

Results of Ministry of Health Local Health Forum Surveys

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The Local Forums: Process and Implications

Process

The Iraq Ministry of Health, with the assistance of Abt Associates Inc. conducted a series of local forums throughout the nation from February 8, 2004, through March 17, 2004. A team of Iraqi health experts traveled to the sessions to survey opinions from healthcare providers and users about the current and proposed health care system in Iraq.

Twenty-six separate public meetings were conducted in Baghdad (Al Karkh and Russafa Districts), Al Kut, Najaf, Kirkuk, Mosul, Sulaimeniyah, Erbil, Basra and Nassarya. Over 1,400 people submitted their responses to the survey instrument.

These local forums followed work done earlier. The Ministry of Health, with the cooperation of the CPA, USAID, NGOs and others, had formed nine working groups who were charged with developing a new vision for the health care system for 2005 and beyond. More than 150 professionals participated from October 2003 to February 2004.

Following this development process, local health forum meetings were organized to ask health professionals and members of the public what they think about the current system and about proposed changes. To gather this information, Abt constructed a survey questionnaire (see Appendix) that was presented at each of the meetings.

In each locale, the team briefly explained the process used to develop the vision and told the participants that their opinions were needed. Then, copies of the survey questionnaire were distributed to each of them.

The team led them step-by-step through the process of completing the questionnaire, explained any unclear questions, and asked for their comments as the sessions proceeded. The meetings lasted a maximum of two hours each.

The responses by the participants in the local forums to each of the questions in the survey are shown below, followed by representative comments made by the attendees.

Implications

The responses of the health professionals and members of the public to the questions in the survey produced some interesting findings that may affect the future planning for

a new Iraq health care system. Some examples of how the participants responded are as follows:

- Nearly 60% believe that clinics, public and private, cannot provide basic health care as well as a hospital can. *This is important because it validates the vision in that it emphasizes the need to make improvements in the clinics and in public awareness to increase the usage rate of the primary health care clinics and reduce the frequency of visits to hospitals for basic care.*
- Over 70% think that private health care is better than public health care. *This finding indicates that the public sector must improve its services and its image to restore the people's confidence in it.*
- More than 60% feel that it is better to see a specialist than a general practitioner when they are sick. *This points to the need, as stated in the vision, to emphasize the development and increase the number of trained general practitioners and family practice doctors and to educate the public about their use.*
- Over 60% said that a medical fee affects their decision to see a doctor. *This appears to highlight the need to create an equitable health care financing system for Iraq.*
- When asked if they would like to see a new system in which each patient schedules an appointment to see a doctor, 66.7% of health professionals and 71.6% of users said yes. *Implementing such an appointment system would be a departure from the current situation, allow doctors to spend more time with their patients, and support an important element in the vision.*
- Nearly 80% want a system where each person would choose only one primary doctor and one clinic to handle most of their health care. *This finding again supports a key objective of the new vision.*
- Almost 90% believe that every clinic and hospital, whether public or private, should meet government standards for service. *This supports another key part of the vision that each health care facility, public and private, in order to be licensed, must meet the same licensing and accreditation standards.*
- By an even higher margin (over 90%), the respondents believe that each doctor, nurse and midwife should meet required standards for training to be licensed. Again, *this supports an important part of the vision.*
- Strong majorities (more than 84%) agree that a doctor, nurse or midwife who provides excellent care should receive a bonus. *This supports elements in the vision that stress performance evaluation and rewards for merit.*

- More than half of all the respondents believe that the government should pay for services delivered by private doctors and private hospitals. *This supports a major part of the vision's proposal for funding of both public and private providers.*
- Over half of the health professionals and nearly three quarters of users think that funds for public and private clinics should be based on how many patients use their services. *This agrees with another thrust of the financial system presented in the vision.*
- Approximately 60% believe that public clinics and hospitals should decide how to spend their own money. *This is in line with the vision's emphasis on decentralization of decision-making.*
- Around 60% feel that if a clinic or hospital has funds left over at the end of the year, they should decide how to use the money. *Again, this supports the idea of local decision-making.*
- Over 71% think that the national government should pay for health care with special taxes on tobacco or alcohol. *The vision and the working group results support such taxes.*
- Finally, over 70% believe that each clinic or hospital should have a community board. Less than 14% disagree. *This would appear to be another instance where the vision's emphasis on decentralization and local control is validated.*

Almost all of the responses appear to support the elements proposed in the vision. The two areas that do not conform to the vision are (1) that hospitals provide better basic services than clinics and (2) that it is better to go to a specialist than a general practitioner for basic care.

Both of these areas reflect the current situation in Iraq where the clinics require major improvements in management, staffing and equipment and where the training and placement of family practice doctors is just beginning.

Responses to Survey Questions

“Do you think that a public primary health center or private clinic can provide basic health care as well as a hospital?”

	Strong Yes	Probably Yes	Undecided	Probably No	Strong No
	%	%	%	%	%
Health care providers	10.6	12.8	17.8	19.2	38.4
Health care users	11.9	11.8	16.8	19.9	38.6

“Do you think that public health care is as good as private health care?”

	Strong Yes	Probably Yes	Undecided	Probably No	Strong No
	%	%	%	%	%
Health care providers	5.5	8.1	9.2	16.6	58.8
Health care users	7.6	9.5	10.8	17.8	52.4

“When you are sick with a minor illness, do you usually go to a public primary care center clinic or hospital, rather than a private clinic or hospital?”

	Strong Yes	Probably Yes	Undecided	Probably No	Strong No
	%	%	%	%	%
Health care providers	38.1	12.0	12.1	9.1	25.9
Health care users	34.3	13.9	14.0	10.9	23.9

“When you are sick, is it better to see a general practitioner rather than a specialist?”

	Strong Yes	Probably Yes	Undecided	Probably No	Strong No
	%	%	%	%	%
Health care providers	24.6	5.9	6.8	9.5	50.4
Health care users	20.7	5.4	8.0	10.3	52.0

“Does a medical fee affect your decision to see a doctor?”

	Strong Yes	Probably Yes	Undecided	Probably No	Strong No
	%	%	%	%	%
Health care providers	53.3	10.1	11.5	5.3	17.4
Health care users	50.7	10.0	12.6	5.4	18.6

“Do you know how much money you will be charged before you see a doctor or enter a hospital?”

	Strong Yes	Probably Yes	Undecided	Probably No	Strong No
	%	%	%	%	%
Health care providers	33.6	12.8	10.2	9.4	29.6
Health care users	38.0	15.2	10.7	10.4	20.8

“Is health care affordable for you?”

	Strong Yes	Probably Yes	Undecided	Probably No	Strong No
	%	%	%	%	%
Health care providers	20.6	12.7	17.3	9.4	33.8
Health care users	25.7	14.5	18.2	10.0	25.3

“Would you like a new system in which each patient schedules an appointment to see a doctor?”

	Strong Yes	Probably Yes	Undecided	Probably No	Strong No
	%	%	%	%	%
Health care providers	57.3	9.4	5.2	5.0	19.7
Health care users	61.5	10.1	5.7	5.4	13.0

“Would you like a new system in which each person would choose only one primary doctor and one clinic to handle most all their health care?”

	Strong Yes %	Probably Yes %	Undecided %	Probably No %	Strong No %
Health care providers	68.8	10.9	6.6	2.0	9.1
Health care users	67.0	12.0	8.0	2.6	7.7

“In this new system, would it be better if a health care worker chooses each patient’s primary doctor and clinic?”

	Strong Yes %	Probably Yes %	Undecided %	Probably No %	Strong No %
Health care providers	26.8	9.7	7.3	8.8	44.1
Health care users	22.6	11.1	7.2	9.2	46.3

“Do you think that each clinic and hospital, whether public or private, should meet government standards for service?”

	Strong Yes %	Probably Yes %	Undecided %	Probably No %	Strong No %
Health care providers	81.0	6.1	3.4	1.8	5.2
Health care users	80.3	5.8	4.3	1.6	5.2

“Do you think that each doctor, nurse and midwife should meet required standards for training to be licensed by the government?”

	Strong Yes %	Probably Yes %	Undecided %	Probably No %	Strong No %
Health care providers	86.9	5.1	1.7	1.1	3.0
Health care users	88.1	4.1	1.5	1.1	2.3

“Should the doctors, nurses or midwives display their licenses in their offices so that patients would know that they are qualified to practice?”

	Strong Yes %	Probably Yes %	Undecided %	Probably No %	Strong No %
Health care providers	77.7	7.5	4.5	3.6	4.4
Health care users	79.3	5.8	4.1	3.9	4.1

“Do you think that a doctor, nurse or midwife who provides excellent care should receive a bonus?”

	Strong Yes %	Probably Yes %	Undecided %	Probably No %	Strong No %
Health care providers	75.7	8.3	5.8	1.7	6.5
Health care users	79.1	6.6	5.4	1.4	5.0

“If you go to a private doctor or private hospital, should the government pay for these services?”

	Strong Yes %	Probably Yes %	Undecided %	Probably No %	Strong No %
Health care providers	43.2	10.1	10.5	6.7	27.5
Health care users	40.7	10.6	12.9	6.6	27.6

“Do you think that the funds for each public clinic or private clinic should be based on how many patients use their services?”

	Strong Yes %	Probably Yes %	Undecided %	Probably No %	Strong No %
Health care providers	43.2	10.1	10.5	6.7	27.5
Health care users	58.9	15.0	9.9	4.5	8.7

“Should each public clinic or public hospital be allowed to decide how to spend its own money?”

	Strong Yes %	Probably Yes %	Undecided %	Probably No %	Strong No %
Health care providers	42.4	15.4	12.7	5.9	21.3
Health care users	44.7	16.6	13.4	5.6	17.5

“If a clinic or hospital has funds left over at the end of the year, should they be allowed to decide how to use that money?”

	Strong Yes %	Probably Yes %	Undecided %	Probably No %	Strong No %
Health care providers	40.9	17.0	12.5	6.2	20.9
Health care users	44.3	17.2	8.9	6.0	20.9

“Would you like the national government to pay for everyone’s health care from a large national pool of money, which comes from the general taxes of all Iraqi citizens, whether they are healthy or sick?”

	Strong Yes %	Probably Yes %	Undecided %	Probably No %	Strong No %
Health care providers	35.6	11.2	9.2	6.5	35.4
Health care users	36.6	12.6	8.0	6.6	33.8

“Would you like the national government to pay for health care with special taxes on such things as tobacco or alcohol?”

	Strong Yes %	Probably Yes %	Undecided %	Probably No %	Strong No %
Health care providers	64.9	7.2	6.5	3.0	16.3
Health care users	63.1	8.4	7.3	3.0	15.8

“Do you think that the government should provide a basic package of health services, but expect people to pay for any additional non-basic health care?”

	Strong Yes %	Probably Yes %	Undecided %	Probably No %	Strong No %
Health care providers	26.7	14.3	15.3	7.6	33.6
Health care users	27.0	15.4	15.3	6.6	32.9

“Do you think that the government should provide a larger package of health services, which would cost people more money in higher taxes?”

	Strong Yes %	Probably Yes %	Undecided %	Probably No %	Strong No %
Health care providers	18.1	9.8	17.8	9.6	42.4
Health care users	19.2	9.2	17.6	9.9	41.7

“Do you think that each patient should pay an official fee, a small amount of money, whenever he or she sees a doctor or gets medicine from a pharmacy?”

	Strong Yes %	Probably Yes %	Undecided %	Probably No %	Strong No %
Health care providers	33.4	11.8	14.9	6.9	31.1
Health care users	36.6	12.2	13.7	7.3	28.1

“Do you think that the people who are unable to pay should receive free medical care, paid by general taxes?”

	Strong Yes %	Probably Yes %	Undecided %	Probably No %	Strong No %
Health care providers	58.1	13.5	11.2	3.4	10.9
Health care users	58.0	13.5	11.2	3.8	11.3

“Should each clinic or hospital have a community board that oversees operations and advises it on community needs?”

	Strong Yes %	Probably Yes %	Undecided %	Probably No %	Strong No %
Health care providers	62.7	11.3	9.8	2.2	11.1
Health care users	59.1	13.4	11.4	3.1	10.6

“Please rank the greatest problems in your primary health care clinic.”

Health care providers selected the following as the five greatest problems:

1. Equipment
2. Laboratory; pharmacy (tie)
3. Building; poor care (tie)
4. Staff attitude
5. Cleanliness of clinic

Health care users indicated these as the five greatest problems:

1. Equipment
2. Building
3. Laboratory
4. Pharmacy
5. Cleanliness of clinic; poor care (tie)

“Please rank the greatest problems in your nearest hospital”

Health care providers indicated the following as the five greatest problems:

1. Emergency room
2. Equipment
3. Patient wards
4. Laboratory
5. Operating rooms

Health care users picked these as the five greatest problems:

1. Emergency room
2. Equipment
3. Laboratory
4. Patient wards
5. Operating rooms

“Please describe three ways that your hospital could improve and give better service”

The majority of the health care providers believe the best three ways to improve the hospital to give better service are:

1. Better medical equipment;
Building renovation (tie)
2. Adequate medical supplies
3. Increased salaries;
Staff training (tie)

The majority of the health care users believe the best three ways to improve the hospital to give better service are:

1. New medical equipment
2. Medical supplies
3. Staff training

“What is the best thing of the current health care system in Iraq? How could this part improve?”

Most of the health care providers believe the best parts of the current health care system are (1) the staff and (2) the fact that it is free.

According to the majority of health care users, the best parts of the current health care system are (1) that it is free, (2) the primary health clinics, and (3) the hospitals.

“What is the worst thing of the current health care system in Iraq? How could this part improve?”

The majority of the health care providers believe the worst parts of the current health care system are bad management and the salary system.

Most of the health care users believe the worst part in the current healthcare system is bad management.

Representative Comments from Health Forum Attendees

Verbal comments voiced by the attendees at the various meetings held throughout Iraq related to recurrent themes, as shown below.

Taxes and Health Care

- **“All medical care should be free.”**
- **“Where will all the taxes come from that are supposed to pay for health services?”**
- **“My biggest concern is that I would have to pay higher taxes to get better health care. All of us want free care. Oil will pay all costs.”**
- **“We depend on our oil. It is our inheritance. We are a rich country. We should not have to pay for health care bills.”**
- **“Because we are such a rich country, the government should pay for all health services.”**
- **“Sadaam took our oil money for weapons. Why do we have to give it to the government now?”**
- **“We have oil. Why do we have to pay any taxes?”**
- **“The government is our father and he should take care of us.”**
- **“Our biggest objection is having to pay any taxes. We want health care to be a bigger part of the government’s budget, but most people don’t realize that the government’s money all comes from them.”**
- **“All our health services should be free because oil will pay for everything. We don’t want any taxes.”**
- **“We don’t want taxes on alcohol because we don’t want any alcohol brought into the country. If the government made a lot of money from taxes on alcohol, they would want to have a lot of it sold.”**
- **“The people have to give something to pay for health care.”**
- **“Tobacco should definitely be taxed, but alcohol should be removed from the country.”**
- **“Tobacco is my only pleasure. If you put high taxes on that, I will have nothing.”**
- **“Here in the Mosul Governorate, we have instituted a new tax on tobacco. The money raised will pay for a new cancer clinic.”**

Public Vs. Private Health Care

- ❑ **“Private health care has always been just a small part of the system.”**
- ❑ **“The public health system is not nearly as good as the private one.”**
- ❑ **“If the government gives money or equipment to the privates, then the privates should only charge us what the publics charge for the government-paid services.”**
- ❑ **“If the private sector expanded its hours and reduced costs, it would be everybody’s choice.”**
- ❑ **“The difference between the public and private health care is quality. Those specialist doctors who treat private patients are abusing our people by charging large fees.”**
- ❑ **“If I have the money to pay, I immediately go to a private doctor. But, if I’m poor, I obey the situation and am forced to use the public sector.”**
- ❑ **“Funds for private clinics should be based on how many patients use their services only if the government forces them to reduce their fees and not make a profit.”**
- ❑ **“My daughter has meningitis and she was misdiagnosed by the public hospital. As a result of their incompetence, she will be bed-ridden for the rest of her life.”**
- ❑ **“The public health care services in Iraq are free, so they are affordable. Sometimes, however, there are unexpected charges.”**
- ❑ **“Why are you trying to push the public and the private together?”**
- ❑ **“We already have 400 public health clinics in Sulaimaniyah.”**

Doctors/Nurses/Midwives: Quality, Access and Cost

- ❑ **“I use lower priced doctors, regardless of their qualifications.”**
- ❑ **“I want doctors there all the time, with no appointments. When I walk in, I should be seen.”**
- ❑ **“How can we make any appointments to see a doctor when there are so many emergencies?”**
- ❑ **“The money we’re charged when we see a doctor or go the hospital is always changing. It is never the same.”**
- ❑ **“I went to a GP for my daughter’s illness. I was expecting to pay 500 dinars. I was shocked when he charged me 15,000 dinars for the visit and the medications.”**

- **“Why are you asking us these questions? If doctors and nurses would do what is right today, most of our big problems would be solved.”**
- **“If a doctor or nurse gives excellent care, the government should give them a bonus at the end of the year. Now, there is corruption where the patient secretly gives money to the doctor or nurse.”**
- **“There is a lack of experience among local doctors. They often don’t know what they’re doing.”**
- **“If I have a simple illness, when I see a doctor he will look for many more things and then charge me a lot of money.”**
- **“Any bonuses for doctors, nurses or midwives should come from the government, not the people.”**
- **“There are only ten anesthesiologists in all of the Kirkuk Governorate. This makes scheduling surgery very difficult.”**
- **“The former regime gave all the power and duties to the doctors and took them away from the nurses. How can this be fixed?”**
- **“The cost of care affects everything in my life.”**

Ministry of Health/National Government

- **“In each governorate, the Iraqi Medical Association is located. It needs to have its opinions reach the MOH and be heard. We want to be consulted.”**
- **“Why can’t we have the entire Vision document? The Ministry of Health is forcing us to do something we don’t want to do.” (He got upset and left the meeting in Najaf.)**
- **“When the Ministry of Health is preparing the vision, and the other ministries are not involved, you’re acting in a vacuum and the system will be incomplete.”**
- **“In our country, when the Ministry of Health and its system are “changed”, like recently, only the top couple of people are replaced. As far as I can see, the rest of it is just the same as before.”**
- **“There are handicapped people in special ‘cities’ who, when they send in their monthly requests for medications and supplies, always have their requests rejected or ignored by the Ministry of Health and Kimadia.”**
- **“Regarding free services for those unable to pay, there used to be a Department of Social Services/Social Welfare in the 1980s and 1990s. Rather than raising everyone’s taxes, we should reactivate this agency”**
- **“Those of us who work in the hospital aren’t getting our agreed-upon salaries now from the Ministry of Health and the CPA. Why should we think about a bonus when**

we don't even get our base pay? Besides, the system is so corrupt that the 'bonuses' wouldn't be given fairly."

- **"There should be a list prepared and posted at the end of each year of those health staff that are doing a good job. They are the ones who should get bonuses from the government."**

Equipment

- **"This is a bad situation today. Maybe tomorrow will be better. Why can't Abt send us some ambulances right away?"**
- **"We want to improve as employees, but we need equipment to do our work."**
- **"Much equipment is broken because some people break it on purpose so patients will have to go to their private clinics."**
- **"If public clinics and hospitals can decide how to spend their own money, who would check to see that the money is not wasted?"**

Other Comments

- **"Many patients come with vague complaints, not serious illnesses, and they want to get drugs."**
- **"I'm a pharmacist. How come I'm not listed as a separate category?"**
- **"We have no way of knowing which person is poor. In the West, you know because of job records and taxes and property ownership. We don't know who is really poor."**
- **"It should be absolutely required that patients should pay a small amount of money when they see a doctor or get medicine. If people get these things free, they abuse the privilege and they don't value what they get."**
- **"In your survey, you don't mention the need for trained managers. This is a big need in Iraq."**
- **"We already tried having community boards with the public clinics and hospitals. They almost destroyed the operations with their constant interference. It would be good for rural hospitals and clinics, but until the communities are more developed and educated, I don't think it would work."**

APPENDIX

Questionnaire on a New Health Care System in Iraq

The Ministry of Health is planning a new system to provide better health care for everyone in Iraq. Please take a few minutes and answer the questions in this survey. Your answers will help the Ministry to design a system that will meet your needs.

تقوم وزارة الصحة بوضع خطة لنظام صحي جديد افضل للجميع بالعراق . من فضلك الاجابة على الاسئلة المدرجة. لان اجابتك سوف تساعد الوزارة في تصميم النظام الجديد الذي سوف يلبي احتياجاتك.

Your Background:

المعلومات الشخصية

1. Governorate: المحافظة	2. City/Town: المدينة	3. Today's Date: تاريخ اليوم	4. Your Status: 1=HC User, 2=HC Doctors 3=Nurses 4=Employee الحالة مستخدم موظف رعاية صحية ممرضه طبيب
5. Your Age: العمر	6. Your Sex: 1=Male, 2=Female الجنس: 1. ذكر 2. انثى	7. Your Marital Status: 1=married 2=widowed 3=divorced 4=single الوضع الاجتماعي 1. متزوج 2. ارمل 3. مطلق 4. اعزب	8. Your Education: 1- primary school 2-Secondary School 3-High School 4-College التحصيل العلمي 1. ابتدائيه 2. متوسطه 3. اعداديه 4. كليه

Questions for a Future System:

9. Do you think that a public primary health center or private clinic can provide basic health care as well as a hospital? هل تعتقد ان المركز الصحي العام او العيادة الخاصة تستطيع ان تقدم الخدمات الصحية الاساسية التي تقدمها المستشفى؟	Strong Yes 1 2 3 4 5 Strong No
10. Do you think that public health care is as good as private health care? هل تعتقد ان الرعاية الصحية العامة بنفس جودة الرعاية الصحية الخاصة؟	Strong Yes 1 2 3 4 5 Strong No

11. When you are sick with a minor illness, do you usually go to a public primary care center clinic or hospital, rather than a private clinic or hospital? عندما تكون مريضا , هل تفضل الذهاب الى عيادة عامة او مستشفى عام قبل التفكير في الذهاب الى عياده خاصه او مستشفى خاص؟	Strong Yes 1 2 3 4 5	Strong No 5
12. When you are sick, is it better to see a general practitioner rather than a specialist? عندما تكون مريضا , هل الافضل مراجعة طبيب عام على الاختصاص؟	Strong Yes 1 2 3 4 5	Strong No 5
13. Does a medical fee affect your decision to see a doctor? هل ثمن الزيارة الطبية يؤثر على قرارك في مراجعة طبيب؟	Strong Yes 1 2 3 4 5	Strong No 5
14. Do you know how much money you will be charged before you see a doctor or enter a hospital? هل تعرف ثمن الاجور الطبية قبل الذهاب الى الطبيب او الدخول الى المستشفى؟	Strong Yes 1 2 3 4 5	Strong No 5
15. Is health care affordable for you? هل تستطيع تغطية نفقات الرعاية الصحية؟	Strong Strong Yes 1 2 3 4 5	No 5
16. Would you like a new system in which each patient schedules an appointment to see a doctor? هل تفضل النظام الجديد الذي يحدد مواعيد لزيارة الطبيب؟	Strong Yes 1 2 3 4 5	Strong No 5
17. Would you like a new system in which each person would choose only one primary doctor and one clinic to handle most all their health care? هل تفضل النظام الجديد الذي يسمح للشخص باختيار الطبيب والعيادة طوال فترة الرعاية الصحية؟	Strong Yes 1 2 3 4 5	Strong No 5
18. In this new system, would it be better if health care worker chooses each patient's primary doctor and clinic? في هذا النظام الجديد , هل تفضل ان يحدد موظف الرعاية الصحية , الطبيب والعيادة للمريض؟	Strong Yes 1 2 3 4 5	Strong No 5
19. Do you think that each clinic and hospital, whether public or private, should meet government standards for service? هل تعتقد ان العيادة والمستشفى سواء كانتا عامة او خاصة , يجب ان تتوفر بها الشروط الحكومية للرعاية؟	Strong Yes 1 2 3 4 5	Strong No 5

<p>20. Do you think that each doctor, nurse and midwife should meet required standards for training to be licensed by the government?</p> <p>هل تعتقد ان الطبيب , الممرضة والقابلة المأذونة يجب ان تتوفر بها الشروط اللازمة للتدريب لكي يمنح لهم حق ممارسة العمل من قبل الحكومة؟</p>	<p>Strong Yes</p> <p>1 2 3 4 5</p> <p>Strong No</p>
<p>21. Should the doctors, nurses or midwives display their license in their office so that a patient would know that they are qualified to practice?</p> <p>هل يجب على الاطباء والممرضين والقابلين ان يعرضوا شهادة مزاوله العمل في مكاتبهم لكي يتمكن المريض من معرفة ان كانوا مؤهلين لممارسة العمل؟</p>	<p>Strong Yes</p> <p>1 2 3 4 5</p> <p>Strong No</p>
<p>22. Do you think that a doctor, nurse or midwife who provides excellent care should receive a bonus?</p> <p>هل تعتقد ان الاطباء والممرضات والقابلين الذين يقدمون رعاية صحية ممتازة يجب ان يحصلوا على مكافئات؟</p>	<p>Strong Yes</p> <p>1 2 3 4 5</p> <p>Strong No</p>
<p>23. If you go to a private doctor or private hospital, should the government pay for these services?</p> <p>هل تعتقد ان الحكومة يجب ان تدفع للخدمات الصحية الخاصة؟</p>	<p>Strong Yes</p> <p>1 2 3 4 5</p> <p>Strong No</p>
<p>24. Do you think that the funds for each public clinic or private clinic should be based on how many patients use their services?</p> <p>هل تعتقد ان التخصيصات المالية للعيادات العامه او العيادات الخاصه يجب ان تبنى على اساس عدد المرضى المستفيدين من خدمات المستشفى؟</p>	<p>Strong Yes</p> <p>1 2 3 4 5</p> <p>Strong No</p>
<p>25. Should each public clinic or public hospital be allowed to decide how to spend its own money?</p> <p>هل يسمح لكل مستشفى عام او عيادة عامه التصرف بصرف المبالغ الخاصة بها؟</p>	<p>Strong Yes</p> <p>1 2 3 4 5</p> <p>Strong No</p>
<p>26. If a clinic or hospital has funds left over at the end of the year, should they be allowed to decide how to use that money?</p> <p>في حالة وجود مبالغ فائضة في حساب عيادة او مستشفى هل يسمح لتلك العيادة او المستشفى بتقرير كيفية صرف ذلك المبلغ الفائض؟</p>	<p>Strong Yes</p> <p>1 2 3 4 5</p> <p>Strong No</p>

27. Would you like the national government to pay for everyone's health care from a large national pool of money, which comes from the general taxes of all Iraqi citizens, whether they are healthy or sick? هل تفضل ان تدفع الحكومة تكاليف الرعاية الصحية للجميع من خلال رصيد مالي وطني يتم بناءة عن طريق جمع الضرائب من كافة المواطنين العراقيين سواء ان كانوا اصحاء او مرضى ؟	Strong Yes 1 2 3 4 5 Strong No
28. Would you like the national government to pay for health care with special taxes, on such things as tobacco or alcohol? هل تفضل ان تدفع الحكومة تكاليف الرعاية الصحية من الضرائب التي تجمع من بعض الاشياء مثل التبغ والكحول ؟	Strong Yes 1 2 3 4 5 Strong No
29. Do you think that the government should provide a <u>basic</u> package of health services, but expect people to pay for any additional non-basic health care? هل تعتقد ان على الحكومة ان توفر خدمات صحية اساسية وان على المواطن ان يدفع مقابل هذه الخدمات الاضافه الغير الاساسيه؟	Strong Yes 1 2 3 4 5 Strong No
30. Do you think that the government should provide a larger package of health services, which would cost people more money in higher taxes? هل تعتقد ان الحكومة يجب ان توفر خدمات صحية اكبر واكثر تكاملا والتي تكلف المواطن دفع ضرائب ابهظ ؟	Strong Yes 1 2 3 4 5 Strong No
31. Do you think that each patient should pay an official fee, a small amount of money, whenever he or she sees a doctor or gets medicine from a pharmacy? هل تعتقد ان على المريض ان يدفع مبلغ من المال عندما يفحص من قبل الطبيب او يتلقى علاج من الصيدلية ؟	Strong Yes 1 2 3 4 5 Strong No
32. Do you think that the people who are unable to pay should receive free medical care, paid by general taxes? هل تعتقد ان الخدمات الصحية مجانية للمواطن الذي لا يستطيع دفع الاجور الصحية , تدفع عن طريق الضرائب ؟	Strong Yes 1 2 3 4 5 Strong No
33. Should each clinic or hospital have a community board that oversees operations and advises them on community needs? هل تعتقد ان يكون لكل عيادة او مستشفى لجنة مجتمعيه تشرف على العمليات والفعاليات وتنصح الوحدة حول حاجة المجتمع ؟	Strong Yes 1 2 3 4 5 Strong No

Questions about the Current System:

اسئلة حول النظام الجديد:

34. Please rank the greatest problems in your primary health care clinic:

(#1 is the largest problem ... #17 is the smallest problem)

- Building Equipment Exam Room Laboratory Pharmacy
 Doctors Nurses Technicians Pharmacist Staff attitude
 Hours of Operation Cleanliness of clinic Security Poor care
 Corruption Not enough time for doctor and patient Long waits

رقم المشاكل في عيادتك الصحية :

(# 1 اكبر المشاكل ... #17 اصغر المشاكل)

الصيدلية المختبر غرفة الفحص المعدات البناية العطلات سلوك الموظفين الصيدالة

الفنيين لمرضات الاطباء الامن نظافة العيادة ساعات العمل رعاية ضعيفة فترات الانتظار

عدم كفاية وقت المعاينة

35. Please describe three ways that your clinic could improve and give better service:

- 1.
- 2.
- 3.

اكتب ثلاث طرق لتطوير عيادتك وجعلها تقدم خدمات صحية افضل

- 1.
- 2.
- 3.

36. Please rank the greatest problems in your nearest hospital:

(#1 is the largest problem ... #21 is the smallest problem)

__ Building __ Equipment __ Exam Rooms __ Laboratory __ X-ray Dept.
__ Pharmacy __ Emergency Room __ Operating Rooms __ Patient Wards
__ Doctors __ Nurses __ Technicians __ Pharmacist __ Staff attitude
__ Transportation to Hospital __ Cleanliness of hospital __ Security __ Poor care
__ Corruption __ Not enough time for doctor and patient __ Long waits

رقم المشاكل في المستشفى :

(# 1 اكبر المشاكل ... # 21 صغر المشاكل)

قسم الاشعة __ المختبر __ غرفة الفحص __ المعدات __ البناية __ ردهة المريض __ غرفة العمليات
غرفة الطوارئ

الصيدلية __ سلوك الموظفين __ الصيدالة __ الممرضات __ الاطباء __ فترات الانتظار __ العطلات
الامن

رعاية ضعيفة __ نظافة العيادة __ المواصلات للمستشفى __ عدم كفاية وقت المعاينة

37. Please describe three ways that your hospital could improve and give better service:

- 1.
- 2.
- 3.

اكتب ثلاث طرق لتطوير المستشفى وجعلها تقدم رعاية صحية افضل :

- .1
- .2
- .3