

policy

March 2013

MEASURING HIV  
STIGMA AND  
DISCRIMINATION  
AMONG HEALTH  
FACILITY STAFF

COMPREHENSIVE  
QUESTIONNAIRE

This tool was prepared by the Health Policy Project.



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<sup>1</sup> Health Policy Project. 2012. “Measuring HIV Stigma and Discrimination among Health Facility Staff: Field-tested questionnaire.” Available at: [www.healthpolicyproject.com](http://www.healthpolicyproject.com).

# INTRODUCTION

## New Globally Tested Tool for Measuring HIV-related Stigma and Discrimination in Health Facilities

For people living with and affected by HIV, stigma and discrimination within health facilities are serious barriers to healthcare access and engagement. Researchers have documented numerous instances worldwide of people living with HIV receiving substandard care or being deterred from seeking care. Although progress has been made in training and other interventions to reduce HIV-related stigma in healthcare facilities, these programs have not been institutionalized as routine practice or implemented on a large scale. Moreover, the tools for measuring stigma tend to be overly long and time-consuming to administer, thus infeasible for use in facilities.

In an effort to address these issues, an international team of researchers developed a brief, globally standardized questionnaire for measuring stigma and discrimination in health facilities. This tool can help facilitate routine monitoring of HIV-related stigma as well as the expansion and improvement of programming and policies at the health-facility level.

The questionnaire was developed and tested through a collaborative, deliberative process that involved experts from multiple countries. The experts agreed to focus on four areas that are especially relevant to stigma and discrimination in healthcare settings: 1) fear of HIV infection among health facility staff; 2) stereotypes and prejudice related to people living with or thought to be living with HIV; 3) observed and secondary stigma and discrimination; and 4) policy and work environment.

A questionnaire was created and researchers field-tested it in China (n=300), Dominica (n=335), Egypt (n=300), Kenya (n=350), Puerto Rico (n=301), and St. Kitts/Nevis (n=307). The testing involved administration to clinical and nonclinical staff members, with a mix of self- and interviewer-administered modes. After the field testing, the research team gathered to consider the survey items' performance across the six sites, examining psychometric properties and contextual issues.

The resulting questionnaire measures programmatically actionable drivers of HIV-related stigma and discrimination among healthcare facility staff. It also captures observations of HIV-related stigma and discrimination within the facility and the extent to which providers experience stigma and discrimination as a result of providing care to people living with or believed to be living with HIV.

Two questionnaires are publicly available: a brief version for program evaluation and a comprehensive version for research purposes. Each questionnaire can be used for high-prevalence or low-prevalence settings.

More information for implementation will be available in a forthcoming guidance document. For further information, please contact Laura Nyblade at [lnyblade@rti.org](mailto:lnyblade@rti.org).

## SECTION 1: BACKGROUND INFORMATION

First we will ask about your background.

1. How old were you at your last birthday?  years
  
2. What is your sex?  
 Female       Male
  
3. What is your current job?  
*(Adjust as appropriate for country context by adding or deleting categories according to sample.)*  
 Accountant       Cashier       Cleaning Staff       Clinical Officer  
 Dentist       Dental Technician/Hygienist       Doctor  
 Educator       Laboratory Technician  
 Lay Health Worker/Peer Educator       Medical Records Personnel  
 Medical Technician       Nurse       Pharmacist       Receptionist  
 Security Guard       Ward Attendant       Phlebotomist  
 Other:
  
4. How many years have you been working in healthcare?  years
  
5. Have you ever worked in a clinic/hospital/department that specialized in HIV care and treatment?  
 Yes       No
  
6. If low prevalence use question 6a. If high prevalence use question 6b.
  - a. *In the past 12 months*, approximately how many HIV-positive patients did you provide with care or services?
  
  - b. *In a typical week*, approximately how many HIV-positive patients do you provide with care or services?
  
7. Did you ever receive training in the following subjects? (Check all that apply.)
  - a. HIV stigma and discrimination
  - b. Infection control and universal precautions        
(including post-exposure prophylaxis)
  - c. Patients' informed consent, privacy, and confidentiality
  - d. Key population stigma and discrimination

## SECTION 2: INFECTION CONTROL

Now we will ask you about infection concerns in your health facility.

8. If low prevalence use question 8a. If high prevalence use question 8b.

a. How worried would you be about getting HIV if you did the following?

*If any of the following is not one of your job responsibilities, please select "Not applicable."*

- i. Touched the clothing or bedding of a patient living with HIV  
 Not worried  A little worried  Worried  Very worried  Not applicable
- ii. Dressed the wounds of a patient living with HIV  
 Not worried  A little worried  Worried  Very worried  Not applicable
- iii. Drew blood from a patient living with HIV  
 Not worried  A little worried  Worried  Very worried  Not applicable
- iv. Took the temperature of a patient living with HIV  
 Not worried  A little worried  Worried  Very worried  Not applicable

b. How worried would you be about getting HIV if you did the following?

*If any of the following is not one of your job responsibilities or you are living with HIV, please select "Not applicable."*

- i. Touched the clothing or bedding of a patient living with HIV  
 Not worried  A little worried  Worried  Very worried  Not applicable
- ii. Dressed the wounds of a patient living with HIV  
 Not worried  A little worried  Worried  Very worried  Not applicable
- iii. Drew blood from a patient living with HIV  
 Not worried  A little worried  Worried  Very worried  Not applicable
- iv. Took the temperature of a patient living with HIV  
 Not worried  A little worried  Worried  Very worried  Not applicable

9. Do you typically use any of the following measures when providing care or services for a patient living with HIV?

a. Avoid physical contact

Yes  No  Not applicable

b. Wear double gloves

Yes  No  Not applicable

c. Wear gloves during all aspects of the patient's care

Yes  No  Not applicable

d. Use any special infection-control measures with patients living with HIV that you do not use with other patients

Yes  No  Not applicable

### SECTION 3: HEALTH FACILITY ENVIRONMENT

Now we will ask about practices in your health facility and your experiences working in a facility that provides care to people living with HIV.

10. In the past 12 months have you seen a person living with HIV in your health facility?

- Yes → go to question 11
- No → skip to question 12
- Don't know → skip to question 12

11. *In the past 12 months*, how often have you observed the following in your health facility?

- a. Healthcare workers unwilling to care for a patient living with or thought to be living with HIV
  - Never
  - Once or twice
  - Several times
  - Most of the time
- b. Healthcare workers providing poorer quality of care to a patient living with or thought to be living with HIV than to other patients
  - Never
  - Once or twice
  - Several times
  - Most of the time
- c. Healthcare workers talking badly about people living with or thought to be living with HIV
  - Never
  - Once or twice
  - Several times
  - Most of the time

12. If low prevalence use question 12a. If high prevalence use question 12b.

- a. How worried are you about:
  - i. People talking badly about you because you care for patients living with HIV?
    - Not worried
    - A little worried
    - Worried
    - Very worried
  - ii. Friends and family avoiding you because you care for patients living with HIV?
    - Not worried
    - A little worried
    - Worried
    - Very worried
  - iii. Colleagues avoiding you because of your work caring for patients living with HIV?
    - Not worried
    - A little worried
    - Worried
    - Very worried
- b. *In the past 12 months*, how often have you:
  - i. Experienced people talking badly about you because you care for patients living with HIV?
    - Never
    - Once or twice
    - Several times
    - Most of the time
  - ii. Been avoided by friends and family because you care for patients living with HIV?
    - Never
    - Once or twice
    - Several times
    - Most of the time
  - iii. Been avoided by colleagues because of your work caring for patients living with HIV?
    - Never
    - Once or twice
    - Several times
    - Most of the time

13. How hesitant are healthcare workers in this facility to work alongside a co-worker living with HIV, regardless of their duties?

- Not hesitant
- A little hesitant
- Somewhat hesitant
- Very hesitant

## SECTION 4: HEALTH FACILITY POLICIES

Now we are going to ask about the institutional policy and work environment in your facility.

14. In my facility it is not acceptable to test a patient for HIV without their knowledge.

- Strongly Agree     Agree     Disagree     Strongly Disagree

15. I will get in trouble at work if I discriminate against patients living with HIV.

- Yes     No     Don't Know

16. Do you strongly agree, agree, disagree, or strongly disagree with the following statements?

a. There are adequate supplies in my health facility that reduce my risk of becoming infected with HIV.

- Strongly Agree     Agree     Disagree     Strongly Disagree

b. There are standardized procedures/protocols in my health facility that reduce my risk of becoming infected with HIV.

- Strongly Agree     Agree     Disagree     Strongly Disagree

17. My health facility has written guidelines to protect patients living with HIV from discrimination.

- Yes     No     Don't Know

## SECTION 5: OPINIONS ABOUT PEOPLE LIVING WITH HIV

Now we are going to ask about opinions related to people living with HIV.

18. Do you strongly agree, agree, disagree, or strongly disagree with the following statements?

- a. Most people living with HIV do not care if they infect other people.  
 Strongly Agree     Agree     Disagree     Strongly Disagree
- b. People living with HIV should feel ashamed of themselves.  
 Strongly Agree     Agree     Disagree     Strongly Disagree
- c. Most people living with HIV have had many sexual partners.  
 Strongly Agree     Agree     Disagree     Strongly Disagree
- d. People get infected with HIV because they engage in irresponsible behaviors.  
 Strongly Agree     Agree     Disagree     Strongly Disagree
- e. HIV is punishment for bad behavior.  
 Strongly Agree     Agree     Disagree     Strongly Disagree

19. Women living with HIV should be allowed to have babies if they wish.

- Strongly Agree     Agree     Disagree     Strongly Disagree

20. Please tell us if you strongly agree, agree, disagree, or strongly disagree with the following statement:

- a. If I had a choice, I would prefer not to provide services to people who inject illegal drugs.  
 Strongly Agree → go to question 20b  
 Agree → go to question 20b  
 Disagree → skip to question 21  
 Strongly Disagree → skip to question 21
- b. I prefer not to provide services to people who inject illegal drugs because (check all reasons that apply):
  - i. They put me at higher risk for disease.     Agree     Disagree
  - ii. This group engages in immoral behavior.     Agree     Disagree
  - iii. I have not received training to work with this group.     Agree     Disagree

21. Please tell us if you strongly agree, agree, disagree, or strongly disagree with the following statement:

- a. If I had a choice, I would prefer not to provide services to men who have sex with men.  
 Strongly Agree → go to question 21b  
 Agree → go to question 21b  
 Disagree → skip to question 22  
 Strongly Disagree → skip to question 22
- b. I prefer not to provide services to men who have sex with men because (check all reasons that apply):
  - i. They put me at higher risk for disease.     Agree     Disagree
  - ii. This group engages in immoral behavior.     Agree     Disagree

iii. I have not received training to work with this group.  Agree  Disagree

22. Please tell us if you strongly agree, agree, disagree, or strongly disagree with the following statement:

a. If I had a choice, I would prefer not to provide services to sex workers (*specify: male or female or both, depending on context*).

- Strongly Agree → go to question 22b
- Agree → go to question 22b
- Disagree → skip to question 23
- Strongly Disagree → skip to question 23

b. I prefer not to provide services to sex workers because (check all reasons that apply):

- i. They put me at higher risk for disease.  Agree  Disagree
- ii. This group engages in immoral behavior.  Agree  Disagree
- iii. I have not received training to work with this group.  Agree  Disagree

## MODULE 1: ANTENATAL CARE, PREVENTION OF MOTHER-TO-CHILD TRANSMISSION, AND LABOR AND DELIVERY WARDS

The following section is to be completed by service providers who work with pregnant women in antenatal care, prevention of mother-to-child transmission of HIV, and in labor and delivery rooms. If you do not work in these areas, you have completed the questionnaire.

23. How worried are you about assisting in labor and delivery if the woman is living with HIV?

- Not worried  A little worried  Worried  Very worried  Not applicable

24. *In the past 12 months*, how often have you observed other healthcare providers:

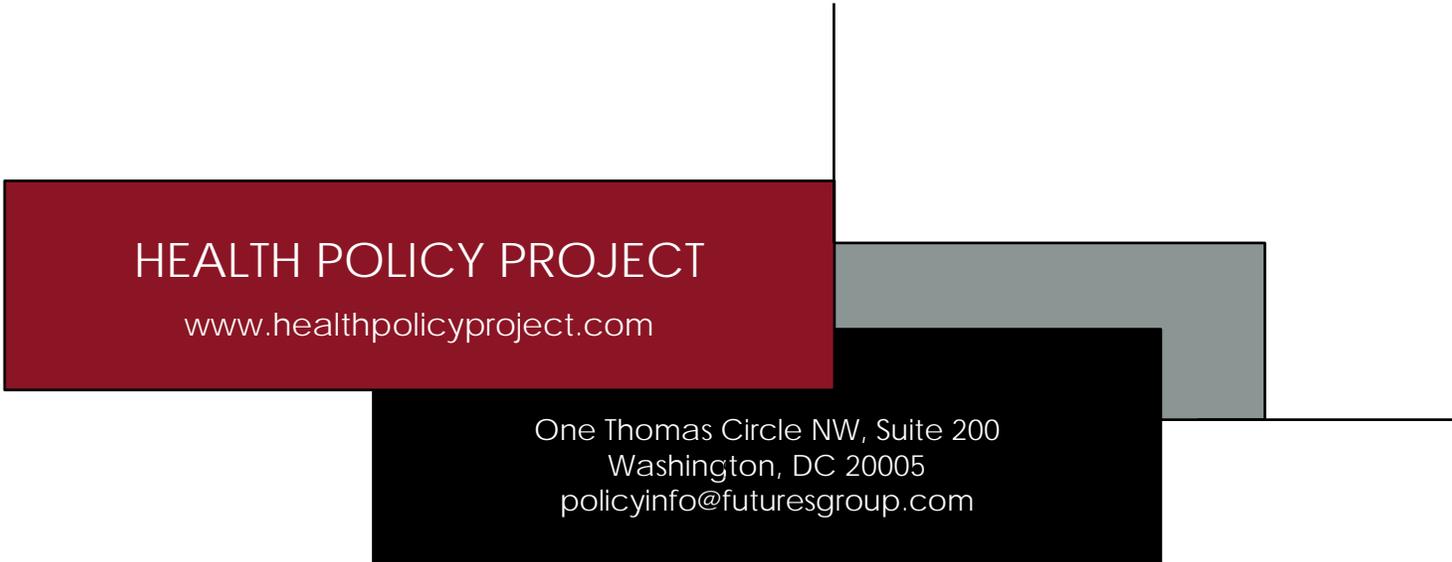
- a) Performing an HIV test on a pregnant woman without her informed consent?  
 Never  Once or twice  Several times  Most of the time
- b) Neglecting a woman living with HIV during labor and delivery because of her HIV status?  
 Never  Once or twice  Several times  Most of the time
- c) Using additional infection-control procedures (e.g., double gloves) with a pregnant woman living with HIV during labor and delivery because of her HIV status?  
 Never  Once or twice  Several times  Most of the time
- d) Disclosing the status of a pregnant woman living with HIV to others without her consent?  
 Never  Once or twice  Several times  Most of the time
- e) Making HIV treatment for a woman living with HIV conditional on her use of family planning methods?  
 Never  Once or twice  Several times  Most of the time

25. Do you strongly agree, agree, disagree, or strongly disagree with the following statements?

- a) If a pregnant woman is HIV positive, her family has a right to know.  
 Strongly Agree  Agree  Disagree  Strongly Disagree
- b) Pregnant women who refuse HIV testing are irresponsible.  
 Strongly Agree  Agree  Disagree  Strongly Disagree
- c) Women living with HIV should not get pregnant if they already have children.  
 Strongly Agree  Agree  Disagree  Strongly Disagree
- d) It can be appropriate to sterilize a woman living with HIV, even if this is not her choice.  
 Strongly Agree  Agree  Disagree  Strongly Disagree







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