

II) Quality of Care Assessment – Clinical Observation PHCs - Moldova

Survey Questionnaire
Version 12 : 19.06.2017

Survey Information

Data collector and Location	Response
Facility Name	
Facility Type	HC OMF
Raion name	Briceni Cahul Criuleni Edineț Fălești Orhei Ștefan Vodă Taraclia Ungheni Vulcanesti Cantemir Căușeni Cimișlia Florești Glodeni Ialoveni Leova Rezina Strășeni Telenești
Raion ID -- See list	
Locality Name	
Locality ID - See list	
Interviewer ID	
start_time of interview	
Consent received	
<p><i>ONLY SELECT PATIENTS BETWEEN AGES 18-69 (born 1948 to 1999), and that have one of the following illnesses: diabetes, hypertension or ischemic heart disease.</i></p>	

Good morning! My name is [NAME]. We are here on behalf of the Healthy Life Project funded by the Swiss Development Cooperation to conduct a survey of selected health facilities of the project. The objective of this study is to assess the quality of health care services provided in health facilities. The Ministry of Health and ethical review board has approved this study.

Your experiences are very important to improve aspects related to quality of care. Information collected from this interview/questionnaire will be used by the Healthy Life Project. Summaries of findings might also be shared with municipal or national authorities.

The information collected from you will be kept confidential within the research team. Instead of using your name, we will give a non-personal identification number which cannot be traced individually. We are not interested in your disease or disease history but want to observe some aspects on the care that the doctor provides to you. You are free to decide whether or not you participate in this study. If you decide not to do it, there will be no negative effect.

→For this survey, we would need to consent of the doctor and the patient to observe the consultation. Please provide the person with the information letter and ask for consent.

SECTION 1		PROFILES OF HEALTH STAFF AND PATIENT			Indicator 3.4
	Questions	Response	Skips		
2	Doctors' gender	female male			
5	Patients' gender	female male			
6	Patients' year of birth <i>(Note: only patients 18 to 69)</i>	_____	<i>Ensure responses include only 1948 to 1999.</i>		
SECTION 2		ADHERENCE TO CLINICAL HISTORY AND PROTOCOLS			
7	The medical doctor... (PLEASE SELECT ALL THAT APPLY)	<ul style="list-style-type: none"> • ... greets the client. • ... sees the client in privacy/confidentiality. • ... makes the client comfortable (e.g. seat offered) • ... asks the client about concerns, allows client to explain his/her health issue. • ... takes patient history (general history, specific to disease) • ... asks open ended questions during history taking • ... asks about any prescriptions the client is currently taking. • ... listens to the client and responds to client questions. • ...has the patient medical record at hand • ... uses the patient medical record for anamnesis • ...fills in special prescription form • ...fills in medical record • ...uses information system to input data about patient 			
8	For which illness(s) is the patient seen?	<ol style="list-style-type: none"> 1. Hypertension 2. Ischemic heart disease 3. Diabetes 	Only one selection possible.		

	<i>Select the main illness/risk factor –on which the doctor will focus on</i>				
9	<p>For which type of visit is the patient seen?</p> <p>SELECT ONLY ONE ANSWER</p>	<ol style="list-style-type: none"> 1. Diabetes-routine visit (stable glycery) 2. Diabetes-non-routine visit (unstable glycery) 3. Hypertension-routine visit (stable blood pressure) 4. Hypertension-non-routine visit (unstable blood pressure) 5. Ischemic heart disease routine visit (stable health situation) 6. Ischemic heart disease non-routine visit (unstable health situation) 	<p>Answers 1 or 2, skip questions 16-30 (= skip section 2.2. and 2.3).</p> <p>Answers 3 or, 4, skip questions 10-17, and 23-30 (= skip section 2.1. and 2.3).</p> <p>Answers 5 or, 6, skip questions 10-17 and 16-24, (= skip section 2.1. and 2.2).</p>		
2.1) Assessment of an adult diabetes mellitus patient		Adherence to clinical assessment procedures, investigations and treatment guidelines			

10	<p>The doctor asks questions on the illness about:</p> <p>(PLEASE SELECT ALL THAT APPLY)</p>	<ul style="list-style-type: none"> • ... any specific health complaints • ... general weakness • ... urine discharge • ... vulvovaginitis or pruritus • ... appetite • ... eye-sight • ... visit to ophthalmologist • ... alcohol • ... smoking • ... using other medicine • ... physical activity/sedentary way of life • diet, including salt, sugar and fat intake 			
11	<p>The doctor asks questions about adherence with diabetes treatment</p>	<ol style="list-style-type: none"> 1. Yes 2. No 3. Not applicable / no medication needed 			
12	<p>The doctor conducts the following examinations...</p> <p>(PLEASE SELECT ALL THAT APPLY)</p>	<ul style="list-style-type: none"> • ... checks blood pressure • ... weight measurement / calculation of body-mass index • ... of skin, mucus membranes, nodes of lymph, ears, nose, thyroid glands • ... of eyes • ... of chest, auscultation of lungs • ... auscultation of heart in 5 points • ... of abdomen, palpation of liver and signs of percussion • ... of legs (dry skin, the plantar callus, numbness, tingling, anesthesia, restless legs syndrome, foot deformities, fractures, arteritis, pain, ulcer and gangrene, injuries (wounds) difficult to treat, amputation) • ... perform physical examination according to patient complaints • ... and gives clear explanations to the client concerning the purpose of all examinations, tests and procedures. 			

13	<p>The doctor advises on and explains the following: (PLEASE SELECT ALL THAT APPLY)</p>	<ul style="list-style-type: none"> • ... results of examinations • ... the situation and diagnosis • ... the prognosis • ... about needed examinations • ... nutrition, i.e. food intake and weight decrease • ... on the prevention and treatment of hypoglycemia and other acute and chronic complications of diabetes • ... on selfmonitoring - glycemia control and prevention of hypoglycaemia • ... about alcohol • ... about smoking • ... about physical exercise • ... right ways of care of legs • ... potential complication of the illness • ... potential risks if illness is not treated • ... importance of adherence to treatment • ... about follow-up visit 			
14	<p>The doctor advises on and explains the need for referral</p>	<ol style="list-style-type: none"> 1. Yes 2. No 3. Not applicable / not needed 			
15	<p>The doctor advises on and explains on prescribed medicines/treatment</p>	<ol style="list-style-type: none"> 1. Yes 2. No 3. Not applicable 			
16	<p>The doctor involves the patient in decision making</p>	<ol style="list-style-type: none"> 1. Yes 2. No 3. Not applicable 			
17	<p>The doctor answered the patient's questions</p>	<ol style="list-style-type: none"> 1. Yes 2. No 3. Not applicable / the patient did not have questions 			

2.2 Assessment of an adult patient with hypertension		Adherence to clinical assessment procedures, investigations and treatment guidelines			
18.	The doctor asks questions on the illness about: (PLEASE SELECT ALL THAT APPLY)	<ul style="list-style-type: none"> • ... any specific health complaints • ... headache • ... the use of medicine other than for hypertension • ... the use of contraceptives • ... eye-sight • ... visit to ophthalmologist • ... alcohol • ... smoking • ... physical activity/sedentary way of life • ... diet, including salt, sugar and fat intake 			
19.	The doctor asks questions about high blood pressure	<ol style="list-style-type: none"> 1. Yes 2. No 3. Not applicable 			
20.	The doctor asks questions about adherence with hypertension treatment	<ol style="list-style-type: none"> 1. Yes 2. No 3. Not applicable / not on treatment 			
21.	The doctor conducts the following examinations... (PLEASE SELECT ALL THAT APPLY)	<ul style="list-style-type: none"> • ... checks blood pressure • ... weight measurement / calculation of body-mass index • ... of skin, mucus membranes, nodes of lymph, ears, nose, thyroid glands • ... of eyes • ... of chest, auscultation of lungs • ... auscultation of heart in 5 points • ... of abdomen, palpation of liver and signs of percussion, palpation of kidneys • ... of legs (change of color pale or rubor, cold skin, dry skin, edema, ulcers, paresthesia) • ... and gives clear explanations to the client concerning the purpose of all examinations, tests and procedures. 			

22.	The doctor advises on and explains the following: (PLEASE SELECT ALL THAT APPLY)	<ul style="list-style-type: none"> • ... results of examinations • ... the situation and diagnosis • ... the prognosis • ... about needed examinations • ... about signs of extreme hypertension • ... about what to do when signs of extreme hypertension occur • ... nutrition, i.e. food intake • ... about alcohol • ... about smoking • ... about physical exercise • ... about oral contraceptives • ... potential complication of the illness • ... potential risks if illness is not treated • adherence to treatment • ... follow-up visit 			
23.	The doctor advises on and explains the need for referral	<ol style="list-style-type: none"> 1. Yes 2. No 3. Not applicable 			
24.	The doctor advises on and explains on prescribed medicines/treatment	<ol style="list-style-type: none"> 1. Yes 2. No 3. Not applicable 			
25.	The doctor involves the patient in decision making	<ol style="list-style-type: none"> 1. Yes 2. No 3. Not applicable 			
26.	The doctor answered the patient's questions	<ol style="list-style-type: none"> 1. Yes 2. No 3. Not applicable 			
2.3 Assessment of a patient with ischemic heart disease		Adherence to clinical assessment procedures, investigations and treatment guidelines			

27.	<p>The doctor asks questions on the illness about:</p> <p>(PLEASE SELECT ALL THAT APPLY)</p>	<ul style="list-style-type: none"> • ... any specific health complaints • ...heart pain • ...dyspnea • ... headache • ... the use of medicine other than for ischemic heart disease • ... the use of contraceptives (female only) • ... eye-sight • ... visit to ophthalmologist • ... alcohol • ... smoking • ... physical activity/sedentary way of life • diet, including salt, sugar and fat intake 			
28.	<p>The doctor conducts the following examinations...</p> <p>(PLEASE SELECT ALL THAT APPLY)</p>	<ul style="list-style-type: none"> • ... checks blood pressure • ... weight measurement / calculation of body-mass index • ... of skin, mucus membranes, nodes of lymph, ears, nose, thyroid glands • ... of eyes • ... of chest, auscultation of lungs • ... auscultation of heart in 5 points • ... of abdomen, palpation of liver and signs of percussion, palpation of kidneys • ... of legs (permanent sensation of cold legs, pale appearance, marbled teguments, edema, ulcers, paresthesia) • ... and gives clear explanations to the client concerning the purpose of all examinations, tests and procedures..... • ...performs medical examinations and other investigations as individually required (ex. ECG). 			
29.	<p>The doctor advises on and explains the following:</p> <p>(PLEASE SELECT ALL THAT APPLY)</p>	<ul style="list-style-type: none"> • ... results of examinations • ... the situation and diagnosis • ... the prognosis • ... about needed examinations • ... about signs of heart attack • ... nutrition, i.e. liquid intake • ... about alcohol • ... about smoking • ... about physical exercise 			

		<ul style="list-style-type: none"> • ... about aspirin administration • ... potential complication of the illness • ... potential risks if illness is not treated • adherence to treatment • ... follow-up visit 			
30.	The doctor advises on and explains the need for referral	<ol style="list-style-type: none"> 1. Yes 2. No 3. Not applicable 			
31.	The doctor advises on and explains on prescribed medicines/treatment	<ol style="list-style-type: none"> 1. Yes 2. No 3. Not applicable 			
32.	The doctor advises on and explains on risk factors/health education	<ol style="list-style-type: none"> 1. Yes 2. No 3. Not applicable 			
33.	The doctor involves the patient in decision making	<ol style="list-style-type: none"> 1. Yes 2. No 3. Not applicable 			
34.	The doctor answered the patient's questions	<ol style="list-style-type: none"> 1. Yes 2. No 3. Not applicable 			
2.4 Infection prevention and control measures					
35	<p>The doctor carried out the following prevention measures:</p> <p>(PLEASE SELECT ALL THAT APPLY)</p>	<ul style="list-style-type: none"> • ... washed hands before the physical examination (including use of recommended disinfectant). • ... washed hands after the examination (including use of recommended disinfectant). 			

2.5 Record keeping and other					
36	Does the doctor fully document the consultation in the patient card?	Yes, fully Only partially No			
37	Did the doctor have sufficient time for the patient? <i>(i.e. does it seem that the doctor had enough time to answer questions, and that the patient had enough time to ask questions)</i>	Yes No			
38	Was the consultation interrupted by someone else external to the consultation?	Yes No			
39	Could anyone else see or hear the patient or doctor during the consultation?	Yes No			
INTERVIEW END					
Thank you very much					
	Interviewer comments PLEASE ADD ANY COMMENT YOU THINK WOULD BE USEFUL FOR THE PROGRAMME TO KNOW.				

	End time of interview			
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