

ANALYSIS OF FORM 001 & 002

TABLE 1

Total No. of forms Distributed by facilities

| Facility | 001 | 003 |
|----------|-----|-----|
| | | |

TABLE 2

| Table percentage distributed of typing of respondent by facilities | | | | |
|--|-----------|-----------|-----------|-----------|
| Facility | Form 001 | | Form 003 | |
| | PRINCIPAL | DEPENDANT | PRINCIPAL | DEPENDANT |
| | | | | |

Table 3

| Table percentage distributed of awareness of NHIS by facilities | | | |
|---|----------|-----|----|
| S/No | Facility | Yes | No |
| | | | |

Table 4

| Table percentage Distribution of Awareness of DHML by facilities | | | |
|--|----------|-----|----|
| S/No | Facility | Yes | No |
| | | | |

TABLE 5

| Table percentage distribution of those registered with DHML by facilities | | | |
|---|----------|-----|---------|
| S/No | Facility | REG | NOT REG |
| | | | |

Table 6

| Table percentage distribution of knowledge of DHML zonal office by facilities | | | |
|--|-----------------|------------|-----------|
| S/No | Facility | YES | NO |
| | | | |

TABLE 7

| Table percentage distribution of who pays for your healthcare services by facilities | | | | |
|---|-----------------|------------|-------------------|---------------------|
| S/No | Facility | YOU | GOVERNMENT | ARMED FORCES |
| | | | | |

TABLE 8

| Table percentage distribution of how you pay for your healthcare services by facilities | | | |
|--|-----------------|----------------------|---|
| S/No | Facility | OUT OF POCKET | NHIS FUNDS ARE DEDUCTED FROM MY SALARY |
| | | | |

TABLE 9

| Table percentage distribution of enrolees referred to another hospital by facilities | | | |
|---|-----------------|------------|-----------|
| S/No | Facility | YES | NO |
| | | | |

TABLE 10

| Table percentage distribution of who pays the bills in the referred hospital by facilities | | | | |
|---|-----------------|------------|------------------|-------------|
| S/No | Facility | YOU | YOUR UNIT | NHIS |
| | | | | |

TABLE 11

| Table percentage distribution of the type of care given in the referred hospital by facilities | | | | |
|---|-----------------|---------------------|-----------------------|----------------------|
| S/No | Facility | PRIMARY CARE | SECONDARY CARE | TERTIARY CARE |
| | | | | |

TABLE 12

| Table Percentage Distribution of who do you contact when you have problems in the process of getting treatment by Facilities | | | | | |
|---|-----------------|----------------------|-------------|-------------------------|--------------------------|
| S/No | Facility | YOUR FACILITY | DHML | ALL OF THE ABOVE | NONE OF THE ABOVE |
| | | | | | |

TABLE 13

| Table percentage distribution of enrolees who feel there has been improvement in healthcare delivery by facilities | | | |
|---|-----------------|------------|-----------|
| S/No | Facility | YES | NO |
| | | | |

AGE

TABLE 14

| Table Percentage Distribution of Age Range by Facilities | | | | | | |
|---|-----------------|-----------------|--------------|--------------|--------------|---------------------|
| S/No | Facility | UNDER 18 | 18-30 | 31-45 | 45-60 | 61 AND ABOVE |
| | | | | | | |

SEX

TABLE 15

| Table percentage distribution of sex by facilities | | | |
|---|-----------------|-------------|---------------|
| S/No | Facility | MALE | FEMALE |
| | | | |

EDUCATIONAL BACKGROUND

TABLE 16

| Table percentage distribution of educational background by facilities | | | | | |
|--|-----------------|----------------|------------------|-----------------|----------------------|
| S/No | Facility | PRIMARY | SECONDARY | TERTIARY | POST GRADUATE |
| | | | | | |

EASE OF GETTING CARE

TABLE 17

| Table percentage distribution of ease of getting admitted without any problem by facilities | | | | | |
|--|-----------------|-----------------------|--------------|------------------|-----------------|
| S/No | Facility | STRONGLY AGREE | AGREE | UNCERTAIN | DISAGREE |
| | | | | | |

TABLE 18

| Table percentage distribution of ease of getting medical care in an emergency by facilities | | | | | |
|--|-----------------|-----------------------|--------------|------------------|-----------------|
| S/No | Facility | STRONGLY AGREE | AGREE | UNCERTAIN | DISAGREE |
| | | | | | |

TABLE 19

| Table percentage distribution of facilities operating 24hrs everyday by facilities | | | | | |
|---|-----------------|-----------------------|--------------|------------------|-----------------|
| S/No | Facility | STRONGLY AGREE | AGREE | UNCERTAIN | DISAGREE |
| | | | | | |

WAITING TIME

TABLE 20

| Table Percentage Distribution of waiting too long at the records office by Facilities | | | | | |
|--|-----------------|------------------------|--------------|------------------|-----------------|
| S/No | Facility | STRONGLY AGREED | AGREE | UNCERTAIN | DISAGREE |
| | | | | | |

TABLE 21

| Table Percentage Distribution of waiting too long before the nurses attend to me by Facilities | | | | | |
|---|-----------------|------------------------|--------------|------------------|-----------------|
| S/No | Facility | STRONGLY AGREED | AGREE | UNCERTAIN | DISAGREE |
| | | | | | |

TABLE 22

| Table Percentage Distribution of waiting too long for laboratory test by Facilities | | | | | |
|--|-----------------|------------------------|--------------|------------------|-----------------|
| S/No | Facility | STRONGLY AGREED | AGREE | UNCERTAIN | DISAGREE |
| | | | | | |

TABLE 23

| Table Percentage Distribution of waiting too long to see a doctor by Facilities | | | | | |
|--|-----------------|------------------------|--------------|------------------|-----------------|
| S/No | Facility | STRONGLY AGREED | AGREE | UNCERTAIN | DISAGREE |
| | | | | | |

TABLE 24

| Table Percentage Distribution of waiting too long at the pharmacy by Facilities | | | | | |
|--|-----------------|----------------------------------|--------------|------------------|-----------------|
| S/N o | Facility | STRONGLY AGREED | AGREE | UNCERTAIN | DISAGREE |
| | | | | | |

QUALITY OF CARE

TABLE 25

| Table Percentage Distribution of the health team explaining medical condition and treatment by Facilities | | | | | |
|--|-----------------|----------------------------------|--------------|------------------|-----------------|
| S/N o | Facility | STRONGLY AGREED | AGREE | UNCERTAIN | DISAGREE |
| | | | | | |

TABLE 26

| Table Percentage Distribution of the health team explaining treatment options available by Facilities | | | | | |
|--|-----------------|----------------------------------|--------------|------------------|-----------------|
| S/N o | Facility | STRONGLY AGREED | AGREE | UNCERTAIN | DISAGREE |
| | | | | | |

TABLE 27

| Table Percentage Distribution of the health team assuring the confidentiality of patients condition by Facilities | | | | | |
|--|-----------------|----------------------------------|--------------|------------------|-----------------|
| S/N o | Facility | STRONGLY AGREED | AGREE | UNCERTAIN | DISAGREE |
| | | | | | |

FACILITY

TABLE 28

| Table Percentage Distribution of neatness and cleanliness of the hospital by Facilities | | | | | |
|--|-----------------|----------------------------------|--------------|------------------|-----------------|
| S/N o | Facility | STRONGLY AGREED | AGREE | UNCERTAIN | DISAGREE |
| | | | | | |

TABLE 29

| Table Percentage Distribution of the hospital being comfortable by Facilities | | | | | |
|--|-----------------|------------------------|--------------|------------------|-----------------|
| S/N | Facility | STRONGLY AGREED | AGREE | UNCERTAIN | DISAGREE |
| o | | | | | |
| | | | | | |

TABLE 30

| Table Percentage Distribution of having enough privacy when being attended to by Facilities | | | | | |
|--|-----------------|------------------------|--------------|------------------|-----------------|
| S/N | Facility | STRONGLY AGREED | AGREE | UNCERTAIN | DISAGREE |
| o | | | | | |
| | | | | | |

STAFFING

TABLE 30

| Table Percentage Distribution having enough doctors to attend to patients in the hospital by Facilities | | | | | |
|--|-----------------|------------------------|--------------|------------------|-----------------|
| S/N | Facility | STRONGLY AGREED | AGREE | UNCERTAIN | DISAGREE |
| o | | | | | |
| | | | | | |

TABLE 31

| Table Percentage Distribution of enough nurses to attend to patients by Facilities | | | | | |
|---|-----------------|------------------------|--------------|------------------|-----------------|
| S/N | Facility | STRONGLY AGREED | AGREE | UNCERTAIN | DISAGREE |
| o | | | | | |
| | | | | | |

TABLE 32

| Table Percentage Distribution of specialist available to see patients by Facilities | | | | | |
|--|-----------------|------------------------|--------------|------------------|-----------------|
| S/N | Facility | STRONGLY AGREED | AGREE | UNCERTAIN | DISAGREE |
| o | | | | | |
| | | | | | |

FINANCES

TABLE 33

| Table Percentage Distribution of patients paying all their bills by Facilities | | | | | |
|---|-----------------|------------------------|--------------|------------------|-----------------|
| S/N | Facility | STRONGLY AGREED | AGREE | UNCERTAIN | DISAGREE |
| o | | | | | |
| | | | | | |

TABLE 34

| Table Percentage Distribution of patients paying some of their bills while NHIS paying most by Facilities | | | | | |
|--|-----------------|------------------------|--------------|------------------|-----------------|
| S/N | Facility | STRONGLY AGREED | AGREE | UNCERTAIN | DISAGREE |
| | | | | | |

TABLE 35

| Table Percentage Distribution of patients not paying any bills office by Facilities | | | | | |
|--|-----------------|------------------------|--------------|------------------|-----------------|
| S/N | Facility | STRONGLY AGREED | AGREE | UNCERTAIN | DISAGREE |
| | | | | | |

INSURANCE

TABLE 36

| Table percentage distribution of patients being referred to a secondary/tertiary health care provider by facilities | | | |
|--|-----------------|------------|-----------|
| S/No | Facility | YES | NO |
| | | | |

TABLE 37

| Table percentage distribution of how long you wait for authorization codes by facilities | | | | | |
|---|-----------------|--------------|--------------|---------------|-----------------------|
| S/No | Facility | 30min | 1hour | 2hours | More than 2hrs |
| | | | | | |

TABLE 38

| Table percentage Distribution showing improvement in hospital since NHIS began by facilities | | | | | |
|---|-----------------|------------------------|--------------|------------------|-----------------|
| S/N | Facility | STRONGLY AGREED | AGREE | UNCERTAIN | DISAGREE |
| | | | | | |

GENERAL

TABLE 39

| Table percentage Distribution showing overall Satisfaction of service rendered by facilities | | | | | |
|---|-----------------|----------------------------|--------------|------------------|-----------------|
| S/N | Facility | STRONGLY AGREED | AGREE | UNCERTAIN | DISAGREE |
| o | | | | | |
| | | | | | |

NB

1. The name of the facility should be boldly written in each of the questionnaire.
2. Information at the back of the form should not be filled.
3. The tables above represent the reporting format for collating data gotten from FORMS 001 and 003. Each team should list facilities visited during the exercise. Questions in FORM 001 (12 questions) should be analysed based on the number of respondents gotten from the field. FORM 003 (29 Questions), should also be analyzed same as FORM 001.
4. Each table represents each question in form 001 and 003. Please also note that analysis should be calculated in **PERCENTAGE** not in figures.
5. Total deductions should be done with graphical representations (Pie Chart, Bar Chart, and Histogram) as the case maybe for each question.