.4%	52	34.7%	130	43.3%	295	42.2%	123	68.3%	129	45.6%	179	33.3%	56	30.3%	782	41.5%
Total	249	100.0%	150	100.0%	300	100.0%	699	100.0%	180	100.0%	283	100.0%	537	100.0%	185	100.0%	1,884	100.0%

5. Age of attendant (Year):

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total
2 Mean	32.88	31.29	29.96	31.28	28.12	33.74	29.59	29.54	30.71
4 Minimum	16	8	2	2	18	7	6	11	2
5 Maximum	74	76	68	76	50	75	76	62	76

(Year)

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total									
1 1 -	0	0.0%	3	1.8%	3	0.7%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	3	0.3%
2 5 -	0	0.0%	1	1.0%	3	0.7%	3	0.8%	2	1.3%	2	1.3%	1	0.3%	0	0.0%	6	0.5%
3 10 -	0	0.0%	1	1.0%	1	0.6%	2	0.5%	0	0.0%	3	1.9%	3	0.8%	1	0.8%	9	0.8%
4 15 -	12	8.9%	10	10.0%	17	10.0%	39	9.6%	2	3.6%	10	6.4%	48	13.4%	22	17.1%	121	11.0%
5 20 -	51	37.8%	38	38.0%	73	42.9%	162	40.0%	37	66.1%	55	35.3%	158	44.0%	47	36.4%	459	41.5%
6 30 -	38	28.1%	29	29.0%	38	22.4%	105	25.9%	10	17.9%	46	29.5%	94	26.2%	38	29.5%	293	26.5%
7 40 -	23	17.0%	13	13.0%	16	9.4%	52	12.8%	6	10.7%	18	11.5%	37	10.3%	18	14.0%	131	11.9%
8 50 -	7	5.2%	2	2.0%	12	7.1%	21	5.2%	1	1.8%	12	7.7%	9	2.5%	2	1.6%	45	4.1%
9 60 and over	4	3.0%	5	5.0%	5	2.9%	14	3.5%	0	0.0%	9	5.8%	8	2.2%	1	0.8%	32	2.9%
N/A	0	0.0%	1	1.0%	3	1.8%	4	1.0%	0	0.0%	1	0.6%	1	0.3%	0	0.0%	6	0.5%
Total	135	100.0%	100	100.0%	170	100.0%	405	100.0%	56	100.0%	156	100.0%	359	100.0%	129	100.0%	1,105	100.0%

6. Civil status of patient:

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total									
1 Single	143	57.4%	88	58.7%	153	51.0%	384	54.9%	94	52.2%	126	44.5%	373	69.5%	122	65.9%	1,099	58.3%
2 Married	44	17.7%	28	18.7%	56	18.7%	128	18.3%	44	24.4%	104	36.7%	60	11.2%	22	11.9%	358	19.0%
3 Conjugal Union	37	14.9%	23	15.3%	62	20.7%	122	17.5%	29	16.1%	23	8.1%	67	12.5%	24	13.0%	265	14.1%
4 Widowed	17	6.8%	4	2.7%	14	4.7%	35	5.0%	3	1.7%	9	3.2%	9	1.7%	4	2.2%	60	3.2%
5 Divorced	7	2.8%	2	1.3%	2	0.7%	11	1.6%	10	5.6%	4	1.4%	2	0.4%	1	0.5%	28	1.5%
6 Separated	1	0.4%	2	1.3%	6	2.0%	9	1.3%	0	0.0%	4	1.4%	2	0.4%	2	1.1%	17	0.9%
9 N/A	0	0.0%	3	2.0%	7	2.3%	10	1.4%	0	0.0%	13	4.6%	24	4.5%	10	5.4%	57	3.0%
Total	249	100.0%	150	100.0%	300	100.0%	699	100.0%	180	100.0%	283	100.0%	537	100.0%	185	100.0%	1,884	100.0%

7. Ethnic Heritage:

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total
1 Ladino	237	95.2%	143	95.3%	284	94.7%	491	91.4%	1,767
2 Garifuna	0	0.0%	3	2.0%	9	3.0%	12	1.7%	16
3 Miskito	0	0.0%	1	0.7%	1	0.3%	2	0.3%	4
4 Pech	0	0.0%	1	0.7%	1	0.3%	2	0.3%	9
5 Lenca	1	0.4%	1	0.7%	1	0.3%	3	0.4%	7
6 Foreign	0	0.0%	0	0.0%	1	0.3%	1	0.1%	3
7 Other	11	4.4%	0	0.0%	2	0.7%	13	1.9%	74
9 Unknown	0	0.0%	1	0.7%	1	0.3%	2	0.3%	4
99 N/A	249	100.0%	150	100.0%	300	100.0%	699	100.0%	1,884
Total	237	95.2%	143	95.3%	284	94.7%	491	91.4%	1,767

8. Religion (for those over the age of 10):

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total
1 Catholic	91	56.5%	48	57.1%	112	56.6%	251	56.7%	643
2 Protestant	54	33.5%	25	29.8%	52	26.3%	131	29.6%	282
3 Muslim	0	0.0%	0	0.0%	1	0.5%	1	0.2%	1
4 Jewish	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
5 Other	16	9.9%	11	13.1%	32	16.2%	59	13.3%	126
6 None	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1
9 Unknown	0	0.0%	0	0.0%	1	0.5%	1	0.2%	5
99 N/A	161	100.0%	84	100.0%	198	100.0%	443	100.0%	1,058
Total	161	100.0%	84	100.0%	198	100.0%	443	100.0%	1,058

9. Level of Education:	Highest level reached:											Total						
	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR			Total							
0 None	112	45.0%	44	29.3%	82	27.3%	238	34.0%	35	19.4%	56	19.8%	214	39.9%	68	36.8%	611	32.4%
1 Primary	0	0.0%	1	0.7%	2	0.7%	6	0.9%	1	0.6%	1	0.4%	5	0.9%	1	0.5%	14	0.7%
one year	10	4.0%	6	4.0%	14	4.7%	30	4.3%	1	0.6%	15	5.3%	16	3.0%	6	3.2%	68	3.6%
two years	21	8.4%	9	6.0%	22	7.3%	52	7.4%	2	1.1%	15	5.3%	32	6.0%	8	4.3%	109	5.8%
three years	16	6.4%	8	5.3%	22	7.3%	46	6.6%	13	7.2%	15	5.3%	27	5.0%	14	7.6%	115	6.1%
four years	9	3.6%	6	4.0%	17	5.7%	32	4.6%	7	3.2%	9	3.2%	22	4.1%	12	6.5%	82	4.4%
five years	13	5.2%	4	2.7%	14	4.7%	31	4.4%	1	0.6%	6	2.1%	15	2.8%	5	2.7%	58	3.1%
six years	40	16.1%	24	16.0%	40	13.3%	104	14.9%	36	20.0%	43	15.2%	51	9.5%	6	3.2%	240	12.7%
N/A	0	0.0%	1	0.7%	2	0.7%	3	0.4%	2	1.1%	2	0.7%	2	0.4%	1	0.5%	10	0.5%
Subtotal:	112	45.0%	59	39.3%	133	44.3%	304	43.5%	63	35.0%	106	37.5%	170	31.7%	53	28.6%	696	36.9%
2 Secondary	0	0.0%	0	0.0%	1	0.3%	1	0.1%	0	0.0%	0	0.0%	1	0.2%	0	0.0%	2	0.1%
one year	1	0.4%	2	1.3%	4	1.3%	7	1.0%	2	1.1%	4	1.4%	3	0.6%	1	0.5%	17	0.9%
two years	5	2.0%	2	1.3%	5	1.7%	12	1.7%	4	2.2%	11	3.9%	4	0.7%	0	0.0%	31	1.6%
three years	8	3.2%	0	0.0%	4	1.3%	12	1.7%	13	7.2%	10	3.5%	5	0.6%	0	0.0%	38	2.0%
four years	2	0.8%	1	0.7%	0	0.0%	3	0.4%	4	2.2%	3	1.1%	0	0.0%	0	0.0%	10	0.5%
five years	0	0.0%	1	0.7%	2	0.7%	3	0.4%	5	2.8%	3	1.1%	0	0.0%	0	0.0%	11	0.6%
six years	7	2.8%	4	2.7%	14	4.7%	25	3.6%	22	12.2%	40	14.1%	5	0.9%	0	0.0%	92	4.9%
seven years	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	0.6%	1	0.4%	0	0.0%	0	0.0%	1	0.1%
N/A	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	0.6%	0	0.0%	1	0.2%	0	0.0%	2	0.1%
Subtotal:	23	9.2%	10	6.7%	30	10.0%	63	9.0%	51	28.3%	72	25.4%	17	3.2%	1	0.5%	204	10.8%
3 Superior	0	0.0%	0	0.0%	1	0.3%	1	0.1%	2	1.1%	1	0.4%	0	0.0%	0	0.0%	4	0.2%
one year	0	0.0%	0	0.0%	2	0.7%	2	0.3%	2	1.1%	1	0.4%	0	0.0%	0	0.0%	5	0.3%
two years	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2	1.1%	5	1.8%	0	0.0%	1	0.5%	8	0.4%
three years	1	0.4%	0	0.0%	0	0.0%	1	0.1%	0	0.0%	5	1.8%	1	0.2%	0	0.0%	7	0.4%
four years	0	0.0%	0	0.0%	2	0.7%	2	0.3%	3	1.7%	1	0.4%	0	0.0%	0	0.0%	6	0.3%
five years	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	0.6%	3	1.1%	0	0.0%	0	0.0%	4	0.2%
six years	0	0.0%	0	0.0%	5	1.7%	6	0.9%	10	5.6%	16	5.7%	1	0.2%	1	0.5%	34	1.8%
Subtotal:	1	0.4%	0	0.0%	0	0.0%	1	0.1%	0	0.0%	0	0.0%	1	0.2%	0	0.0%	2	0.1%
4 Literal	1	0.4%	0	0.0%	0	0.0%	1	0.1%	0	0.0%	0	0.0%	1	0.2%	0	0.0%	2	0.1%
N/A	0	0.0%	37	24.7%	50	16.7%	87	12.4%	21	11.7%	33	11.7%	134	25.0%	62	-33.5%	337	17.9%
Total	249	100.0%	150	100.0%	300	100.0%	699	100.0%	180	100.0%	283	100.0%	537	100.0%	185	100.0%	1,884	100.0%

10. Principal Occupation (for those over the age of 10):

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total
1 Professional/manager	0	0	0	0	3	13	0	0	16
2 Office/store worker	4	1	10	15	23	14	2	0	54
3 Technician/skilled laborer	11	4	7	22	34	17	9	0	82
4 Unskilled laborer	19	7	15	41	47	24	14	2	128
5 Independent merchant	7	5	7	19	0	17	7	1	44
6 Rancher/farmer/fisherman	9	5	18	32	2	13	13	1	61
7 Farm worker	2	3	3	8	1	3	6	5	23
8 Domestic servant	1	5	5	11	4	3	12	1	31
9 Housewife	81	46	93	220	5	58	109	50	442
10 Student/personal services	15	8	24	47	0	25	31	6	109
11 Retire/pensioner	1	0	1	2	8	2	1	0	13
12 Unemployed	7	0	0	16	0	4	4	0	24
13 Other	4	0	9	8	3	4	10	2	27
N/A	0	0	2	2	0	0	1	1	4
Total	161	84	198	443	130	197	219	69	1,058

11. Do you receive health insurance benefits?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total
1 IHSS	8	2	4	14	179	16	23	0	232
2 Company (not IHSS)	0	0	2	2	0	63	2	3	70
3 Private (personal)	0	0	0	0	0	14	2	0	16
4 Military	0	0	0	0	0	12	0	0	12
6 None	240	147	292	679	0	178	509	181	1,547
9 Unknown	0	0	2	2	0	0	1	0	3
N/A	1	1	0	2	1	0	0	1	4
Total	249	150	300	699	180	283	537	185	1,884

12. Do you smoke? (For patients older than 10)

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total
1 Every day	5	2	6	13	3	5	5	0	26
2 Occasionally	6	5	8	19	10	7	6	1	43
3 Never	150	77	183	410	117	185	206	67	985
9 N/A	0	0	1	1	0	0	2	1	4
Total	161	84	198	443	130	197	219	69	1,058

13. Do you drink alcohol? (For patients older than 10)

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total
1 Every day	3	1	1	5	0	1	2	0	8
2 Occasionally	8	6	8	22	24	23	10	4	83
3 Never	150	77	188	415	105	173	205	64	962
9 N/A	0	0	1	1	1	0	2	1	5
Total	161	84	198	443	130	197	219	69	1,058

C. Characteristics of consultation

1. What kind of consultation did you come for?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total									
1 Emergency (hospitals only)	66	26.5%	45	30.0%	85	28.3%	196	28.0%	52	28.9%	55	19.4%	1	0.2%	2	1.1%	306	16.2%
2 Curative care	88	35.3%	77	51.3%	151	50.3%	316	45.2%	70	38.9%	166	58.7%	406	75.6%	101	54.6%	1,059	56.2%
3 Preventative care	95	38.2%	28	18.7%	64	21.3%	187	26.8%	58	32.2%	61	21.6%	128	23.8%	80	43.2%	514	27.3%
9 N/A	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	0.4%	2	0.4%	2	1.1%	5	0.3%
Total	249	100.0%	150	100.0%	300	100.0%	699	100.0%	180	100.0%	283	100.0%	537	100.0%	185	100.0%	1,884	100.0%

2. What kind of problem did you have?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total									
1 Respiratory problem	37	20.8%	39	22.7%	47	15.9%	123	19.0%	40	27.6%	57	21.4%	156	26.4%	35	21.0%	411	22.6%
2 Diarrhea/vomiting	14	7.9%	13	7.6%	25	8.4%	52	8.0%	8	5.5%	13	4.9%	49	8.3%	10	6.0%	132	7.3%
3 Other digestive problem	18	10.1%	5	2.9%	28	9.5%	51	7.9%	10	6.9%	17	6.4%	35	5.9%	19	11.4%	132	7.3%
4 Cardiovascular problem	9	5.1%	1	0.6%	2	0.7%	12	1.9%	1	0.7%	9	3.4%	4	0.7%	2	1.2%	28	1.5%
5 Skin problem	6	3.4%	8	4.7%	15	5.1%	29	4.5%	5	3.4%	19	7.1%	50	8.5%	15	9.0%	118	6.5%
6 Bone, joint problems	15	8.4%	10	5.8%	12	4.1%	37	5.7%	7	4.8%	8	3.0%	16	2.7%	7	4.2%	75	4.1%
7 Eye problem	3	1.7%	4	2.3%	3	1.0%	10	1.5%	3	2.1%	5	1.9%	12	2.0%	2	1.2%	32	1.8%
8 Ear problem	3	1.7%	1	0.6%	5	1.7%	9	1.4%	2	1.4%	6	2.3%	11	1.9%	3	1.8%	31	1.7%
9 Urinary problem	5	2.8%	4	2.3%	6	2.0%	15	2.3%	0	0.0%	4	1.5%	5	0.8%	2	1.2%	26	1.4%
10 Gynecological problem/ complicated pre.	5	2.8%	5	2.9%	19	6.4%	29	4.5%	3	2.1%	10	3.8%	13	2.2%	4	2.4%	59	3.3%
11 Genital problem	2	1.1%	0	0.0%	0	0.0%	2	0.3%	0	0.0%	1	0.4%	2	0.3%	0	0.0%	5	0.3%
12 Nervous problem	2	1.1%	0	0.0%	5	1.7%	7	1.1%	0	0.0%	5	1.9%	4	0.7%	0	0.0%	16	0.9%
13 Trauma, fracture	4	2.2%	1	0.6%	2	0.7%	7	1.1%	8	5.5%	3	1.1%	0	0.0%	0	0.0%	18	1.0%
14 Injuries	6	3.4%	7	4.1%	6	2.0%	19	2.9%	5	3.4%	6	2.3%	6	1.0%	1	0.6%	37	2.0%
15 Other accidents	3	1.7%	1	0.6%	0	0.0%	6	0.9%	2	1.4%	3	1.1%	3	0.5%	0	0.0%	14	0.8%
16 Intoxication	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	0.7%	0	0.0%	0	0.0%	0	0.0%	1	0.1%
17 Dental problem	0	0.0%	3	1.7%	6	2.0%	9	1.4%	0	0.0%	4	1.5%	6	1.0%	1	0.6%	20	1.1%
18 Malaria/dengue	6	3.4%	15	8.7%	17	5.7%	38	5.9%	27	11.7%	27	10.2%	29	4.9%	5	3.0%	116	6.4%
19 Fever	21	11.8%	28	16.3%	48	16.2%	97	15.0%	27	18.6%	31	11.7%	123	20.8%	35	21.0%	313	17.2%
20 Other	19	10.7%	26	15.1%	46	15.5%	91	14.1%	5	3.4%	35	13.2%	61	10.3%	26	15.6%	218	12.0%
99 Unknown	0	0.0%	1	0.6%	2	0.7%	3	0.5%	1	0.7%	3	1.1%	6	1.0%	0	0.0%	13	0.7%
Total	178	100.0%	172	100.0%	296	100.0%	646	100.0%	145	100.0%	266	100.0%	591	100.0%	167	100.0%	1,815	100.0%

3. Can you tell me what kind of treatment or service you received?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total					
1 Family planning	0	0.0%	1	1.6%	2	3.4%	1	1.6%	6	4.7%	1	1.3%	12	2.3%
2 Prenatal care	0	0.0%	2	7.1%	11	17.2%	13	7.0%	4	6.9%	5	8.2%	30	23.4%
3 Postnatal control	0	0.0%	0	0.0%	2	3.1%	2	1.1%	0	0.0%	1	1.6%	2	1.6%
4 Vaccination	1	1.1%	0	0.0%	0	0.0%	1	0.5%	0	0.0%	0	0.0%	46	35.9%
5 Growth and dev. care	0	0.0%	3	10.7%	1	1.6%	4	2.1%	0	0.0%	0	0.0%	13	10.2%
6 Vaccination and CCD	0	0.0%	0	0.0%	1	1.6%	1	0.5%	0	0.0%	0	0.0%	7	5.5%
7 Tuberculosis control	3	3.2%	2	7.1%	0	0.0%	5	2.7%	0	0.0%	0	0.0%	1	0.8%
8 Diabetes control	3	3.2%	2	7.1%	3	4.7%	8	4.3%	4	6.9%	2	3.3%	1	0.8%
9 Hypertension control	12	12.6%	5	17.9%	5	7.8%	22	11.8%	8	13.8%	11	18.0%	2	1.6%
10 Renal illness control	1	1.1%	1	3.6%	0	0.0%	2	1.1%	1	1.7%	4	6.6%	0	0.0%
11 Allergy control	8	8.4%	0	0.0%	0	0.0%	8	4.3%	1	1.7%	1	1.6%	0	0.0%
12 Mental problem	5	5.3%	1	3.6%	3	4.7%	9	4.8%	0	0.0%	2	3.3%	0	0.0%
13 Physical therapy	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	1.7%	1	1.6%	0	0.0%
14 Asthma control	35	36.8%	7	25.0%	13	20.3%	55	29.4%	9	15.5%	17	27.9%	11	8.6%
15 Epilepsy control	20	21.1%	3	10.7%	16	25.0%	39	20.9%	3	5.2%	5	8.2%	2	1.6%
16 Periodic check-up	5	5.3%	1	3.6%	7	10.9%	13	7.0%	25	43.1%	4	6.6%	6	4.7%
17 Other	1	1.1%	0	0.0%	1	1.6%	2	1.1%	0	0.0%	6	9.8%	1	0.8%
99 Unknown	1	1.1%	0	0.0%	1	1.6%	1	0.5%	0	0.0%	1	1.6%	0	0.0%
Total	95	100.0%	28	100.0%	187	100.0%	58	100.0%	61	100.0%	128	100.0%	80	100.0%

4. Is this the first place you've received treatment for this problem?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total					
1 Yes	191	76.7%	136	90.7%	268	89.3%	595	85.1%	146	81.1%	236	83.4%	512	95.3%
2 No	58	23.3%	14	9.3%	32	10.7%	104	14.9%	34	18.9%	47	16.6%	21	3.9%
9 N/A	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	4	0.7%
Total	249	100.0%	150	100.0%	300	100.0%	699	100.0%	180	100.0%	283	100.0%	537	100.0%

5. Why did you have to come here?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total					
1 No doctor available	1	1.7%	1	7.1%	0	0.0%	2	1.9%	0	0.0%	2	4.3%	0	0.0%
2 Very full	2	3.4%	0	0.0%	1	3.1%	3	2.9%	0	0.0%	1	2.1%	2	9.5%
3 Too long to wait	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2	4.3%	0	0.0%
4 Closed	0	0.0%	1	7.1%	0	0.0%	1	1.0%	0	0.0%	0	0.0%	1	4.8%
5 Didn't want to	1	1.7%	0	0.0%	0	0.0%	1	1.0%	0	0.0%	0	0.0%	1	4.8%
6 Inadequate service	8	13.8%	3	21.4%	4	12.5%	15	14.4%	5	14.7%	20	42.6%	1	4.8%
7 Referral	39	67.2%	5	35.7%	18	56.3%	62	59.6%	27	79.4%	13	27.7%	6	28.6%
8 Other	7	12.1%	4	28.6%	9	28.1%	20	19.2%	2	5.9%	9	19.1%	1	4.9%
9 Unknown	58	100.0%	14	100.0%	32	100.0%	104	100.0%	34	100.0%	47	100.0%	21	100.0%
Total	58	100.0%	14	100.0%	32	100.0%	104	100.0%	34	100.0%	47	100.0%	21	100.0%

6. Who decided to send you to the hospital?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total					
1 Head of household (patient him or herself)	34	16.2%	19	13.1%	52	30.7%	43	8.1%	11	5.9%	249	14.0%		
2 Head of household (not the patient)	49	23.3%	36	24.8%	87	17.0%	62	30.5%	54	29.2%	476	26.8%		
3 The patient him or herself (not head of household)	20	9.5%	17	11.7%	31	9.8%	38	15.1%	26	14.1%	227	12.8%		
4 Other family member	34	16.2%	26	17.9%	50	7.2%	48	17.8%	71	38.4%	418	23.5%		
5 Collective family decision	60	28.6%	39	26.9%	50	20.3%	56	20.7%	22	11.9%	311	17.5%		
6	13	6.2%	8	5.5%	11	3.9%	32	15.0%	23	8.5%	90	5.1%		
9 N/A	0	0.0%	0	0.0%	1	0.2%	1	0.8%	0	0.0%	5	0.3%		
Total	210	100.0%	145	100.0%	242	100.0%	637	100.0%	270	100.0%	185	100.0%	1,776	100.0%

7. How is the head of household related to the patient?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total					
2 Spouse	24	34.8%	16	30.2%	44	37.3%	84	35.0%	13	31.7%	31	38.8%	254	36.1%
3 Son/daughter	33	47.8%	32	60.4%	63	53.4%	128	53.3%	25	61.0%	41	51.3%	367	52.2%
4 Parent	7	10.1%	1	1.9%	0	1.7%	10	4.2%	2	4.9%	3	3.0%	6	7.5%
5 Son/daughter-in-law	0	0.0%	1	1.9%	0	0.0%	1	0.4%	0	0.0%	0	0.0%	1	1.3%
6 Grandchild	2	2.9%	1	1.9%	3	2.5%	6	2.5%	0	0.0%	13	5.4%	0	0.0%
7 Mother/father-in-law	0	0.0%	1	1.9%	0	0.0%	1	0.4%	0	0.0%	0	0.0%	1	1.3%
8 Brother/sister	0	0.0%	1	1.9%	2	1.7%	3	1.3%	1	2.4%	4	1.7%	0	0.0%
9 Uncle/aunt	2	2.9%	0	0.0%	2	1.7%	4	1.7%	1	1.0%	2	0.8%	0	0.0%
10 Brother/sister-in-law	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
11 Cousin	1	1.4%	0	0.0%	0	0.0%	1	0.4%	0	0.0%	0	0.0%	0	0.0%
12 Friends	0	0.0%	0	0.0%	2	1.7%	2	0.8%	0	0.0%	1	0.4%	0	0.0%
99 N/A	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	0.4%	0	0.0%
Total	69	100.0%	53	100.0%	118	100.0%	240	100.0%	41	100.0%	100	100.0%	80	100.0%

8. How is the person who made the decision related to the patient?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total					
2 Spouse	11	32.4%	13	50.0%	32	64.0%	56	50.9%	7	63.6%	20	41.7%	61	85.9%
3 Son/daughter	7	20.6%	5	19.2%	11	22.0%	23	20.9%	2	18.2%	21	43.8%	7	9.9%
4 Parent	10	29.4%	2	7.7%	0	0.0%	12	10.9%	1	9.1%	2	4.2%	2	2.8%
5 Son/daughter-in-law	0	0.0%	1	3.8%	0	0.0%	1	0.9%	0	0.0%	1	2.1%	0	0.0%
6 Grandchild	0	0.0%	0	0.0%	2	4.0%	2	1.8%	0	0.0%	1	2.1%	0	0.0%
7 Mother/father-in-law	1	2.9%	1	3.8%	2	4.0%	4	3.6%	0	0.0%	0	0.0%	0	0.0%
8 Brother/sister	3	8.8%	3	11.5%	0	0.0%	6	5.5%	0	0.0%	1	2.1%	1	1.4%
9 Uncle/aunt	1	2.9%	0	0.0%	0	0.0%	2	1.8%	0	0.0%	1	2.1%	0	0.0%
10 Brother/sister-in-law	1	2.9%	0	0.0%	1	2.0%	2	1.8%	1	9.1%	1	2.1%	4	2.2%
11 Cousin	0	0.0%	0	0.0%	1	2.0%	1	0.9%	0	0.0%	0	0.0%	0	0.0%
99 N/A	0	0.0%	0	0.0%	1	2.0%	1	0.9%	0	0.0%	0	0.0%	0	0.0%
Total	34	100.0%	26	100.0%	50	100.0%	110	100.0%	11	100.0%	48	100.0%	71	100.0%

9. Who is the other person?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total					
1 Neighbor	3	23.1%	1	12.5%	0	0.0%	4	12.5%	0	0.0%	2	18.2%	1	100.0%
2 Friend	8	61.5%	1	12.5%	2	18.2%	11	34.4%	2	8.7%	6	26.1%	3	27.3%
3 Other	2	15.4%	6	75.0%	9	81.8%	17	53.1%	20	87.0%	17	73.9%	6	54.5%
9 N/A	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	4.3%	0	0.0%	0	0.0%
Total	13	100.0%	8	100.0%	11	100.0%	32	100.0%	23	100.0%	23	100.0%	11	100.0%

10. What health service or provider referred you here?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total
1 Traditional healer	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
2 Midwife	0	0.0%	1	5.6%	1	1.6%	0	0.0%	1
3 Other volunteer	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
4 Pharmacist	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
5 Promoter	0	0.0%	1	5.6%	1	1.6%	0	0.0%	1
6 CESAR	17	43.6%	3	16.7%	1	3.7%	1	16.7%	25
7 CESAMO	0	0.0%	0	0.0%	15	55.6%	1	16.7%	16
8 IHSS clinic	9	23.1%	10	55.6%	1	3.7%	9	69.2%	30
9 Private doctor/clinic	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
10 NGO clinic	12	30.8%	1	5.6%	4	14.8%	2	15.4%	23
11 MSP hospital	0	0.0%	0	0.0%	6	22.2%	0	0.0%	6
12 IHSS hospital	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
13 Private hospital	0	0.0%	0	0.0%	0	0.0%	1	7.7%	1
14 Friend/relative	0	0.0%	0	0.0%	0	0.0%	1	7.7%	1
15 Other	1	2.6%	0	0.0%	0	0.0%	0	0.0%	1
99 Unknown	39	100.0%	5	100.0%	62	100.0%	6	100.0%	108
Total	39	100.0%	18	100.0%	27	100.0%	13	100.0%	108

11. Was it the decision to come to this second facility discussed with your family (the family of the patient)?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total
1 Yes	16	41.0%	4	80.0%	12	66.7%	32	51.6%	40
2 No	22	56.4%	1	20.0%	6	33.3%	29	46.8%	67
9 N/A	1	2.6%	0	0.0%	0	0.0%	1	1.6%	1
Total	39	100.0%	5	100.0%	18	100.0%	62	100.0%	108

12. Who decided to send you to this second facility?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total
1 Head of household (patient him or herself)	3	18.8%	0	0.0%	2	16.7%	5	15.6%	5
2 Head of household (not the patient)	4	25.0%	1	25.0%	4	33.3%	9	28.1%	11
3 The patient him or herself (not head of household)	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
4 Other family member	5	31.3%	0	0.0%	3	25.0%	5	15.6%	5
5 Collective family decision	4	25.0%	1	25.0%	0	0.0%	8	25.0%	13
9 Someone else	16	100.0%	4	100.0%	12	100.0%	32	100.0%	40
Total	16	100.0%	4	100.0%	12	100.0%	32	100.0%	40

13. What is the relationship between the person who made the decision and the head of household?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total
2 Spouse/partner	2 50.0%	3 100.0%	3 42.9%	8 57.1%	1 50.0%	1 50.0%			9 56.3%
3 Son/daughter	0 0.0%	0 0.0%	2 28.6%	2 14.3%	1 50.0%	1 50.0%			3 18.8%
4 Parent	2 50.0%	0 0.0%	0 0.0%	2 14.3%	0 0.0%	0 0.0%			2 12.5%
5 Son/daughter-in-law									
6 Grandchild									
7 Mother/father-in-law									
8 Brother/sister	0 0.0%	0 0.0%	1 14.3%	1 7.1%	0 0.0%	0 0.0%			1 6.3%
9 Uncle/aunt									
10 Brother/sister-in-law									
11 Cousin									
99 N/A	0 0.0%	0 0.0%	1 14.3%	1 7.1%	0 0.0%	0 0.0%			1 6.3%
Total	4 100.0%	3 100.0%	7 100.0%	14 100.0%	2 100.0%	2 100.0%			16 100.0%

14. Who is this other person?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total
1 Neighbor									
2 Friend									
3 Other	4 100.0%	1 100.0%		5 100.0%	1 100.0%	1 100.0%			6 100.0%
Total	4 100.0%	1 100.0%		5 100.0%	1 100.0%	1 100.0%			6 100.0%

15. Why did you decide to come to this (first) facility and not another?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total
1 Only facility available	13 5.2%	5 3.3%	39 13.0%	57 8.2%	5 2.8%	4 1.4%	51 9.5%	24 13.0%	141 7.5%
2 Doctor present	6 2.4%	5 3.3%	13 4.3%	24 3.4%	0 0.0%	10 3.5%	15 2.8%	7 3.8%	56 3.0%
3 Adequate service	91 36.5%	42 28.0%	60 20.0%	193 27.6%	17 9.4%	96 33.9%	60 11.2%	10 5.4%	376 20.0%
4 Trusts the facility	6 2.4%	3 2.0%	3 1.0%	12 1.7%	2 1.1%	24 8.5%	11 2.0%	0 0.0%	49 2.6%
5 Near home	5 2.0%	23 15.3%	64 21.3%	92 13.2%	2 1.1%	13 4.6%	185 34.5%	115 62.2%	407 21.6%
6 Friendly, helpful	0 0.0%	0 0.0%	1 0.3%	1 0.1%	0 0.0%	8 2.8%	3 0.6%	1 0.5%	13 0.7%
7 Inexpensive	26 10.4%	50 33.3%	69 23.0%	145 20.7%	19 10.6%	7 2.5%	157 29.2%	13 7.0%	341 18.1%
8 High quality service	56 22.5%	6 4.0%	7 2.3%	69 9.9%	12 6.7%	34 12.0%	8 1.5%	1 0.5%	124 6.6%
9 Short waiting time	4 1.6%	1 0.7%	2 0.7%	7 1.0%	1 0.6%	10 3.5%	2 0.4%	0 0.0%	20 1.1%
10 Traditional beliefs	4 1.6%	5 3.3%	10 3.5%	19 2.7%	2 1.1%	1 0.4%	10 1.9%	4 2.2%	36 1.9%
11 Available at any time	2 0.8%	1 0.7%	3 1.0%	6 0.9%	1 0.6%	1 0.4%	3 0.6%	2 1.1%	13 0.7%
12 It was recommended	36 14.5%	6 4.0%	17 5.7%	59 8.4%	11 6.1%	22 7.8%	18 3.4%	3 1.6%	113 6.0%
14 Other	0 0.0%	3 2.0%	12 4.0%	15 2.1%	108 60.0%	53 18.7%	10 1.9%	5 2.7%	191 10.1%
99 N/A	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	4 0.7%	0 0.0%	4 0.2%
Total	249 100.0%	150 100.0%	300 100.0%	699 100.0%	180 100.0%	283 100.0%	537 100.0%	185 100.0%	1,884 100.0%

16. How did you get to the facility?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total									
0 On foot	8	3.1%	45	28.1%	110	33.4%	163	21.8%	13	7.1%	33	11.2%	359	63.7%	157	82.2%	725	36.6%
1 Bicycle/motorcycle	0	0.0%	1	0.6%	13	4.0%	14	1.9%	2	1.1%	8	2.7%	11	2.0%	2	1.0%	37	1.9%
2 Private vehicle	19	7.3%	6	3.8%	28	8.5%	53	7.1%	13	7.1%	94	32.0%	18	3.2%	2	1.0%	180	9.1%
3 Taxi	20	7.7%	21	13.1%	32	9.7%	73	9.7%	18	9.8%	54	18.4%	13	2.3%	0	0.0%	158	8.0%
4 Collective transport (truck, taxi, bus)	211	81.2%	87	54.2%	142	43.2%	440	58.7%	136	73.9%	102	34.7%	161	28.5%	29	15.2%	868	43.8%
5 Collective transport (truck, taxi, bus)	1	0.4%	0	0.0%	2	0.6%	3	0.4%	2	1.1%	2	0.7%	0	0.0%	0	0.0%	7	0.4%
6 Ambulance	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	0.3%	1	0.2%	1	0.5%	3	0.2%
7 Horse, mule, etc.	1	0.4%	0	0.0%	0	0.0%	1	0.1%	0	0.0%	0	0.0%	1	0.2%	0	0.0%	2	0.1%
8 Boat	0	0.0%	0	0.0%	2	0.6%	2	0.3%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2	0.1%
9 Other (specify)	260	100.0%	160	100.0%	329	100.0%	749	100.0%	184	100.0%	294	100.0%	564	100.0%	191	100.0%	1,982	100.0%
Total	260	100.0%	160	100.0%	329	100.0%	749	100.0%	184	100.0%	294	100.0%	564	100.0%	191	100.0%	1,982	100.0%

17. How long did it take you to get to the facility? (hours)

Hours	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total									
0	1	0.4%	0	0.0%	1	0.3%	2	0.3%	0	0.0%	1	0.4%	4	0.7%	0	0.0%	7	0.4%
1-5	6	2.4%	11	7.3%	17	5.7%	34	4.9%	3	1.7%	47	16.6%	66	12.3%	52	17.3%	182	9.7%
-15	21	8.4%	26	17.3%	63	21.0%	110	15.7%	25	13.9%	84	29.7%	134	25.0%	48	25.9%	401	21.3%
-30	66	26.5%	49	32.7%	103	34.3%	218	31.2%	73	40.6%	72	25.4%	182	33.9%	28	15.1%	573	30.4%
30+	20	8.0%	14	9.3%	15	5.0%	49	7.0%	20	11.1%	11	3.9%	16	3.0%	3	1.6%	99	5.3%
Sub Total	114	45.8%	100	66.7%	199	66.3%	415	59.1%	121	67.2%	215	76.0%	402	74.9%	111	60.0%	1,262	67.0%
1	67	26.9%	31	20.7%	57	19.0%	155	22.2%	49	27.2%	30	10.6%	87	16.2%	38	20.5%	359	19.1%
2	30	12.0%	10	6.7%	22	7.3%	62	8.9%	8	4.4%	22	7.8%	33	6.1%	18	9.7%	143	7.6%
3	20	8.0%	6	4.0%	10	3.3%	36	5.2%	1	0.6%	7	2.5%	11	2.0%	14	7.6%	69	3.7%
4	8	3.2%	0	0.0%	2	0.7%	10	1.4%	0	0.0%	4	1.4%	3	0.6%	3	1.6%	20	1.1%
5	2	0.8%	1	0.7%	7	2.3%	10	1.4%	0	0.0%	2	0.7%	0	0.0%	1	0.5%	13	0.7%
over 6	8	3.2%	2	1.3%	3	1.0%	13	1.9%	1	0.6%	3	1.1%	1	0.2%	0	0.0%	18	1.0%
Total	249	100.0%	150	100.0%	300	100.0%	699	100.0%	180	100.0%	283	100.0%	557	100.0%	185	100.0%	1,884	100.0%

Hours	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total
Mean	1.40	0.85	0.97	1.10	0.83	0.74	0.65	0.94	0.88
Minimum	0	0	0	0	0	0	0	0	0
Maximum	7	7	20	20	20	8	10	5	20

18. What do you think about the distance between your home and the facility?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total									
1 Too far	164	65.9%	57	38.0%	127	42.3%	348	49.8%	98	54.4%	85	30.0%	180	33.5%	73	39.5%	704	41.6%
2 Moderate	37	14.9%	42	28.0%	48	16.0%	127	18.2%	40	22.2%	67	23.7%	98	18.2%	18	9.7%	350	18.6%
3 Near	48	19.3%	51	34.0%	122	40.7%	221	31.6%	42	23.3%	131	46.3%	254	47.3%	94	50.8%	742	39.4%
9 Unknown, no answer	0	0.0%	0	0.0%	3	1.0%	3	0.4%	0	0.0%	0	0.0%	5	0.9%	0	0.0%	8	0.4%
Total	249	100.0%	150	100.0%	300	100.0%	699	100.0%	180	100.0%	283	100.0%	557	100.0%	185	100.0%	1,884	100.0%

19. How much did you spend to get to and from the facility? (Lempiras)

	HN	HR	HA	MSP HOSP.	IHSS	CESAMO	CESAR	Total
1-	141	56.6%	80	53.3%	84	28.0%	305	43.6%
10-	25	10.0%	17	11.3%	55	18.3%	97	13.9%
20-	32	12.9%	7	4.7%	23	7.7%	62	8.9%
30-	16	6.4%	3	2.0%	6	2.0%	25	3.6%
40-	7	2.8%	3	2.0%	7	2.3%	17	2.4%
50-	2	0.8%	0	0.0%	3	1.0%	5	0.7%
60-	6	2.4%	0	0.0%	2	0.7%	8	1.1%
70-	4	1.6%	0	0.0%	0	0.0%	4	0.6%
80-	3	1.2%	0	0.0%	1	0.3%	4	0.6%
90-	2	0.8%	0	0.0%	1	0.3%	3	0.4%
Sub Total	238	95.6%	110	73.3%	182	60.7%	530	75.8%
100-200	3	1.2%	1	0.7%	2	0.7%	6	0.9%
over 200	3	1.2%	0	0.0%	0	0.0%	3	0.4%
0	5	2.0%	21	14.0%	67	22.3%	93	13.3%
N/A	0	0.0%	18	12.0%	49	16.3%	67	9.6%
Total	249	100.0%	150	100.0%	300	100.0%	699	100.0%

	HN	HR	HA	MSP HOSP.	IHSS	CESAMO	CESAR	Total
Lempiras	1920	9.5%	1487	15.7%	716	7.1%	2540	6.0%
Mean	1	1	1	1	1	1	2	1
Minimum	300	100	116	300	202	30	30	600
Maximum								

20. How long did you have to wait to be attended? (hours)

	HN	HR	HA	MSP HOSP.	IHSS	CESAMO	CESAR	Total
0	4	1.6%	3	2.0%	5	1.7%	12	1.7%
1-5	12	4.8%	16	10.7%	16	5.3%	44	6.3%
-15	14	5.6%	5	3.3%	17	5.7%	36	5.2%
-30	27	10.8%	17	11.3%	24	8.0%	68	9.7%
30+	0	0.0%	2	1.3%	4	1.3%	6	0.9%
Sub Total	57	22.9%	43	28.7%	66	22.0%	166	23.7%
1	29	11.6%	20	13.3%	21	7.0%	70	10.0%
1-5	1	0.4%	0	0.0%	1	0.1%	1	0.1%
-15	2	0.8%	2	1.3%	4	1.3%	8	1.1%
-30	17	6.8%	12	8.0%	22	7.3%	51	7.3%
30+	2	0.8%	2	1.3%	4	1.3%	8	1.1%
Sub Total	51	20.5%	36	24.0%	51	17.0%	138	19.7%
2	55	22.1%	32	21.3%	62	20.7%	149	21.3%
3	35	14.1%	24	16.0%	64	21.3%	123	17.6%
4	31	12.4%	6	4.0%	39	13.0%	76	10.9%
5	15	6.0%	6	4.0%	7	2.3%	28	4.0%
6	4	1.6%	1	0.7%	5	1.7%	10	1.4%
over 7	1	0.4%	2	1.3%	6	2.0%	9	1.3%
Total	249	100.0%	150	100.0%	300	100.0%	699	100.0%

	HN	HR	HA	MSP HOSP.	IHSS	CESAMO	CESAR	Total
Lempiras	225	1.9%	235	2.3%	232	2.3%	0.92	2.04
Mean	0	0	0	0	0	0	0	0
Minimum	17	14	9	17	10	8	11	17
Maximum								

21. What do you think about the amount of time you had to wait?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total					
1 Quiet short	78	31.3%	124	41.3%	41	22.8%	155	54.8%	204	38.0%	87	47.0%	760	40.3%
2 Not short, not long	68	27.3%	27	18.0%	152	21.7%	71	25.1%	130	24.2%	53	28.6%	455	24.2%
3 Too long	103	41.4%	51	34.0%	273	39.1%	56	19.8%	199	37.1%	45	24.3%	663	35.2%
9 Unknown/No answer	0	0.0%	1	0.7%	1	0.1%	1	0.4%	4	0.7%	0	0.0%	6	0.3%
Total	249	100.0%	150	100.0%	699	100.0%	283	100.0%	537	100.0%	185	100.0%	1,884	100.0%

22. How long did your consultation last? (hours)

Hours	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total					
0	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	0.5%	1	0.5%	659	35.0%
1-5	62	24.9%	42	28.0%	217	31.0%	36	12.7%	276	51.4%	83	44.9%	813	43.2%
-15	99	39.8%	76	50.7%	304	43.5%	134	47.3%	208	38.7%	84	45.4%	341	18.1%
-30	65	26.1%	28	18.7%	141	20.2%	93	32.9%	50	9.3%	15	8.1%	14	0.7%
30+	1	0.4%	0	0.0%	3	0.4%	1	0.4%	0	0.0%	0	0.0%	1	0.1%
Sub Total	227	91.2%	146	97.3%	665	95.1%	274	96.8%	534	99.4%	183	98.9%	1,828	97.0%
1	16	6.4%	3	2.0%	25	3.6%	8	2.8%	3	0.6%	2	1.1%	40	2.1%
2	3	1.2%	0	0.0%	3	0.4%	0	0.0%	0	0.0%	0	0.0%	6	0.3%
3	3	1.2%	0	0.0%	4	0.6%	1	0.4%	0	0.0%	0	0.0%	7	0.4%
over 4	0	0.0%	1	0.7%	2	0.3%	1	0.4%	0	0.0%	0	0.0%	3	0.2%
Total	249	100.0%	150	100.0%	699	100.0%	283	100.0%	537	100.0%	185	100.0%	1,884	100.0%

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23. Was the consultation time sufficient?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total					
1 Yes	183	73.5%	130	86.7%	552	79.0%	265	93.6%	436	81.2%	177	95.7%	1,560	82.8%
2 No	58	23.3%	17	11.3%	125	17.9%	16	5.7%	84	15.6%	5	2.7%	275	14.6%
9 Unknown, no answer	8	3.2%	3	2.0%	22	3.1%	2	0.7%	17	3.2%	3	1.6%	49	2.6%
Total	249	100.0%	150	100.0%	699	100.0%	283	100.0%	537	100.0%	185	100.0%	1,884	100.0%

24. Who treated you?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total					
1 Specialist	123	49.4%	44	29.3%	242	34.6%	161	56.9%	31	5.8%	0	0.0%	511	27.1%
2 General practitioner	123	49.4%	100	66.7%	433	61.9%	114	40.3%	391	72.8%	36	19.5%	1,075	57.1%
3 Nurse	2	0.8%	4	2.7%	9	1.3%	5	1.8%	75	14.0%	109	58.9%	200	10.6%
4 Nurse's aide	0	0.0%	0	0.0%	2	0.3%	0	0.0%	20	3.7%	40	21.6%	64	3.4%
5 Other (specify)	1	0.4%	0	0.0%	1	0.1%	0	0.0%	12	2.2%	0	0.0%	13	0.7%
9 Unknown	0	0.0%	2	1.3%	11	1.6%	1	0.4%	8	1.5%	0	0.0%	20	1.1%
99 N/A	0	0.0%	0	0.0%	1	0.1%	0	0.0%	0	0.0%	0	0.0%	1	0.1%
Total	249	100.0%	150	100.0%	699	100.0%	283	100.0%	537	100.0%	185	100.0%	1,884	100.0%

25. What do you think of the attitude of the people who attended you?

(1) Receptionist

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total									
1 Good	201	80.7%	97	64.7%	151	50.3%	449	64.2%	152	73.3%	212	74.9%	183	34.1%	10	5.4%	986	52.3%
2 Normal	11	4.4%	6	4.0%	9	3.0%	26	3.7%	10	5.6%	5	1.8%	8	1.5%	0	0.0%	49	2.6%
3 Poor	7	2.8%	0	0.0%	4	1.3%	11	1.6%	11	6.1%	4	1.4%	4	0.7%	0	0.0%	30	1.6%
4 Not applicable	29	11.6%	13	8.7%	11	3.7%	53	7.6%	4	2.2%	40	14.1%	95	17.7%	36	19.5%	228	12.1%
9 Unknown, no answer	1	0.4%	34	22.7%	125	41.7%	160	22.9%	23	12.8%	22	7.8%	247	46.0%	139	75.1%	591	31.4%
Total	249	100.0%	150	100.0%	300	100.0%	699	100.0%	180	100.0%	283	100.0%	537	100.0%	185	100.0%	1,884	100.0%

(2) Doctor

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total									
1 Good	230	92.4%	139	92.7%	270	90.0%	639	91.4%	161	89.4%	272	96.1%	430	80.1%	38	20.5%	1,540	81.7%
2 Normal	15	6.0%	6	4.0%	15	5.0%	36	5.2%	15	8.3%	3	1.1%	17	3.2%	1	0.5%	72	3.8%
3 Poor	2	0.8%	2	1.3%	8	2.7%	12	1.7%	4	2.2%	1	0.4%	5	0.9%	0	0.0%	22	1.2%
4 Not applicable	2	0.8%	3	2.0%	1	0.3%	6	0.9%	0	0.0%	1	0.4%	16	3.0%	30	16.2%	53	2.8%
9 Unknown, no answer	0	0.0%	0	0.0%	6	2.0%	6	0.9%	0	0.0%	6	2.1%	69	12.8%	116	62.7%	197	10.5%
Total	249	100.0%	150	100.0%	300	100.0%	699	100.0%	180	100.0%	283	100.0%	537	100.0%	185	100.0%	1,884	100.0%

(3) Cashier

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total									
1 Good	228	91.6%	117	78.0%	232	77.3%	577	82.5%	17	9.4%	207	73.1%	322	60.0%	27	14.6%	1,150	61.0%
2 Normal	7	2.8%	8	5.3%	11	3.7%	26	3.7%	3	1.7%	6	2.1%	19	3.5%	0	0.0%	54	2.9%
3 Poor	3	1.2%	1	0.7%	5	1.7%	9	1.3%	1	0.6%	2	0.7%	2	0.4%	0	0.0%	14	0.7%
4 Not applicable	9	3.6%	7	4.7%	10	3.3%	26	3.7%	149	82.8%	33	11.7%	39	7.3%	37	20.0%	284	15.1%
9 Unknown, no answer	2	0.8%	17	11.3%	42	14.0%	61	8.7%	10	5.6%	35	12.4%	155	28.9%	121	65.4%	382	20.3%
Total	249	100.0%	150	100.0%	300	100.0%	699	100.0%	180	100.0%	283	100.0%	537	100.0%	185	100.0%	1,884	100.0%

(4) Nurse

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total									
1 Good	223	89.6%	138	92.0%	249	83.0%	610	87.3%	138	76.7%	208	73.5%	464	86.4%	122	65.9%	1,542	81.8%
2 Normal	13	5.2%	8	5.3%	24	8.0%	45	6.4%	14	7.8%	6	2.1%	23	4.3%	5	2.7%	93	4.9%
3 Poor	1	0.4%	0	0.0%	1	0.3%	2	0.3%	6	3.3%	0	0.0%	8	1.5%	1	0.5%	17	0.9%
4 Not applicable	10	4.0%	2	1.3%	4	1.3%	16	2.3%	9	5.0%	43	15.2%	4	0.7%	2	1.1%	74	3.9%
9 Unknown, no answer	2	0.8%	2	1.3%	22	7.3%	26	3.7%	13	7.2%	26	9.2%	38	7.1%	55	29.7%	158	8.4%
Total	249	100.0%	150	100.0%	300	100.0%	699	100.0%	180	100.0%	283	100.0%	537	100.0%	185	100.0%	1,884	100.0%

(5) Other

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total									
1 Good	36	14.5%	36	24.0%	70	23.3%	142	20.3%	19	10.6%	16	5.7%	94	17.5%	42	22.7%	313	16.6%
2 Normal	1	0.4%	3	2.0%	3	1.0%	7	1.0%	9	5.0%	2	0.7%	4	0.7%	3	1.6%	25	1.3%
3 Poor	2	0.8%	1	0.7%	1	0.3%	4	0.6%	6	3.3%	0	0.0%	2	0.4%	2	1.1%	14	0.7%
4 Not applicable	55	22.1%	56	37.3%	43	14.3%	154	22.0%	58	32.2%	88	31.1%	63	11.7%	0	0.0%	363	19.3%
9 Unknown, no answer	155	62.2%	54	36.0%	183	61.0%	392	56.1%	88	48.9%	177	62.5%	374	69.6%	138	74.6%	1,169	62.0%
Total	249	100.0%	150	100.0%	300	100.0%	699	100.0%	180	100.0%	283	100.0%	537	100.0%	185	100.0%	1,884	100.0%

26. What do you think of the technical level of the personnel who attended you?

	(1) Doctor										Total							
	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR										
1 Good	220	88.4%	131	87.3%	262	87.3%	613	87.7%	160	88.9%	268	94.7%	418	77.8%	42	22.7%	1,501	79.7%
2 Normal	22	8.8%	12	8.0%	17	5.7%	51	7.3%	18	10.0%	4	1.4%	28	5.2%	0	0.0%	101	5.4%
3 Poor	1	0.4%	1	0.7%	7	2.3%	9	1.3%	1	0.6%	0	0.0%	5	0.9%	0	0.0%	15	0.8%
4 Not applicable	2	0.8%	3	2.0%	1	0.3%	6	0.9%	0	0.0%	1	0.4%	17	3.2%	32	17.3%	56	3.0%
9 Unknown, no answer	4	1.6%	3	2.0%	13	4.3%	20	2.9%	1	0.6%	10	3.5%	69	12.8%	111	60.0%	211	11.2%
Total	249	100.0%	150	100.0%	300	100.0%	699	100.0%	180	100.0%	283	100.0%	537	100.0%	185	100.0%	1,884	100.0%

(2) Nurse

	(1) Doctor										Total							
	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR										
1 Good	224	90.0%	132	83.0%	251	83.7%	607	86.8%	141	78.3%	202	71.4%	464	86.4%	139	75.1%	1,553	82.4%
2 Normal	8	3.2%	11	7.3%	21	7.0%	40	5.7%	10	5.6%	6	2.1%	26	4.8%	3	1.6%	85	4.5%
3 Poor	0	0.0%	0	0.0%	1	0.3%	1	0.1%	2	1.1%	0	0.0%	6	1.1%	1	0.5%	10	0.5%
4 Not applicable	10	4.0%	2	1.3%	3	1.0%	15	2.1%	12	6.7%	45	15.9%	3	0.6%	2	1.1%	77	4.1%
9 Unknown, no answer	7	2.8%	5	3.3%	24	8.0%	36	5.2%	15	8.3%	30	10.6%	38	7.1%	40	21.6%	159	8.4%
Total	249	100.0%	150	100.0%	300	100.0%	699	100.0%	180	100.0%	283	100.0%	537	100.0%	185	100.0%	1,884	100.0%

(3) Other

	(1) Doctor										Total							
	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR										
1 Good	1	0.4%	7	4.7%	35	11.7%	43	6.2%	1	0.6%	4	1.4%	81	15.1%	41	22.2%	170	9.0%
2 Normal	0	0.0%	0	0.0%	2	0.7%	2	0.3%	0	0.0%	0	0.0%	4	0.7%	1	0.5%	7	0.4%
3 Poor	0	0.0%	0	0.0%	1	0.3%	1	0.1%	0	0.0%	0	0.0%	2	0.4%	2	1.1%	5	0.3%
4 Not applicable	81	32.5%	69	46.0%	52	17.3%	202	28.9%	79	43.9%	91	32.2%	68	12.7%	0	0.0%	440	23.4%
9 Unknown, no answer	167	67.1%	74	49.3%	210	70.0%	451	64.5%	100	55.6%	188	66.4%	382	71.1%	141	76.2%	1,262	67.0%
Total	249	100.0%	150	100.0%	300	100.0%	699	100.0%	180	100.0%	283	100.0%	537	100.0%	185	100.0%	1,884	100.0%

27. What do you think of the cleanliness of the facility (and service)?

	(1) Doctor										Total							
	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR										
1 Good	139	55.8%	79	52.7%	209	69.7%	427	61.1%	113	62.8%	243	85.9%	233	43.4%	128	69.2%	1,144	60.7%
2 Normal	93	37.3%	44	29.3%	63	21.0%	200	28.6%	46	25.6%	34	12.0%	197	36.7%	43	23.2%	520	27.6%
3 Poor	10	4.0%	25	16.7%	28	9.3%	63	9.0%	21	11.7%	5	1.8%	98	18.2%	12	6.5%	199	10.6%
9 Unknown, no answer	7	2.8%	2	1.3%	0	0.0%	9	1.3%	0	0.0%	1	0.4%	9	1.7%	2	1.1%	21	1.1%
Total	249	100.0%	150	100.0%	300	100.0%	699	100.0%	180	100.0%	283	100.0%	537	100.0%	185	100.0%	1,884	100.0%

28. What do you think of the physical condition of the facility and its medical equipment?

	(1) Doctor										Total							
	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR										
1 Good	149	59.8%	71	47.3%	199	66.3%	419	59.9%	94	52.2%	238	84.1%	284	52.9%	101	54.6%	1,136	60.3%
2 Normal	79	31.7%	49	32.7%	83	27.7%	211	30.2%	58	32.2%	35	12.4%	189	35.2%	69	37.3%	562	29.8%
3 Poor	16	6.4%	27	18.0%	14	4.7%	57	8.2%	23	12.8%	7	2.5%	58	10.8%	11	5.9%	156	8.3%
9 Unknown, no answer	5	2.0%	3	2.0%	4	1.3%	12	1.7%	5	2.8%	3	1.1%	6	1.1%	4	2.2%	30	1.6%
Total	249	100.0%	150	100.0%	300	100.0%	699	100.0%	180	100.0%	283	100.0%	537	100.0%	185	100.0%	1,884	100.0%

29. How much time passed between the time you arrived at reception and the time left? (hours)

Hours	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total			
0	0	0.0%	0	0.0%	0	0.0%	5	0	0.0%	6	0.3%	
-15	1	0.4%	0	0.0%	0	0.0%	13	4	2.2%	26	1.4%	
-30	2	0.8%	9	6.0%	20	4.4%	17	3.2%	8	4.3%	100	5.3%
30+	3	1.2%	5	3.3%	8	2.7%	16	2.8%	14	7.6%	87	4.6%
Sub Total	6	2.4%	14	9.3%	33	11.0%	53	7.6%	26	14.1%	219	11.6%
1	10	4.0%	11	7.3%	20	6.7%	41	5.9%	17	3.2%	131	7.0%
-15	3	1.2%	3	2.0%	4	1.3%	10	1.4%	9	3.2%	34	1.8%
-30	10	4.0%	9	6.0%	14	4.7%	33	4.7%	32	11.3%	105	5.6%
30+	1	0.4%	4	2.7%	6	2.0%	11	1.6%	4	1.4%	14	2.2%
Sub Total	24	9.6%	27	18.0%	44	14.7%	95	13.6%	57	10.6%	311	16.5%
2	22	8.8%	19	12.7%	23	7.7%	64	9.2%	30	10.6%	165	8.8%
-15	1	0.4%	1	0.7%	6	2.0%	8	1.1%	3	1.7%	18	3.4%
-30	19	7.6%	13	8.7%	21	7.0%	53	7.6%	16	5.7%	157	8.3%
30+	4	1.6%	3	2.0%	16	5.3%	23	3.3%	6	2.1%	29	5.4%
Sub Total	46	18.5%	36	24.0%	66	22.0%	148	21.2%	55	19.4%	426	22.6%
3	30	12.0%	22	14.7%	22	7.3%	74	10.6%	15	5.3%	154	8.2%
-15	8	3.2%	4	2.7%	4	1.3%	16	2.3%	4	2.2%	17	3.2%
-30	16	6.4%	10	6.7%	23	7.7%	49	7.0%	6	2.1%	46	6.5%
30+	3	1.2%	4	2.7%	19	6.3%	26	3.7%	2	0.7%	28	5.2%
Sub Total	57	22.9%	40	26.7%	68	22.7%	165	23.6%	25	8.8%	133	24.8%
4	21	8.4%	9	6.0%	21	7.0%	51	7.3%	8	2.8%	43	8.0%
-15	8	3.2%	1	0.7%	3	1.0%	12	1.7%	5	2.8%	11	2.0%
-30	15	6.0%	3	2.0%	18	6.0%	36	5.2%	7	2.5%	32	6.0%
30+	10	4.0%	0	0.0%	11	3.7%	21	3.0%	3	1.7%	15	2.8%
Sub Total	54	21.7%	13	8.7%	53	17.7%	120	17.2%	17	6.0%	101	18.8%
5	38	15.3%	10	6.7%	18	6.0%	66	9.4%	21	11.7%	43	8.0%
6	16	6.4%	6	4.0%	7	2.3%	29	4.1%	3	1.1%	8	1.5%
7	4	1.6%	1	0.7%	5	1.7%	10	1.4%	6	3.3%	5	0.9%
over 8	4	1.6%	3	2.0%	6	2.0%	13	1.9%	2	0.7%	1	0.2%
Total	249	100.0%	150	100.0%	300	100.0%	699	100.0%	180	100.0%	537	100.0%
Mean	3.77	2.93	3.04	3.27	3.52	1.77	3.03	2.48	2.92	2.92	2.92	
Minimum	0	0	0	0	0	0	0	0	0	0		
Maximum	23	15	10	23	12	10	8	11	23	23		

30. What do you think about this amount of time?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total			
1 Quiet short	33	13.3%	51	34.0%	106	35.3%	190	27.2%	23	12.3%	127	44.9%
2 Too long	73	29.3%	35	23.3%	69	23.0%	177	25.3%	50	27.8%	96	33.9%
3 Moderate	143	57.4%	64	42.7%	124	41.3%	331	47.4%	107	59.4%	58	20.5%
9 Unknown, no answer	0	0.0%	0	0.0%	1	0.3%	1	0.1%	0	0.0%	2	0.7%
Total	249	100.0%	150	100.0%	300	100.0%	699	100.0%	180	100.0%	283	100.0%
Mean	3.77	2.93	3.04	3.27	3.52	1.77	3.03	2.48	2.92	2.92		
Minimum	0	0	0	0	0	0	0	0	0	0		
Maximum	23	15	10	23	12	10	8	11	23	23		

31. Were medicines prescribed during your consultation?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total									
1 Yes	239	96.0%	150	100.0%	282	94.0%	671	96.0%	178	98.9%	241	85.2%	458	85.3%	129	69.7%	1,677	89.0%
2 No	9	3.6%	0	0.0%	18	6.0%	27	3.9%	2	1.1%	41	14.5%	78	14.5%	56	30.3%	204	10.8%
3 Unknown	1	0.4%	0	0.0%	0	0.0%	1	0.1%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	0.1%
9 N/A	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	0.4%	1	0.2%	0	0.0%	2	0.1%
Total	249	100.0%	150	100.0%	300	100.0%	699	100.0%	180	100.0%	283	100.0%	537	100.0%	185	100.0%	1,884	100.0%

32. Did they explain how to take or apply the medication?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total									
1 Yes	192	80.3%	145	96.7%	288	91.5%	595	88.7%	148	83.1%	227	94.2%	437	95.4%	129	100.0%	1,536	91.6%
2 No	4	1.7%	1	0.7%	0	0.0%	5	0.7%	1	0.6%	2	0.8%	3	0.7%	0	0.0%	11	0.7%
3 Yes, but I didn't understand	42	17.6%	4	2.7%	24	8.5%	70	10.4%	29	16.3%	12	5.0%	18	3.9%	0	0.0%	129	7.7%
9 Unknown	1	0.4%	0	0.0%	0	0.0%	1	0.1%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	0.1%
Total	239	100.0%	150	100.0%	282	100.0%	671	100.0%	178	100.0%	241	100.0%	458	100.0%	129	100.0%	1,677	100.0%

33. Did you receive all the medication you need at the same facility?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total									
1 Yes	140	58.6%	99	66.0%	170	60.3%	409	61.0%	87	48.9%	111	48.1%	310	67.7%	109	84.5%	1,026	61.2%
2 No, just a portion	82	34.3%	48	32.0%	84	29.8%	214	31.9%	64	36.0%	38	15.8%	123	26.9%	16	12.4%	455	27.1%
3 None	17	7.1%	3	2.0%	28	9.9%	48	7.2%	27	15.2%	92	38.2%	25	5.5%	4	3.1%	196	11.7%
Total	239	100.0%	150	100.0%	282	100.0%	671	100.0%	178	100.0%	241	100.0%	458	100.0%	129	100.0%	1,677	100.0%

34. What do you plan to do to obtain the medicines that aren't available at the facility?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total									
1 Purchase at a community pharmacy	2	2.0%	0	0.0%	1	0.9%	3	1.1%	0	0.0%	0	0.0%	2	1.4%	0	0.0%	5	0.8%
2 Purchase at another facility	2	2.0%	1	2.0%	0	0.0%	3	1.1%	3	3.3%	1	0.8%	0	0.0%	2	1.0%	9	1.4%
3 Purchase at private pharmacy	81	81.8%	43	84.3%	102	91.1%	226	86.3%	75	82.4%	126	96.9%	122	82.4%	10	50.0%	559	85.9%
4 Obtain by family or friends	7	7.1%	6	11.8%	6	5.4%	19	7.3%	6	6.6%	3	2.3%	15	10.1%	6	30.0%	49	7.5%
5 Not going to obtain them	7	7.1%	1	2.0%	3	2.7%	11	4.2%	7	7.7%	0	0.0%	8	5.4%	2	10.0%	28	4.3%
9 Unknown	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	0.7%	0	0.0%	1	0.2%
99 N/A	99	100.0%	51	100.0%	112	100.0%	262	100.0%	91	100.0%	130	100.0%	148	100.0%	20	100.0%	651	100.0%
Total	239	100.0%	150	100.0%	282	100.0%	671	100.0%	178	100.0%	241	100.0%	458	100.0%	129	100.0%	1,677	100.0%

35. Why don't you plan to obtain them?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total									
1 Don't want to look it for	2	28.6%	1	16.7%	0	0.0%	3	15.8%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	3	6.1%
2 Very expensive/no money	5	71.4%	5	83.3%	5	83.3%	15	78.9%	5	83.3%	0	0.0%	11	73.3%	2	33.3%	33	67.3%
3 Don't have time	0	0.0%	0	0.0%	1	16.7%	1	5.3%	1	16.7%	3	100.0%	4	26.7%	4	66.7%	13	26.5%
4 No place to buy them	7	100.0%	6	100.0%	6	100.0%	19	100.0%	6	100.0%	3	100.0%	15	100.0%	6	100.0%	49	100.0%
5 Other	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
9 Unknown	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
99 N/A	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total	7	100.0%	6	100.0%	6	100.0%	19	100.0%	6	100.0%	3	100.0%	15	100.0%	6	100.0%	49	100.0%

36. Would you return to this facility if you required further service?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total									
1 Yes	240	96.4%	146	97.3%	287	95.7%	673	96.3%	166	92.2%	276	97.5%	518	96.5%	184	99.5%	1,817	96.4%
2 No	6	2.4%	3	2.0%	8	2.7%	17	2.4%	11	6.1%	5	1.1%	12	2.2%	1	0.5%	44	2.3%
9 Unknown	3	1.2%	1	0.7%	4	1.3%	8	1.1%	3	1.7%	3	1.1%	3	0.6%	0	0.0%	17	0.9%
99 N/A	0	0.0%	0	0.0%	1	0.3%	1	0.1%	0	0.0%	1	0.4%	4	0.7%	0	0.0%	6	0.3%
Total	249	100.0%	150	100.0%	300	100.0%	699	100.0%	180	100.0%	283	100.0%	537	100.0%	185	100.0%	1,884	100.0%

37. Why would you prefer to return to this hospital and not another?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total									
1 It's the best	46	19.2%	8	5.5%	19	6.6%	73	10.8%	7	4.2%	53	19.2%	19	3.7%	13	7.1%	165	9.1%
2 I was satisfied	122	50.3%	55	37.7%	100	34.8%	277	41.2%	63	36.0%	169	61.2%	89	17.2%	25	13.6%	623	34.3%
3 There is no other	4	1.7%	6	4.1%	41	14.3%	51	7.6%	11	6.6%	0	0.0%	35	6.8%	21	11.4%	118	6.5%
4 It's the least expensive	61	25.4%	48	32.9%	62	21.6%	171	25.4%	45	27.1%	8	2.9%	174	33.6%	23	12.5%	421	23.2%
5 It's the closest	5	2.1%	26	17.8%	54	18.8%	85	12.6%	1	0.6%	13	4.7%	183	35.3%	98	53.3%	380	20.9%
6 Good equipment/facilities	1	0.4%	1	0.7%	1	0.3%	3	0.4%	0	0.0%	0	0.0%	2	0.4%	0	0.0%	5	0.3%
7 Other	0	0.0%	2	1.4%	8	2.8%	10	1.5%	39	23.5%	33	12.0%	16	3.1%	4	2.2%	102	5.6%
9 Unknown	1	0.4%	0	0.0%	2	0.7%	3	0.4%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	3	0.2%
Total	240	100.0%	146	100.0%	287	100.0%	673	100.0%	166	100.0%	276	100.0%	518	100.0%	184	100.0%	1,817	100.0%

38. Why would you not return to this hospital?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total									
1 They didn't cure me	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	8.3%	0	0.0%	0	0.0%	0	0.0%	1	2.3%
2 I was treated poorly	0	0.0%	0	0.0%	1	12.5%	1	5.9%	3	27.3%	0	0.0%	0	0.0%	0	0.0%	4	9.1%
3 Inadequate service	4	66.7%	1	33.3%	5	62.5%	10	58.8%	5	45.5%	0	0.0%	2	16.7%	0	0.0%	17	38.6%
4 It's very far away	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	8.3%	1	100.0%	2	4.5%
5 It's very expensive	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	33.3%	0	0.0%	0	0.0%	1	2.3%
6 Facility/equipment in poor condition	1	16.7%	1	33.3%	1	12.5%	3	17.6%	3	27.3%	1	33.3%	6	50.0%	0	0.0%	13	29.5%
7 There was no medicine	1	16.7%	0	0.0%	1	12.5%	2	11.8%	0	0.0%	1	33.3%	2	16.7%	0	0.0%	5	11.4%
8 Other	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
9 Unknown	0	0.0%	1	33.3%	0	0.0%	1	5.9%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	2.3%
99 N/A	6	100.0%	3	100.0%	8	100.0%	17	100.0%	11	100.0%	3	100.0%	12	100.0%	1	100.0%	44	100.0%
Total	6	100.0%	3	100.0%	8	100.0%	17	100.0%	11	100.0%	3	100.0%	12	100.0%	1	100.0%	44	100.0%

39. Did you (or a family member) pay anything for your consultation?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total									
1 Yes	101	40.6%	127	84.7%	255	85.0%	483	69.1%	0	0.0%	243	85.9%	422	78.6%	104	56.2%	1,252	66.5%
2 No	145	58.2%	23	15.3%	45	15.0%	213	30.5%	180	100.0%	39	13.8%	115	21.4%	81	43.8%	628	33.5%
9 Unknown	3	1.2%	0	0.0%	0	0.0%	3	0.4%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	3	0.2%
99 N/A	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	0.4%	0	0.0%	0	0.0%	1	0.1%
Total	249	100.0%	150	100.0%	300	100.0%	699	100.0%	180	100.0%	283	100.0%	537	100.0%	185	100.0%	1,884	100.0%

40. Have you been or will you be partially or totally reimbursed?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total									
1 Yes, completely	0	0.0%	1	0.4%	1	0.4%	2	0.4%	0	0.0%	1	0.4%	0	0.0%	0	0.0%	3	0.2%
2 Yes, partially	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2	0.8%	0	0.0%	0	0.0%	2	0.2%
3 No	96	95.0%	124	97.6%	246	96.5%	466	96.5%	232	95.0%	232	95.5%	417	98.8%	102	98.1%	1,217	97.2%
9 Unknown	0	0.0%	0	0.0%	1	0.4%	1	0.2%	5	2.1%	5	2.1%	0	0.0%	1	1.0%	7	0.6%
99 N/A	5	5.0%	2	1.6%	7	2.7%	14	2.9%	3	1.2%	3	1.2%	5	1.2%	1	1.0%	23	1.8%
Total	101	100.0%	127	100.0%	255	100.0%	483	100.0%	180	100.0%	243	100.0%	422	100.0%	104	100.0%	1,252	100.0%

41. How much did you pay for your entire consultation (excluding transportation)? (Lempiras)

(1) For consult/register/donation

Lempiras	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total							
0	27	26.7%	2	1.6%	1	0.4%	30	6.2%	19	7.9%	5	1.2%	0	0.0%	54	4.3%
1	64	63.4%	50	39.7%	61	24.0%	175	36.4%	0	0.0%	319	75.6%	80	76.9%	574	46.0%
2	8	7.9%	47	37.3%	61	24.0%	116	24.1%	3	1.2%	94	22.3%	24	23.1%	237	19.0%
3	0	0.0%	26	20.6%	106	41.7%	132	27.4%	9	3.7%	1	0.2%	0	0.0%	142	11.4%
4	0	0.0%	0	0.0%	1	0.4%	1	0.2%	15	6.2%	0	0.0%	0	0.0%	16	1.3%
5	0	0.0%	1	0.8%	19	7.5%	20	4.2%	4	1.7%	1	0.2%	0	0.0%	25	2.0%
6	0	0.0%	0	0.0%	1	0.4%	1	0.2%	0	0.0%	0	0.0%	0	0.0%	1	0.1%
7	0	0.0%	0	0.0%	0	0.0%	0	0.0%	6	2.5%	0	0.0%	0	0.0%	6	0.5%
8	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
9	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Sub Total	72	71.3%	124	98.4%	249	98.0%	445	92.5%	57	15.3%	415	98.3%	104	100.0%	1,001	80.1%
10-	1	1.0%	0	0.0%	2	0.8%	3	0.6%	6	2.5%	2	0.5%	0	0.0%	11	0.9%
20-	0	0.0%	0	0.0%	2	0.8%	2	0.4%	26	10.7%	0	0.0%	0	0.0%	28	2.2%
30-	0	0.0%	0	0.0%	0	0.0%	0	0.0%	6	2.5%	0	0.0%	0	0.0%	6	0.5%
40-	1	1.0%	0	0.0%	0	0.0%	1	0.2%	15	6.2%	0	0.0%	0	0.0%	16	1.3%
50-	0	0.0%	0	0.0%	0	0.0%	0	0.0%	48	19.8%	0	0.0%	0	0.0%	48	3.8%
60-	0	0.0%	0	0.0%	0	0.0%	0	0.0%	14	5.8%	0	0.0%	0	0.0%	14	1.1%
70-	0	0.0%	0	0.0%	0	0.0%	0	0.0%	14	5.8%	0	0.0%	0	0.0%	14	1.1%
80-	0	0.0%	0	0.0%	0	0.0%	0	0.0%	15	6.2%	0	0.0%	0	0.0%	15	1.2%
90-	0	0.0%	0	0.0%	0	0.0%	0	0.0%	5	2.1%	0	0.0%	0	0.0%	5	0.4%
100-	0	0.0%	0	0.0%	0	0.0%	0	0.0%	27	11.2%	0	0.0%	0	0.0%	27	2.2%
over 200	0	0.0%	0	0.0%	0	0.0%	0	0.0%	10	4.1%	0	0.0%	0	0.0%	10	0.8%
Total	101	100.0%	126	100.0%	254	100.0%	481	100.0%	242	100.0%	422	100.0%	104	100.0%	1,249	100.0%

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total
Mean	1.77	1.83	2.66	2.29	64.32	1.28	1.23	13.42	
Minimum	1	1	1	1	2	1	1	1	1
Maximum	40	5	22	40	700	10	2	2	700

(2) For medication at facility where treatment was received

Lempiras	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total	
1-	3	100.0%	2	50.0%	5	71.4%	3	10.7%	11	28.9%
10-	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2	5.3%
20-	0	0.0%	1	25.0%	1	14.3%	0	0.0%	1	2.6%
30-	0	0.0%	0	0.0%	0	0.0%	0	0.0%	4	10.5%
40-	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	2.6%
50-	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2	5.3%
60-	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2	5.3%
70-	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	2.6%
80-	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2	5.3%
90-	0	0.0%	1	25.0%	1	14.3%	0	0.0%	9	26.3%
100-	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2	5.3%
over 200	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2	5.3%
Total	3	100.0%	4	100.0%	7	100.0%	3	100.0%	38	100.0%

(3) For medication from another facility

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total
Lempiras									
1-	1	16.7%	2	20.0%	3	18.8%	2	14.3%	5
10-	0	0.0%	2	20.0%	2	12.5%	1	7.1%	4
20-	1	16.7%	3	30.0%	4	25.0%	4	28.6%	10
30-	2	33.3%	1	10.0%	3	18.8%	2	14.3%	5
40-	1	16.7%	0	0.0%	1	6.3%	0	0.0%	2
50-	0	0.0%	0	0.0%	0	0.0%	3	21.4%	2
60-	0	0.0%	0	0.0%	0	0.0%	2	10.5%	2
70-	0	0.0%	0	0.0%	0	0.0%	1	7.1%	1
80-	0	0.0%	1	10.0%	1	6.3%	0	0.0%	1
90-	0	0.0%	0	0.0%	0	0.0%	1	5.2%	1
100+	1	16.7%	1	10.0%	2	12.5%	1	7.1%	9
over 200	0	0.0%	0	0.0%	0	0.0%	4	21.1%	4
Total	6	100.0%	10	100.0%	16	100.0%	14	100.0%	50

(4) For tests or x-ray at facility where treatment was received

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total
Lempiras									
1-	11	68.8%	3	37.5%	15	57.7%	1	16.7%	16
10-	1	6.3%	3	37.5%	4	15.4%	5	83.3%	15
20-	3	18.8%	0	0.0%	3	11.5%	0	0.0%	5
30-	1	6.3%	0	0.0%	1	7.7%	0	0.0%	6
40-	0	0.0%	0	0.0%	0	0.0%	0	0.0%	3
50-	0	0.0%	0	0.0%	1	3.8%	0	0.0%	6
60-	0	0.0%	1	12.5%	1	3.8%	0	0.0%	6
70-	0	0.0%	0	0.0%	0	0.0%	0	0.0%	4
80-	0	0.0%	0	0.0%	0	0.0%	0	0.0%	6
90-	0	0.0%	0	0.0%	0	0.0%	0	0.0%	4
100+	0	0.0%	0	0.0%	0	0.0%	0	0.0%	6
over 200	0	0.0%	0	0.0%	0	0.0%	0	0.0%	4
Total	16	100.0%	8	100.0%	26	100.0%	6	100.0%	61

(5) For tests or x-ray at another facility

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total
Lempiras									
1-175	1	50.0%	0	0.0%	1	33.3%	0	0.0%	1
99-N/A	1	50.0%	1	100.0%	2	66.7%	1	100.0%	3
Total	2	100.0%	1	100.0%	3	100.0%	1	100.0%	4

(6) Others

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total
Lempiras									
1-	20	87.0%	2	100.0%	24	88.9%	4	100.0%	30
10-	1	4.3%	0	0.0%	1	3.7%	0	0.0%	2
20-	1	4.3%	0	0.0%	1	3.7%	0	0.0%	2
30-	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2
40-	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2
50-	1	4.3%	0	0.0%	1	3.7%	0	0.0%	2
60-	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1
70-	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1
80-	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1
90-	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1
Total	23	100.0%	3	100.0%	29	100.0%	4	100.0%	44

(7) Total Lempias	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total
0	0	0	0	0	0	4	1	0	5
1	66	49	57	172	35.8%	0	303	77	552
2	10	48	54	21.3%	23.3%	3	90	24	229
3	0	0	25	19.8%	25.6%	9	1	0	133
4	1	0	2	0.8%	0.6%	15	5	0	23
5	4	1	19	7.5%	5.0%	4	1	0	29
6	4	0	4	1.6%	1.7%	0	0	1	9
7	1	0	2	0.8%	0.6%	0	0	0	3
8	0	0	0	0.0%	0.0%	4	0	0	4
Sub Total	86	123	236	92.9%	92.5%	35	410	102	982
10-	4	4.0%	1	0.8%	2.4%	7	9	2.1%	27
20-	4	4.0%	6	2.8%	11	7	4	0.9%	23
30-	3	3.0%	2	0.8%	5	5	2	0.5%	12
40-	1	1.0%	0	0.0%	1	14	0	0.0%	15
50-	1	1.0%	0	0.0%	1	40	3	0.7%	44
60-	0	0.0%	0	0.0%	1	8	0	0.0%	9
70-	1	1.0%	1	0.4%	1	13	1	0.2%	15
80-	0	0.0%	0	0.0%	0	21	0	0.0%	21
90-	0	0.0%	0	0.0%	0	55	0	0.0%	7
100-	1	1.0%	2	1.6%	5	25	1	0.2%	61
over 200	0	0.0%	0	0.0%	0	25	0	0.0%	25
N/A	0	0.0%	0	0.0%	0	1	1	0.2%	3
Total	101	100.0%	254	100.0%	481	100.0%	422	100.0%	1,249

Mean	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total
6.65	4.07	4.98	5.10	104.34	2.62	1.48	23.15	0	0
Minimum	1	1	1	0	0	0	0	1	0
Maximum	126	178	193	193	1,112	101	21	21	1,112

42. Would you be willing to pay more than _____* lempiras for the same service if complaints were not made, _____* assuming that the same quality was maintained? If complaints for dissatisfaction were expressed, _____* assuming that the problems you mentioned were corrected?
 * The total cost mentioned in No. 41 in this questionnaire.

1 Yes	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total
1	33.3%	1	50.0%	2	66.7%	4	50.0%	3	133
2 No	66.7%	1	50.0%	0	0.0%	3	37.5%	2	47
9 Unknown									
99 N/A	0	0.0%	0	0.0%	1	33.3%	1	12.5%	2
Total	3	100.0%	2	100.0%	3	100.0%	5	100.0%	182

43. Would you be willing to pay _____* lempiras? * 150% of the total cost mentioned in No. 41 in this questionnaire.

1 Yes	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total
1	0	0.0%	1	100.0%	2	100.0%	3	100.0%	109
2 No	1	100.0%	0	0.0%	0	0.0%	0	0.0%	24
3 Unknown, no answer									
Total	1	100.0%	1	100.0%	2	100.0%	3	100.0%	133

44. Would you be willing to pay _____* Lempiras?

* Twice the total cost indicated in No. 41 in this questionnaire

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total
1 Yes	1	100.0%	2	100.0%	3	100.0%	1	33.3%	73
2 No	0	0.0%	0	0.0%	0	0.0%	2	66.7%	34
9 Unknown, No answer	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2
Total	1	100.0%	2	100.0%	3	100.0%	3	100.0%	109

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total
0	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1
1-	1	100.0%	0	0.0%	1	25.0%	1	33.3%	19
100-	0	0.0%	0	0.0%	0	0.0%	1	33.3%	47
200-	0	0.0%	1	50.0%	1	25.0%	0	0.0%	27
300-	0	0.0%	1	50.0%	1	25.0%	1	33.3%	13
400-	0	0.0%	0	0.0%	0	0.0%	0	0.0%	5
500-	0	0.0%	0	0.0%	0	0.0%	0	0.0%	9
600-	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2
700-	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1
800-	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1
900-	0	0.0%	1	100.0%	0	0.0%	0	0.0%	8
over 1000	1	100.0%	2	100.0%	4	100.0%	3	100.0%	133
Total	1	100.0%	2	100.0%	4	100.0%	3	100.0%	133

45. How much would you be willing to pay?

46. Why not?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total
1 It's very expensive/can't	2	66.7%	3	100.0%	6	85.7%	3	100.0%	49
2 The service isn't worth it	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1
3 The government should pay for or subsid	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1
4 Other	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2
9 Unknown	1	33.3%	0	0.0%	1	14.3%	0	0.0%	1
Total	3	100.0%	3	100.0%	7	100.0%	3	100.0%	54

47. (Ask this question only to those who answered 1 or 2 to question 46.)

Who reimbursed your hospital costs?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total
1 IHSS	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1
2 Employer	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1
3 Private insurance	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1
4 Military	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1
5 Other	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1
9 Unknown	1	100.0%	1	100.0%	2	100.0%	0	0.0%	2
99 N/A	1	100.0%	1	100.0%	2	100.0%	1	100.0%	3
Total	1	100.0%	1	100.0%	2	100.0%	1	100.0%	3

48. Did (or will) anyone else pay for the consultation?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total
1 Yes	0	0.0%	1	2.2%	110	61.1%	25	64.1%	136
2 No (free service)	133	91.7%	42	90.3%	61	33.9%	114	99.1%	462
3 Unknown, N/A	12	8.3%	2	4.4%	15	7.0%	4	10.3%	30
Total	145	100.0%	45	100.0%	180	100.0%	39	100.0%	628

49. Who paid (or will pay)

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total
1 IHSS	0	0.0%	0	0.0%	12	10.9%	2	8.0%	14
2 Employer	0	0.0%	0	0.0%	97	88.2%	9	36.0%	106
3 Private insurance	0	0.0%	0	0.0%	0	0.0%	6	24.0%	6
4 Military	0	0.0%	0	0.0%	0	0.0%	1	4.0%	1
5 Other	0	0.0%	1	50.0%	1	0.9%	7	28.0%	9
9 Unknown	1	100.0%	0	0.0%	0	0.0%	0	0.0%	2
99 N/A	1	100.0%	1	100.0%	110	100.0%	25	100.0%	138
Total	1	100.0%	1	100.0%	110	100.0%	25	100.0%	138

50. Would you be willing to pay \$0 lempiras for the same service if complaints were made, assuming that the same quality was maintained?

If complaints or dissatisfactions were expressed, assuming that the problems you mentioned were corrected?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total
1 Yes	47	32.4%	16	37.2%	27	38.6%	10	76.9%	16
2 No	90	62.1%	23	53.5%	41	58.6%	3	23.1%	63
9 Unknown	8	5.5%	2	9.1%	4	9.3%	14	6.7%	2
Total	145	100.0%	43	100.0%	70	100.0%	13	100.0%	81

51. How much would you be willing to pay?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total
0	3	3.9%	0	0.0%	1	0.8%	4	1.6%	0
25	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
50	51	66.2%	45	84.9%	85	66.9%	181	70.4%	71
70	3	3.9%	1	1.9%	6	4.7%	10	3.9%	3
90	2	2.6%	0	0.0%	4	3.1%	6	2.3%	3
100	1	1.3%	0	0.0%	2	1.6%	3	1.2%	1
over 200	15	19.5%	7	13.2%	27	21.3%	49	19.1%	9
Total	77	100.0%	53	100.0%	127	100.0%	257	100.0%	87

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total
Mean	67.57	56.79	67.18	65.12	56.90	108.46	64.15	59.77	68.11
Minimum	50	50	50	50	50	50	25	50	25
Maximum	300	100	200	300	120	500	200	100	500

52. Would you be willing to pay 25 lempiras under the same conditions?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total
1 Yes	39	23.8%	36	38.3%	45	27.1%	120	28.3%	47
2 No	125	76.2%	58	61.7%	121	72.9%	304	71.7%	304
Total	164	100.0%	94	100.0%	166	100.0%	424	100.0%	93

53. How much would you be willing to pay? (Lempiras)

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total
5	0	0	0	0	0	0	1	0	1
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.9%	0.0%	0.3%
20-	27	31	36	94	39	7	83	35	258
	69.2%	86.1%	80.0%	78.3%	83.0%	70.0%	72.2%	83.3%	77.2%
30-	10	3	6	19	5	1	27	7	59
	25.6%	8.3%	13.3%	15.8%	10.6%	10.0%	23.5%	16.7%	17.7%
40-	2	1	2	5	3	2	4	0	14
	5.1%	2.8%	4.4%	4.2%	6.4%	20.0%	3.5%	0.0%	4.2%
50	0	1	1	2	0	0	0	0	2
	0.0%	2.8%	2.2%	1.7%	0.0%	0.0%	0.0%	0.0%	0.6%
Total	39	36	45	120	47	10	115	42	334
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

54. Why not?

	HN	HR	HA	MSP HOSP.	IHSS	PRIVATE	CESAMO	CESAR	Total
1 It's very expensive/can't	101	50	91	242	30	7	191	85	555
	80.8%	86.2%	75.2%	79.6%	65.2%	50.0%	77.0%	85.0%	77.9%
2 The service isn't worth it	4	1	11	16	5	0	12	6	39
	3.2%	1.7%	9.1%	5.3%	10.9%	0.0%	4.8%	6.0%	5.5%
3 The government should pay for or subsid	16	7	11	34	1	0	34	6	75
	12.8%	12.1%	9.1%	11.2%	2.2%	0.0%	13.7%	6.0%	10.5%
4 Other	3	0	0	3	10	3	8	2	26
	2.4%	0.0%	0.0%	1.0%	21.7%	21.4%	3.2%	2.0%	3.7%
9 Unknown	0	0	7	7	0	4	2	1	14
	0.0%	0.0%	5.8%	2.3%	0.0%	28.6%	0.8%	1.0%	2.0%
99 N/A	1	0	1	2	0	0	1	0	3
	0.8%	0.0%	0.8%	0.7%	0.0%	0.0%	0.4%	0.0%	0.4%
Total	125	58	121	304	46	14	248	100	712
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

CII. Questionnaires for Exit-patient Interview Survey

1. Hospital patients



STUDY TO UPGRADE HEALTH STATUS IN HONDURAS

Exit interview for hospitalized patients

ID#: _____

EXIT INTERVIEW FOR HOSPITALIZED PATIENTS

A. Identification

1. Type of establishment: _____

- 1 MSP Hospital
- 2 IHSS Hospital
- 3 Private Hospital

2. Establishment Code: _____

3. Date of Interview: ____ / ____ / 95

4. Time of Interview: ____ hr ____ min

5. Interview: _____

6. Supervisor: _____

7. Codifier: _____

8. Tally taker: _____

B. Description of Person Being Interviewed

1. Sex: _____

- 1 Male
- 2 Female

2. Age: _____

If the interview is being conducted with someone other than the patient, continue with questions 3.4 and 5. If the patient is being interviewed directly, skip to question 6.

STUDY TO UPGRADE HEALTH STATUS IN HONDURAS

Exit interview for hospitalized patients

ID#: _____

3. Relationship of attendant of patient: _____

- | | |
|--------------------|-------------------|
| 1 Parent | 5 Son/daughter |
| 2 Grandparent | 6 Other relative |
| 3 Brother/Sister | 7 Friend/Neighbor |
| 4 Conjugal partner | 8 Other |

4. Sex of attendant of patient: _____

- 1 Male
- 2 Female

5. Age of attendant of patient: _____

6. Civil status of patient: _____

- | | |
|------------------|-------------|
| 1 Single | 4 Widowed |
| 2 Married | 5 Divorced |
| 3 Conjugal Union | 6 Separated |

7. Ethnic Heritage: _____

- | | |
|------------|--------------|
| 1 Ladino | 5 Lenca |
| 2 Garifuna | 6 Foreign |
| 3 Miskito | 7 Other |
| 4 Pech | 9 Don't know |

8. Religion: _____

- | | |
|--------------|----------|
| 1 Catholic | 4 Jewish |
| 2 Protestant | 5 Other |
| 3 Muslim | 6 None |
| 9 Don't know | |

9. Level of Education: _____

- | | |
|------------------------------|---------------------------|
| Highest level reached: _____ | Number of years: _____ |
| 0 None | 3 University |
| 1 Primary | 4 Adult literacy/informal |
| 2 Secondary | 5 Special education |

STUDY TO UPGRADE HEALTH STATUS IN HONDURAS

Exit interview for hospitalized patients

ID#: _____

10. Principal Occupation (older than 10 years)

- | | |
|-------------------------------|------------------------------|
| 01 Professional/Manager | 08 Domestic labor |
| 02 Office/ship employee | 09 Housewife |
| 03 Technical/qualified worker | 10 Personal services/student |
| 04 Unqualified worker | 11 Renters/pensioners |
| 05 Independent merchant | 12 Unemployed |
| 06 Farmer /rancher /related | 13 Other |
| 07 Day worker | |

11. Do you receive health insurance benefits?

- | | |
|----------------------|-------------------|
| 1 IHSS | 4 Military (FFAA) |
| 2 Company (not IHSS) | 5 Other |
| 3 Private (personal) | 6 None |
| 9 Don't know | |

**12. For patients older than 10
Do you smoke?**

- 1 Every day
- 2 Occasionally
- 3 No

**13. For patients older than 10
Do you drink alcohol?**

- 1 Every day
- 2 Occasionally
- 3 No

Residence Municipality: _____

Department: _____

STUDY TO UPGRADE HEALTH STATUS IN HONDURAS

Exit interview for hospitalized patients

ID#: _____

C. Characteristics of Hospitalization

1. What was the principal reason for your hospitalization or referral? _____

- | | | |
|---|--------------------------------|------------|
| 1 | Normal birth | Skip to 5. |
| 2 | Complicated pregnancy or birth | Skip to 5. |
| 3 | Illness | |
| 4 | Accident/external cause | Skip to 3. |
| 5 | Other (specify) _____ | Skip to 5. |
| 9 | Don't know | Skip to 5. |

2. What kind of illness did you have?

Three answers are allowed.

Problem 1: _____ Problem 2: _____ Problem 3: _____

- | | | | |
|----|-------------------------|----|-----------------|
| 01 | Respiratory problem | 08 | Mental problem |
| 02 | Diarrhea/vomiting | 09 | Joint problem |
| 03 | Other digestive problem | 10 | ORL problem |
| 04 | Cardiovascular problem | 11 | Eye problem |
| 05 | Renal/urinary problem | 12 | Skin problem |
| 06 | Genital problem | 13 | Other (specify) |
| 07 | Gynecological problem | | _____ |
| 99 | Don't know | | |

Skip to 5.

3. What kind of accident did you have? _____

- | | | | |
|---|-----------------------|---|------------------------|
| 1 | Automobile accident | 4 | Family violence |
| 2 | Household accident | 5 | Violence by a stranger |
| 3 | Professional accident | 6 | Other |
| 9 | Don't know | | _____ |

4. What was the source of the injury? _____

- | | | | |
|---|--------------|---|------------|
| 1 | Firearm | 4 | Drowning |
| 2 | Other weapon | 5 | Poisoning |
| 3 | Burns | 6 | Automobile |
| 7 | Other | 9 | Don't know |

STUDY TO UPGRADE HEALTH STATUS IN HONDURAS

Exit interview for hospitalized patients

ID#: _____

5. Who sent you to the hospital? _____

- 1 Medical personnel
- 2 Family member **Skip to 7.**
- 3 Own decision **Skip to 10.**
- 4 Other (specify) _____ **Skip to 10.**

6. What kind of service or provider referred you? _____

- 01 Traditional healer
- 02 Midwife
- 03 Other volunteer
- 04 Pharmacist
- 05 Promoter
- 06 CESAR
- 07 CESAMO
- 08 IHSS clinic
- 09 Private doctor/clinic
- 10 NGO clinic
- 11 MSP hospital
- 12 IHSS hospital
- 13 Private hospital
- 14 Other
- 99 Don't know

Skip to 10.

7. Who decided to send you to the hospital? _____

- 1 Head of household
- 2 Other family member **Skip to 9.**
- 3 Collective family decision **Skip to 10.**
- 9 Don't know, no answer **Skip to 10.**

8. Who is the head of household related to the patient? _____

- 02 Spouse/partner
- 03 Son/daughter
- 04 Parent
- 05 Son/daughter-in-law
- 06 Grandchild
- 07 Mother/father-in-law
- 08 Brother/sister
- 09 Uncle/aunt
- 10 Brother/sister-in-law
- 11 Cousin
- 12 Friend

Skip to 10.

STUDY TO UPGRADE HEALTH STATUS IN HONDURAS

Exit interview for hospitalized patients

ID#: _____

9. How is the person who made the decision related to the patient?

- | | |
|------------------------|--------------------------|
| 02 Spouse/partner | 07 Mother/father-in-law |
| 03 Son/daughter | 08 Brother/sister |
| 04 Parent | 09 Uncle/aunt |
| 05 Son/daughter-in-law | 10 Brother/sister-in-law |
| 06 Grandchild | 11 Cousin |

10. What is the principal reason this hospital and not another was chosen?

- | | |
|------------------------------------|---|
| 1 It's the closest | 4 We could afford it |
| 2 There is no other | 5 It's the best |
| 3 Recommended by medical personnel | 6 Recommended by family member/neighbor |
| 7 Other (specify) _____ | |
| 9 Don't know | |

11. How did you get to the hospital?

Multiple answers are allowed.

- | | |
|----------------------|---|
| 1 On foot | 5 Collective transport (truck, taxi, bus) |
| 2 Bicycle/motorcycle | 6 Ambulance |
| 3 Private vehicle | 7 Horse, mule, etc. |
| 4 Taxi | 8 Boat |
| 9 Other | |

12. How long did it take you to get to the facility?

____ hrs ____ min

13. What do you think about the distance between your home and the hospital?

- 1 Too far
- 2 Not far, not near
- 3 Near
- 9 Don't know, no answer

STUDY TO UPGRADE HEALTH STATUS IN HONDURAS

Exit interview for hospitalized patients

ID#: _____

.....
21. If it was scheduled, how long did you have to wait between the decision to hospitalize you and the moment of your hospitalization?

- | | |
|-----------------------|------------------------|
| 1 Same day | 5 One to three months |
| 2 Less than a week | 6 Four to six months |
| 3 One to two weeks | 7 More than six months |
| 4 Three to four weeks | 9 Don't know |

22. What do you think of the attitude of the people who attended you?

Receptionist	___	Other admin, personnel	___
Doctor	___	Nurse	___
Other paramedic	___		

- | | |
|-------------------------|------------------|
| 1 Good | 3 Poor |
| 2 Normal | 4 Not applicable |
| 9 Don't know, no answer | |

23. What do you think of the technical level of the personnel who attended you?

Doctor	_____	Nurse	_____
Other (specify)	_____		

- | | |
|-------------------------|------------------|
| 1 Good | 3 Poor |
| 2 Normal | 4 Not applicable |
| 9 Don't know, no answer | |

24. What do you think of the cleanliness of the facility (and service)?

- | | |
|----------|-------------------------|
| 1 Good | 3 Poor |
| 2 Normal | 9 Don't know, no answer |

25. What do you think of the physical condition of the facility and its medical equipment?

- | | |
|----------|-------------------------|
| 1 Good | 3 Poor |
| 2 Normal | 9 Don't know, no answer |

STUDY TO UPGRADE HEALTH STATUS IN HONDURAS

Exit interview for hospitalized patients

ID#: _____

26. Was your food provided by the hospital? _____

- 1 Yes
- 2 Yes, but we brought our own anyway
- 3 No **Skip to 28**
- 9 Don't know, no answer **Skip to 28**

27. What do you think of the food you received? _____

- 1 Good
- 2 Normal
- 3 Poor
- 9 Don't know, no answer

28. Did you receive medication while you were in the hospital? _____

- 1 Yes
- 2 No **Skip to 32**
- 9 Don't know **Skip to 32**

29. Did the hospital have all of the necessary medication? _____

- 1 Yes **Skip to 32.**
- 2 Just a portion
- 3 None
- 9 Don't know **Skip to 32.**

30. What did you do to get the medicines the hospital didn't have? _____

- 1 They were donated **Skip to 32.**
- 2 Purchased at a community pharmacy **Skip to 32.**
- 3 Purchased at a private pharmacy **Skip to 32.**
- 4 They weren't obtained
- 9 Don't know **Skip to 32.**

For all answers except 4, skip to 32.

31. Why didn't you obtain the medication? _____

- 1 Didn't want to look it for
- 2 Too expensive/no money
- 3 Couldn't find them
- 4 Not enough time
- 5 Other (specify) _____

STUDY TO UPGRADE HEALTH STATUS IN HONDURAS

Exit interview for hospitalized patients

ID#: _____

32. Did you undergo blood tests, x-rays or other tests? _____

- 1 Yes
- 2 No **Skip to 35.**
- 3 Don't know **Skip to 35.**

33. Where were they done? _____

Multiple answers are allowed

- 1 At the same hospital
- 2 Other public hospital
- 3 Private clinic/lab
- 4 They weren't done
- 5 Other (specify) _____
- 9 Don't know

34. Why weren't they done? _____

- 1 Didn't want to
- 2 Too expensive/no money
- 3 Other (specify) _____
- 9 Don't know

35. Would you return to this hospital if you required further treatment? _____

- 1 Yes
- 2 No **Skip to 37.**
- 9 Don't know **Skip to 38.**

36. Why would you prefer to return to this hospital and not another? _____

- 1 It's the best
 - 2 I was satisfied
 - 3 There is no other
 - 4 It's the least expensive
 - 5 It's the closest
 - 6 Good equipment/facilities
 - 7 Other (specify) _____
 - 9 Don't know
- Skip to 38.**

STUDY TO UPGRADE HEALTH STATUS IN HONDURAS

Exit interview for hospitalized patients

ID#: _____

37. Why would you not return to this hospital? _____

- | | | | |
|---|--------------------------|---|---|
| 1 | They didn't cure me | 4 | It's very far away |
| 2 | I was treated poorly | 5 | It's very expensive |
| 3 | Inadequate service | 6 | Facility/equipment
in poor condition |
| 7 | There was no medicine | 8 | Bad food |
| 9 | Insufficient lodging | | |
| | 10 Other (specify) _____ | | |
| | 19 Don't know | | |

38. Did you have to bring or donate anything to the hospital? _____

- | | | | |
|---|------------|------------|--|
| 1 | Yes | | |
| 2 | No | Skip to 40 | |
| 9 | Don't know | Skip to 40 | |

39. What did you bring or donate? _____

Multiple answers are allowed.

- | | | | | | |
|---|------------|-----------------------|---|---------------------------|-----|
| 1 | Bed linens | ___ | 3 | Medical supplies/medicine | ___ |
| 2 | Food | ___ | 4 | Blood | ___ |
| | 5 | Other (specify) _____ | | | |
| | 9 | Don't know | | | |

40. Did you (or a family member) pay anything for your hospitalization? _____

- | | | | | |
|---|------------|------------|----|------------|
| 1 | Yes | 2 | No | Skip to 50 |
| 3 | Don't know | Skip to 52 | | |

41. Were you partially or totally reimbursed? _____

- | | | | | |
|---|-----------------|------------|---|------------|
| 1 | Yes, completely | Skip to 49 | 3 | No |
| 2 | Yes, partially | | 9 | Don't know |

STUDY TO UPGRADE HEALTH STATUS IN HONDURAS

Exit interview for hospitalized patients

ID#: _____

42. When did you pay for your hospitalization?

Multiple answers are allowed.

- 1 Prior to admission
- 2 Upon admission
- 3 During my stay
- 4 On leaving
- 5 After/in payments
- 9 Don't know

43. How much did you pay for your entire consultation(excluding transportation)?

Ask if the patient still has the receipt(s) for his or her payment(s).

- For hospitalization _____ lempiras
- For medication at facility where treatment was received _____ lempiras
- For medication from another facility _____ lempiras
- For tests or x-rays at facility where treatment was received _____ lempiras
- For tests or x-rays at another facility _____ lempiras
- Others _____ lempiras

Total __, _____ lempiras

If paid less than 25 lempiras, skip to 50

44. Would you be willing to pay more than _____ lempiras for the same service

If complaints were made assuming that the same quality was maintained?

If complaints or dissatisfaction were expressed assuming that the problems you mentioned were corrected? _____

Insert the cost mentioned in 43 in this question.

- 1 Yes
- 2 No Skip to 48
- 3 Don't know

STUDY TO UPGRADE HEALTH STATUS IN HONDURAS

Exit interview for hospitalized patients

ID#: _____

45. Would you be willing to pay _____ lempiras?

Insert 150% of the total indicated in question 43.

- 1 Yes
- 2 No **Skip to 47**
- 3 Don't know, no answer

46. Would you be willing to pay _____ lempiras?

Insert twice the total indicated in question 43.

- 1 Yes
- 2 No
- 3 Don't know, no answer

47. How much would you be willing to pay?

_____ lempiras

Skip to next module.

48. Why not?

- 1 It's very expensive/can't
- 2 The service isn't worth it
- 3 The government should pay for or subsidize the service
- 4 Other (specify) _____
- 9 Don't know

Skip to next module.

49. Ask this question only to those who answered 1 or 2 to question 41.

Who reimbursed your hospital costs?

- 1 IHSS
- 2 Employer
- 3 Private insurance
- 4 Military
- 5 Other (specify) _____
- 9 Don't know

Skip to 52

STUDY TO UPGRADE HEALTH STATUS IN HONDURAS

Exit interview for hospitalized patients

ID#: _____

50. Did (or will) anyone else pay for the treatment?

- 1 Yes
- 2 No (free service) **Skip to 52**
- 9 Don't know **Skip to 52**

51. Who paid (or will pay) the hospital costs? _____

- 1 IHSS
- 2 Employer
- 3 Private insurance
- 4 Military
- 5 Other (specify) _____
- 9 Don't know

52. Would you be willing to pay Lps. 100 for the same service
If no complaints were made
 assuming that the same quality was maintained?
If complaints or dissatisfactions were expressed
 assuming that the problems you mentioned were corrected? _____

- 1 Yes
- 2 No **Skip to 54**
- 9 Don't know **Skip to 54**

53. How much would you be willing to pay?

_____ lempiras
Skip to next module.

54. Would you be willing to pay Lps. 50 under the same conditions?

- 1 Yes
- 2 No **Skip to 56**

55. How much would you be willing to pay?

_____ lempiras
Skip to next module.

STUDY TO UPGRADE HEALTH STATUS IN HONDURAS

Exit interview for hospitalized patients

ID#: _____

56. Why not?

- 1 It's very expensive/can't
- 2 The service isn't worth it
- 3 The government should pay for or subsidize the service
- 4 Other (specify) _____
- 9 Don't know

STUDY TO UPGRADE HEALTH STATUS IN HONDURAS

Exit interview for hospitalized patients

ID#: _____

EXIT INTERVIEW FOR HOSPITALIZED PATIENTS

A. Identification

1. Type of establishment: _____

- 1 MSP Hospital
- 2 HISS Hospital
- 3 Private Hospital

2. Establishment Code: _____

3. Date of Interview: _____ / _____ / 95

4. Time of Interview: _____ hr _____ min

5. Interview: _____

6. Supervisor: _____

7. Codifier: _____

8. Tally taker: _____

B. Description of Person Being Interviewed

1. Sex: _____

- 1 Male
- 2 Female

2. Age: _____

If the interview is being conducted with someone other than the patient, continue with questions 3.4 and 5. If the patient is being interviewed directly, skip to question 6.

STUDY TO UPGRADE HEALTH STATUS IN HONDURAS

Exit interview for hospitalized patients

ID#: _____

3. Relationship of attendant of patient: _____

- | | |
|--------------------|-------------------|
| 1 Parent | 5 Son/daughter |
| 2 Grandparent | 6 Other relative |
| 3 Brother/Sister | 7 Friend/Neighbor |
| 4 Conjugal partner | 8 Other |

4. Sex of attendant of patient: _____

- 1 Male
- 2 Female

5. Age of attendant of patient: _____

6. Civil status of patient: _____

- | | |
|------------------|-------------|
| 1 Single | 4 Widowed |
| 2 Married | 5 Divorced |
| 3 Conjugal Union | 6 Separated |

7. Ethnic Heritage: _____

- | | |
|------------|--------------|
| 1 Ladino | 5 Lenca |
| 2 Garifuna | 6 Foreign |
| 3 Miskito | 7 Other |
| 4 Pech | 9 Don't know |

8. Religion: _____

- | | |
|--------------|----------|
| 1 Catholic | 4 Jewish |
| 2 Protestant | 5 Other |
| 3 Muslim | 6 None |
| 9 Don't know | |

9. Level of Education: _____

- | | |
|------------------------------|---------------------------|
| Highest level reached: _____ | Number of years: _____ |
| 0 None | 3 University |
| 1 Primary | 4 Adult literacy/informal |
| 2 Secondary | 5 Special education |

STUDY TO UPGRADE HEALTH STATUS IN HONDURAS

Exit interview for hospitalized patients

ID#: _____

10. Principal Occupation (older than 10 years)

- | | |
|-------------------------------|------------------------------|
| 01 Professional/Manager | 08 Domestic labor |
| 02 Office/ship employee | 09 Housewife |
| 03 Technical/qualified worker | 10 Personal services/student |
| 04 Unqualified worker | 11 Renters/pensioners |
| 05 Independent merchant | 12 Unemployed |
| 06 Farmer /rancher /related | 13 Other |
| 07 Day worker | |

11. Do you receive health insurance benefits?

- | | |
|----------------------|-------------------|
| 1 IHSS | 4 Military (FFAA) |
| 2 Company (not IHSS) | 5 Other |
| 3 Private (personal) | 6 None |
| 9 Don't know | |

**12. For patients older than 10
Do you smoke?**

- 1 Every day
- 2 Occasionally
- 3 No

**13. For patients older than 10
Do you drink alcohol?**

- 1 Every day
- 2 Occasionally
- 3 No

Residence Municipality: _____

Department: _____

STUDY TO UPGRADE HEALTH STATUS IN HONDURAS

Exit interview for hospitalized patients

ID#: _____

C. Characteristics of Hospitalization

1. What was the principal reason for your hospitalization or referral? _____

- | | | |
|---|--------------------------------|------------|
| 1 | Normal birth | Skip to 5. |
| 2 | Complicated pregnancy or birth | Skip to 5. |
| 3 | Illness | |
| 4 | Accident/external cause | Skip to 3. |
| 5 | Other (specify) _____ | Skip to 5. |
| 9 | Don't know | Skip to 5. |

2. What kind of illness did you have?

Three answers are allowed.

Problem 1: _____ Problem 2: _____ Problem 3: _____

- | | | | |
|----|-------------------------|----|-----------------|
| 01 | Respiratory problem | 08 | Mental problem |
| 02 | Diarrhea/vomiting | 09 | Joint problem |
| 03 | Other digestive problem | 10 | ORL problem |
| 04 | Cardiovascular problem | 11 | Eye problem |
| 05 | Renal/urinary problem | 12 | Skin problem |
| 06 | Genital problem | 13 | Other (specify) |
| 07 | Gynecological problem | | _____ |
| | 99 Don't know | | |

Skip to 5.

3. What kind of accident did you have? _____

- | | | | |
|---|-----------------------|---|------------------------|
| 1 | Automobile accident | 4 | Family violence |
| 2 | Household accident | 5 | Violence by a stranger |
| 3 | Professional accident | 6 | Other |
| 9 | Don't know | | _____ |

4. What was the source of the injury? _____

- | | | | |
|---|--------------|---|------------|
| 1 | Firearm | 4 | Drowning |
| 2 | Other weapon | 5 | Poisoning |
| 3 | Burns | 6 | Automobile |
| 7 | Other | 9 | Don't know |

STUDY TO UPGRADE HEALTH STATUS IN HONDURAS

Exit interview for hospitalized patients

ID#: _____

5. Who sent you to the hospital? _____

- 1 Medical personnel
- 2 Family member **Skip to 7.**
- 3 Own decision **Skip to 10.**
- 4 Other (specify) _____ **Skip to 10.**

6. What kind of service or provider referred you? _____

- 01 Traditional healer
- 02 Midwife
- 03 Other volunteer
- 04 Pharmacist
- 05 Promoter
- 06 CESAR
- 07 CESAMO
- 08 IHSS clinic
- 09 Private doctor/clinic
- 10 NGO clinic
- 11 MSP hospital
- 12 IHSS hospital
- 13 Private hospital
- 14 Other
- 99 Don't know

Skip to 10.

7. Who decided to send you to the hospital? _____

- 1 Head of household
- 2 Other family member **Skip to 9.**
- 3 Collective family decision **Skip to 10.**
- 9 Don't know, no answer **Skip to 10.**

8. Who is the head of household related to the patient? _____

- 02 Spouse/partner
- 03 Son/daughter
- 04 Parent
- 05 Son/daughter-in-law
- 06 Grandchild
- 07 Mother/father-in-law
- 08 Brother/sister
- 09 Uncle/aunt
- 10 Brother/sister-in-law
- 11 Cousin
- 12 Friend

Skip to 10.

STUDY TO UPGRADE HEALTH STATUS IN HONDURAS

Exit interview for hospitalized patients

ID#: _____

9. How is the person who made the decision related to the patient? _____

- | | |
|------------------------|--------------------------|
| 02 Spouse/partner | 07 Mother/father-in-law |
| 03 Son/daughter | 08 Brother/sister |
| 04 Parent | 09 Uncle/aunt |
| 05 Son/daughter-in-law | 10 Brother/sister-in-law |
| 06 Grandchild | 11 Cousin |

10. What is the principal reason this hospital and not another was chosen? _____

- | | |
|------------------------------------|---|
| 1 It's the closest | 4 We could afford it |
| 2 There is no other | 5 It's the best |
| 3 Recommended by medical personnel | 6 Recommended by family member/neighbor |
| 7 Other (specify) _____ | |
| 9 Don't know | |

11. How did you get to the hospital?

Multiple answers are allowed.

- | | | | |
|----------------------|-------|---|-------|
| 1 On foot | _____ | 5 Collective transport (truck, taxi, bus) | _____ |
| 2 Bicycle/motorcycle | _____ | 6 Ambulance | _____ |
| 3 Private vehicle | _____ | 7 Horse, mule, etc. | _____ |
| 4 Taxi | _____ | 8 Boat | _____ |
| 9 Other | _____ | | |

12. How long did it take you to get to the facility?

_____ hrs _____ min

13. What do you think about the distance between your home and the hospital? _____

- 1 Too far
- 2 Not far, not near
- 3 Near
- 9 Don't know, no answer

STUDY TO UPGRADE HEALTH STATUS IN HONDURAS

Exit interview for hospitalized patients

ID#: _____

14. How much did you spend to get to and from the hospital?

_____ lempiras

15. Before you went to the hospital were you incapacitated due to your illness? _____

- 1 Yes
2 No **Skip to 17**
9 Don't know **Skip to 17**

16. How many days? _____

999 Unknown

17. How many days were you in the hospital? _____

18. While you were hospitalized did you undergo an operation or surgery? _____

- 1 Yes
2 No
3 Don't know

19. Was your hospitalization an emergency or scheduled? _____

- 1 Emergency
2 Scheduled **Skip to 21.**
3 Don't know **Skip to 22.**

20. If it was an emergency, how long did you have to wait between your arrival at the hospital and the moment you were attended? _____

- 1 There was no wait
2 Less than a half hour
3 From half an hour to an hour
4 From one to two hours
5 More than two hours
9 Don't know

Skip to 22

STUDY TO UPGRADE HEALTH STATUS IN HONDURAS

Exit interview for hospitalized patients

ID#: _____

21. If it was scheduled, how long did you have to wait between the decision to hospitalize you and the moment of your hospitalization?

- | | | | |
|---|---------------------|---|----------------------|
| 1 | Same day | 5 | One to three months |
| 2 | Less than a week | 6 | Four to six months |
| 3 | One to two weeks | 7 | More than six months |
| 4 | Three to four weeks | 9 | Don't know |

22. What do you think of the attitude of the people who attended you?

- | | | | |
|-----------------|-----------------------|------------------------|----------------|
| Receptionist | ___ | Other admin, personnel | ___ |
| Doctor | ___ | Nurse | ___ |
| Other paramedic | ___ | | |
| 1 | Good | 3 | Poor |
| 2 | Normal | 4 | Not applicable |
| 9 | Don't know, no answer | | |

23. What do you think of the technical level of the personnel who attended you?

- | | | | |
|-----------------|-----------------------|-------|----------------|
| Doctor | | Nurse | |
| Other (specify) | _____ | | |
| 1 | Good | 3 | Poor |
| 2 | Normal | 4 | Not applicable |
| 9 | Don't know, no answer | | |

24. What do you think of the cleanliness of the facility (and service)?

- | | | | |
|---|--------|---|-----------------------|
| 1 | Good | 3 | Poor |
| 2 | Normal | 9 | Don't know, no answer |

25. What do you think of the physical condition of the facility and its medical equipment?

- | | | | |
|---|--------|---|-----------------------|
| 1 | Good | 3 | Poor |
| 2 | Normal | 9 | Don't know, no answer |

STUDY TO UPGRADE HEALTH STATUS IN HONDURAS

Exit interview for hospitalized patients ID#: _____

26. Was your food provided by the hospital? _____

- 1 Yes
- 2 Yes, but we brought our own anyway
- 3 No **Skip to 28**
- 9 Don't know, no answer **Skip to 28**

27. What do you think of the food you received? _____

- 1 Good
- 2 Normal
- 3 Poor
- 9 Don't know, no answer

28. Did you receive medication while you were in the hospital? _____

- 1 Yes
- 2 No **Skip to 32**
- 9 Don't know **Skip to 32**

29. Did the hospital have all of the necessary medication? _____

- 1 Yes **Skip to 32.**
- 2 Just a portion
- 3 None
- 9 Don't know **Skip to 32.**

30. What did you do to get the medicines the hospital didn't have? _____

- 1 They were donated **Skip to 32.**
- 2 Purchased at a community pharmacy **Skip to 32.**
- 3 Purchased at a private pharmacy **Skip to 32.**
- 4 They weren't obtained
- 9 Don't know **Skip to 32.**

For all answers except 4, skip to 32.

31. Why didn't you obtain the medication? _____

- 1 Didn't want to look it for
- 2 Too expensive/no money
- 3 Couldn't find them
- 4 Not enough time
- 5 Other (specify) _____

STUDY TO UPGRADE HEALTH STATUS IN HONDURAS

Exit interview for hospitalized patients

ID#: _____

32. Did you undergo blood tests, x-rays or other tests? _____

- 1 Yes
- 2 No **Skip to 35.**
- 3 Don't know **Skip to 35.**

33. Where were they done? _____

Multiple answers are allowed

- 1 At the same hospital
- 2 Other public hospital
- 3 Private clinic/lab
- 4 They weren't done
- 5 Other (specify) _____
- 9 Don't know

34. Why weren't they done? _____

- 1 Didn't want to
- 2 Too expensive/no money
- 3 Other (specify) _____
- 9 Don't know

35. Would you return to this hospital if you required further treatment? _____

- 1 Yes
- 2 No **Skip to 37.**
- 9 Don't know **Skip to 38.**

36. Why would you prefer to return to this hospital and not another? _____

- 1 It's the best
 - 2 I was satisfied
 - 3 There is no other
 - 4 It's the least expensive
 - 5 It's the closest
 - 6 Good equipment/facilities
 - 7 Other (specify) _____
 - 9 Don't know
- Skip to 38.**

STUDY TO UPGRADE HEALTH STATUS IN HONDURAS

Exit interview for hospitalized patients

ID#: _____

37. Why would you not return to this hospital?

- | | | | |
|---|--------------------------|---|---|
| 1 | They didn't cure me | 4 | It's very far away |
| 2 | I was treated poorly | 5 | It's very expensive |
| 3 | Inadequate service | 6 | Facility/equipment
in poor condition |
| 7 | There was no medicine | 8 | Bad food |
| 9 | Insufficient lodging | | |
| | 10 Other (specify) _____ | | |
| | 19 Don't know | | |

38. Did you have to bring or donate anything to the hospital?

- | | | | |
|---|------------|------------|--|
| 1 | Yes | | |
| 2 | No | Skip to 40 | |
| 9 | Don't know | Skip to 40 | |

39. What did you bring or donate?

Multiple answers are allowed.

- | | | | | | |
|---|------------|-----------------------|---|---------------------------|-----|
| 1 | Bed linens | ___ | 3 | Medical supplies/medicine | ___ |
| 2 | Food | ___ | 4 | Blood | ___ |
| | 5 | Other (specify) _____ | | | |
| | 9 | Don't know | | | |

40. Did you (or a family member) pay anything for your hospitalization?

- | | | | | | |
|---|------------|------------|---|----|------------|
| 1 | Yes | | 2 | No | Skip to 50 |
| 3 | Don't know | Skip to 52 | | | |

41. Were you partially or totally reimbursed?

- | | | | | | |
|---|-----------------|------------|---|------------|--|
| 1 | Yes, completely | Skip to 49 | 3 | No | |
| 2 | Yes, partially | | 9 | Don't know | |

STUDY TO UPGRADE HEALTH STATUS IN HONDURAS

Exit interview for hospitalized patients

ID#: _____

42. When did you pay for your hospitalization?

Multiple answers are allowed.

- | | | | |
|---|--------------------|---|-------------------|
| 1 | Prior to admission | 4 | On leaving |
| 2 | Upon admission | 5 | After/in payments |
| 3 | During my stay | 9 | Don't know |

43. How much did you pay for your entire consultation(excluding transportation)?

Ask if the patient still has the receipt(s) for his or her payment(s).

- | | |
|---|----------------|
| For hospitalization | _____ lempiras |
| For medication at facility where
treatment was received | _____ lempiras |
| For medication from another
facility | _____ lempiras |
| For tests or x-rays at facility
where treatment was received | _____ lempiras |
| For tests or x-rays at another
facility | _____ lempiras |
| Others | _____ lempiras |

Total __, _____ lempiras

If paid less than 25 lempiras, skip to 50

44. Would you be willing to pay more than _____ lempiras for the same service

If complaints were made
assuming that the same quality was maintained?

If complaints or dissatisfaction were expressed
assuming that the problems you mentioned were corrected? _____

Insert the cost mentioned in 43 in this question.

- | | | |
|---|------------|------------|
| 1 | Yes | |
| 2 | No | Skip to 48 |
| 3 | Don't know | |

STUDY TO UPGRADE HEALTH STATUS IN HONDURAS

Exit interview for hospitalized patients

ID#: _____

45. Would you be willing to pay _____ lempiras?

Insert 150% of the total indicated in question 43.

- 1 Yes
- 2 No **Skip to 47**
- 3 Don't know, no answer

46. Would you be willing to pay _____ lempiras?

Insert twice the total indicated in question 43.

- 1 Yes
- 2 No
- 3 Don't know, no answer

47. How much would you be willing to pay?

_____ lempiras

Skip to next module.

48. Why not?

- 1 It's very expensive/can't
- 2 The service isn't worth it
- 3 The government should pay for or subsidize the service
- 4 Other (specify) _____
- 9 Don't know

Skip to next module.

49. Ask this question only to those who answered 1 or 2 to question 41.

Who reimbursed your hospital costs?

- 1 IHSS
- 2 Employer
- 3 Private insurance
- 4 Military
- 5 Other (specify) _____
- 9 Don't know

Skip to 52

STUDY TO UPGRADE HEALTH STATUS IN HONDURAS

Exit interview for hospitalized patients

ID#: _____

50. Did (or will) anyone else pay for the treatment?

- 1 Yes 2 No (free service) **Skip to 52**
9 Don't know **Skip to 52**

51. Who paid (or will pay) the hospital costs?

- 1 IHSS 3 Private insurance
2 Employer 4 Military
5 Other (specify) _____
9 Don't know

52. Would you be willing to pay LPs. 100 for the same service

If no complaints were made
assuming that the same quality was maintained?
If complaints or dissatisfactions were expressed
assuming that the problems you mentioned were corrected? ____

- 1 Yes
2 No **Skip to 54**
9 Don't know **Skip to 54**

53. How much would you be willing to pay?

_____ lempiras

Skip to next module.

54. Would you be willing to pay Lps. 50 under the same conditions?

- 1 Yes 2 No **Skip to 56**

55. How much would you be willing to pay?

_____ lempiras

Skip to next module.

STUDY TO UPGRADE HEALTH STATUS IN HONDURAS

Exit interview for hospitalized patients

ID#: _____

.....

56. Why not?

- 1 It's very expensive/can't
- 2 The service isn't worth it
- 3 The government should pay for or subsidize the service
- 4 Other (specify) _____
- 9 Don't know