**Appendix A: Contingent Valuation Questionnaire**

**Healthcare Finance in the Kingdom of Saudi Arabia: Determining Willingness to Pay for Public Healthcare Services**

**A Contingent Valuation Study**

|  |  |
| --- | --- |
| Questionnaire No.: |  |
| Name of Enumerator: |  |
| Location: |  |
| Date of interview: |  |
| Time started: |  |
| Time ended: |  |
| Length of interview: |  |

**Introductory information:**

We are conducting this study to assess the willingness to pay (WTP) for improvements in public healthcare services. This study also aims to identify the main characteristics of public healthcare services and to determine the WTP for quality improvements in the public healthcare services. In this study, “quality improvement of the public healthcare services” means improvements in aspects concerning the provision of services such as reduction in the waiting time before seeing the doctor, the availability of appointments and the availability of drugs at healthcare facility.

This questionnaire involves asking you some questions about the maximum amount of money that you would be prepared to pay as an insurance premium to benefit from improvements in the quality of public healthcare services. In answering these questions, we would like you to think about the need to make choices about whether to pay for a commodity, and how much to pay. You should also bear in mind your monthly income in stating the maximum amount of money that you would be willing to pay. For most people the choice depends on whether they consider the price of the service to be worth paying because of the value of the service to them.

In answering questions on WTP, please bear in mind that private healthcare services are available and the choice could be between paying for private healthcare services, paying for improved public healthcare or relying on public healthcare in its current state. Your frank and considered responses are key to making the results of this study useful. Please note that there are no RIGHT or WRONG answers to questions in this questionnaire. If you have any questions, you may ask them now or later.

*(****Enumerator****: Prior to beginning the interview, read the consent form to the respondent, sign that they have been read the form, and give them a copy of the information sheet).*

**Questionnaire Instructions:**

*(****Enumerator****: Please answer each question by marking “****X****” in the box that best describes the respondent’s answer, or insert the answer as required).*

**1. Basic information on the respondent’s household and use of health services**

|  |
| --- |
| *1.1 What is your status in your household?* |
| Household head |  |  Household representative |  |  |
| If household representative, relationship to household head …………………………………………………… |
| *(****Enumerator****: Only the head of the household should be interviewed or, in his/her absence, the spouse should be interviewed or another adult income-earner)* |

|  |
| --- |
| *1.2 Gender:* |
| Male |  |  Female |  |  |

|  |
| --- |
| *1.3 How old are you?*  |
|  |  | years |  |

|  |
| --- |
| *1.4 What is your marital status?* |
| Single |  |  Married |  |  Divorced |  |  Widowed |  |  |  |

|  |
| --- |
| *1.5 Are you the main income-earner in your household?* |
| Yes  |  |  No |  |  |

|  |
| --- |
| *1.6 Are you the main decision-maker in your household on what your household spends money on?* |
| Yes  |  |  No |  |  |

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| --- |
| *1.7 Number of household members (including yourself):*  |
|  |  | people |  |  |

|  |
| --- |
| *1.8 How many members of your household belong to the following groups?* |
| Less than 5 years old |  |  |  |  |  |
| 5 years old to less than 15 years old  |  |  |  |  |  |
| 15 years old to less than 64 years old |  |  |  |  |  |
| 64 years old and above |  |  |  |  |  |

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| --- |
| *1.9 Do you or any of your household members suffer from any of the following diseases?* |
| 1. Diabetes: |  Yes |  |  No |  |  if ‘yes’ how many people? |  |
| 2. Obesity: |  Yes |  |  No |  |  if ‘yes’ how many people? |  |
| 3. Pressure: |  Yes |  |  No |  |  if ‘yes’ how many people?  |  |

|  |
| --- |
| *1.10 Have you or any household members visited public hospitals for healthcare attention during the last 12 months?*  |
| Yes |  |  if ‘yes’ how many times? |  |  |
| No |  |  |  |  |

|  |
| --- |
| *1.11 How often did you, or your household members, access healthcare services at public hospitals as soon as care was needed?* |
| Always |  |  |  |
| Usually  |  |  |  |
| Sometimes |  |  |  |
| Never |  |  |  |
| Don’t know  |  | (***Enumerator****: do not read this*)  |  |

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| --- |
| *1.12 Have you or any household members ever not been able to have the recommended medical care at public hospitals?* |
| Yes  |  |  No |  |  Don’t know |  | (***Enumerator****: do not read this*) |
| If ‘yes’, please specify and give reasons |
| ---------------------------------------------------------------------------------------------------------------------------------- |
| ---------------------------------------------------------------------------------------------------------------------------------- |
| ---------------------------------------------------------------------------------------------------------------------------------- |

|  |
| --- |
| *1.13 In your opinion, who should finance public healthcare services? (****Enumerator****: Multiple responses are allowed)* |
| Government |  |  |  |
| Employees |  |  |  |
| Employers  |  |  |  |
| Users of services |  |  |  |
| Other |  | Please specify ……………………………………………. |  |
| Don’t know  |  | *(****Enumerator****: do not read this)* |  |

|  |
| --- |
| *1.14 If you have to contribute to finance public healthcare services, which of the following payment methods would you prefer?* |
| User fees at the point of consumption  |  |  |  |
| Health insurance premium to be paid regularly  |  |  |  |
| A percentage to be deducted from salary  |  | What percentage? …………… |  |
| Other  |  | Please specify ………………. |  |
| Don’t know  |  | *(****Enumerator****: do not read this)* |  |

**2. Perceptions of the quality of public healthcare services**

This study has selected the following characteristics of healthcare services at public hospitals that you might wish to have improved. These characteristics are:

|  |  |
| --- | --- |
| **A.** | Availability of appointments: waiting time to get an appointment and access to healthcare services from when the healthcare is needed to the time that it is received |
| **B.** | Waiting time before seeing the doctor: The time that you waited in the hospital before seeing the doctor. |
| **C.** | Waiting time for laboratory tests or examinations: the time that you waited to have the required tests or examinations conducted (e.g. blood tests, scans and x-rays). |
| **D.** | Availability of drugs: the availability of the prescribed medicine in the hospital pharmacy. |
| **E.** | Staff attitude: the professionalism of the workers, including those in the reception area, nurses and physicians (health personnel). |
| **F.** | Doctor-patient relationship: the time spent with the doctor to discuss problems and state of health, and the receipt of sufficient information about health improvements and the use of the prescribed medicines. |
| **G.** | Outcome of treatments: the chance of recovering after visiting the public hospital. |

*(****Enumerator****: Ask whether the respondent has understood what these characteristics mean and whether they have any questions)*

**At the beginning,** I want to talk to you about the most recent visit to the public hospital.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
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| *2.1 Whose was the most recent visit to the public hospital?* |
| Household head  |  |  Household member |  | Specify …………………………… |
|  |  |  |  |  |
| *2.2 What was the name of the public hospital visited in the most recent visit?* |
|  ………………………..………………………………………………………………………..............................  |

*2.3 When was that most recent visit to a public hospital for healthcare attention?* |
| In the last 30 days  |  |  |  |
| In the last 60 days |  |  |  |
| In the last 90 days |  |  |  |
| In the last 180 days |  |  |  |
| In the last 365 days  |  |  |  |

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| --- |
| *2.4 How was the public hospital accessed initially for the last visit?* |
| Through a referral from a primary healthcare centre  |  |  |  |
| Through the emergency department of the hospital  |  |  |  |
| Other  |  | Please specify …………………………….. |

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| --- |
| *2.5 How long did it take to reach the public hospital in the most recent visit from the point of departure (approximately, in minutes)?* |
|  |  | Minutes |

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| *2.6 What was the illness or condition that was the reason for the last visit to the public hospital?* |
| ……………………………………………………………………………………………………………………... |
| ………………………………………………………………………………………………................................... |
| ……………………………………………………………………………………………………………………… |
| ……………………………………………………………………………………………………………………… |
| ……………………………………………………………………………………………………………………… |
| ……………………………….……………………………………………………………….................................. |

 *(****Enumerator****: Read this please [Now the next three questions are about the* ***Availability of Appointments,*** *which is the waiting time from when the healthcare is needed to the time that it is received]).*

|  |
| --- |
| *2.7.1 Based on the last visit, how many days did (you/household member) wait between the time when the healthcare services were needed and when they were received?* |
|  |  | Days |

|  |
| --- |
| *2.7.2 How do you consider this length of waiting time from when the healthcare was needed to when it was received?* |
| Very long  |  |  |  |
| Long |  |  |  |
| Acceptable |  |  |  |
| Not long |  |  |  |
| Not long at all  |  |  |  |

|  |
| --- |
| *2.7.3 How long is the waiting time from when the healthcare is needed to when it would be received that you consider to be ‘Not long at all’?* |
|  |  | Days |

*(****Enumerator****: Read this please [Now the next few questions are about the* ***Waiting Time before Seeing the Doctor****, which is the waiting time in the hospital before seeing the doctor, and about the waiting area in the public hospital]).*

|  |
| --- |
| *2.8.1 Based on the last visit, how long did (you/household member) wait before seeing the doctor?* |
| Less than 30 minutes  |  | Please specify ………………………………Please specify ………………………………Please specify ………………………………Please specify ………………………………Please specify ……………………………… |
| Between 30 to less than 60 minutes |  |
| Between 60 to less than 90 minutes |  |
| Between 90 to less than 120 minutes |  |
| 120 minutes and above |  |

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| *2.8.2 How do you consider this length of waiting time before seeing the doctor?* |
| Very long |  |  |
| Long |  |  |
| Acceptable |  |  |
| Not long |  |  |
| Not long at all |  |  |
| *2.8.3 How long is the waiting time before seeing the doctor at the public hospital that you consider to be ‘Not long at all’?*  |
|  |  | Minutes |

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| --- |
| *2.8.4 How comfortable was the waiting area in the hospital that visited last time?* |
| Extremely comfortable |  |  |
| Very comfortable |  |  |
| Moderately comfortable |  |  |
| Not comfortable |  |  |
| Not comfortable at all |  |  |

*(****Enumerator****: Read this please [Now the next few questions are about the* ***Waiting Time for Laboratory Tests or Examinations,*** *which is the time that you waited in order to have the required tests or examinations conducted, such as blood tests, scans and x-rays]).*

|  |
| --- |
| *2.9.1 Based on the last visit, did (you/household member) have any laboratory tests or investigations (for example blood tests, scans or X-rays)?* |
| Yes |  |  |
| No |  | Please go to question 2.10.1 |
| Don’t know  |  | Please go to question 2.10.1 |

|  |
| --- |
| *2.9.2 What type of laboratory test or examination was requested? (****Enumerator****: Multiple responses are allowed)* |
| Blood test |  |  |
| X-rays  |  |  |
| Other  |  | Please specify …………………….…………………………………………. |

|  |
| --- |
| *2.9.3 Based on the last visit, how long did (you/household member) wait in order to have the requested laboratory tests or examinations conducted?* |
| Less than 30 minutes |  | Please specify ……………… |
| Between 30 to less than 60 minutes |  | Please specify ……………… |
| Between 60 to less than 90 minutes |  | Please specify ……………… |
| Between 90 to less than 120 minutes |  | Please specify ……………… |
| 120 minutes and above  |  | Please specify ……………… |

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| *2.9.4 How do you consider this length of waiting time in order to have the requested laboratory tests or examinations conducted at the public hospital?* |
| Very long |  |  |
| Long |  |  |
| Acceptable |  |  |
| Not long |  |  |
| Not long at all |  |  |
| *2.9.5 How long is the waiting time for having the laboratory tests or examinations at the public hospital that you consider to be ‘Not long at all’?* |
|  |  | Minutes |

*(****Enumerator****: Read this please [Now the next few questions are about the* ***Availability of Drugs,*** *which is the availability of the prescribed medicine in the hospital pharmacy]).*

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| --- |
| *2.10.1 At the last visit, did the doctor at the public hospital prescribe any medicines?* |
| Yes |  |  |
| No |  | Please go to question 2.11.1 |
| Don’t know  |  | Please go to question 2.11.1 |

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| *2.10.2 What was the availability of the drugs prescribed by the doctor at the public hospital pharmacy?* |
| All of them were available |  |  |
| Only some of them were available |  |  |
| None of them were available |  |  |
| Don’t know |  |  |

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| *2.10.3 What did (you/your household member) do if (you/your household member) did not find the prescribed drugs available at the hospital pharmacy?*  |
| Return back to the doctor in order to have alternative drugs prescribed |  |  |
| Buy them from a private pharmacy |  |  |
| Not buy them and not use them |  |  |
| Other (please specify ……………………………………………….) |  |  |
| Don’t know |  |  |

*(****Enumerator****: Read this please [Now the next few questions are about* ***Staff Attitude*** *including the courtesy and professionalism of the staff in reception, nurses and physicians]).*

|  |
| --- |
| *2.11.1 Based on the last visit, how would you rate the professionalism of the staff?* |
| Extremely professional |  |  |
| Very professional |  |  |
| Moderately professional |  |  |
| Not professional |  |  |
| Not professional at all |  |  |

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| *(****Enumerator****: Read this please [Now the next few questions are about the* ***Doctor-patient Relationship*** *including time spent with the doctor to discuss the problem and health state and to receive sufficient information about improving the health state and the use of the prescribed medicines and also about the* ***Outcome of Treatments,*** *which is the chance of recovering after visiting the public hospital]).* |

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| *2.12.1 Based on the last visit, how long did (you/household member) stay with the doctor during the investigation?* |
|  |  | Minutes |

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| --- |
| *2.12.2 Based on the last visit, how do you indicate your degree of agreement with each of the following statements?* |
| **Statement**  | **Strongly disagree** | **Disagree** | **Unsure** | **Agree** | **Strongly agree** |
| 1. Physician spent sufficient time with me.  | 1 | 2 | 3 | 4 | 5 |
| 2. Physician undertook comprehensive examinations when they examined my illness.  | 1 | 2 | 3 | 4 | 5 |
| 3. Physician clearly explained my health problem to me. | 1 | 2 | 3 | 4 | 5 |
| 4. Physician provided me with sufficient information on how to improve, preserve my health and what I should do to not complicate my health state in the future. | 1 | 2 | 3 | 4 | 5 |
| 5. Physician clearly explained to me how to use the prescribed drugs. | 1 | 2 | 3 | 4 | 5 |
| 6. Physicians at public hospitals are very competent and well-trained. | 1 | 2 | 3 | 4 | 5 |
| 7. Physicians at public hospitals use medical terms without explaining what they mean when they explain my health problem to me. | 1 | 2 | 3 | 4 | 5 |
| 8. I always recover after being examined by the public hospitals physicians. | 1 | 2 | 3 | 4 | 5 |
| 9. Physicians at private hospitals are more competent than physicians at public hospitals. | 1 | 2 | 3 | 4 | 5 |
| 10. I go frequently to private hospitals to be re-examined by a physician if I haven’t recovered. | 1 | 2 | 3 | 4 | 5 |
| *2.13 In general, how would you express the overall level of your satisfaction with the current quality of healthcare services at public hospitals?* |
| Not satisfied |  |  |  |
| Satisfied |  |  |  |
|  |
| *2.14 Now it will have become clearer to you what we mean by “improving the quality” of public hospitals. The study seeks to understand the importance to you of improvements in the selected characteristics of the public hospitals’ service. Please rank the characteristics in the table below from the most important to be improved (put number 1 in the “Rank” column) to least important (put number 7 in the “Rank” column). For example if you consider “Outcome of treatments” to be the most important, put (1) against it in the “Rank” column; if it is the least important, put (7) against it in the “Rank” column.* |
|  | **Characteristics**  | **Rank**  |
| **A.** | Availability of appointments |  |
| **B.** | Waiting time before seeing the doctor |  |
| **C.** | Waiting time for laboratory tests or examinations |  |
| **D.** | Availability of drugs |  |
| **E.** | Staff attitude |  |
| **F.** | Doctor-patient relationship |  |
| **G.** | Outcome of treatments |  |

**3. Elicitation of Willingness to Pay**

*(****Enumerator****: Read the following to the respondent)*

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| --- |
| Currently the government finances public healthcare facilities, including hospitals, and provides healthcare services free at the point of delivery. Because of the growing cost of providing healthcare, the government may not be able to meet all the costs of healthcare from its resources in the future. Furthermore, some users feel that some quality of current public healthcare services should be improved.Hence, it is important to know whether households would be willing to pay in order to benefit from improvements in the quality of public healthcare services. So, please respond to the following hypothetical scenario questions exactly as you would in response to a reality.**Hypothetical Scenario:** Imagine that the government has decided to set up a national health insurance scheme into which citizens are required to make regular contributions. The contributions would supplement the government’s health budget to improve the quality of public healthcare services. The healthcare services that are currently available would still be available to you and your household members, and would be free at the point of use. The contribution would be similar to an insurance premium, with no refund for those who do not need to use the health facilities.**Under this hypothetical scenario,** you would be required to pay a certain amount of money, similar to an insurance premium, which can be paid monthly, quarterly or once a year.(***Enumerator****: Ask whether the respondent has understood the subject matter and whether they have any questions*). |
| Now, just to make it clear, the improvements of the quality for each attribute means: |
| **A.** | **Availability of appointments**: to be improved and hence, benefit from availability of appointments that would involve a wait of ‘Not long at all’.  |
| **B.** | **Waiting time before seeing the doctor**: to be improved and hence, benefit from waiting time before seeing the doctor that would be ‘Not long at all’. |
| **C.** | **Waiting time for laboratory tests**: to be improved and hence, benefit from waiting time for having laboratory tests that would be ‘Not long at all’. |
| **D.** | **Availability of drugs**: to be improved and hence, benefit from ensuring the availability of all prescribed medicines at the hospital pharmacy. |
| **E.** | **Staff attitude**: to be improved and hence, benefit from an extremely professional staff attitude. |
| **F.** | **Doctor-patient relationship**: to be improved and hence, benefit from being able to discuss the health problem and health state and to receive sufficient information about improving the health state and the use of the prescribed medicines. |
| **G.** | **Outcome of treatments**: to benefit from being examined, diagnosed, and treated by a competent, well-trained doctor, giving a higher chance of recovery. |

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| --- |
| *3.1.1 Based on the above scenario, would you be willing to participate in the national health insurance scheme in order to benefit from ensuring access to a better quality of healthcare services for some or all of the attributes mentioned above, for yourself and each of your family members?* |
| Yes |  |  No |  |  Please go to question 3.1.8 |  |

|  |
| --- |
| *3.1.2 How frequently would you prefer to make your contribution to such a scheme?* |
| Monthly  |  |  Quarterly |  |  |
| Six monthly |  |  Annually |  |  |

*(****Enumerator****: Read this please [Now, we would now like to know about the amount of money that you would be willing to pay in order for yourself and for your household members to benefit from an improved quality of public healthcare services]).*

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| --- |
| *3.1.3 Suppose you were to pay the health insurance premium on a monthly basis, would you be willing to pay 50 SR as a monthly health insurance premium for yourself and for each of your household members to benefit from ensuring access to a better quality of healthcare services for some or all of the attributes mentioned above?* |
| Yes |  |  |
| No |  |  Please go to question 3.1.5 |
| Don’t know  |  |  Please go to question 3.1.5  |

|  |
| --- |
| *3.1.4 Would you be willing to pay 100 SR as a monthly health insurance premium for yourself and for each of your household members to benefit from ensuring access to a better quality of healthcare services for some or all of the attributes mentioned above?* |
| Yes |  |  Please go to question 3.1.6 |
| No |  |  Please go to question 3.1.6 |
| Don’t know  |  |  Please go to question 3.1.6 |
| *3.1.5 Would you be willing to pay 25 SR as a monthly health insurance premium for yourself and for each of your household members to benefit from ensuring access to a better quality of healthcare for some or all of the attributes mentioned above?* |
| Yes |  |  |
| No |  |  |
| Don’t know |  |  |

|  |
| --- |
| *3.1.6 What is the maximum amount that you are “very certain” that you would be willing to pay, for yourself and for each of your household members, to benefit from ensuring access to a better quality of healthcare for some or all of the attributes mentioned above, bearing in mind your average monthly household income and your other expenditure?* |
|  |  | SR |

|  |
| --- |
| *3.1.7 How would you split the maximum amount that you would be willing to pay for some or all of the attributes mentioned above (can be amount in SR or percentage %)?* |
|  | **Attribute**  | **Amount – SR** |
| **A.** | Availability of appointments |  |
| **B.** | Waiting time before seeing the doctor |  |
| **C.** | Waiting time for laboratory tests or examinations |  |
| **D.** | Availability of drugs |  |
| **E.** | Staff attitude |  |
| **F.** | Doctor-patient relationship |  |
| **G.** | Outcome of treatments |  |
|  | Total |  **SR** |

(***Enumerator****: Please make sure that the total amount split across the selected attributes is equal to the maximum amount they stated in question 3.1.6*).

|  |
| --- |
| *3.1.8 Indicate the main reason why are you not willing to pay for an improvement in the quality of public healthcare services. Please choose the MOST important reason from the list below* |
| It is the government’s responsibility to allocate more resources to healthcare services |  |
| My household cannot afford to make a contribution |  |
| It is our right to get the best quality health services without making a contribution |  |
| Only financially comfortable people should pay the contributions |  |
| I prefer other ways of making the contributions |  |
| We do not intend to use public healthcare facilities in future |  |
| I am not interested in these quality improvements |  |
| I do not wish to respond to a hypothetical scenario |  |
| Other (Please specify …………………………………………………………………) |  |
| Don’t know  |  |

**4. Demographic and socio-economic information on the respondent and household**

|  |
| --- |
| *4.1 Number of years of schooling*  |
|  |  | Years  |  *highest level of education* | ………………….. |
| 1. Not educated, 2. Elementary school, 3. Intermediate school, 4. High school, 5. Two years college, 6. University degree, 7. Postgraduate degree.  |

|  |
| --- |
| *4.2 Which of the following best describes your employment status?* |
| Government employee |  |  Private sector employee  |  |  |
| Self-employed  |  |  Retired  |  |  |
| Student  |  |  Unemployed  |  |  |

|  |
| --- |
| *4.3 What is your household’s monthly income (this includes the combined earnings of you and all members of your household)?* |
| Less than 3,000 SR |  |  3,000 SR to less than 6,000 SR |  |  |
| 6,000 SR to less than 9,000 SR |  |  9,000 SR to less than 12,000 SR |  |  |
| 12,000 SR to less than 15,000 SR |  |  15,000 SR to less than 18,000 SR |  |  |
| 18,000 SR to less than 21,000 SR |  |  21,000 SR and over |  |  |
| *4.4 On average, what is your household’s total expenditure per month?* |
|  |  | SR |

|  |
| --- |
| *4.5 On average, what is your household’s expenditure only on food and drink from your household’s total expenditure per month?* |
|  |  | SR |

|  |
| --- |
| *4.6 On average, what is your household’s health expenditure from your household’s total expenditure each month?* |
|  |  | SR |

|  |  |
| --- | --- |
| *4.7 Name of the district where you live* | ……………………………………………… |

|  |
| --- |
| *4.8 Do you have any type of health insurance?* |
| Yes |  |  |
| No |  | Please go to question 4.11 |
| Don’t know  |  | Please go to question 4.11 |

|  |
| --- |
| *4.9 Who pays for your health insurance?* |
| Myself  |  |  Member of my family |  |  |
| My employer |  |  Government |  |  |
| Other (specify …………..……...) |  |  Don’t know  |  |  |

|  |  |
| --- | --- |
| *4.10 For how many years have you had this health insurance?* | …………………. Years  |

|  |
| --- |
| *4.11 How well do you feel you understand the issues explained and the responses requested in this questionnaire?* |
| Very well  |  |  Well  |  |  |
| Fairly well  |  |  Don’t understand them  |  |  |

|  |
| --- |
| *4.12 Do you feel that this questionnaire provided you with the relevant information to deliver the required responses?* |
| Yes, fully  |  |  Yes, somewhat  |  |  No |  |  |

|  |
| --- |
| *4.13 Would you like to make any comments or suggestions?* |
| ………………………………………..………………………………………………………………………..  |
| ………………………...…………………………………………………………………………………...…... |
| …………………………………………………………………………………………………………………. |
| ……………………………………………………………………………..…………………………………... |
| **Thank you very much for supporting this study by answering the questions.**(***Enumerator****: Do not forget to record the time at which the interview ended on first page*) |