

Household survey on health care demands, attitudes towards paid health care, health care expenditures

Training module for interviewers (8.03.00 – 11.03.00)

I day

10.00 – 10.15	Objectives of the survey
10.15 – 11.00	Design of the survey
11.00 – 13.00	Questionnaire presentation

II day

10.00 – 11.00	Fieldwork Organization
11.00 – 11.30	Responsibilities of fieldworker
11.30 – 12.00	Pilot study
12.00 – 13.00	Distribution by clusters; distribution of stationery

III day

Pre-testing

IV day

Discussion after pre-testing

I DAY

1. Introduction:

K Introduce all participants to each other

K Introduce the schedule of the whole training:

First and second days – training for supervisors

Third and Fourth days – training for interviewers (supervisors should be present)

Fifth day – pilot study

Sixth day – discussion after pilot study

2. Objectives of the survey:

- Obtain an information from the households on current health care, specifically on their:
 - health care demands
 - attitudes towards changes
 - health behavior
 - health expenditures
- Based on the findings of the survey elaborate the strategies for the pilot PHC project

3. Design of the survey

- Districts: The survey will be carrying out in three districts potential for piloting the PHC model:

Elbasan

Pogradec

Vlore

- Stratification: each district is divided into three layers (strata) according to accessibility to the district center: Urban, Rural close, Rural far
- The total number of households to be interviewed: 2016
Number of households to be interviewed in each district: 672
Number of households to be interviewed in each stratum: 224
- Margin of error for: one strata - 0.1; for one district – 0.06, for the whole survey – 0.03
- Number of clusters: whole survey 144; per one district – 48; per one strata – 16
- Number of households in each cluster: 14

Layers	Number of HH	Number of clusters
Strata	224	16
District	672	48
Whole survey	2016	144

Human resources:

- Number of interviewers: 32
- Number of teams: 16. Each team will be composed of two interviewers
- Number of supervisors: 8. Each supervisor will monitor the work of two teams
- Number of teams per cluster: 2

Time:

- Working day in each district: 6 days
This means that the survey in each district will be completed in 6 days.
Period for the whole survey: 3 weeks (one day break between each district)
- Working hours: 7 hours a day
- Time per one interview: 1 hour in average. This time includes also the walking time between households. This is an average time spent per one household since not in all households all parts of the questionnaire will be filled out

From the above: Each team will interview 7 households a day. Since two teams will work in one cluster it means that 14 households will be interviewed in one cluster by two teams. This means that supervisor should monitor the work of two teams in a cluster and will be responsible for quality assurance of the interview in 14 HH a day.

4. Presentation of the questionnaire

4.1. Structure of the questionnaire

Questionnaire consists of four parts:

- I. Socioeconomic
- II. Readiness of HH to changes in health care provision
At the end of this part there are three tables:
Table 1. Health status of the household
Table 2. Income of the household
Table 3. Expenditures of the household
- III. Medical Part
- IV. Delivery

I, II parts and tables must be asked in all households.

The medical part should be asked only if there was a case of illness in the household during a period of one month back from the time of interview

The delivery part should be asked only if there was a delivery in the HH during a period of one year back from the time of interview.

I, II parts and tables are bounded together so that every interviewer will have a questionnaire consisting of three pieces:

1. Socioeconomic part with Readiness of HH to changes and tables
2. Medical part
3. Delivery

The questions are presented in a table form: First column – number of the question, second column the question itself with the list of possible answers, third column – for answers.

The majority of the questions are close ended which means that the interviewer is given a list with options of possible answers which are introduced (read) by the interviewer to the respondent and the respondent should choose from the list the answer most suitable to him. Each answer is numbered and is given a code. For example, the answers *no* is always given a code of *0*, *other* – *99*, *do not know* – *98* etc. So, all the interviewer need to do is just write down in the third column the number of the answer in listed under the questions.

Some questions are mixed, which means that at the end of the list of possible answers/choices there is also a choice: *other, specify*. In this case the interviewer should write in words the answer of the respondent.

There are also questions, which requires a numeric answers. For example: How much did you spent on drugs? In this case the interviewer should write down the amount in figures (in new leks)

Every piece of the questionnaire has similar headings:

1.	District: 1. Elbasan 2. Pogradec 3. Vlora		
2.	Stratum: 1. Urban 2. Rural close 3. Rural far		
3.	Code of supervisor	<i>write number from 1 to 8</i>	▶▶
4.	Code of team	<i>write number from 1 to 16</i>	▶▶
5.	Cluster number	<i>write number from 1 to 16</i>	▶▶
6.	Household number:	<i>write number from 1 to 14</i>	▶▶
7.	Date of the interview:	<i>write date</i>	▶▶
			____/____/____ day / month 00

Question 1: If the survey is in Elbasan then in the third column interviewer should write 1.

Question 2: If the survey is in rural close strata – the interviewer should write 2.

Question 3: Every supervisor will have its code number. Since we have only 8 supervisors, in the third column the supervisor should write it's code from 1 to 8.

Question 4: Every team will have its code number. Since we have 16 teams (two people in each) the interviewers should write their team number from 1 to 16

Question 5: Cluster number: we have 16 clusters in each stratum. So the number from 1 to 16 should written in the third column

Question 6: Only 14 households will be interviewed in each cluster. But we have two teams working in one cluster. So the supervisor should assign to one team the number starting from 1 to 7 and to another team the number starting from 8 to 14.

In medical and delivery parts there is also Q7 – number of the household member: this should be taken from the table 1 on health status.

This part should be consistent with other parts in case if medical and delivery parts are filled in for the same household.

4.2. Questions

K Go through each question and conduct a question-by-question discussion with the participants.

A household is a group of persons who eat and live together

Medical part/Delivery: if in the household two or more cases of illness/deliveries were during last month/last year (in case of delivery) this should be reflected in the table of “Health status of Household”. Accordingly two or more questionnaires on medical part/delivery should be filled in the household.

II DAY

1. Fieldwork organization

K Explain the procedures to be followed, and the importance of random selection of households.

Selecting HH

List of HH to be interviewed is available

The list of household per selected site from each district is requested to be available by Wednesday, 8 March 00. All households to be interviewed will be selected beforehand and given to the fieldworkers before the survey starts in each district.

1. Supervisors will allocate HH to the interviewers.
2. Supervisors will know which team is working where

IF THE LIST OF HOUSEHOLDS IS NOT AVAILABLE BEFOREHAND

Option 1. Selecting HH for interview in the field

In case if there will be any delays to obtain the list of HH in time this list will be prepared and available in the districts. So the supervisors will select the list of HH to be interviewed in the district and allocate to the interviewers.

Option 2. Standard Segmentation

Supervisor could decide to use also another method called standard segmentation method. In this case interviewers should help him to make a boundary maps

Option 3. The least recommended option

Random walk method

1.1. Selecting the starting point

In Rural area

In rural area where household list is not available:

1. Go to the center of the village (could be a market, church/mosque, school...)
2. Select the direction in which the first household will be located by spinning a pen/bottle
3. Move in a straight line in this direction. Count all houses you pass until you reach the edge of the community.
4. Pick one of these numbered houses at random by selecting a random number (from the table) between 1 and the total number of houses along the directional line selected. This will be your first house to visit.

In Urban area

1. Go to the administrative unit of selected for the survey larje. It could be also polyclinic if it covers the whole larja
2. Ask for the list of streets covered by administrative unit/polyclinic
3. Number all streets in the list
4. From the table of random numbers pick one number between one and the highest number of the street in the list (inclusive). This will be your first street to start.
5. Go the street.
6. If the street is not long count all buildings in the street. If the street is long – go the center of the street, spin the pen/bottle and select the direction where to move. Move in this direction along the street. Count all buildings you pass until the street is finished.
7. From the table of random numbers pick one number between one and the highest number (inclusive) of the buildings you have counted. This will be your first building to start.
8. Come to the building. If there are several entrances to the building count all entrances and pick one of them at random by selecting a random number between 1 and the total number of entrances. If this is a several floor building count the number of floor

and again use the table of random numbers to select the floor where to start with. If there are several apartments in the floor – again use the table of random numbers to select the apartment.

- ▼ Note: Since there will be two teams working in one cluster two starting points should be selected in the presence of the supervisor

1.2. Selection of subsequent households

Rural area

From the starting point move clockwise direction. If the village is small interview every household. In case of dense rural area you may interview every third household. You can estimate the value of this step by dividing the total number of household in the village by the 14 (number of households to be interviewed in one cluster).

Urban area

1. Households will be visited in cluster from the starting point, with an interval of three households between each visited household. Always move clockwise
2. After finishing the households in the floor select randomly the direction (up or down) where to move)
3. Continue from floor to floor visiting the next nearest floor which has not visited previously
4. If the selected entrance of the block doesn't include sufficient households, the next entrance (in numerical order from your list)) would be selected for completing the cluster

Continue in this way until you reached the required number of households in your cluster.

Keep in mind that random walk method is not accurate and not all HH are given an equal chance to be selected. So this method is a least preferable one

Note that using the segmentation method with preparation of boundary maps will require a lot of time. On the other hand random walk method is not the accurate one. So the most preferable method is to have a list of households by the selected sites beforehand.

1.3. Special situations in the field

The small area cannot be reached.

This is a rare event but in some cases—during the rainy season because of flood, for example—the area is impossible to reach because of poor road conditions. When this happens, survey the closest area to the original one that can be reached. All replacements should be recorded in the field notebook and mentioned in the final survey report.

- ▼ Note that replacing the cluster that cannot be reached with another area could be a **very rare** event and this **does not completely solve the problem**, since

households living in areas of difficult access are likely to also differ in health status and in the utilization of services.

The small area includes fewer households than the required cluster size.

Survey all the households in the area. Then move to the area that is closest to the last household you did in the original area. Survey as many households in this second area as you need to complete the cluster.

Separate households are difficult to identify.

If separate households are difficult to identify—for example, where there are a few related families living in the same dwelling and sharing some but not all meals—treat the entire dwelling as one household.

The household is empty.

If you call or knock a few times and there is no reply, ask the neighbors whether the house is inhabited. If it is not occupied, select an additional household at the end of the day to compensate for the one which was empty.

If the neighbors tell you that the house is inhabited, come back at the end of the working day to see if the residents have returned. If they are still away, try to come back on another day. This may not be feasible in rural areas where the whole team is moving from place to place, but in urban areas it is often possible.

The residents refuse to be interviewed.

Refusals are often a transitory reaction. Therefore, never accept a refusal as definitive. Ask one of your team colleagues to visit the house later in the day and try again. If another interviewer still does not succeed, ask the supervisor to try at the end of the day. Do not give up until three attempts have been made. If you still fail to interview, make a note of the refusal on the cluster sheet, fill the heading of the questionnaire (put all required codes) but do not replace the house. Report the refusal to the supervisor.

Houses where residents are absent or refuse to be interviewed should be carefully recorded and counted as losses in the final report. Households living in these houses may well be different from those interviewed, so that replacing them with another (compliant) household does not solve the problem.

The household selected for an interview is not living in the place

If you come to the place and found out that the household you have selected for an interview is not living but instead another HH is residing in the house interview the HH which is currently residing in the house

Several households are living in one dwelling

If you come the selected household and there are currently residing two-three households in the same house (they are different HH, they do not share the food but just living in the same house) - interview only the one initially selected for the survey

Start to worry if you fail to interview more than 5–10 per cent of your intended sample.

- ▼ Note: Give higher priority to returning to clusters where there were several losses than to those with one or two losses. This is because residents of the former are more likely to be atypical and their exclusion could bias the sample.

1.4. Interview procedures:

- Every interviewer and supervisor will have badges and letter of authorization from the Ministry of Health.
- Every interviewer should start the interview with introduction of themselves (the text is written and if necessary present the letter of authorization)
- At the end of each part the interviewer should thank the respondent/s and if the interview is not finished ask them to allocate some more time to complete other parts of the questionnaire.
- The questions should be asked exactly the same way and the same order as they are written in the questionnaire.
- An interviewer should read all options of the answers. If respondent has a difficulty to select one or another answer read it again and ask them to select one answer
- The respondent should not be directed towards one or another answer.
- All questions should be asked even if the interviewee gives the answers to two questions at once
- Do not leave blank unanswered questions.
- Household surveys typically raise a number of ethical questions, particularly surveys that pertain to the income and expenditures. Try to convince the respondent that the data is anonymous and no names are registered.
- In case of refusal try to explain the meaning of the survey and how the people could benefit from the results of the survey

1.5. Data collection management

- K Instruct interviewers on the procedure for returning completed questionnaires to supervisor
- At the end of the day the interviewers should return the filled questionnaires to their supervisors.
 - Each questionnaire will be checked and signed by the supervisor.

2. Responsibilities of fieldworker

2.1 Responsibilities of supervisor:

- Contact the local authorities in every community and, if required, hire local guide

- Supply the interviewers with questionnaires and other field work materials
- Assign households to the interviewers
- Know where and when the team is working
- Assist the team of interviewers to select the starting point (if the list of HH is not available)
- Supervise team of interviewers as they perform the survey. Each supervisor will have a car, which would allow him to be mobile and observe the interview procedures
- Review questionnaires as they are completed.

2.2. Responsibilities of interviewer:

- Jointly with the supervisor identify the starting point/ households to be surveyed (if you use random walk method)
- Follow the instructions, to select the next households in the cluster.
- Gain the consent of respondents to be interviewed. Introduce him/herself to the household members and ask permission to carry out the interview.
- Conduct interviews using the standard questionnaire
- Maintain standard procedures in conducting the interviews and recording the answers.
- Fill in the responses to the questionnaire in a neat and legible form.
- When in doubt about the coding of an answer, write it down in full at the margin of the questionnaire and check the correct coding with the supervisor at the end of the day.

3. Pilot Study

Purpose: Identify the major problems with methodology and help prevent them during a real survey. This is the same survey but in a smaller scale

Site: Tirana: 2 urban sites and 6 rural

Date: 10.03

- ▼ During the pilot fieldwork note all comments and present them to the participants on the following day.

Tentative checklist during pilot study:

The time for interview is enough:	Yes	No (specify)
The questions are clear:	Yes	No (specify)
The methodology (selecting starting point etc) is clear	Yes	No (specify)
The responsibilities are clear	Yes	No (specify)
The administrative arrangements are properly organized (the logistics, cars....)	Yes	No (specify)

Other comments:

For pilot study:

The sites in Tirana city:

1. Polyclinic N 8
2. Polyclinic N 9

The sites in Tirana Rural:

1. Ndroq
2. L Ere
3. Saugeti
4. Grubblesh
5. Pinet
6. Zhirie

Materials distributed during the training:

Training manual

Random number table

Questionnaire

Summary table for coordinator

Cluster labels

Supervisor's control sheet

Interviewer's control sheet