

APPENDIXES

Appendix I Title: Interview Schedule for women health related problems (patients)

A Study of Utilization of Health Care Services in Ukhrul District of Manipur

A. Profile of the Respondents

1. Name of the village:
2. Name of the head of household:
3. Name of respondent:
4. Sex:
5. Age:
6. Marital status:
7. Education:
8. Occupation:
9. Annual Income :

B. Availability, Accessibility and Utilization

I Pre-natal and Post natal

10. Why did you visit to hospital/ CHC/PHC? (Reproductive Health related)
11. How often do you visit here?
(a) Always (b) Sometimes (c) Never
12. How far is the hospital from your house?
(a) 0 to 5 km (b) 5 to 10 km (c) More than 10 km
13. What is the mode of communication from your place to hospital?
14. How many children do you have?
15. Did you come to hospital/ CHC/PHC for antenatal check up before also?
(a) Yes (b) No
16. If yes, how many times did you consult the doctor went you were pregnant?
(a) Once in first trimester/ second trimester/ third trimester
(b) Every month (c) At the time of delivery
17. Where did you deliver the first child?
(a) Hospital (b) CHC (c) PHC (d) Village/ home

18. If you delivered at village/home, what was the reason of delivering at home and who attended the delivery?
 (a) Doctor (b) Nurse (c) ANM (d) Women at home (e) Other (specify)
19. How much did they charge?
20. Did you and your child face any health related problems after the delivery?
21. What are the common sicknesses faced by you in Ante- natal and post- natal period?
22. Do you get ante-natal card and JSY (Janani Suraksha Yojana) card? If yes, what type of health check-up was conducted in the hospital?
23. Did you get any incentive from hospital during your ante-natal period? If yes, how much did you get and what do you know about it?
24. Did you get any incentive from your hospital at the time of delivery under JSY? If yes, how much did you get and what do you know about it?
25. Does Auxiliary Nurse Midwife (ANM), AHSA worker visit in your village during ante-natal and post-natal period?
 (a) Yes (b) No (c) No Idea
 (i) if no, what is the reason? (ii) If yes, what did they do?
26. Are you able to get medicines (like iron tablet, folic acid tablet, calcium, etc.) from government hospital free of cost?
 (a) Yes (b) No (c) No Idea
27. For how many months did they give the medicine?
28. What are the services you availed from government hospitals (district/ CHC/PHC) during ante-natal care and Post- natal period?
29. Is there any Ultra-sound facility in the hospital?
 (a) Yes (b) No (c) No Idea
30. If it is available, do you satisfy with the Ultra-sound facility?
 (a) Yes (b) No (c) No Idea
 (i) If no, what is the reason?
31. Are there sufficient rooms and beds for treating the patients?
 (a) Yes (b) No (c) No Idea
32. Do they have separate room and beds for pregnant women?
 (a) Yes (b) No (c) No Idea

33. Is there separate room for minor and major operation theatre (OT)
 (a) Yes (b) No (c) No Idea
34. Are doctors available for 24 hours?
 (a) Yes (b) No (c) No Idea
35. Are there specialized doctor and equipment to conduct the delivery at the time of emergency?
 (a) Yes (b) No.
 (i) If no, what is the reason
36. Are there any referral services available?
 (a) Yes (b) No
 (i) If yes, where do they refer you?
37. Does the hospital authority provide free ambulance services for the community?
 (a) Yes (b) No (c) No Idea
38. If yes, do they provide up-to your needs?
 (a) Yes (b) No
39. Are you satisfied with the health centre in utilizing the pre-natal care and post natal care?
 (a) Yes (b) No
 (i) If no, what is the reason? (ii) If yes how?
40. What is your opinion on the maintenance of hospital?
 (a) Bad (b) Good (c) can't say
41. Are there any problems in referral services from Sub-centre to PHC to CHC and District Hospital in the District? If yes, what are the problems, please explain in detail?

C. Socio-Cultural Beliefs and Religious Practices

42. Do you go and consult to the traditional healer/religious men?
 (a) Yes (b) No
43. If yes, what are the reasons of visiting them?
44. Do you have traditional birth attendance in your village? If yes what equipment do they have?

45. How often do you visit traditional birth attendance during pregnancy time?
 (a) 1 time (b) 2 times (c) 3 times (d) more than 4
 times
46. Do you get any medicines from the traditional birth attendance?
 (a) Yes (b) No
47. If so, did that medicine help you?
 (a) Yes (b) No
48. Are you satisfied with the treatment?
 (a) Yes (b) No
 (i) If yes, explain.
49. What are other different illnesses treated by the traditional birth attendance?
 Please give the name of the diseases?
50. What are the importance roles played by traditional attendance during
 emergency
51. Is the prayer and massage helped you in curing your sickness?
 (a) Yes (b) No
52. Do you think the religious healers have extra power to heal you?
 (a) Yes (b) No
 (i) If no how? (ii) If yes, how please explain?
53. What is your opinion towards the religious healers?
54. Are religious healers played an important role in treating the patients?
 (a) Yes (b) No
 (i) If yes, how?

D. Programmes and Policies

55. Have you heard/aware of Reproductive Child Programme under NRHM?
 (a) Yes (b) No (c) No Idea
56. Are there any sources of information available from hospitals, NGOs, AIR,
 internet, books, newspaper and magazines regarding women reproductive
 health programmes?
 (a) Yes (b) No
 (i) If yes, please explain in detail?
57. What is the awareness level among the people about the programme/schemes
 of JSY (institutional delivery) and family planning programme?

58. Are the programmes beneficial for your community and you personally?
- (a) Yes (b) No
- (i) If no, what is the reason? (ii) If yes, how?
59. What are the relationship between the programmes implementation and their impact on community people?
1. Very good (b) Good (c) Very bad (d) Worse (e) No Idea
60. Any other comments.

A Study of Utilization of Health Care Services in Ukhrul District of Manipur

A. Profile of the Respondents

1. Name of the village:
2. Name of the head of household:
3. Name of respondent:
4. Sex:
5. Age:
6. Marital status:
7. Education:
8. Occupation:
9. Annual Income :

B. Health Problems: HIV/AIDS

10. Did you face any health related problems in the last few months or one year?
(a) Yes (b) No
11. If yes, what are the health problems do you face?
(a) Major health problems (TB, HIV/AIDS, etc.)
(b) Minor ailments (c) Any others, specify?
12. What are the signs and symptoms of your illness?
13. What are the possible main causes of such illness?
14. Do your other family members also suffer the same problems?
(a) Yes (b) No
If yes, how do you manage to prevent/ cure the problems?
15. Do you seek any medical help if you have any health related problems?
(a) Yes (b) No
(i) If yes, where?

C. Availability, Accessibility and Utilization

16. Where do you go for treatment?
(a) Govt. Hospitals (District hospital/CHC/PHC) (b) Private hospital (c) NGOs
(d) Traditional healers (e) Religious men (e) others, please specify.
17. What is the reason for visiting the hospitals/NGOs?

18. Who has informed you about the treatment of your illness in the hospital?
(a) Self (b) Neighbours (c) Health workers (d) any other... specify
19. How far are district hospitals/ NGOs from your place?
(a) 0 -5 km (b) 5-10 km (c) More than 10 km
20. Do you have ICTC?
(a) Yes (b) No
21. If Yes, Do you get any counseling and other services from both Hospitals and NGOs?
(a) Yes (b) No
22. Is the counseling helpful to you?
(a) Yes (b) No
(i). If yes, how?
23. What are the facilities you got from Hospitals/ NGOs?
24. Do you get anti-retroviral therapy (ART) services free of cost from Hospitals or NGOs?
(a) Yes (b) No
25. Is there any HIV/AIDS clinic available?
(a) Yes (b) No
26. Are there sufficient rooms and beds for treating the patients?
(a) Yes (b) No
27. Do they have separate room for HIV/AIDS patients?
(a) Yes (b) No
28. What are the major problems you faced while getting the available services/ facilities?
29. Are there sufficient equipment for testing of several diseases?
(a) Yes (b) No (c) No Idea
(i) If no, what is the reason? (ii) If yes, how?
30. Are there sufficient doctors and nurses to treat the patient?
(a) Yes (b) No (c) No Idea
(i). If no, please give reason?
31. Is there any specialized doctor?
(a) Yes (b) No

32. Did the doctors treat you on time?
 (a) Yes (b) No
 (i) If no, what is the reason?
33. How comfortable do you avail the services?
34. Did you find any problems related to attitudinal problems from health service providers? (Doctors/ Nurses/ Technicians, etc.)
 (i) If yes, how do you tackle it?
35. Did you face any societal stigma in visiting the Hospital clinic/ NGOs in relation with the illness?
 (a) Yes (b) No
36. Do the hospital/NGOs are always accessible by the people?
 (a) Yes (b) No
 (i). If no, what is the reason? (ii) If yes, how?
37. What are the rehabilitations programmes available for you in hospital and NGOs?
38. Do you get any benefits from them?
 (a) Yes (b) No
 (i) If yes, what are the benefits do you get?
39. What is your opinion on the maintenance of hospital?
 (a). Bad (b) Good (c) can't say
40. Are there any referral services available?
 (a). Yes (b) No
 (i) If yes, where do they refer you?

D. Socio-Cultural Beliefs and Religious Practices

41. Do you go and consult to the traditional healer/religious men?
 (a). Yes (b) No
 (i) If yes, what are the reasons of visiting them?
42. How often do you visit traditional healers/ religious in a year?
 (a) 1 time (b) 2 times (c) 3 times (d) more than 4 times
43. Do you get any medicine from the traditional healers?
 (a) Yes (b) No
44. If so, did that medicine cure your sickness?

- (a) Yes (b) No
45. Are you satisfied with the treatment?
 (a) Yes (b) No
 (i) If yes, explain.
46. What are different sicknesses treated by the traditional healers? Please give the name of the diseases?
47. Is the prayer and massage helped you in curing your sickness?
 (a) Yes (b) No
48. Do you think the religious healers have extra power to heal you?
 (a) Yes (b) No
 (i) If no, how? (ii) If yes, how please explain?
49. What is your opinion towards the religious healers?
50. Are religious healers played an important role in treating the patients?
 (a) Yes (b) No
 (i) If yes, how?
51. How traditional treatment can contribute towards the betterment of community health?

E. Programmes and Policies

52. Have you heard/aware of National AIDS control programme?
 (a) Yes (b) No (c) No Idea
53. Are there any sources of information available from hospitals, NGOs, AIR, internet, books, newspaper and magazines regarding HIV/AIDS?
 (a) Yes (b) No
 (i) If yes, please explain in detail?
54. Are there any free health camp/ Awareness conducted in your area for the last one year?
 (a) Yes (b) No
55. What is the awareness level among the people towards the diseases?
56. What is the reason for increasing the percentage of HIV/AIDS in the district?
 (a) Lack of awareness (b) lack of Information (c) others, please specify?
57. Who to be blame for increasing HIV/AIDS in the district?
 (a) Self (b) Community (c) Doctors (d) NGOs (e) others, please specify

58. What are the relationship between the programmes implementation and their impact on HIV/AIDS?

59. Did the Government, NGOs or individual take measures to prevent the disease?

(a) Yes

(b) No

(i) If yes, what are those measures?

60. Any other comments.

A Study of Utilization of Health Care Services in Ukhrul District of Manipur

A. Profile of the Respondents

1. Name of the village:
2. Name of the head of household:
3. Name of respondent:
4. Sex:
5. Age:
6. Marital status:
7. Education:
8. Occupation:
9. Annual Income :

B. Health Problems: Tuberculosis

10. Did you face any health related problems in the last few months or one year?
(a) Yes (b) No
11. If yes, what are the health problems do you face?
(a) Major health problems (TB, HIV/AIDS, etc.)
(b) Minor ailments (c) Any others, specify?
12. What are the signs and symptoms of your illness?
(a) Cough (b) Chest pain and Vomiting with blood (c) Weak of body (d) Fever
(e) Others please specify
13. What type/ category of TB are you suffering from?
14. What are the possible main causes of such illness?
15. Do your other family members also suffer the same problems?
(a) Yes (b) No
16. If yes, how do you manage to prevent/ cure the problems?
17. Do you seek any medical help if you have any health related problems?
(a) Yes (b) No
(i) If yes, where did you go?

C. Availability, Accessibility and Utilization

18. Where do you go for treatment?
(a) Govt. Hospitals (District hospital/CHC/PHC) (b) Private hospitals
(c) Traditional healers (d) Religious men (e) NGOs (f) others, please specify.
19. If you visit to hospital/ CHC/PHC, how often do you visit the hospital?
(a) Always (b) Sometimes (c) Never
20. Who has informed you about the treatment of your illness in the hospital?
(a) Self (b) Neighbours (c) Health workers (d) any other...
specify
21. How far are PHC/CHC/ district hospitals from your place?
(a) 0 -5 km (b) 5-10 km (c) More than 10 km
22. Do the hospital/CHC/PHC are always and easily accessible by the people?
(a) Yes (b) No (c) No Idea
23. Do you have any idea about Direct Observation Therapy Short-course
centre (DOTS)?
(a) Yes (b) No
(i) If yes, Please explain?
24. Is DOTs easily available for the patients?
(a) Yes (b) No
25. Do you go sputum test in DOTS centre? If yes, explain the procedure.
26. What are the facilities you got for treating Tuberculosis?
26. Is there any x-ray facility in the hospitals?
(a)Yes (b) No (c) No Idea
27. If it is available, do you satisfy with the X-ray facility?
(a)Yes (b) No (c) No idea
(i) If no, what is the reason?
28. Is there separate room for the tuberculosis patients?
(a) Yes (b) No (c) No Idea
29. What are the procedures of treatment of Tuberculosis in hospital? (Start
from beginning of filling form)?
30. What are the major problems you faced while getting the available
services/ facilities?

31. Are there sufficient equipment for testing of several diseases?
 (ii) Yes (b) No (c) No Idea
 (i) If no, what is the reason? (ii) If yes, how?
32. Are there sufficient doctors and nurses to treat the patient?
 (b) Yes (b) No (c) No Idea
 (i) If no, please give reason?
33. Is there any specialized doctor?
 (a) Yes (b) No
34. Did the doctors treat you on time?
 (a) Yes (b) No
 (i) If no, what is the reason?
35. Did you find any problems related to attitudinal problems from health service providers? (Doctors/ Nurses/ Technicians, etc.)
 (a) Yes (b) No
 (i) If yes, how do you tackle it?
36. Are you able to get medicines from government hospitals (DOTS centre) free of cost?
 (a) Yes (b) No
 (i) If yes, how long (months) do they provide? (ii) If no, why?
37. What is your opinion on the maintenance of hospital?
 (b) Bad (b) Good (c) can't say
38. Are there any referral services available?
 (a) Yes (b) No (c) No Idea
 (i) If yes, where do they refer you?
39. Are there any problems in referral services from Sub-centre to PHC to CHC and District Hospital in the District? If yes, what are the problems, please explain in detail?
40. Is there any proper record maintenance maintained by the hospitals/CHCs/PHCs for the patients?
 (a) Yes (b) No (c) No Idea
 (i) If no, what is the reason? (ii) If yes, how?

D. Socio-Cultural Beliefs and Religious Practices

41. Do you go and consult to the traditional healer/religious men?
(a) Yes (b) No
(i) If yes, what are the reasons of visiting them?
42. How often do you visit traditional healers/ religious in a year?
(a) 1 time (b) 2 times (c) 3 times (d) more than 4 times
43. Do you get any medicine from the traditional healers?
(a) Yes (b) No
44. If so, did that medicine cure your sickness?
(a) Yes (b) No
45. Are you satisfied with the treatment?
(i) If yes, explain.
46. What are different sicknesses treated by the traditional healers? Please give the name of the diseases?
47. Is the prayer and massage helped you in curing your sickness?
(a) Yes (b) No
48. Do you think the religious healers have extra power to heal you?
(a) Yes (b) No
(i) If no, how? (ii) If yes, how please explain?
49. What is your opinion towards the religious healers?
50. Are religious healers played an important role in treating the patients?
(a) Yes (b) No
(i) If yes, how?
51. How traditional treatment can contribute towards the betterment of community health?

E. Programmes and Policies

52. Have you heard/aware of National Tuberculosis Control programme?
(a) Yes (b) No
53. Are there any sources of information available from hospitals, NGOs, AIR, internet, books, newspaper and magazines regarding malaria?
(a) Yes (b) No
(i) If yes, please explain in detail?

54. Is there any free health camp/ Awareness conducted in your area for the last one year?

(a) Yes (b) No

55. What is the awareness level among the people toward the diseases?

56. What are the societal attitudes towards the illness (TB)?

57. Does the village authority provide support to TB patients?

(a) Yes (b) No

(i) If yes, how

58. Is there any role for ASHA worker in dealing with TB patients in the community?

If yes, what do they do?

59. What are the relationship between the programmes implementation and their impact on TB?

(a) Very good (b) Good (c) Very bad (d) Worse (e) No Idea

60. Any other comments:

Appendix IV Title: Information Performa for the health care institution (hospitals)

A Study of Utilization of Health Care Services in Ukhrul District of Manipur

A. Identity

1. Name of the Head of the hospital:
2. Name of the hospital:
3. Office address (with district, pin code and phone number)
4. What type of institution is this?
(a) District Hospital (b) Missionaries Hospital (c) Any other Specify:
5. How far is the hospital from the district town?

B. Historical Background

6. When was the hospital established?
7. (If any) what were the initial aims and objectives of the hospital? How many times did they change?
8. What was the programme started at the beginning? (Please mention name and nature)

C. Basic information

9. Philosophy, mission and vision of the hospital?
10. Present objectives of the hospital:
11. Area of operation:
No. of states:
No. of districts:
No. of blocks or wards:
No. of villagers:
13. Target group:

Sl. No.	Actual Beneficiaries	Volume (number of beneficiaries)

14. Organizational set-up:
15. What kind of infrastructural capacity do you have in order to carry out different programme?

16. How do you take decision in the hospital? Is it taken democratically?

D. Financial Information

17. What are the sources of funds of your hospital?

Hospital	
Central Government	State Government
Both the Central and the State	Non-governing Funding Agencies (Indian)
Foreign Funding Agencies	Local Self Government
Public Donation	Collection of Contribution
Internal sources (Treatment cost etc.)	Any other, please specify

18. What problems or barriers do you find in financing (if there is any problem)?

19. Do you prepare annual budget?

(a) Yes (b) No

(i) If yes, how? (ii) If no, how do you manage?

20. What criteria do you use for allocation of funds among the different Programmes?

E. Information Related to Staff

21. Please indicate the total number of workers:

(i) No. of full time paid staff:

(ii) No. of part time paid staff:

(iii) No. of honorary staff:

(iv) No. of volunteers:

22. Please indicate the characteristics of full time paid staff:

Sl.No.	Designation	No	Age	Sex (M&F)	Qualification	Experience	Salary

F. Monitoring

22. Do you monitor your programme activities, finance and staffs?

- (a) Yes (b) No.

If yes, please indicate time, person and process involved in monitoring activities (for each programme).

G. Other Information

23. Please indicate the various strengths, weakness, opportunities and threats of the hospital in terms of administrative work, programme implementation, finance, staff, beneficiaries, ideological issues?

Appendix V

Title: Questionnaires for health care provider in

Gynaecology (women health related problems) in government hospital

A Study of Utilization of Health Care Services in Ukhrul District of Manipur

I Questionnaires for Doctors

A. Personal Information

1. Name:
2. Age:
3. Sex:
4. Designation:
5. Marital status:
6. Education:
7. How long have you been working in the health centre?
(a) 1-5 Yrs (b) 6-10 Yrs (c) 11-15Yrs (d) more than 16Yrs
8. Are you attending the health centre regularly?
(a) Yes (b) No
If no, why?
9. How much time do you provide in health centre (per week)?
10. Do you spend more time from your normal timing?
(a) Yes (b) No
If yes, what is the reason behind?

B. About the Hospital/ Health Centre

11. What is the staff strength in your Hospital/department/health centre?
12. What is the average number of patients per day who visited your department/health centre?
(a) 1-10 person (b) 11-20 person (c) 21-30 person (d) More than 31 person
13. How much do you charge for registration?
14. Are there sufficient specialized doctors in the hospital/ department/ centre?
(a) Yes (b) No
15. Are there sufficient staffs to treat the patients on time?
(a) Yes (b) No
(i) If no, what is the reason?

16. Are there sufficient rooms and beds for different department/ ward?

(a) Yes (b) No

(i) If no, why? Please give the reason? (ii) If yes, what are they?

C. Major Health Problems and Availability of Services

17. What are the types of major health problems seen in the hospital/ department/health centre?

18. What are the main causes of such illness?

19. In which age group, sex are more prevalent for such/each illness?

20. What is the awareness level among the people toward the diseases?

21. Do you have a different departments/ cell for each of the major diseases (like Tuberculosis, HIV/AIDS and Delivery)?

22. Are you dissatisfied with anything regarding the health care which the patient has utilized for treatment?

(a) Yes (b) No

If yes, what are they?

23. What type of services do you provide (preventive/ curative)?

24. Is there any proper record maintenance maintained by the hospitals/department/health centre for the patients?

(a) Yes (b) No

(i) If no, why?

25. Is there any x-ray facility in the hospitals?

(a) Yes (b) No

26. Does the district dispensaries and health centres function properly?

(a) Yes (b) No

(i) If no, what is the reason?

27. Are the resources sanctioned by the centres for health services are sufficient with the Ratio of the people?

(a) Yes (b) No

(i) If no, what is the reason?

28. Are the Medicines easily available in the Government Hospitals?

(a) Yes (b) No

(i) If no, from where did they get the medicine?

29. Is there any free health camp/ Awareness conducted for the last one year?
- (a) Yes (b) No
- (i) If yes, where and how?
30. Does the hospital authority provide free ambulance services for the community?
- (a) Yes (b) No
- (i) If yes, does it meet for the need of the people? (ii) If no, what is the reason?
31. Are there adequate equipment/instruments for testing of several diseases?
- (a) Yes (b) No
- (i) If yes, what are they? (ii) If no, what is the reason?
32. Are there adequate medical personnel's for treatment?
- (a) Yes (b) No
- (i) If no, what is the reason?
33. Do you provide all the medical help the patients seek for?
- (a) Yes (b) No
- (i) If no, where do you refer them and what are the reasons behind?
34. Is there a different operation theatre (OT) facility for both minor case and major case?
- (a) Yes (b) No
- (i) If no, what is the reason? (ii) If yes, what are they?

D. National Health Programme Related Information

35. Are there any sources of information available from hospitals, NGOs, AIR, internet, books, newspaper and magazines?
- (a) Yes (b) No
- (i) If no, why? (ii) If yes, How?
36. What are the strategies do you use in providing services for patients under Revised National Tuberculosis control programme/National AIDS control Society/ JSY etc?
37. When did you start health care Programme (TB/ HIV/AIDS, etc) and what was the nature of it?
38. Programmes completed previously:

Sl. No.	Name of the Programme	Duration	Target Group	Budget	Sources of Fund	Nature of Activities & System of Service Delivery

39. Current Programmes:

Sl. No.	Name of the Programme	Duration	Target Group	Budget	Sources of Fund	Nature of Activities & System of Service Delivery
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E. Reproductive Health Related Issues (Mother and Child Care)

40. What type of health problems seen among the women reproductive age group?

41. What is the Maternal Mortality Rate in the last 3 years?

42. What type of services do you provide for reproductive women?

43. Do you have Antenatal Care centre?

(a) Yes (b) No

(i) If yes, are women come for regular antenatal (ANC) check-up?

(a) Yes (b) No

44. Where do the mothers prefer for delivery?

(a) Home (b) Government hospital (C) private (d) others... specify

45. Are women aware of JSY programme?

(a) Yes (b) No

46. Do you provide ANC card and JSY card?

(a) Yes (b) No

47. Do you encourage for institutional delivery under JSY?

(a) Yes (b) No

(i) If no, why? (ii) If yes, how?

48. What type of facilities do you provide under JSY?

49. How do you network with ASHA worker, ANM etc?

50. How much incentive do you provide for the mothers who have come for institutional delivery?

51. Do you have a separate family planning centre?

(a) Yes (b) No

52. Which method family planning does your department/Health centre/Organization Promulgate?

53. What type of incentive do you provide for those mothers who opted for permanent family planning methods?

II Questionnaires for Nurse

A. Personal Information

1. Name:
2. Age:
3. Sex:
4. Designation:
5. Marital status:
6. Education:
7. How long have you been working in the health centre?
(b) 1-5 Yrs (b) 6-10 Yrs (c) 11-15Yrs (d) more than 16Yrs
8. Are you attending the health centre regularly?
(a) Yes (b) No
If no, why?
9. How much time do you provide in health centre (per week)?
10. Do you spend more time from your normal timing?
(a) Yes (b) No
(i) If yes, what is the reason behind?

B. About the Hospital/ Health Centre

11. What is the average number of patients per day who visited your department/health centre?
(a) 1-10 person (b) 11-20 person (c) 21-30 person (d) More than 31 person
12. How much do you charge for registration?
13. Are there sufficient specialized doctors in the hospital/ department/ centre?
(a) Yes (b) No
14. Are there sufficient staffs to treat the patients on time?
(a) Yes (b) No
(i) If no, what is the reason?
15. Are there sufficient rooms and beds for different department/ ward?
(a) Yes (b) No
(i) If no, why? Please give the reason? (ii) If yes, what are they?

C. Major Health Problems and Availability of Services

16. Are you dissatisfied with anything regarding the health care which the patient has utilized for treatment?

- (a) Yes (b) No

If yes, what are they?

17. Is there any proper record maintenance maintained by the hospitals/department/health centre for the patients?

- (a) Yes (b) No

(i) If no, why?

18. Is there any x-ray facility in the hospitals?

- (a) Yes (b) No

19. Are the resources sanctioned by the centres for health services are sufficient with the Ratio of the people?

- (a) Yes (b) No

(i) If no, what is the reason?

20. Are the Medicines easily available in the Government Hospitals?

- (a) Yes (b) No

(i) If no, from where did they get the medicine?

21. Is there any free health camp/ Awareness conducted for the last one year?

- (a) Yes (b) No

(ii) If yes, where and how?

22. Does the hospital authority provide free ambulance services for the community?

- (a) Yes (b) No

(i). If yes, does it meet for the need of the people? (ii) If no, what is the reason?

23. Do you provide all the medical help the patients seek for?

- (a) Yes (b) No

(i) If no, where do you refer them and what are the reasons behind?

24. Is there a different operation theatre (OT) facility for both minor case and major case?

- (a) Yes (b) No

(i) If no, what is the reason?

(ii) If yes, what are they?

D. National Health Programme Related Information

25. Are there any sources of information available from hospitals, NGOs, AIR, internet, books, newspaper and magazines?

(a) Yes

(b) No

(i) If no, why?

(ii) If yes, How?

26. What are the strategies/facilities do you use in providing services for patients under JSY/JSSK etc?

E. Women Health Related Issues (Mother and Child Care)

27. What type of health problems seen among the women reproductive age group?

28. What type of services do you provide for reproductive women?

29. Do you have Antenatal Care centre?

(a) Yes

(b) No

(i) If yes, are women come for regular antenatal (ANC) check-up?

(a) Yes

(b) No

30. Where do the mothers prefer for delivery?

(a) Home

(b) Government hospital

(C) private

(d) others... specify

31. Are women aware of JSY/JSSK programme?

(a) Yes

(b) No

32. Do you provide ANC card and JSY card?

(a) Yes

(b) No

33. Do you encourage for institutional delivery under JSY?

(a) Yes

(b) No

(i) If no, why?

(ii) If yes, how?

34. How do you network with ASHA worker?

35. How much incentive do you provide for the mothers who have come for institutional delivery?

36. Do you have a separate family planning centre?

(a) Yes

(b) No

37. Which method family planning does your department/Health centre/Organization Promulgate?

38. What type of incentive do you provide for those mothers who opted for permanent family planning methods?

20. Do you have a separate clinic for HIV/AIDS client?
 (a) Yes (b) No
 (i) If yes, what type of services do you provide? (Counseling, medication, etc)
 (ii) If no, what is the reason?
21. Do the hospital have ICTC? If yes, what type of services do you provide in ICTC?
22. Is there any proper record maintenance by the hospital for the patients?
 (a) Yes (b) No
23. Do you have different department/cell for each of the major diseases (Like, Women reproductive, HIV/AIDS and Tuberculosis)?
24. What is the average number of patients per day who visited your centre?
 (a) 1-5 person (b) 6-10 person (c) 11-15 person (d) More than 16 person
25. What are the different approaches taken up the hospital regarding the HIV detection?
26. Who else are involved in counseling and treatment of HIV/AIDS cases?
27. Do you have a referral services?
 (a) Yes (b) No
 (i) If yes, where do you send the client for referral services?
28. How comfortable do clients avail the services?
29. Do you think that the services that render to clients are benefitted by them?
 (a) Yes (b) No
 (i) If yes how far do they benefit, please explain? (ii) If no, why?
30. What is the nature of confidentiality of cases referred to the hospital?
31. Is there any complaint issues relating with HIV test?
32. What are the major problems do you face in dealing with HIV/AIDS patients?
33. What are your limitations in providing services to the needy people?
34. Are you dissatisfied with anything regarding the health care which the patient has utilized for treatment?
 (a) Yes (b) No
 (i) If yes, what are they?
35. What are you future plan?

C. Awareness Level

36. What is the awareness level among the people towards HIV/AIDS?

37. Are People aware of the major causes of the diseases?
 (a) Yes (b) No
 (i) If Yes, how? (ii) If no, why?
38. What is the attitude of people towards your services?
39. Whom to be blamed for increasing HIV/AIDS in the district?
 (a) Community (b) Lack of awareness and information (c) Individual (d) others, please specify?
40. What are the strategies used in disseminating information about HIV/AIDS in the community?
41. Do you network with other organization in disseminating information like faith based organization-church, schools, colleges, village council, etc?
42. Are the measures beneficial for community and your community and you personally? If yes please explain in detail?
43. How far the hospital had achieved in controlling and preventing HIV/AIDS in the region? (Reports of cases of last three years).
44. What are the relationship between the programmes implementation and their impact on HIV/AIDS?

D. National Health Programmes Related Information

45. Are there any sources of information available from hospitals, NGOs, AIR, internet, books, newspaper and magazines?
 (a)Yes (b) No
 (i) If yes, how? (ii) If no, why?
46. What are the strategies do you use in providing services for patients under National AIDS Control Society etc?
47. When did you start health care Programme (HIV/AIDS) and what was the nature of it?
48. Programmes completed previously:

Sl. No.	Name of the Programme	Duration	Target Group	Budget	Sources of Fund	Nature of Activities & System of Service Delivery

49. Current Programmes:

Sl. No.	Name of the Programme	Duration	Target Group	Budget	Sources of Fund	Nature of Activities & System of Service Delivery
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II. Questionnaires for HIV/AIDS & TB Nurse

A. Personal Information:

1. Name:
2. Age:
3. Sex:
4. Designation:
5. Marital status:
6. Education:
7. How long have you been working in the health centre?
(a) 1-5 Yrs (b) 6-10 Yrs (c) 11-15Yrs (d) more than 16Yrs
8. Are you attending the health centre regularly?
(a) Yes (b) No
If no, why?
9. How much time do you provide in health centre (per week)?
10. Do you spend more time from your normal timing?
(a) Yes (b) No
If yes, what is the reason behind?

B. HIV/AIDS & TB Related Services

11. What are the programme/projects available in the hospital for HIV/AIDS & TB patient?
12. Who are your target group and why?
13. What are the age group of people who visited the hospital for testing/services?
14. Which gender is more prevalent to this disease?
(a) Male (b) Female
15. What are the causal factors or reason of HIV/AIDS & TB?

16. What are the associated disease seen with HIV/AIDS & TB?
17. What is the reason for rising of HIV/AIDS & TB in the district?
18. Do the hospital have ICTC/X-ray/Monteux test? If yes, what type of services do you provide?
19. Is there any proper record maintenance by the hospital for the patients?
 - (a) Yes
 - (b) No
20. What is the average number of patients per day who visited your centre?
 - (a) 1-5 person
 - (b) 6-10 person
 - (c) 11-15 person
 - (d) More than 16 person
21. What are the different approaches taken up the hospital regarding the HIV & TB detection?
22. Who else are involved in counseling and treatment of HIV/AIDS & TB cases?
23. Do you have a referral services?
 - (a) Yes
 - (b) No
 - (i) If yes, where do you send the client/patients for referral services?
24. How comfortable do clients/patients avail the services?
25. Do you think that the services that render to clients/patients are benefitted by them?
 - (a) Yes
 - (b) No
 - (i) If yes how far do they benefit, please explain?
 - (ii). If no, why?
26. Is there any complaint issues relating with HIV & TB test?
27. What are the major problems do you face in dealing with HIV/AIDS & TB patients?
28. Are you dissatisfied with anything regarding the health care which the patient has utilized for treatment?
 - (a) Yes
 - (b) No

If yes, what are they?

C. Awareness Level

29. What is the awareness level among the people towards HIV/AIDS & TB?
30. What is the attitude of people towards your services?
31. Whom to be blamed for increasing HIV/AIDS & TB in the district?
 - (a) Community
 - (b) Lack of awareness and information
 - (c) Individual
 - (d) others, please specify?
32. What are the strategies used in disseminating information about HIV/AIDS & TB in the community?

33. Do you network with other organization in disseminating information like faith based organization-church, schools, colleges, village council, etc?

34. 46. Are there any sources of information available from hospitals, NGOs, AIR, internet, books, newspaper and magazines?

(a) Yes

(b) No

(i) If yes, how?

(ii) If no, why?

35. Are the measures beneficial for community and your community and you personally? If yes please explain in detail?

36. How far the hospital had achieved in controlling and preventing HIV/AIDS & TB in the region? (Reports of cases of last three years).

Appendix VII **Title: Questionnaire for TB doctor**
A Study of Utilization of Health Care Services in Ukhrul District of Manipur

A. Personal Information:

1. Name:
2. Age:
3. Sex:
4. Designation:
5. Marital status:
6. Education:
7. How long have you been working in the health centre?
(a) 1-5 Yrs (b) 6-10 Yrs (c) 11-15 Yrs (d) more than 16 Yrs
8. Are you attending the health centre regularly?
(a) Yes (b) No
(i) If no, why?
9. How much time do you provide in health centre (per week)?
10. Do you spend more time from your normal timing?
(a) Yes (b) No
(i) If yes, what is the reason behind?

B. About the Hospital/ Health Centre

11. What is the staff strength in your Hospital/department/health centre?
12. What is the average number of patients per day who visited your department/health centre?
(a) 1-10 person (b) 11-20 person (c) 21-30 person (d) More than 31 person
13. How much do you charge for registration?
14. Are there sufficient specialized doctors in the hospital/ department/ centre?
(a) Yes (b) No
15. Are there sufficient staffs to treat the patients on time?
(a) Yes (b) No
(i) If no, what is the reason?
16. Are there sufficient rooms and beds for different department/ ward?
(a) Yes (b) No
(i) If no, why? Please give the reason? (ii) If yes, what are they?

17. Are there adequate equipment/instruments for testing of several diseases?

(a) Yes (b) No

(i) If yes, what are they? (ii) If no, what is the reason?

C. Major Health Problems and Availability of Services For Tuberculosis

18. What are the types of major health problems seen in the hospital/ department/health centre?

19. What are the main causes of such illness?

20. In which age group, sex are more prevalent for such/each illness?

21. What is the awareness level among the people toward the diseases?

22. Is there any proper record maintenance maintained by the hospitals for the patients?

(a) Yes (b) No

(i) If no, why?

23. Do you have a different departments/ cell for each of the major diseases (like Tuberculosis, HIV/AIDS and Delivery)?

24. Is there any x-ray facility in the hospitals?

(a) Yes (b) No

25. Does the district dispensaries and health centres function properly?

(a) Yes (b) No

(i) If no, what is the reason?

26. Are the resources sanctioned by the centres for health services are sufficient with the Ratio of the people?

(a) Yes (b) No

(i) If no, what is the reason?

27. Are the Medicines easily available in the Government Hospitals?

(a) Yes (b) No

(i) If no, from where did they get the medicine?

28. Is there any free health camp/ Awareness conducted for the last one year?

(a) Yes (b) No

(i) If yes, where and how?

29. Does the hospital authority provide free ambulance services for the community?

(a) Yes (b) No

(i) If yes, does it meet for the need of the people? (ii) If no, what is the reason?

30. Are there adequate medical personnel's for treatment?
(a) Yes (b) No
(i) If no, what is the reason?
31. Do you provide all the medical help the patients seek for?
(a) Yes (b) No
(i) If no, where do you refer them and what are the reasons behind?
32. What is the prevalent rate or percentage of Tuberculosis in the district?
33. What type of preventive and curative care do you provide?
34. What are the major problems do you face in dealing with Tuberculosis patients?
35. Do you have a DOTS centre in the hospital?
(a) Yes (b) No
(i) If yes, Is DOTs easily available for the patients?
(ii) If no, what is the reason? Please explain?
36. Do you provide sputum test, X-ray, Montoux test facilities for identifying TB patients)?
37. How much do you charge for each test? Are there any free facilities for BPL patients?
38. Are you able to provide all the medicines for TB patients on time? For how long (months) do you provide the medicines to TB patients?
39. Do you provide the medicines in free of costs?
40. Are there any relapsed patients from the treatment of DOTS centre? If yes, what are the main reasons and how do you prevent them?
41. What type of patients (category I, II and III) are more seen in hospital?
42. Are you dissatisfied with anything regarding the health care which the patient has utilized for treatment?
(a) Yes (b) No
(i) If yes, what are they?
43. What is the trend of Tuberculosis in Ukhru district since 2005?
44. Do you network with NGOs/other organization? If yes, what are the collaborative services do you provide in preventing Tuberculosis in the region?
45. What are your future plans?

(D) National Health Programme Related Information

46. Are there any sources of information available from hospitals, NGOs, AIR, internet, books, newspaper and magazines?

(a) Yes

(b) No

(i) If no, why?

(ii) If yes, How?

47. What are the strategies do you use in providing services for patients under Revised National Tuberculosis control programme?

48. When did you start health care Programme (Tuberculosis) and what was the nature of it?

49. Programmes completed previously:

Sl. No.	Name of the Programme	Duration	Target Group	Budget	Sources of Fund	Nature of Activities & System of Service Delivery

50. Current Programmes:

Sl. No.	Name of the Programme	Duration	Target Group	Budget	Sources of Fund	Nature of Activities & System of Service Delivery

Appendix VIII **Title: Questionnaire for Private Doctors & Nurse**
A Study of Utilization of Health Care Services in Ukhrul District of Manipur

I. Questionnaire for Doctors

A. Personal Detail:

2. Name:
 3. Age:
 4. Sex:
 5. Designation:
 6. Marital status:
 7. Education:
7. How long have you been working in the health centre?
(a) 1-5 Yrs (b) 6-10 Yrs (c) 11-15 Yrs (d) more than 16 Yrs
8. Are you attending the health centre regularly?
(a) Yes (b) No
(i) If no, why?
9. How much time do you provide in health centre (per week)?
10. Do you spend more time from your normal timing?
(a) Yes (b) No
- If yes, what is the reason behind?

B. About the Hospital/ Health Centre

11. What is the staff strength in your department/health centre?
12. What is the average number of patients per day who visited your department/health centre?
(a) 1-10 person (b) 11-20 person (c) 21-30 person (d) More than 31 person
13. How much do you charge for registration?
14. Are there sufficient specialized doctors in the department/ health centre?
(a) Yes (b) No
15. Are there sufficient staffs to treat the patients on time?
(a) Yes (b) No
(i) If no, what is the reason?
16. Are there sufficient rooms and beds for the patient?
(a) Yes (b) No
(i) If no, why? Please give the reason? (ii) If yes, what are they?

C. Major Health Problems and Availability of Services

17. What are the types of major health problems seen in the department/health centre?
18. What are the main causes of such illness?
19. In which age group, sex are more prevalent for such/each illness?
20. What is the awareness level among the people toward the diseases?
21. Do you have a different departments/ cell for each of the major diseases (like Tuberculosis and Delivery)?
22. Are you dissatisfied with anything regarding the health care which the patient has utilized for treatment?
 - (a) Yes
 - (b) No
 - (i) If yes, what are they?
23. What type of services do you provide (preventive/ curative)?
24. Is there any proper record maintenance maintained by the department/health centre for the patients?
 - (a) Yes
 - (b) No
 - (i) If no, why?
25. Is there any x-ray facility in the department/health centre?
 - (a) Yes
 - (b) No
26. Are the Medicines easily available in the hospital?
 - (a) Yes
 - (b) No
 - (i) If no, from where did they get the medicine?
27. Is there any free health camp/ Awareness conducted for the last one year?
 - (a) Yes
 - (b) No
 - (i) If yes, where and how?
28. Does the hospital authority provide free ambulance services for the community?
 - (a) Yes
 - (b) No
 - (i) If yes, does it meet for the need of the people? (ii) If no, what is the reason?
29. Are there adequate equipment/instruments for testing of several diseases?
 - (a) Yes
 - (b) No
 - (i) If yes what are they? (ii) If no, what is the reason?
30. Are there adequate medical personnel's for treatment?
 - (a) Yes
 - (b) No
 - (i) If no, what is the reason?

31. Do you provide all the medical help the patients seek for?

- (a) Yes (b) No

(i) If no, where do you refer them and what are the reasons behind?

32. Is there a different operation theatre (OT) facility for both minor case and major case?

- (a) Yes (b) No

(i) If no, what is the reason? (ii) If yes, what are they?

D. National Health Programme Related Information

33. Are there any sources of information available from hospitals, NGOs, AIR, internet, books, newspaper and magazines?

- (a) Yes (b) No

(i) If yes, how? (ii) If no, why?

34. What are the strategies do you use in providing services for patients under Revised National Tuberculosis control programme/JSY etc?

35. When did you start health care Programme (TB/ JSY etc) and what was the nature of it?

35. Programmes completed previously:

Sl. No.	Name of the Programme	Duration	Target Group	Budget	Sources of Fund	Nature of Activities & System of Service Delivery

36. Current Programmes:

Sl. No.	Name of the Programme	Duration	Target Group	Budget	Sources of Fund	Nature of Activities & System of Service Delivery

Tuberculosis

42. Do you have a DOTS centre in the hospital?

- (a) Yes (b) No

(i) If yes, is DOTs easily available for the patients? (ii) If no, what is the reason?

Please explain?

43. Do you provide sputum test, X-ray, Montoux test facilities for identifying TB patients?

44. How much do you charge for each test? Are there any free facilities for BPL patients?
45. Are you able to provide all the medicines for TB patients on time? For how long (months) do you provide the medicines to TB patients?
46. Do you provide the medicines in free of costs?
47. Are there any relapsed patients from the treatment of DOTS centre? If yes, what are the main reasons and how do you prevent them?
48. What type of patients (category I, II and III) are more seen in hospital?

Reproductive Health Related Issues (Mother and Child Care)

49. What type of health problems seen among the women reproductive age group?
50. What is the Maternal Mortality Rate in the last 3 years?
51. What type of services do you provide for reproductive women?
52. Do you have Antenatal Care centre?
 (a) Yes (b) No
 (i) If yes, are women come for regular antenatal (ANC) check-up?
 (a) Yes (b) No
53. Where do the mothers prefer for delivery?
 (a) Home (b) Government hospital (c) private (d) others...
 specify
54. Are women aware of JSY programme?
 (a) Yes (b) No
55. Do you provide ANC card and JSY card?
 (a) Yes (b) No
56. Do you encourage for institutional delivery under JSY?
 (a) Yes (b) No
 (i) If yes, how? (ii) If no, why?
57. What type of facilities do you provide under JSY?
58. How much incentive do you provide for the mothers who have come for institutional delivery?
59. Do you have a separate family planning centre?
 (a) Yes (b) No

60. Which method family planning does your department/Health centre/Organization Promulgate?

61. What type of incentive do you provide for those mothers who opted for permanent family planning methods?

II. Questionnaire for Nurse

A. Personal Detail:

1. Name:
2. Age:
3. Sex:
4. Designation:
5. Marital status:
6. Education:
7. How long have you been working in the health centre?
(a) 1-5 Yrs (b) 6-10 Yrs (c) 11-15Yrs (d) more than 16Yrs
8. Are you attending the health centre regularly?
(a) Yes (b) No
(i) If no, why?
9. How much time do you provide in health centre (per week)?
10. Do you spend more time from your normal timing?
(a) Yes (b) No
If yes, what is the reason behind?

B. About the Hospital/ Health Centre

11. What is the average number of patients per day who visited your department/health centre?
(a) 1-10 person (b) 11-20 person (c) 21-30 person (d) More than 31 person
12. How much do you charge for registration?
13. Are there sufficient staffs to treat the patients on time?
(a) Yes (b) No
(i) If no, what is the reason?

14. Are there sufficient rooms and beds for the patient?
(a) Yes (b) No
(i) If no, why? Please give the reason? (ii) If yes, what are they?

C. Major Health Problems and Availability of Services

15. What are the types of major health problems seen in the department/health centre?
16. In which age group, sex are more prevalent for such/each illness?
17. Do you have a different departments/ cell for each of the major diseases (like HIV/AIDS, tuberculosis and Delivery)?
18. Are you dissatisfied with anything regarding the health care which the patient has utilized for treatment?
(a) Yes (b) No
If yes, what are they?
19. Is there any proper record maintained by the department/health centre for the patients?
(a) Yes (b) No
(i) If no, why?
20. Is there any x-ray facility in the department/health centre?
(a) Yes (b) No
21. Are the Medicines easily available in the hospital?
(a) Yes (b) No
(i) If no, from where did they get the medicine?
22. Does the hospital authority provide free ambulance services for the community?
(a) Yes (b) No
(i) If yes, does it meet for the need of the people? (ii) If no, what is the reason?
23. Are there adequate equipment/instruments for testing of several diseases?
(a) Yes (b) No
(i) If yes what are they? (ii) If no, what is the reason?
24. Do you provide all the medical help the patients seek for?
(a) Yes (b) No
(i) If no, where do you refer them and what are the reasons behind?

D. National Health Programme Related Information

25. Are there any sources of information available from hospitals, NGOs, AIR, internet, books, newspaper and magazines?

(a) Yes

(b) No

(i) If yes, how?

(ii) If no, why?

26. What are the strategies do you use in providing services for patients under Revised National Tuberculosis control programme/JSY/JSSK etc?

Tuberculosis

27. Do you have a DOTS centre in the hospital?

(a) Yes

(b) No

(i) If yes, is DOTs easily available for the patients? (ii) If no, what is the reason?

Please explain?

28. Do you provide sputum test, X-ray, Montoux test facilities for identifying TB patients?

29. How much do you charge for each test? Are there any free facilities for BPL patients?

30. Are you able to provide all the medicines for TB patients on time? For how long (months) do you provide the medicines to TB patients?

31. Do you provide the medicines in free of costs?

32. Are there any relapsed patients from the treatment of DOTS centre? If yes, what are the main reasons and how do you prevent them?

33. What type of patients (category I, II and III) are more seen in hospital?

Reproductive Health Related Issues (Mother and Child Care)

34. What type of health problems seen among the women reproductive age group?

35. Do you have Antenatal Care centre?

(a) Yes

(b) No

(i) If yes, are women come for regular antenatal (ANC) check-up?

(a) Yes

(b) No

36. Where do the mothers prefer for delivery?

(a) Home

(b) Government hospital

(c) private

(d) others...

specify

37. Are women aware of JSY/JSSK programme?
(a) Yes (b) No
38. Do you provide ANC card and JSY card?
(a) Yes (b) No
39. Do you encourage for institutional delivery under JSY/JSSK?
(a) Yes (b) No
(i) If yes, how? (ii) If no, why?
40. What type of facilities do you provide under JSY/JSSK?
41. How much incentive do you provide for the mothers who have come for institutional delivery?
42. Do you have a separate family planning centre?
(a) Yes (b) No

**Appendix IX Title: Interview Schedule for CHC/PHC doctors
A Study of Utilization of Health Care Services in Ukhrul District of Manipur**

I. For CHC/PHC Doctors

A. Personal Detail:

1. Name:
2. Age:
3. Sex:
4. Designation:
5. Marital status:
6. Education:
7. How long have you been working in the health centre?
(a) 1-5 Yrs (b) 6-10 Yrs (c) 11-15Yrs (d) more than 16Yrs
8. Are you attending the health centre regularly?
(a) Yes (b) No
(i) If no, why?
9. How much time do you provide in health centre (per week)?
10. Do you spend more time from your normal timing?
(a) Yes (b) No
If yes, what is the reason behind?

B. About the Hospital/ Health Centre

11. What is the staff strength in your department/health centre?
12. What is the average number of patients per day who visited your department/health centre?
(a) 1-10 person (b) 11-20 person (c) 21-30 person (d) More than 31 person
13. How much do you charge for registration?
14. Are there sufficient specialized doctors in the department/ health centre?
(a) Yes (b) No
15. Are there sufficient staffs to treat the patients on time?
(a) Yes (b) No
(i) If no, what is the reason?
16. Are there sufficient rooms and beds for the patient?
(a) Yes (b) No
(i) If no, why? Please give the reason? (ii) If yes, what are they?

17. What are the main reasons for underutilized of primary health centres operating in the District?

C. Major Health Problems and Availability of Services

18. What are the types of major health problems seen in the department/health centre?

19. What are the main causes of such illness?

20. In which age group, sex are more prevalent for such/each illness?

21. What is the awareness level among the people toward the diseases?

22. Do you have a different departments/ cell for each of the major diseases (like Tuberculosis and Delivery)?

23. Are you dissatisfied with anything regarding the health care which the patient has utilized for treatment?

(a) Yes (b) No

If yes, what are they?

24. What type of services do you provide (preventive/ curative)?

25. Is there any proper record maintenance maintained by the department/health centre for the patients?

(a) Yes (b) No

(i) If no, why?

26. Is there any x-ray facility in the department/health centre?

(a) Yes (b) No

27. Are the resources sanctioned by the centres/states for health services are sufficient with the Ratio of the people?

(a) Yes (b) No

(i) If no, what is the reason?

28. Are the Medicines easily available in the Government CHC/PHC?

(a) Yes (b) No

(i) If no, from where did they get the medicine?

29. Is there any free health camp/ Awareness conducted for the last one year?

(a) Yes (b) No

(i) If yes, where and how?

30. Do the CHC/PHC authority provide free ambulance services for the community?

(a) Yes (b) No

(i) If yes, does it meet for the need of the people? (ii) If no, what is the reason?

31. Are there adequate equipment/instruments for testing of several diseases?
 (a) Yes (b) No
 (i) If yes what are they? (ii) If no what is the reason?
32. Are there adequate medical personnel's for treatment?
 (a) Yes (b) No
 (i) If no, what is the reason?
33. Do you provide all the medical help the patients seek for?
 (a) Yes (b) No
 (i) If no, where do you refer them and what are the reasons behind?
34. Is there a different operation theatre (OT) facility for both minor case and major case?
 (a) Yes (b) No
 (i) If no, what is the reason? (ii) If yes, what are they?

D. National Health Programme Related Information

35. Are there any sources of information available from hospitals, NGOs, AIR, internet, books, newspaper and magazines?
 (a) Yes (b) No
 (i) If yes, how? (ii) If no, why?
36. What are the strategies do you use in providing services for patients under Revised National Tuberculosis control programme/JSY etc?
37. When did you start health care Programme (TB/ JSY etc) and what was the nature of it?
38. Programmes completed previously:

Sl. No.	Name of the Programme	Duration	Target Group	Budget	Sources of Fund	Nature of Activities & System of Service Delivery

39. Current Programmes:

Sl. No.	Name of the Programme	Duration	Target Group	Budget	Sources of Fund	Nature of Activities & System of Service Delivery

Tuberculosis

46. Do you have a DOTS centre in the hospital?
(a) Yes (b) No
(i) If yes, is DOTs easily available for the patients?
(ii) If no, what is the reason? Please explain?
47. Do you provide sputum test, X-ray, Montoux test facilities for identifying TB patients?
48. How much do you charge for each test? Are there any free facilities for BPL patients?
49. Are you able to provide all the medicines for TB patients on time? For how long (months) do you provide the medicines to TB patients?
50. Do you provide the medicines in free of costs?
51. Are there any relapsed patients from the treatment of DOTS centre? If yes, what are the main reasons and how do you prevent them?
52. What type of patients (category I, II and II) are more seen in hospital?

Reproductive Health Related Issues (Mother and Child Care)

53. What type of health problems seen among the women reproductive age group?
54. What is the Maternal Mortality Rate in the last 3 years?
55. What type of services do you provide for reproductive women?
56. Do you have Antenatal Care centre?
(a) Yes (b) No
(i) If yes, are women come for regular antenatal (ANC) check-up?
(a) Yes (b) No
57. Where do the mothers prefer for delivery?
(a) Home (b) Government hospital (C) private (d) others...
specify
58. Are women aware of JSY programme?
(a) Yes (b) No
59. Do you provide ANC card and JSY card?
(a) Yes (b) No

60. Do you encourage for institutional delivery under JSY?
(a) Yes (b) No
(i) If no, why? (ii) If yes, how?
61. What type of facilities do you provide under JSY?
62. How do you network with ASHA worker, ANM etc?
63. How much incentive do you provide for the mothers who have come for institutional delivery?
64. Do you have a separate family planning centre?
(a) Yes (b) No
65. Which method family planning does your department/Health centre/Organization Promulgate?
66. What type of incentive do you provide for those mothers who opted for permanent family planning methods?

II. Questionnaire for CHC/PHC Nurses

A. Personal Detail:

1. Name:
 2. Age:
 3. Sex:
 4. Designation:
 5. Marital status:
 6. Education:
7. How long have you been working in the health centre?
(a) 1-5 Yrs (b) 6-10 Yrs (c) 11-15 Yrs (d) more than 16 Yrs
8. Are you attending the health centre regularly?
(a) Yes (b) No
(i) If no, why?
9. How much time do you provide in health centre (per week)?
10. Do you spend more time from your normal timing?
(a) Yes (b) No
(i) If yes, what is the reason behind?

B. About the Hospital/ Health Centre

11. What is the staff strength in your department/health centre?
12. What is the average number of patients per day who visited your department/health centre?
(a) 1-10 person (b) 11-20 person (c) 21-30 person (d) More than 31 person
13. How much do you charge for registration?
14. Are there sufficient specialized doctors in the department/ health centre?
(a) Yes (b) No
15. Are there sufficient staffs to treat the patients on time?
(a) Yes (b) No
(i) If no, what is the reason?
16. Are there sufficient rooms and beds for the patient?
(a) Yes (b) No
(i) If no, why? Please give the reason? (ii) If yes, what are they?
17. What are the main reasons for underutilized of community health centre (CHC) /primary health centres (PHC) operating in the District?

C. Major Health Problems and Availability of Services

18. What are the types of major health problems seen in the department/health centre?
19. In which age group, sex are more prevalent for such/each illness?
20. What is the awareness level among the people toward the diseases?
21. Are you dissatisfied with anything regarding the health care which the patient has utilized for treatment?
(a) Yes (b) No
If yes, what are they?
22. Is there any proper record maintained by the department/health centre for the patients?
(a) Yes (b) No
(i) If no, why?
23. Are the resources sanctioned by the centres/states for health services are sufficient with the Ratio of the people?
(a) Yes (b) No
(i) If no, what is the reason?

- .24. Are the Medicines easily available in the Government CHC/PHC?
 (a) Yes (b) No
 (i) If no, from where did they get the medicine?
25. Is there any free health camp/ Awareness conducted for the last one year?
 (a) Yes (b) No
 (i) If yes, where and how?
26. Do the CHC/PHC authority provide free ambulance services for the community?
 (a) Yes (b) No
 (i) If yes, does it meet for the need of the people? (ii) If no, what is the reason?
27. Are there adequate equipment/instruments for testing of several diseases?
 (a) Yes (b) No
 (i) If yes what are they? (ii) If no what is the reason?
28. Do you provide all the medical help the patients seek for?
 (a) Yes (b) No
 (i) If no, where do you refer them and what are the reasons behind?

D. National Health Programme Related Information

29. Are there any sources of information available from hospitals, NGOs, AIR, internet, books, newspaper and magazines?
 (a) Yes (b) No
 (i) If yes, how? (ii) If no, why?
30. What are the strategies do you use in providing services for patients under Revised National Tuberculosis control programme/JSY etc?

Tuberculosis

35. Do you have a DOTS centre in the CHC/PHC?
 (a) Yes (b) No
 (i) If yes, is DOTs easily available for the patients?
 (ii) If no, what is the reason? Please explain?
36. Do you provide sputum test, X-ray, Montoux test facilities for identifying TB patients?
37. How much do you charge for each test? Are there any free facilities for BPL patients?
38. Are you able to provide all the medicines for TB patients on time? For how long (months) do you provide the medicines to TB patients?

39. Do you provide the medicines in free of costs?
40. Are there any relapsed patients from the treatment of DOTS centre? If yes, what are the main reasons and how do you prevent them?
41. What type of patients (category I, II and III) are more seen in hospital?

Reproductive Health Related Issues (Mother and Child Care)

42. What type of health problems seen among the women reproductive age group?
43. What is the Maternal Mortality Rate in the last 3 years?
44. Do you have Antenatal Care centre?
- (a) Yes (b) No
- (i) If yes, are women come for regular antenatal (ANC) check-up?
- (a) Yes (b) No
45. Where do the mothers prefer for delivery?
- (a) Home (b) Government hospital (c) private (d) others...
- specify
46. Are women aware of JSY/JSSK programme?
- (a) Yes (b) No
47. Do you provide ANC card and JSY card?
- (a) Yes (b) No
48. Do you encourage for institutional delivery under JSY/JSSK?
- (a) Yes (b) No
- (i) If no, why? (ii) If yes, how?
49. What type of facilities do you provide under JSY/JSSK?
50. How do you network with ASHA worker?
51. How much incentive do you provide for the mothers who have come for institutional delivery?
52. Do you have a separate family planning centre?
- (a) Yes (b) No
53. Which method family planning does your department/Health centre/Organization Promulgate?
54. What type of incentive do you provide for those mothers who opted for permanent family planning methods?

A Study of Utilization of Health Care Services in Ukhrul District of Manipur

Information Performa for NGOs

A. Identity

1. Head of the institution:
2. Name of the Institution:
3. Office address (with district, pin code and phone number):
4. What type of institution is?

i. NGO

- (a) Religious organization
 - (b) Service organization
 - (c) Development organization
 - (d) If any other, specify.
5. How far is the institution from the district town?

B. Historical Background

6. When was the institution/organization established?
7. What factors did motivate to form this institution/organization?
8. Who was the initial promoter of this organization (name and social background)?
9. (If any) what were the initial aims and objectives of the organization? How many times did they change?
10. What was the programme started at the beginning? (Please mention name and nature)
11. When did the organization get registered?

C. Basic Information

12. Philosophy, mission and vision of the organization:
13. Present objectives of the organization:
14. Area of operation:
15. No. of states:
16. No. of districts:
17. No. of blocks or wards:
18. No. of villagers:

19. Target group:

Sl. No.	Actual Beneficiaries	Volume (number of beneficiaries)
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20. Organizational set-up:

21. What kind of infrastructural capacity do you have in order to carry out different programme?

22. How do you take decision in the organization? Is it taken democratically?

D. Financial Information

23. Please indicate the turnover of your organization for the year 2011-2013

24. What are the sources of funds of your organization?

Hospital	NGO
Central Government	State Government
Central government and State Government	Non-governing Funding Agencies (Indian)
Central Social Welfare Board	Foreign Funding Agencies
CAPART	Local Self Government
Public Donation	Collection of Contribution
Internal sources	Any other, please specify

25. What problems or barriers do you find in financing (if there is any problem)?

26. What is your organizational policy pertaining to fund raising?

27. Do you prepare annual budget?

(a) Yes

(b) No

(i) If yes, how?

(ii) If no, how do you manage?

28. What criteria do you use for allocation of funds among the different programmes?

E. Information Related to Staff

29. Please indicate the total number of the workers:

(i) No of full time paid staff:

(ii). No of part time paid staff:

(iii) No of honorary staff:

(iv) No of Volunteers:

30. Please indicate the characteristics of full time paid staff:

Sl.No.	Designation	No	Age	Sex M&F)	Qualification	Experience	Salary
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F. Monitoring

31. Do you monitor your programme activities, finance and staffs?

- (a) Yes (b) No.

32 If yes, please indicate time, person and process involved in monitoring activities (for each programme).

G. Other Information

33. Please indicate the various strengths, weakness, opportunities and threats of the organization in terms of administrative work, programme implementation, finance, staff, beneficiaries, ideological issues and so on.

NGOs (Non-Governmental Organization): Project Director/President/

Secretary

B. Personal Information:

1. Name of the Organization:
2. Name of the respondents:
3. Age:
4. Sex:
5. Designation:
6. Marital status:
7. Education:
8. Working experience:
9. Area of work:
10. How long have you been working in the health centre?
(a) 1-5 Yrs (b) 5-10 Yrs (c) 10-15Yrs (d) more than 15 Yrs

B. Availability, Accessibility of Health Services

1. Who is your parent organization?

2. Do your organization work under the NACO relating to HIV/AIDS? If yes, give in detail.
3. What are the programmes/ projects available in your organization?
4. What are the services do you provide for people?
5. Do you have different facilities for STDs/RTIs and HIV/AIDS?
 - (a) Yes
 - (b) No
 - (i) If yes please specify in detail.

HIV/AIDS Related Services

6. What are the programmes or projects run by your organization for HIV/AIDS?
7. Who are your target group and why?
8. What are the age group of people who visited your agency for services?
9. Which gender is more prevalent to this disease?
 - (a) Male
 - (b) Female
10. What are the causal factors or reason of HIV and AIDS?
11. What is the trend of this disease since 2005?
12. What is the reason for rising of HIV/AIDS in the district?
13. What are the associated disease seen with HIV and AIDS?
14. Do you have a separate clinic for HIV/AIDS clients?
 - (a) Yes
 - (b) No
 - (i) If yes, what type of services do you provide? (Counseling, medication, etc.)
 - (ii) If no, what is the reason?
15. Do you have ICTC?
 - (a) Yes
 - (b) No
 - (i) If yes, what type of services do you provide in ICTC?
16. What is the average number of patients per day who visited your centre?
 - (a) 1-5 person
 - (b) 6-10 person
 - (c) 11-15 person
 - (d) More than 16 person
17. Do you think that the services that render to clients are benefitted by them?
 - (a) Yes
 - (b) No
 - (i) If yes, how far do they benefit, please explain?
 - (ii) If no, why?
18. Do you provide get anti-retroviral therapy (ART) services free of cost from your organization?
 - (a) Yes
 - (b) No,
 - (i) If no, what is the reason? Please explain?

19. Do you give only ART or accompany with vitamin supplement?
 (a) Yes (b) No
 (i) If yes, how, please explain? (ii) If no, why?
20. Do you maintain CD4 count for each patient properly?
 (a) Yes (b) No
 (i) If yes, how, please explain? (ii) If no, why?
21. Is there any complaint issues relating with HIV test?
 (a) Yes (b) No
 (i) If yes, how?
22. What are the different approaches taken up by your organization regarding the HIV detection?
23. Who else are involved in counselling and treatment of HIV/AIDS cases?
24. How comfortable do clients avail the services?
25. Is there any proper record maintenance by your agency for the patients?
 (a) Yes (b) No
26. What is the nature of confidentiality of cases referred to your agency?
27. Do you have a referral services?
 (a) Yes (b) No
 (i) Is Yes, where do you send clients for referral services?
28. What are your limitations in providing services to the needy people?

Awareness Level

29. What is the awareness level among the people towards HIV/AIDS?
30. Are people aware of the major causes of the diseases?
 (a) Yes (b) No (c) No Idea
 (i) If yes, how? (ii) If no, why?
31. What is the attitude of people towards your services?
32. Who to be blamed for increasing HIV/AIDS in the district?
 (a) Community (a) Lack of awareness and information (c) Individual (d) others, please specify?
33. Who are your target group?
34. Do you network with other organization in disseminating information like faith based organization- Church, schools, colleges, Village Council, etc?

35. What are the other sources of information about the disease- hospitals, NGOs, AIR, internet, books, newspaper and magazines?
36. Are the measures beneficial for your community and you personally? If yes please explain in detail?
37. How far is your organization achieved in controlling and preventing HIV/AIDS in the region? (Reports of cases of last three years).
38. What are the relationship between the programmes implementation and their impact on HIV/AIDS?

Appendix XI **Title: Interview Schedule for Headman/Chairman**
A Study of Utilization of Health Care Services in Ukhrul District of Manipur
Information Performa for the Headman/Chairman

A. Identity

1. Name of the Headman:
2. Name of the Village:
3. Total Population:
4. Name of the Block (with district, pin code and phone number)
5. How do you take decision in the village? Is it taken democratically?
6. How far is the village from the district town?
7. How far is the nearest health centre from your village?
(a) 0-5 Km (b) 6-10 Km (c) 11- 15 Km (d) More than 16 Km.

B. Health Related Problems

8. What are the common sicknesses faced by your villager?
9. What are the possible main causes of such illness?
10. What is the awareness level among the people towards the diseases?
11. Where do the villagers/patients go when they have any health issues?
(a). Government Hospital (b). Private Hospital (c) Sub- Centre/PHC/CHC
(d) Traditional/Religious Healer.
12. Are there any referral services available?
(a) Yes (b) No
(i) If yes, where do they refer you?
13. Are there any problems in referral services from Sub-centre to PHC to CHC and District Hospital in the District? If yes, what are the problems, please explain in detail?
14. Are you satisfied with the health centre in utilizing the hospitals/PHC/CHC?
(a) Yes (b) No
(i) If no, what is the reason? (ii) If yes how?
15. Does the hospitals authority provide free ambulance services for the community?
(a) Yes (b) No (c) No Idea
(i) If yes, do they provide up-to your needs?
(a) Yes (b) No
16. What is the mode of communication from your village to hospital?

17. What role has ASHA worker taken dealing with patients in the community?
18. What is your opinion on the maintenance of hospital?
(a) Bad (b) Good (c) can't say
19. What problems or barriers do you find in the village regarding tackling any health issues?

C. Socio-Cultural Beliefs and Religious Practices

20. Do the villager go and consult to the traditional healer/religious healer?
(a) Yes (b) No
21. If yes, what is the reasons/sickness for visiting them?
22. Do the villagers get any medicines from the traditional/religious healer?
(a) Yes (b) No
23. If so, did that medicine help them in curing their sickness?
(a) Yes (b) No
24. Are you satisfied with the treatment?
(a) Yes (b) No
- (i) If yes, explain.
25. What are other different illnesses treated by the traditional/religious healer? Please give the name of the diseases?
26. What are the importance roles played by traditional/religious healer during emergency?
27. Is the prayer and massage helped in curing their sickness?
(a) Yes (b) No
28. Do you think the religious healers have extra power to heal the patient?
(a) Yes (b) No
- (i) If no how? (ii) If yes, how please explain?

D. Programmes and Policies

29. What are the programme and schemes you get from the health sector, i. e. from both
Government and private? (Please mention name and nature)
30. Are there any free health camp/ Awareness conducted in your area for the last one year?
(a) Yes (b) No

31. Are there any sources of information available from hospitals, NGOs, AIR, internet, books, newspaper and magazines regarding any illness?

(a) Yes (b) No

(i) If yes, please explain in detail?

32. Are the programmes beneficial for your community and you personally?

(a) Yes (b) No

(i) If no, what is the reason? (ii) If yes, how?

33. What are the relationship between the programmes implementation and their impact on community people?

(a) Very good (b) Good (c) Very bad (d) Worse (e) No Idea

34. Any other comments.