

Appendix 1

Assessment of Corruption Risks by the Parents of Children of Children's Hospital Departments

Question N1:

According to you, which sphere contains the highest corruption risks in the Republic of Armenia?

a/ Education **14%**

b/ Healthcare **35%**

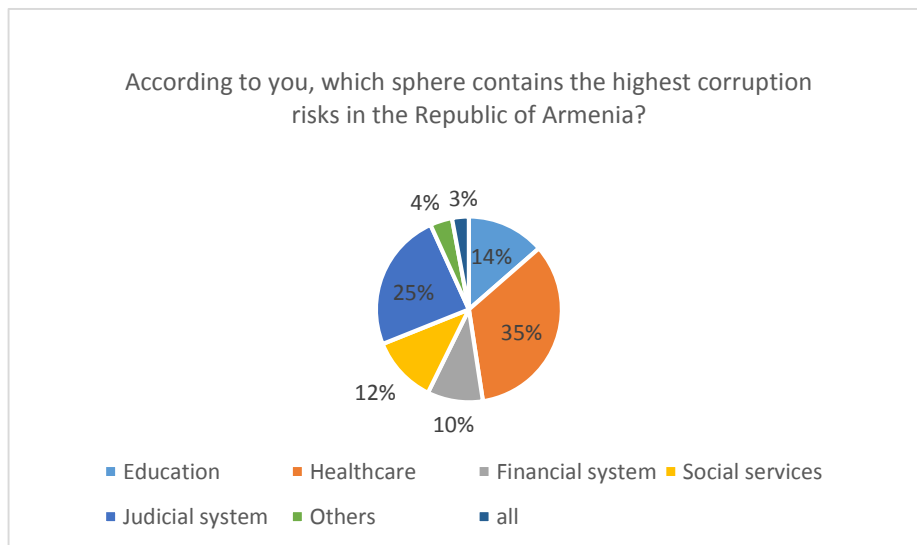
c/ Financial system **10%**

d/ Social services **12%**

e/ Judicial system **25 %**

f/ Others **1%**

all X3 – 3%



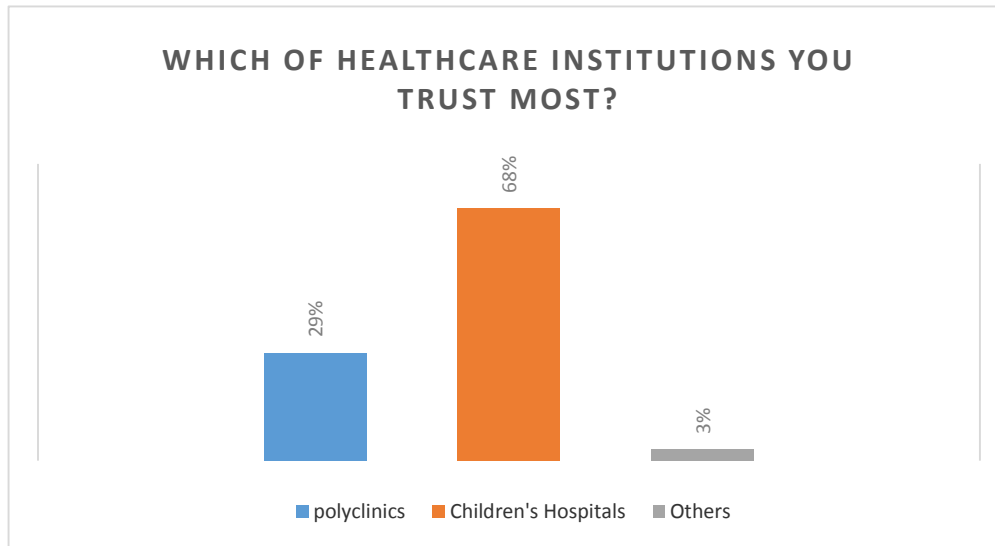
Question N2:

Which of healthcare institutions you trust most?

a/ polyclinics **29%**

b/ Children's Hospitals **68%**

c/ Others **3%**

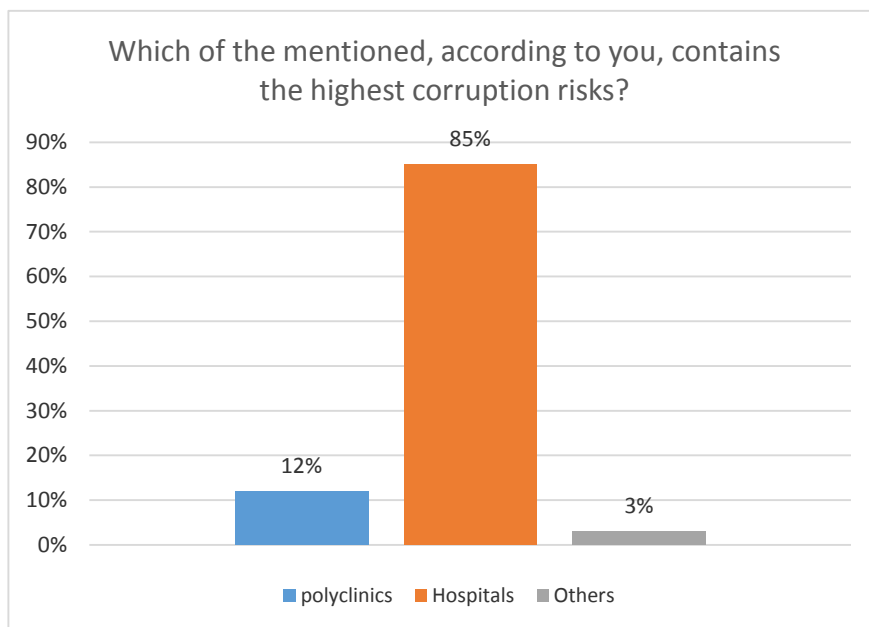


Which of the mentioned, according to you, contains the highest corruption risks?

a/ polyclinics 12%

b/ Hospitals **85 %**

c/ Others **3%**

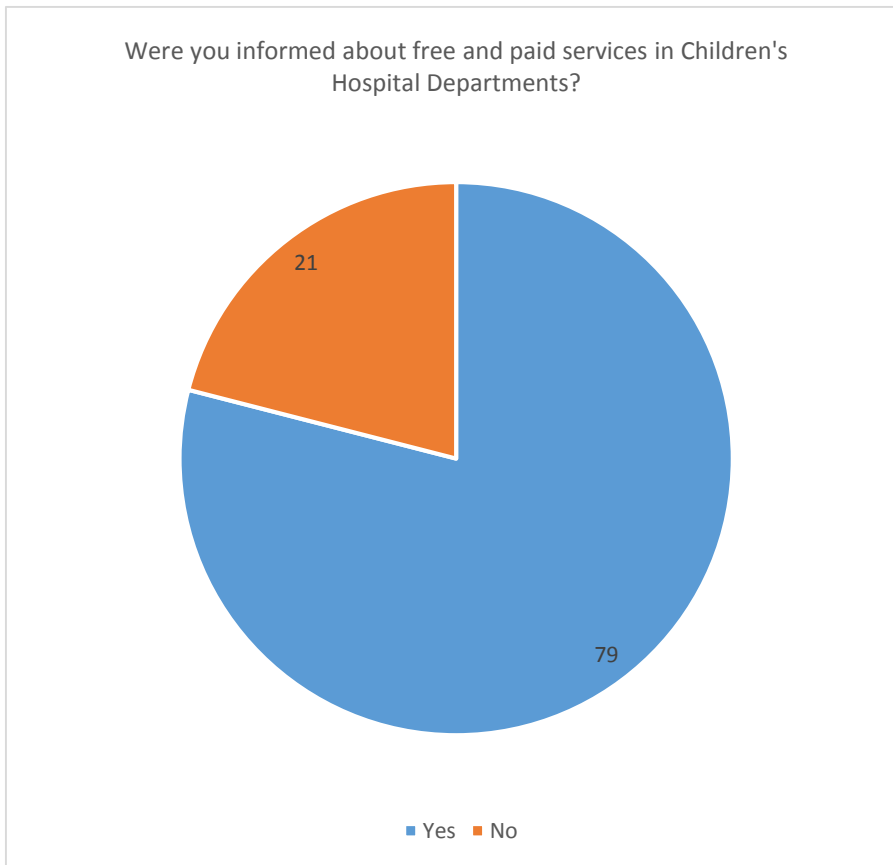


Question N3:

Were you informed about free and paid services in Children's Hospital Departments?

a/ Yes **79%**

b/ No **21%**



Question N4:

According to you, what is the greatest reason of corruptions in Children's Hospital Departments?

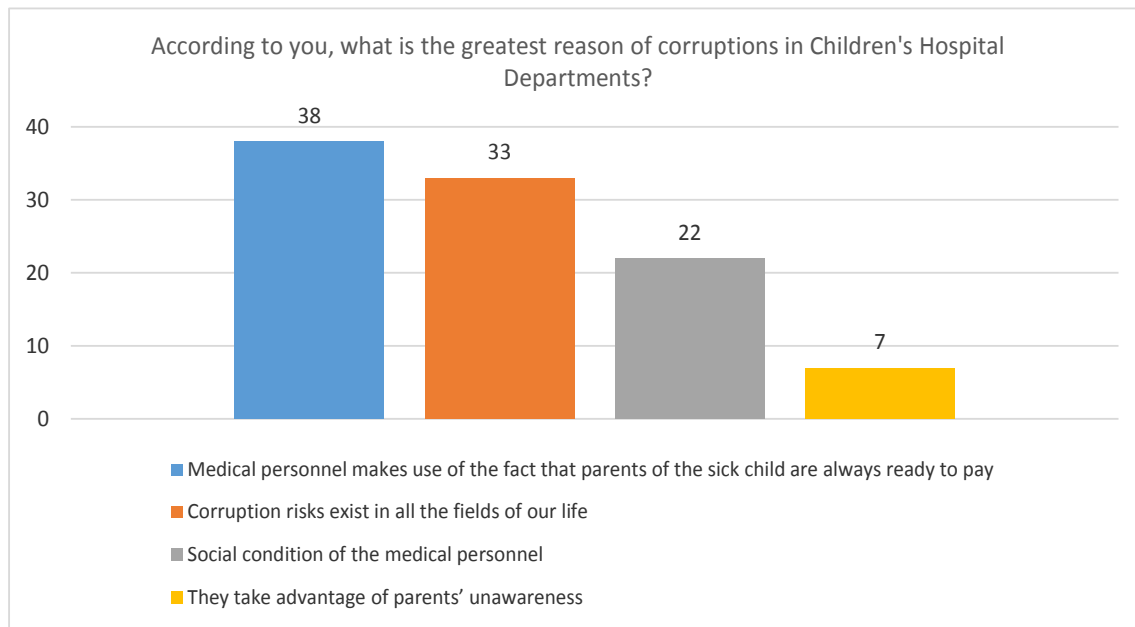
a/ Medical personnel makes use of the fact that parents of the sick child are always ready to pay. **38%**

b/ Corruption risks exist in all the fields of our life. **33%**

c/ Social condition of the medical personnel. **22%**

d/ They take advantage of parents' unawareness. **7%**

e/ Other



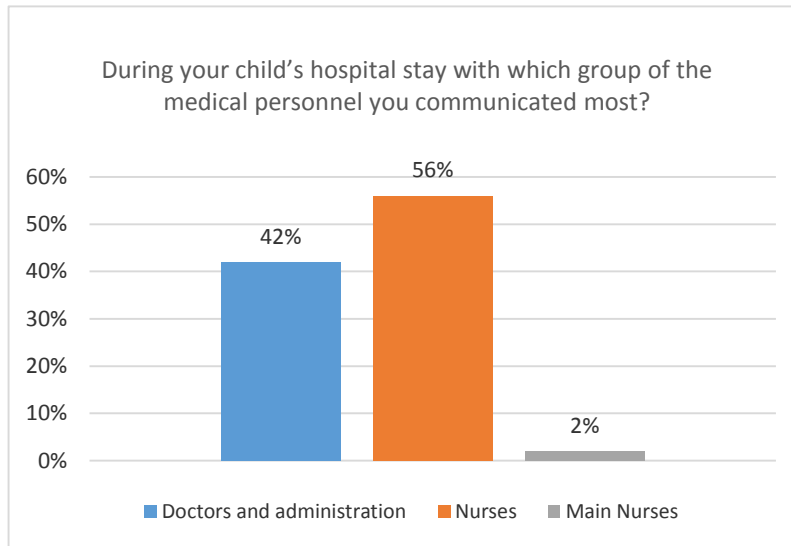
Question N5:

During your child's hospital stay with which group of the medical personnel you communicated most?

a/ Doctors and administration. **42%**

b/ Nurses. **56%**

c/ Main Nurses **2%**



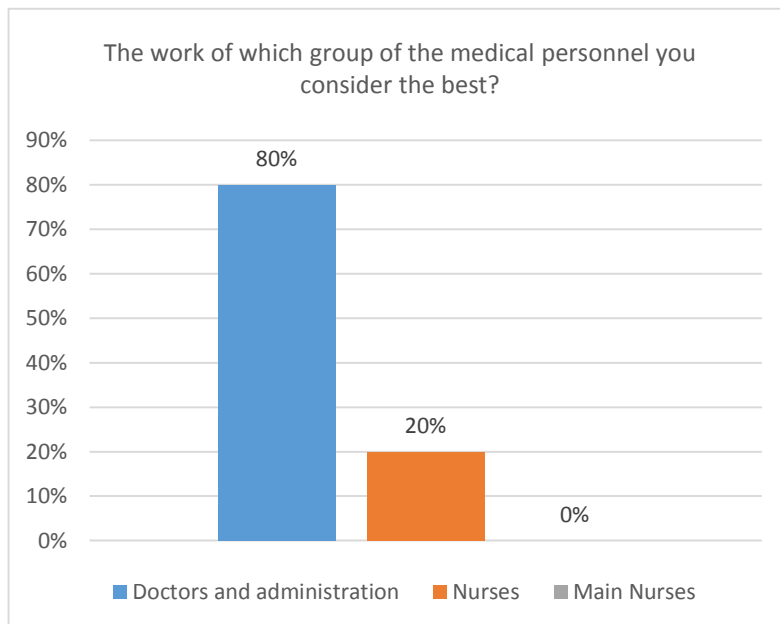
Question N6:

The work of which group of the medical personnel you consider the best?

a/ Doctors and administration. **80%**

b/ Nurses. **20%**

c/ Main Nurses **0**



Question N7:

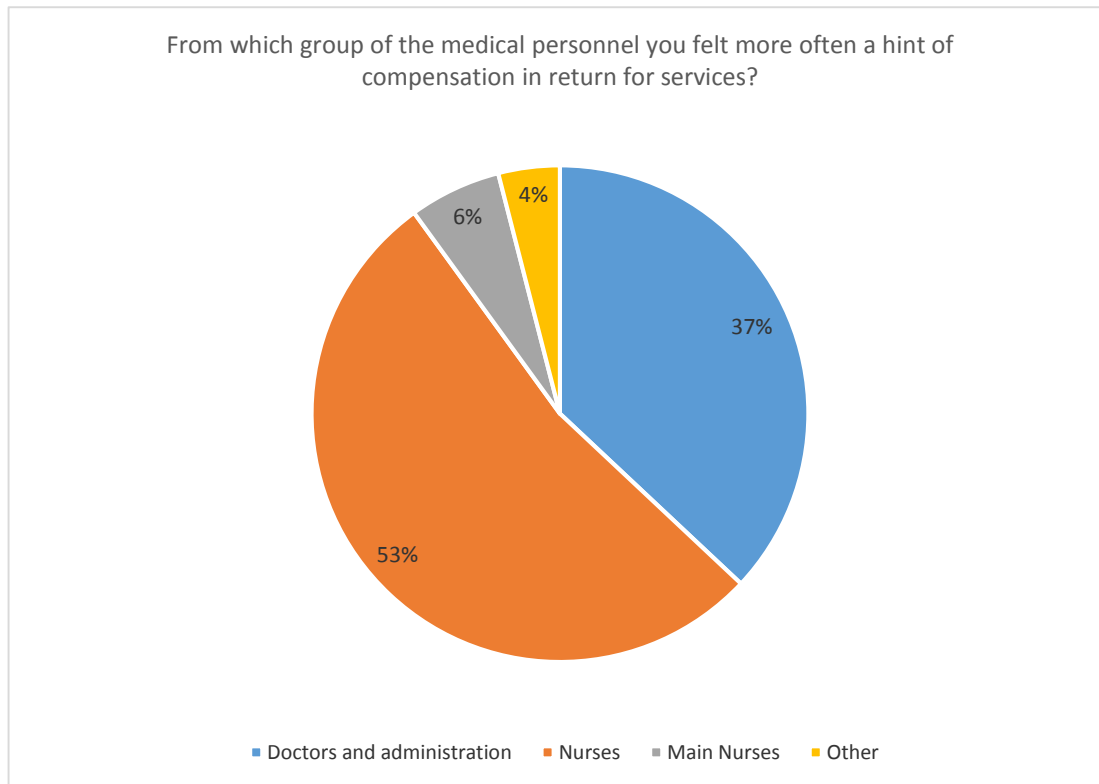
From which group of the medical personnel you felt more often a hint of compensation in return for services?

a/ Doctors and administration. **37%**

b/ Nurses. **53%**

c/ Main Nurses **6%**

d. Other **4%**



Question N8:

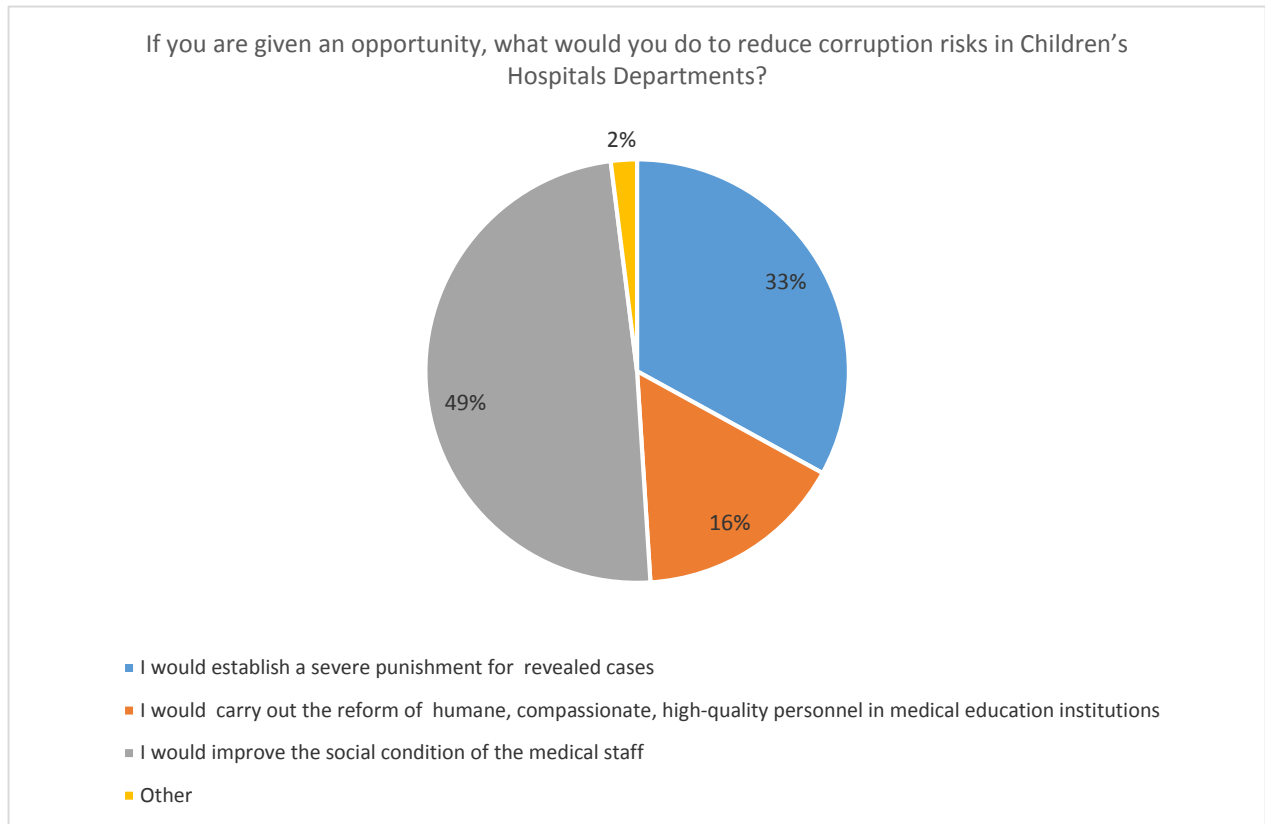
If you are given an opportunity, what would you do to reduce corruption risks in Children's Hospitals Departments?

a/ I would establish a severe punishment for revealed cases. **33%**

b/ I would carry out the reform of humane, compassionate, high-quality personnel in medical education institutions. **16%**

c/ I would improve the social condition of the medical staff. **49%**

d/ Other **2%**



Question N9:

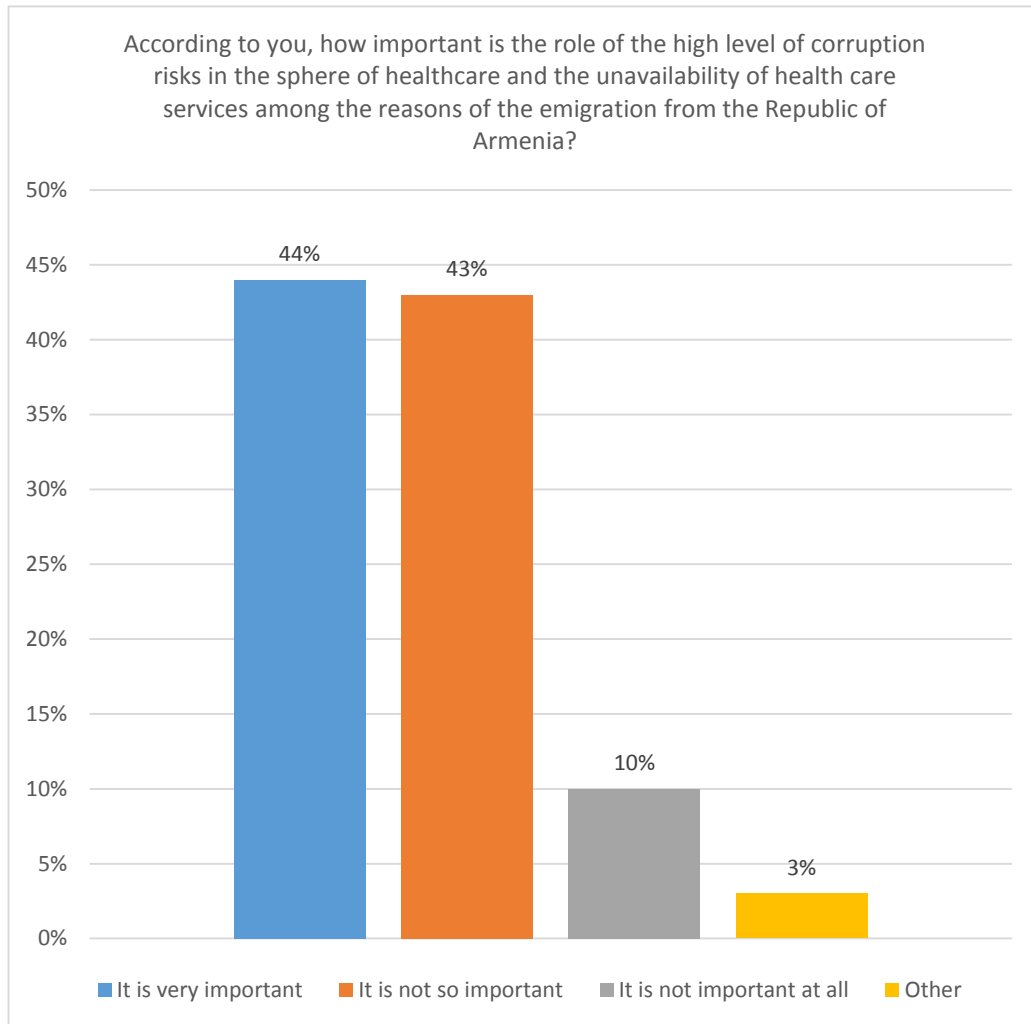
According to you, how important is the role of the high level of corruption risks in the sphere of healthcare and the unavailability of health care services among the reasons of the emigration from the Republic of Armenia?

a/ It is very important. **44%**

b/ It is not so important. **43%**

c/ It is not important at all. **10%**

Other **3%**



Question 10:

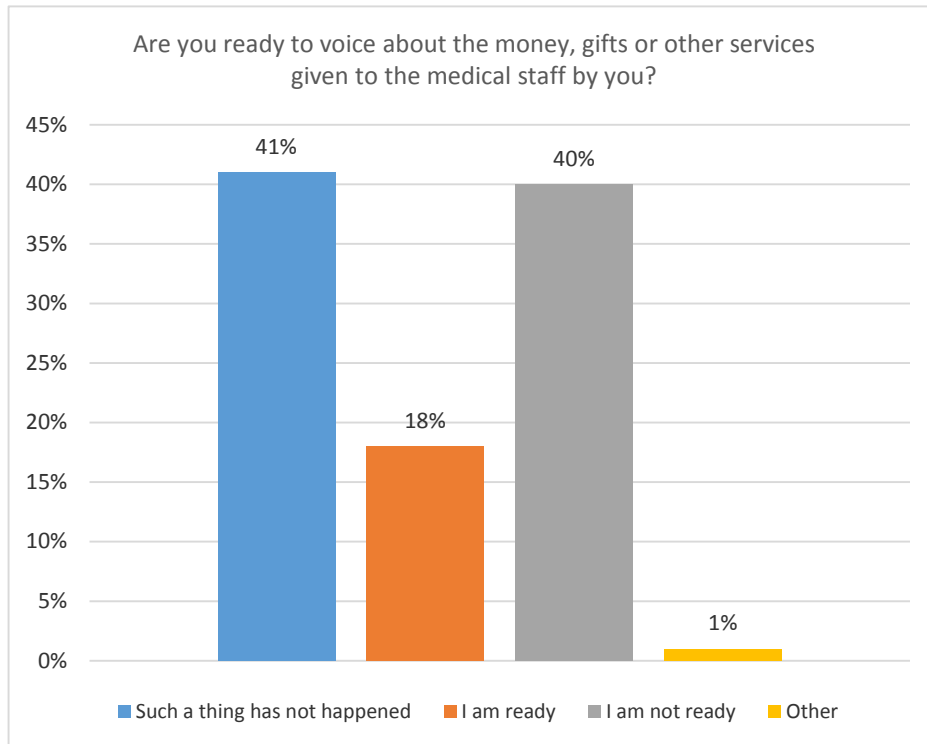
Are you ready to voice about the money, gifts or other services given to the medical staff by you?

a/ Such a thing has not happened. **41%**

b/ I am ready. **18%**

c/ I am not ready. **40%**

Other **1%**



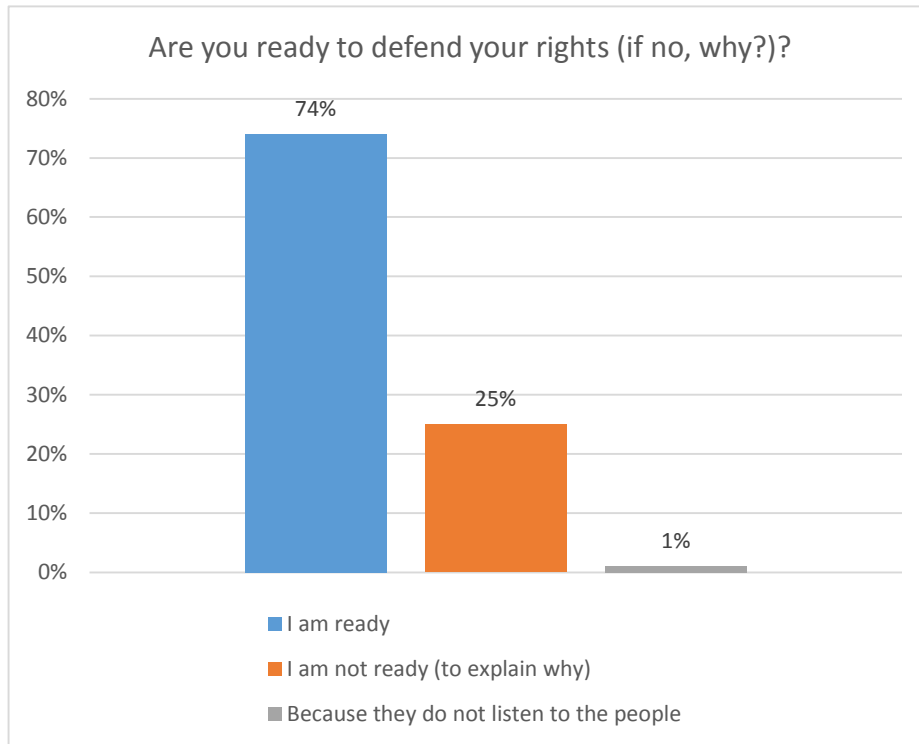
Question N11:

Are you ready to defend your rights (if no, why)?

a/ I am ready. 74%

b/ I am not ready (to explain why) **25%**

Because they do not listen to the people. 1%



It is pointless X10 -10%

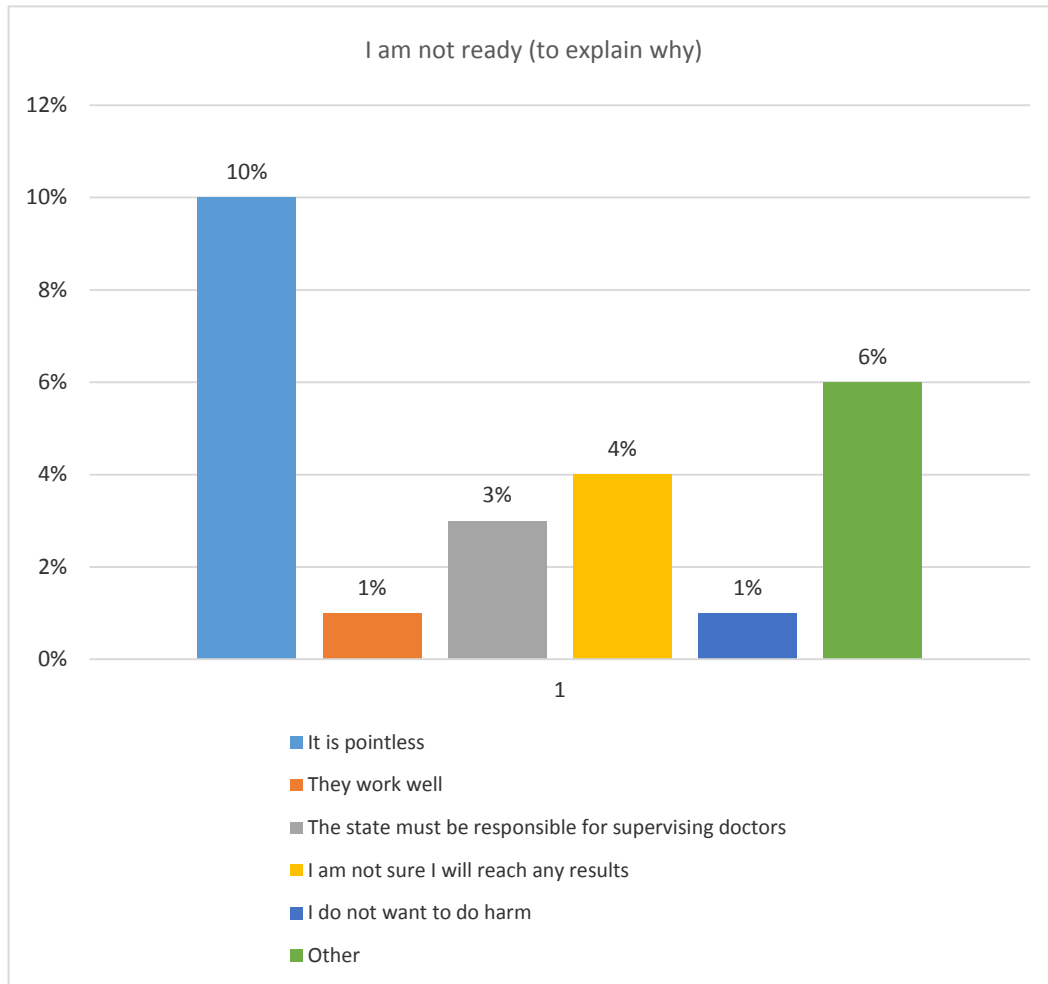
They work well. 1%

The state must be responsible for supervising doctors. 3%

I am not sure I will reach any results. 4%

I do not want to do harm. 1%

Other 6%

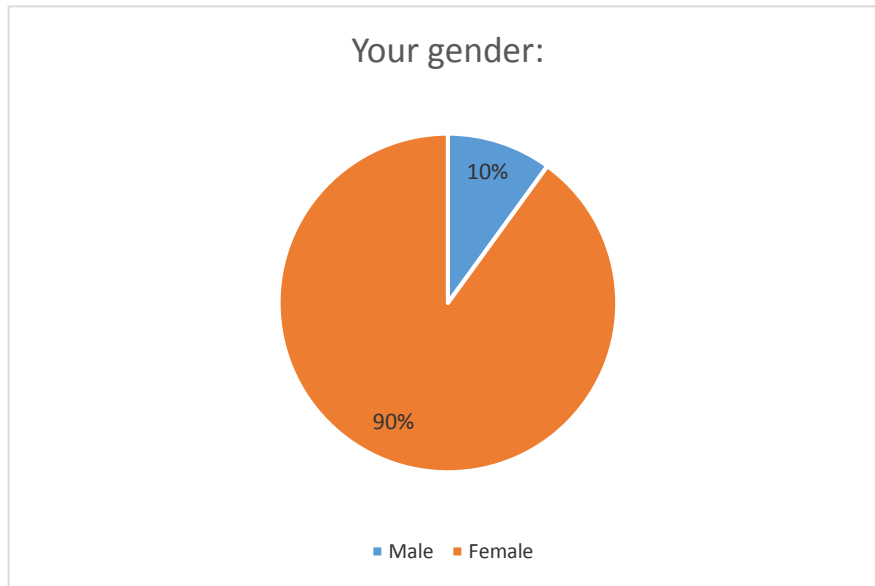


Question N12:

Your gender:

a/ Male. ***10%***

b/ Female. ***90%***



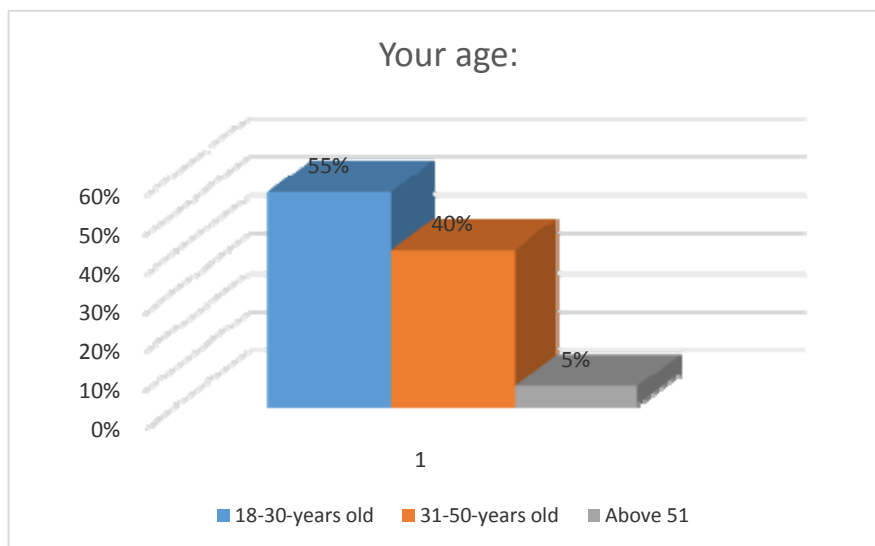
Question 13:

Your age:

a/ 18-30-years old. **55%**

b/ 31-50-years old. **40%**

c/ Above 51, **5%**



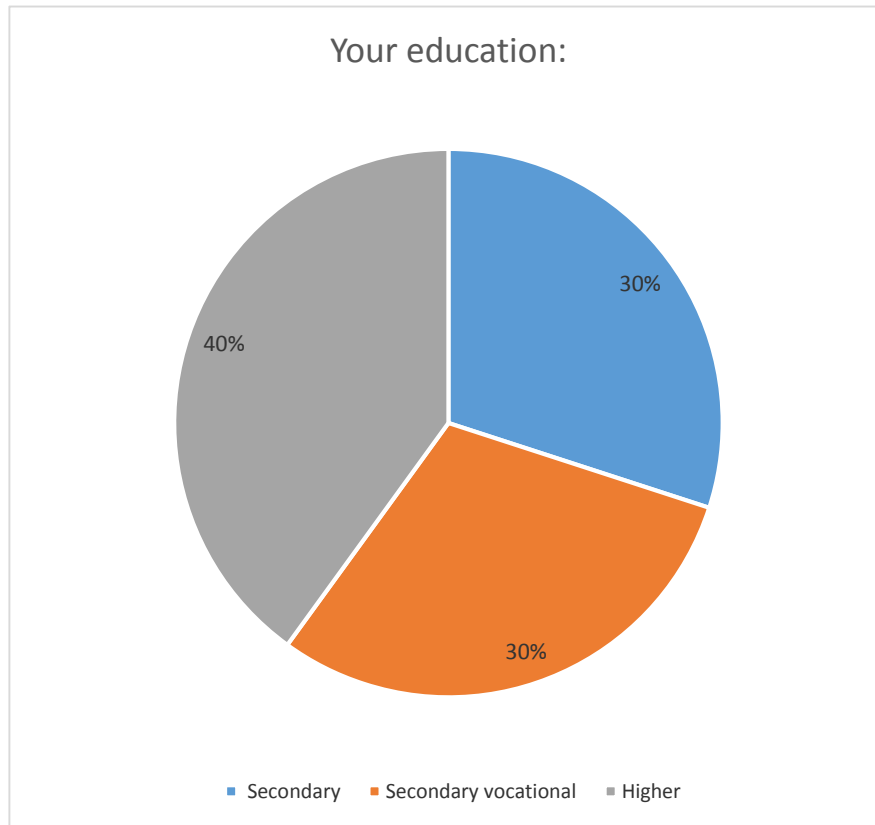
Question N14:

Your education:

a/ Secondary. **30%**

b/ Secondary vocational. **30%**

c/ Higher. **40%**



The assessment of corruption risks in maternity hospital in Vanadzor by pregnant women.

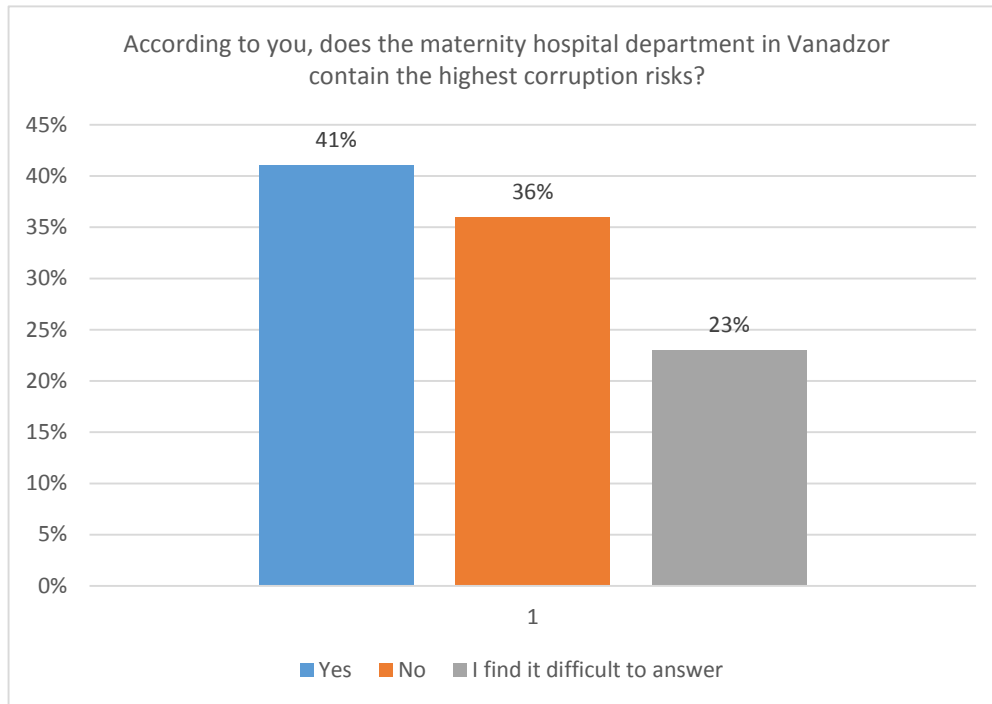
Question N1:

According to you, does the maternity hospital department in Vanadzor contain the highest corruption risks?

a/ Yes **41%**

b/ No **36%**

c/ I find it difficult to answer. **23%**



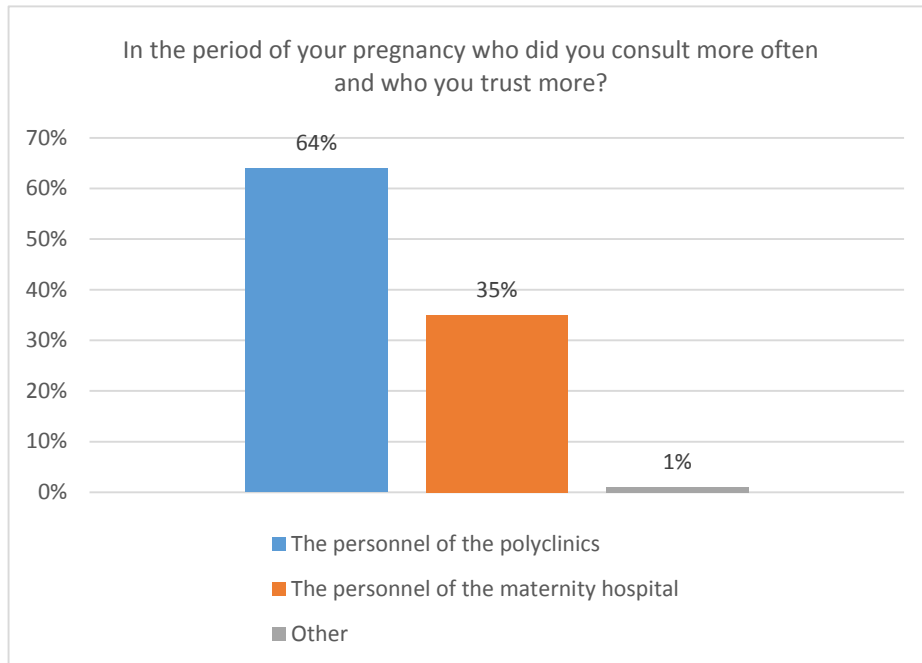
Question 2:

In the period of your pregnancy who did you consult more often and who you trust more?

a/ The personnel of the polyclinics. **64%**

b/ The personnel of the maternity hospital. **35%**

Other **1%**

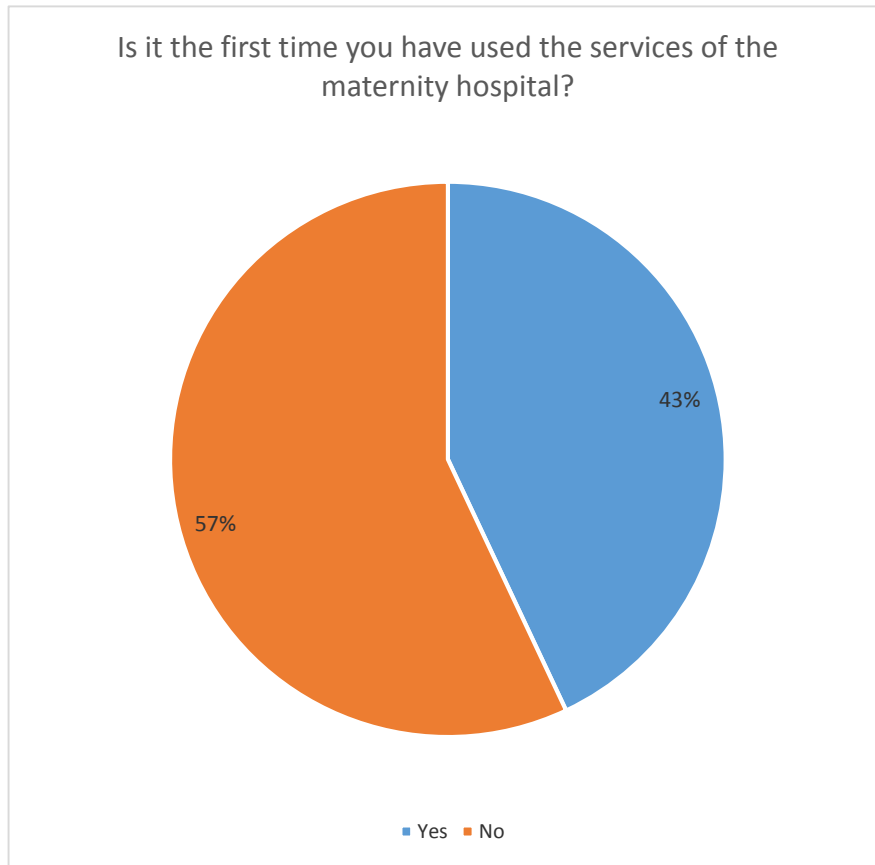


Question N3:

Is it the first time you have used the services of the maternity hospital?

a/ Yes **43%**

b/ No **57%**



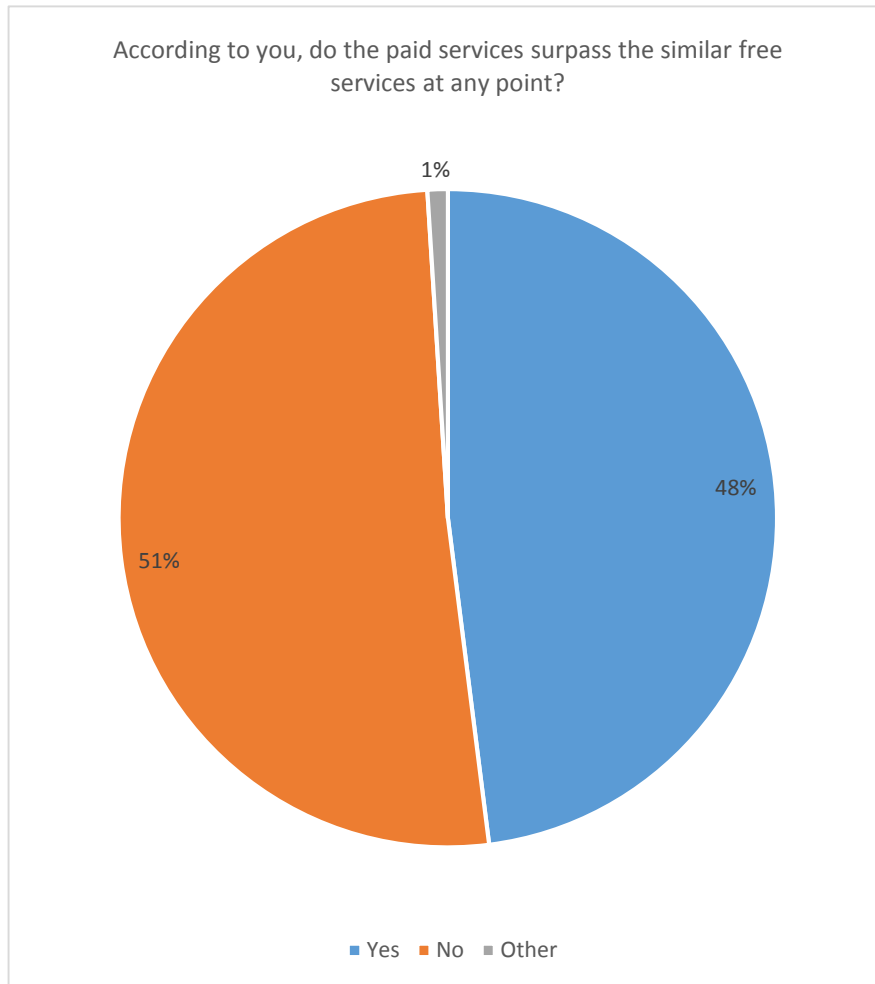
Question N4:

According to you, do the paid services surpass the similar free services at any point?

a/ Yes **48%**

b/ No **51%**

Other **1%**



Question N5:

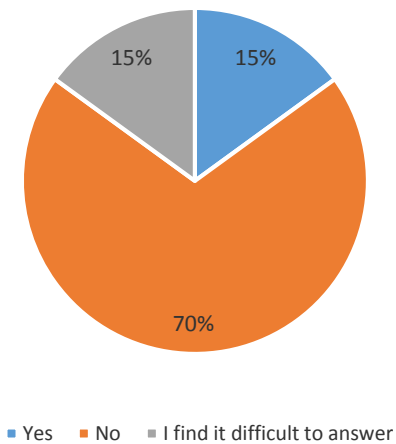
Does the medical staff of the maternity hospital lead you in any way to choose the paid birth assistance?

a/ Yes **15%**

b/ No **70%**

c/ I find it difficult to answer. **15%**

Does the medical staff of the maternity hospital lead you in any way to choose the paid birth assistance?



Question N6:

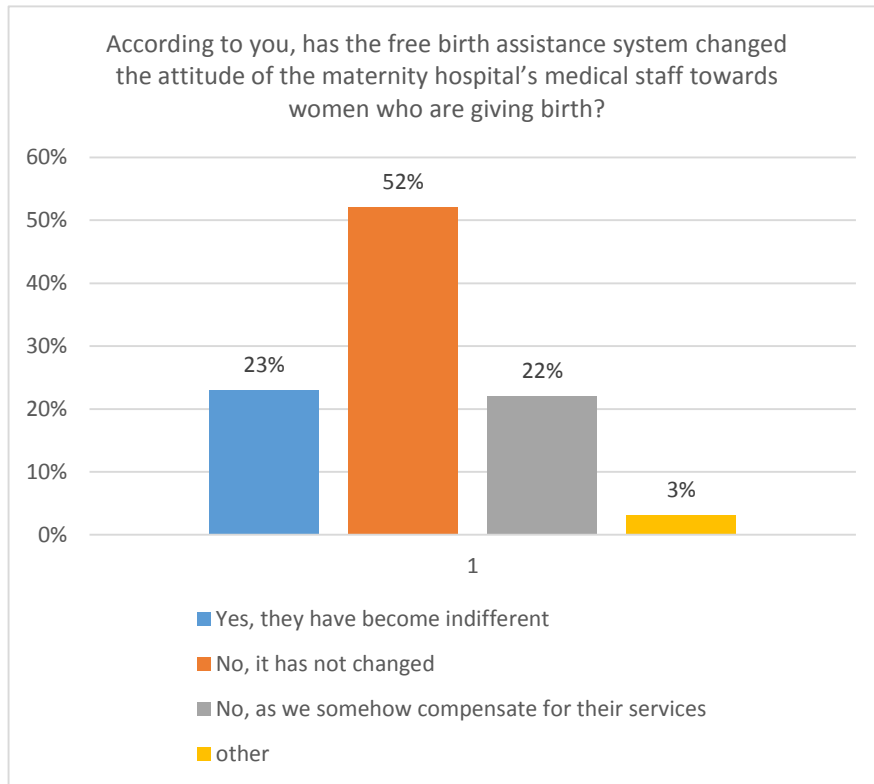
According to you, has the free birth assistance system changed the attitude of the maternity hospital's medical staff towards women who are giving birth?

a/ Yes, they have become indifferent. **23%**

b/ No, it has not changed. **52%**

c/ No, as we somehow compensate for their services. **22%**

d/ other **3%**



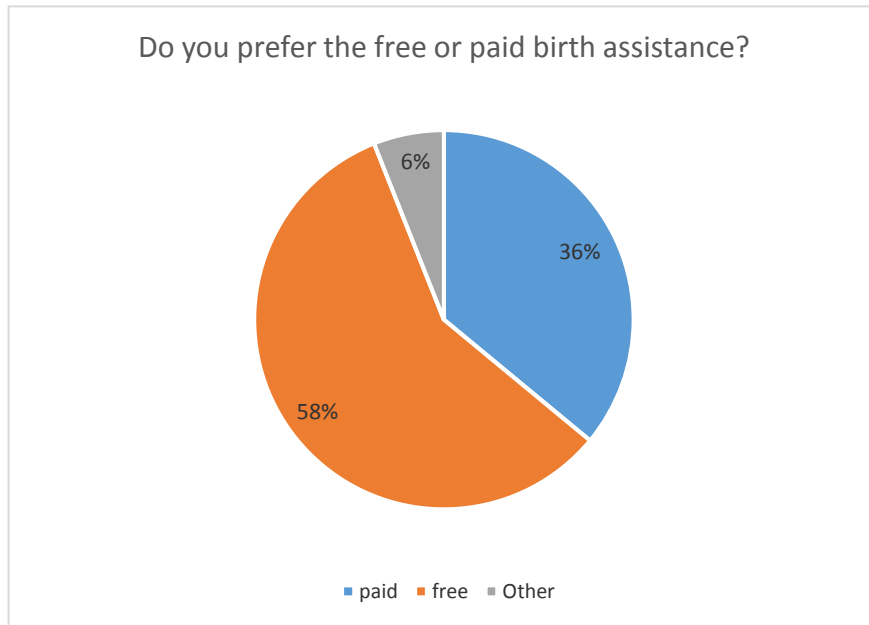
Question N7:

Do you prefer the free or paid birth assistance?

a/ paid **36%**

b/ free **58%**

Other **6%**



Question N8:

According to you, which part of pregnant women prefer the paid birth assistance?

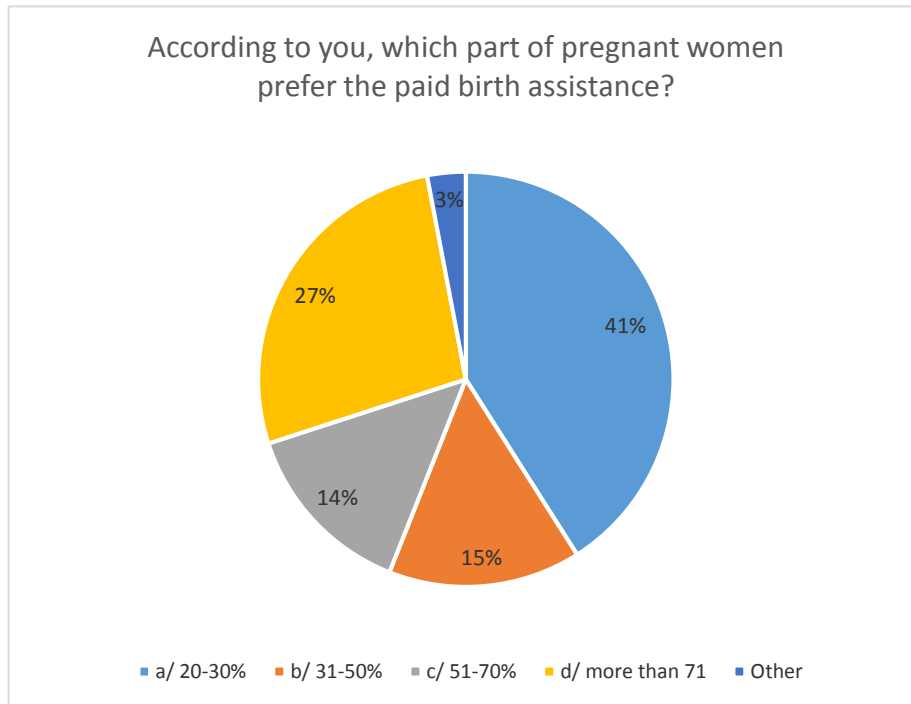
a/ 20-30% **41%**

b/ 31-50% **15%**

c/ 51-70% **14%**

d/ more than 71% **27%**

Other **3%**



Question N9:

You prefer the free birth assistance because:

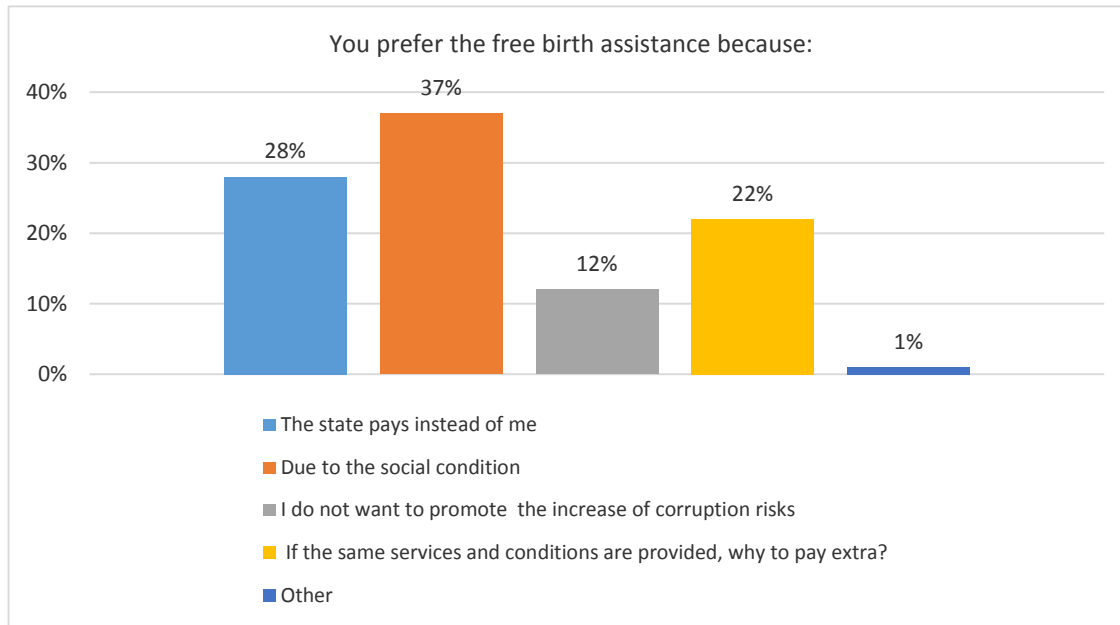
a/ The state pays instead of me **28%**

b/ Due to the social condition **37%**

c/ I do not want to promote the increase of corruption risks. **12%**

d/ If the same services and conditions are provided, why to pay extra? **22%**

e/ Other **1%**



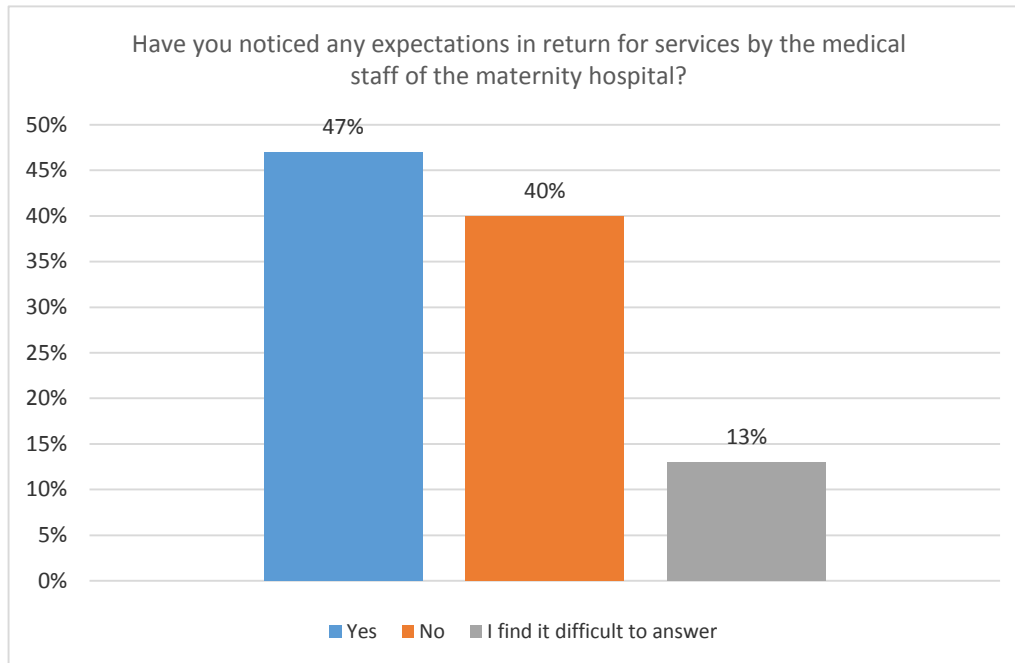
Question 10:

Have you noticed any expectations in return for services by the medical staff of the maternity hospital?

a/ Yes **47%**

b/ No **40%**

c/ I find it difficult to answer. **13%**



(if you have responded yes, go to the Question N11, if you have responded no, go to the Question N12)

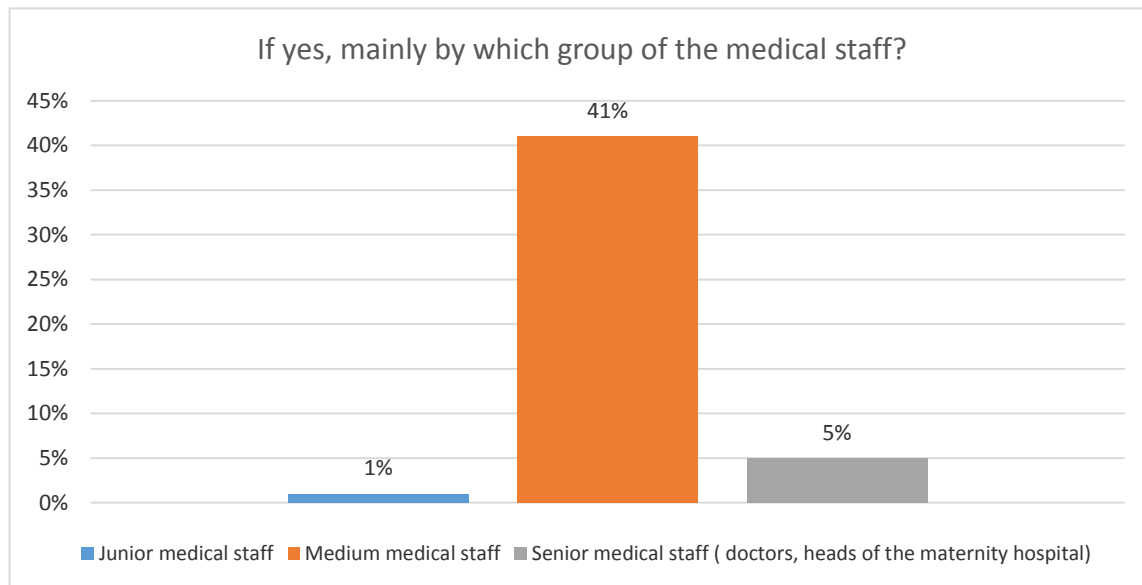
Question 11:

If yes, mainly by which group of the medical staff?

a/ Junior medical staff **1%**

b/ Medium medical staff **41%**

c/ Senior medical staff (doctors, heads of the maternity hospital) **5%**



Question N12:

The work of which group of the maternity hospital's medical staff do you consider more efficient?

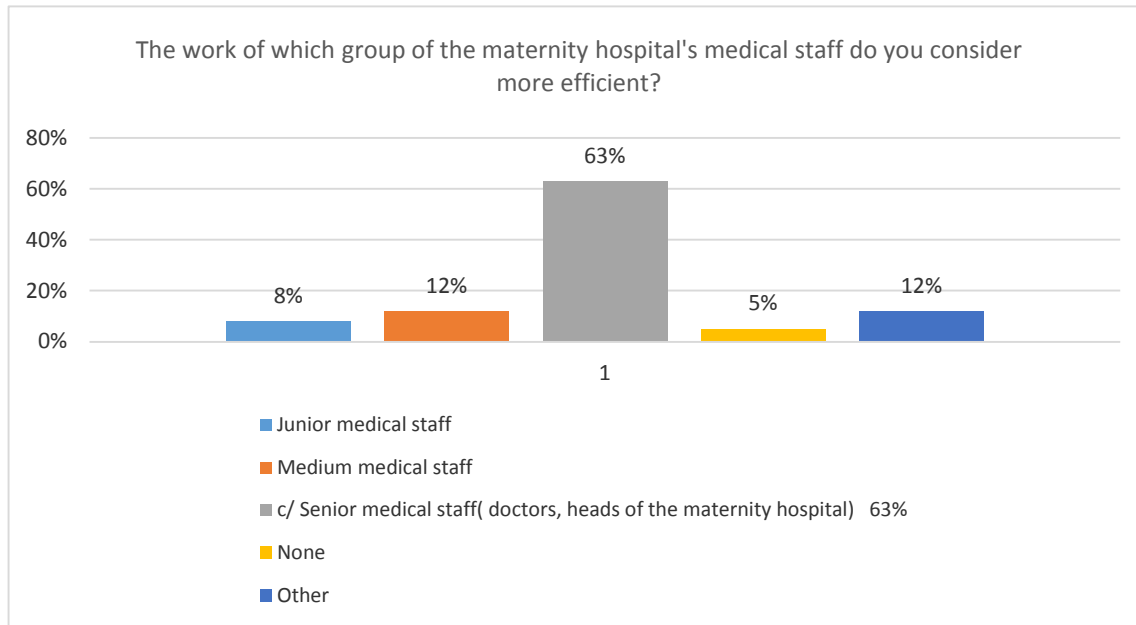
a/ Junior medical staff **8%**

b/ Medium medical staff **12 %**

c/ Senior medical staff(doctors, heads of the maternity hospital) **63%**

d/ None **5%**

e/ Other **12%**



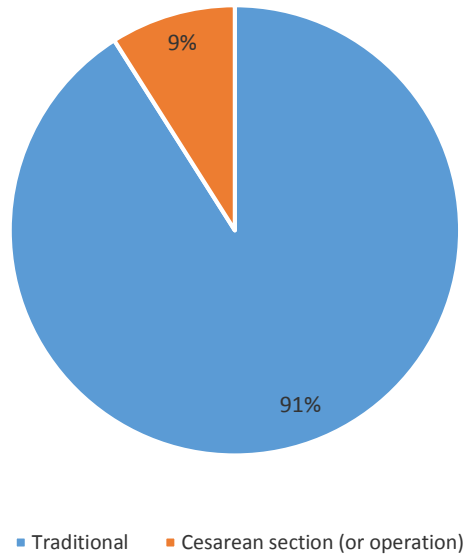
Question N13:

According to you, which kind do women prefer when giving birth in the maternity hospital in Vanadzor?

a/ Traditional **91%**

b/ Cesarean section (or operation) **9%**

According to you, which kind do women prefer when giving birth in the maternity hospital in Vanadzor?



Question N14:

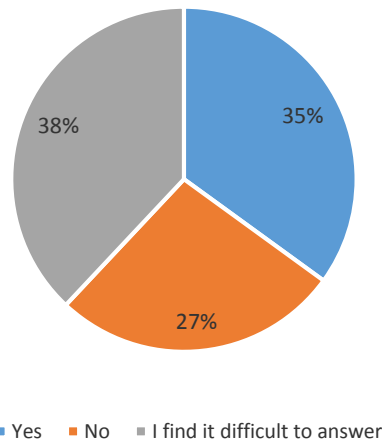
Do you think that increase in the number of birth giving by a caesarean section contains corruption risks?

a/ Yes **35 %**

b/ No **27 %**

c/ I find it difficult to answer **38%**

Do you think that increase in the number of birth giving by a caesarean section contains corruption risks?



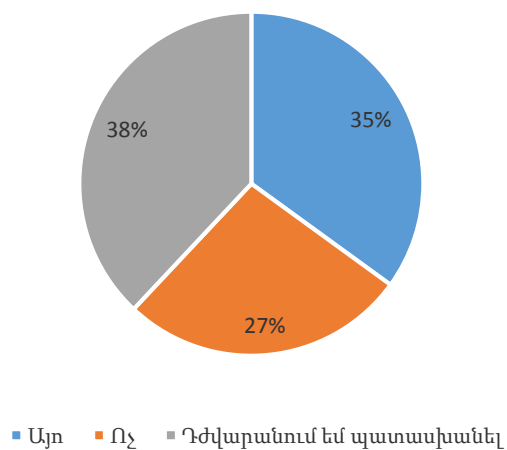
Question N15:

Which kind of birth giving do you prefer?

a/ Traditional **89 %**

b/ Caesarean section **11 %**

Which kind of birth giving do you prefer?



Question N16:

According to you, why do women prefer c-section birth (caesarean section birth) when having a baby in the maternity hospital in Vanadzor?

a/ They follow the doctors' advice. **35%**

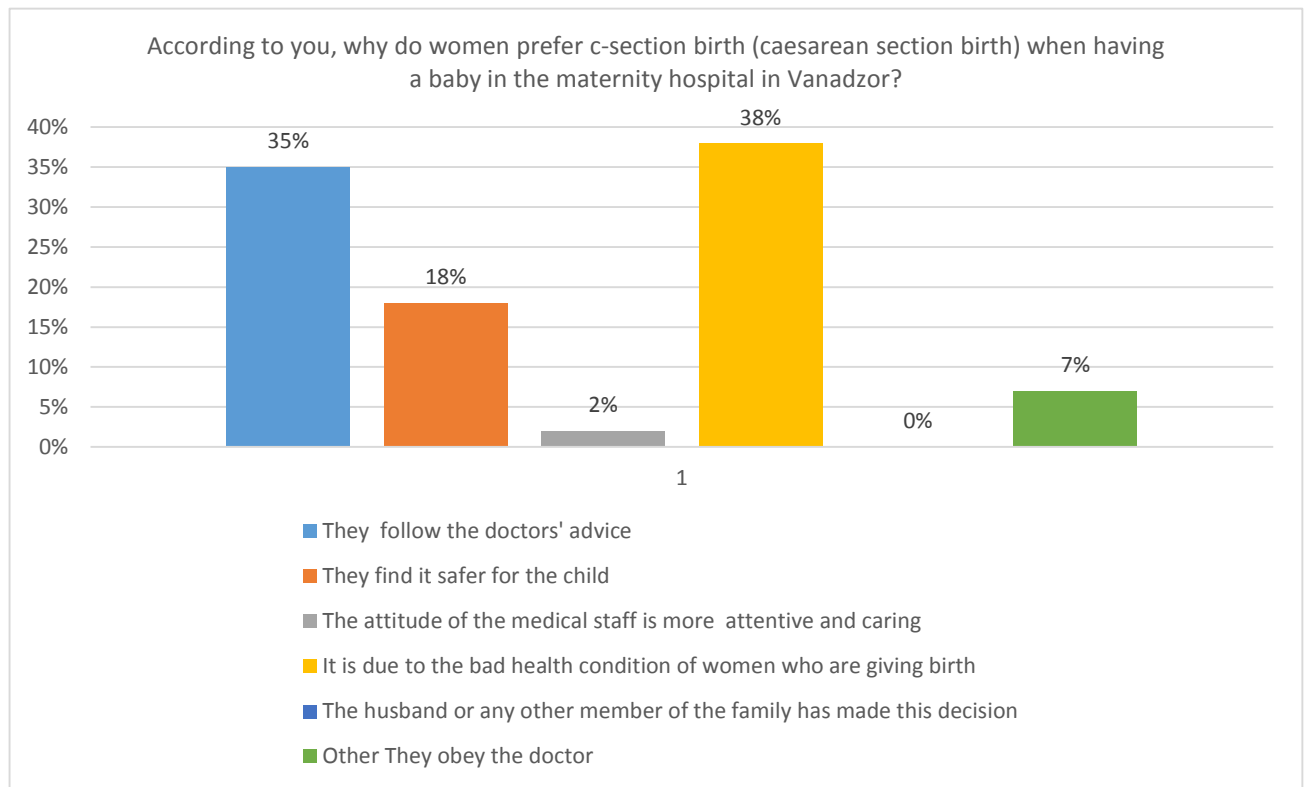
b/ They find it safer for the child. **18%**

c/ The attitude of the medical staff is more attentive and caring. **2%**

d/ It is due to the bad health condition of women who are giving birth. **38%**

e/ The husband or any other member of the family has made this decision. **0%**

f/ Other ***They obey the doctor.*** **7%**



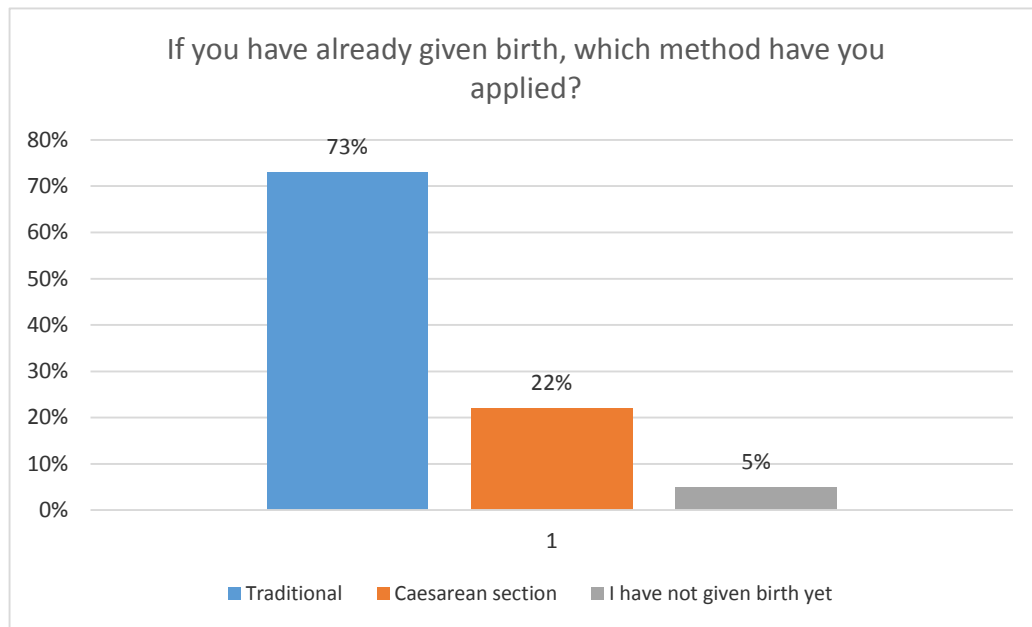
Question N 17:

If you have already given birth, which method have you applied?

a/ Traditional **73 %**

b/ Caesarean section **22%**

c/ I have not given birth yet. **5%**



Question N18:

Why do pregnant women of Vanadzor prefer to deliver a baby in the hospitals in Yerevan?

a/ Conveniences of the building **11 %**

b/ Hygiene and sanitary conditions **11%**

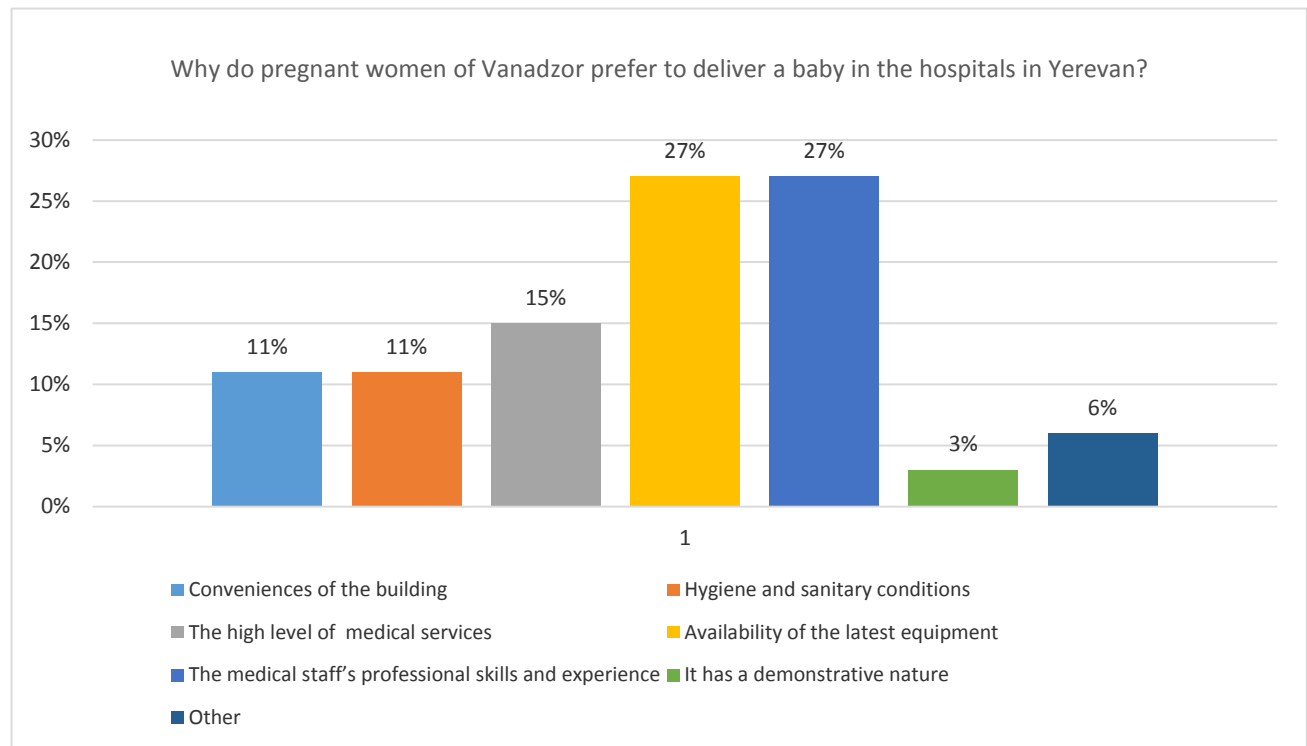
c/ The high level of medical services **15 %**

d/ Availability of the latest equipment **27 %**

e/ The medical staff's professional skills and experience **27 %**

f/ It has a demonstrative nature. **3%**

g/ Other **6%**



Question N19:

Please, note what you would suggest to increase the quality level of the services and to reduce corruption risks in the maternity hospital in Vanadzor.

To increase the salary X5 – 5%

To punish X2 – 2%

To carry out such enquiries more often and they will be afraid as now. 1%

Supervision X7 – 7%

The conscientious performance of the work X2 – 2%

Honesty X2 – 2%

To be friendly and patient X2 – 2%

To improve the conveniences of the building X 11 – 11%

The right of the pregnant woman to choose the operating physician (surgeon) beforehand 2%

Equipment X 8 – 8%

Hygienic and sanitary condition X 5 – 5%

Consistency 3%

Specialists 1%

Training for Physicians X2 - 2%

To install recording devices in all corners 3%

Training conscientious doctors 8%

To be caring 10%

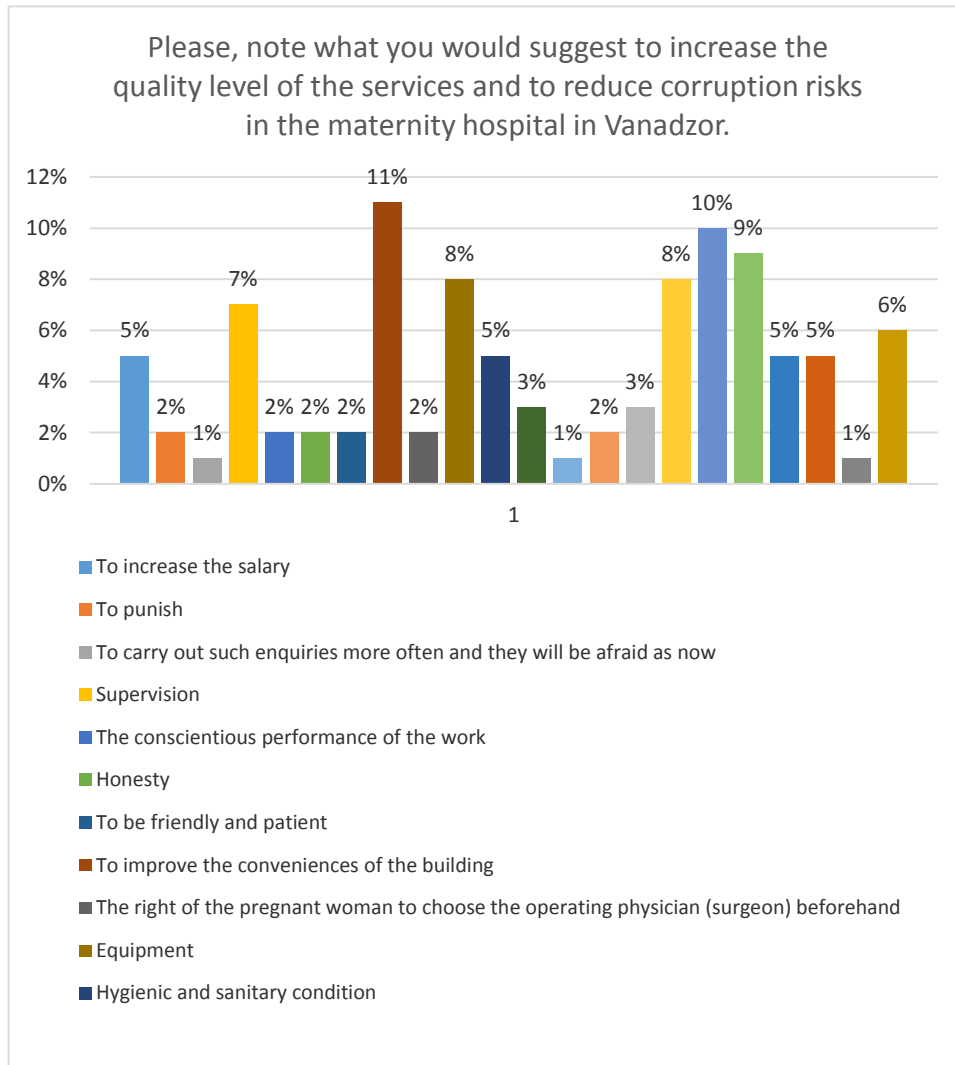
To be conscientious and devoted to their vocation 9%

State assistance 5%

Systemic changes in the country 5%

To be satisfied with the salary 1%

Other-6%



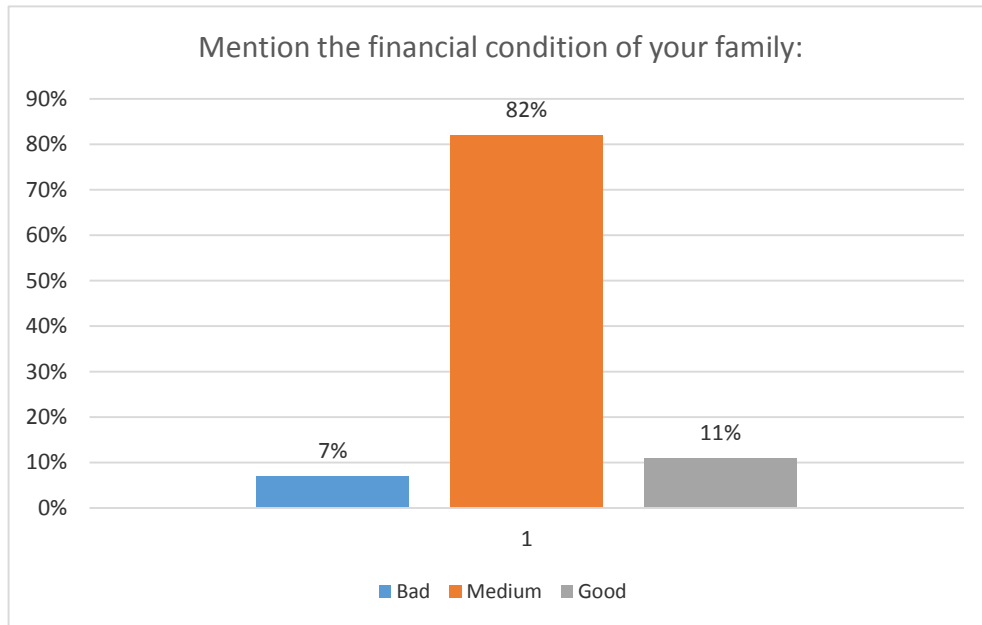
Question N20:

Mention the financial condition of your family:

a/ Bad **7%**

b/ Medium **82%**

c/ Good **11%**



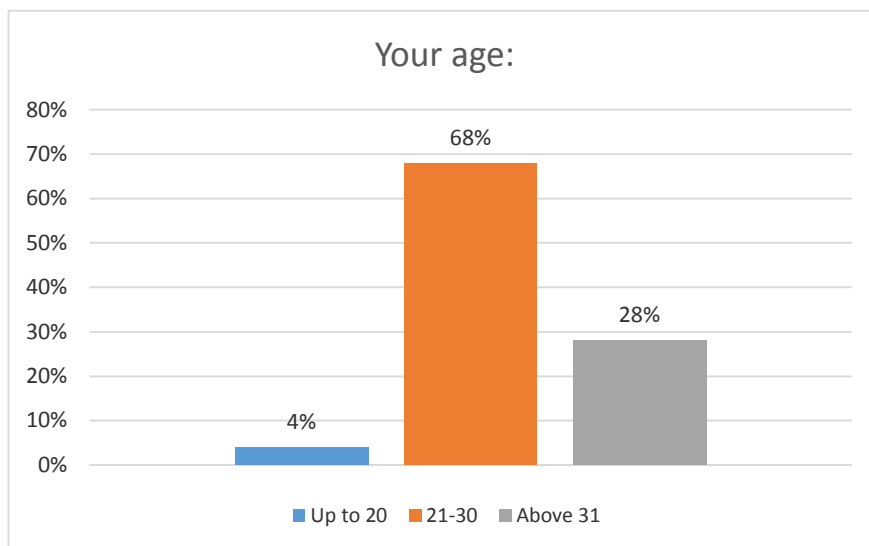
Question N21:

Your age:

a/ Up to 20 **4%**

b/ 21-30 **68%**

c/ Above 31 **28%**



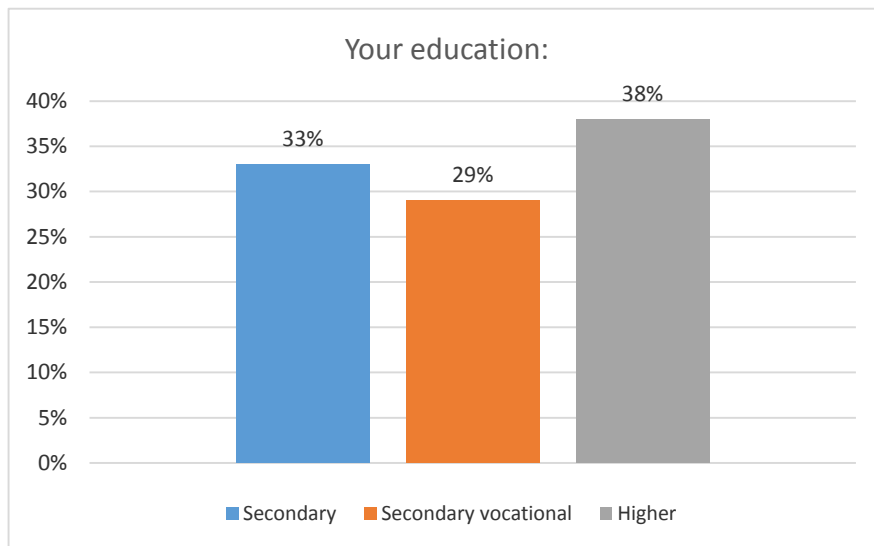
Question N22:

Your education:

a/ Secondary **33%**

b/ Secondary vocational **29 %**

c/ Higher **38%**



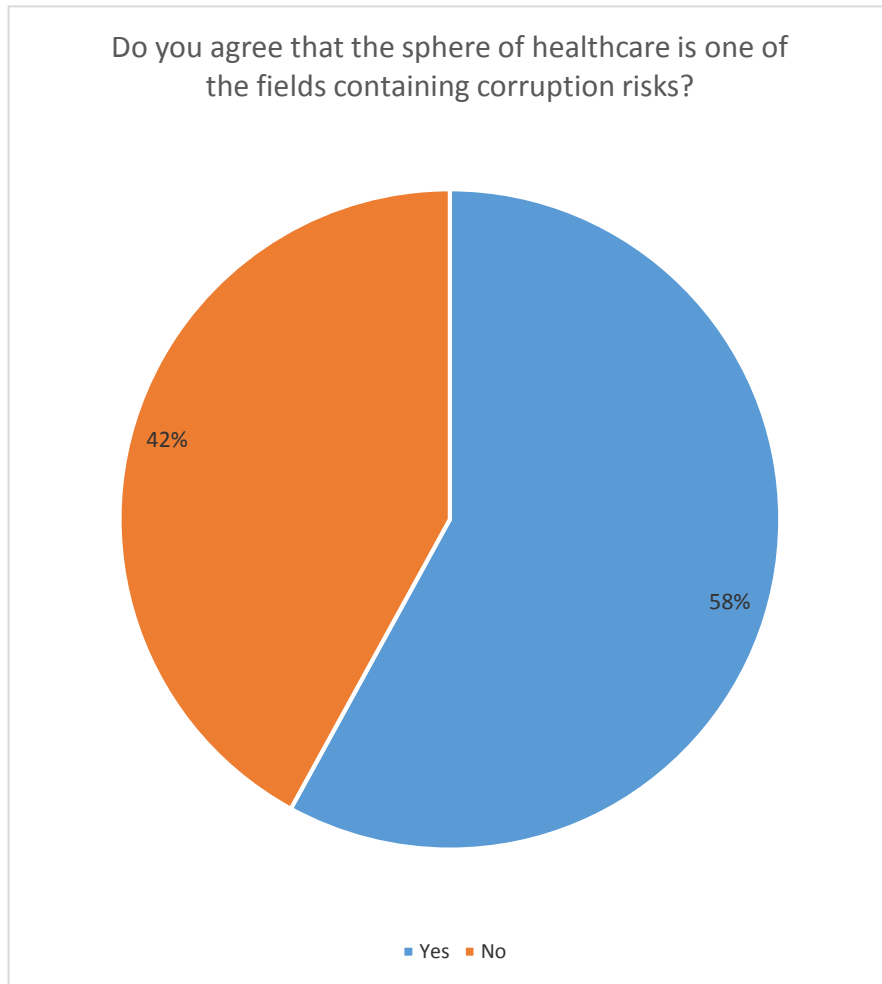
The assessment of corruption risks in the sphere of healthcare and in the operation of their medical institution by the medical staff of Vanadzor.

Question N1:

Do you agree that the sphere of healthcare is one of the fields containing corruption risks?

a/ Yes **58%**

b/ No **42%**



Question N2:

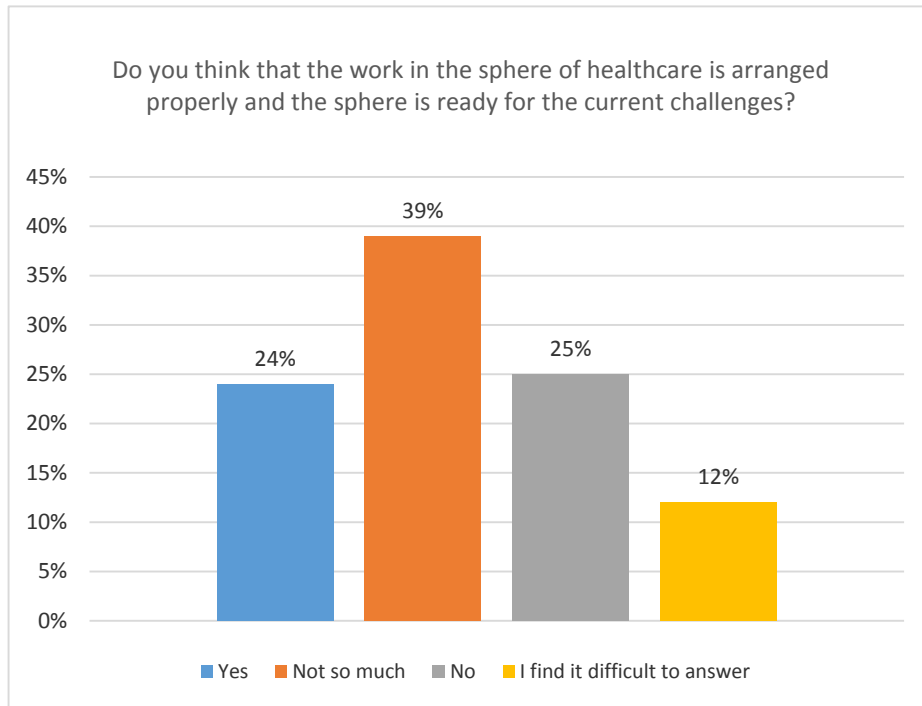
Do you think that the work in the sphere of healthcare is arranged properly and the sphere is ready for the current challenges?

a/ Yes **24%**

b/ Not so much **39%**

c/ No **25%**

d/ I find it difficult to answer **12%**



Question N3:

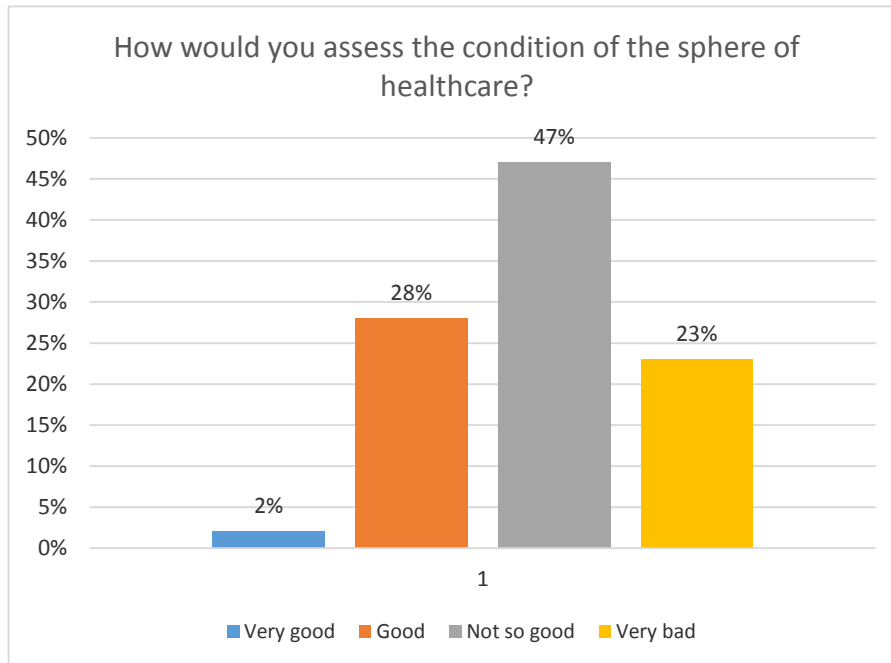
How would you assess the condition of the sphere of healthcare?

a/ Very good **2%**

b/ Good **28%**

c/ Not so good **47%**

d/ Very bad **23%**



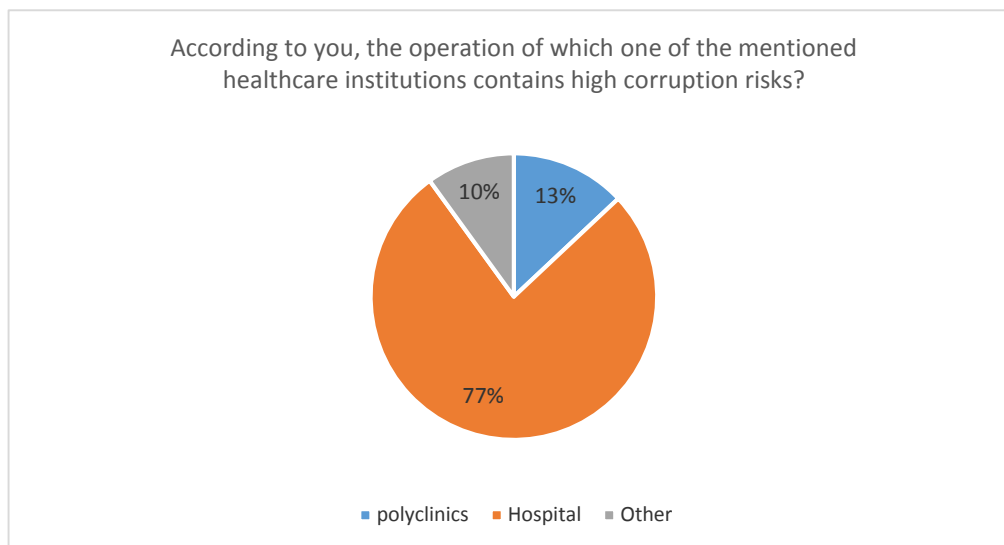
Question N4:

According to you, the operation of which one of the mentioned healthcare institutions contains high corruption risks?

a/ polyclinics **13%**

b/ Hospital **77%**

Other – **10%**



Question N5:

Please mark the greatest reason of corruption risks in the sphere of healthcare:

a/ Corruption risks are equally high in all the spheres **29%**

b/ The patient becomes more confident when he/she pays to the doctor **9%**

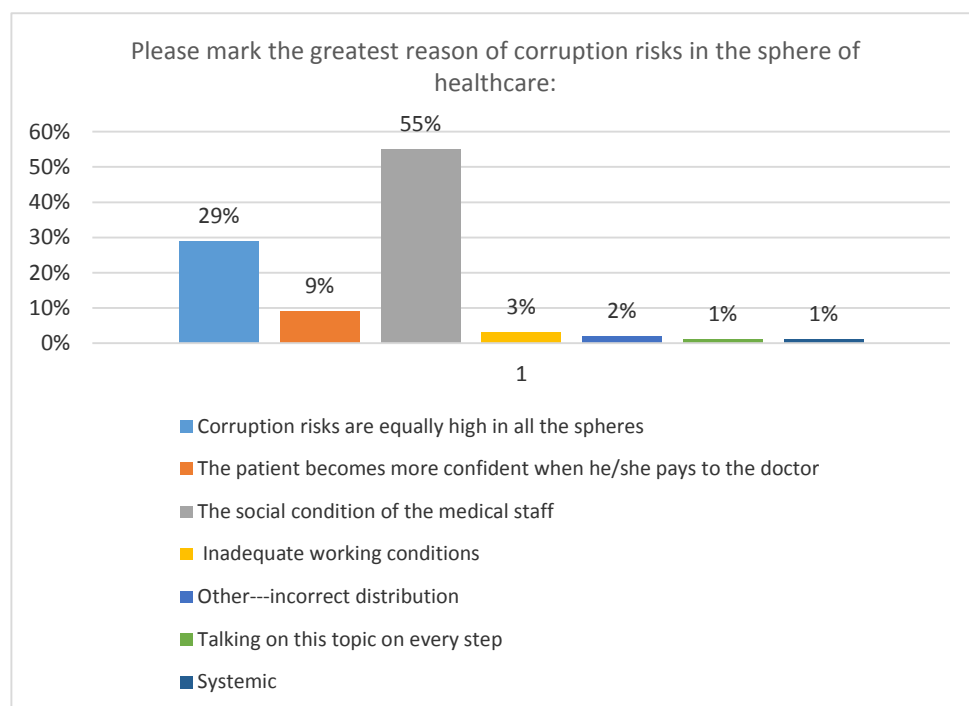
c/ The social condition of the medical staff **55%**

d/ Inadequate working conditions **3%**

e/ Other---*incorrect distribution* **2%**

Talking on this topic on every step **1%**

Systemic **1%**



Question N6:

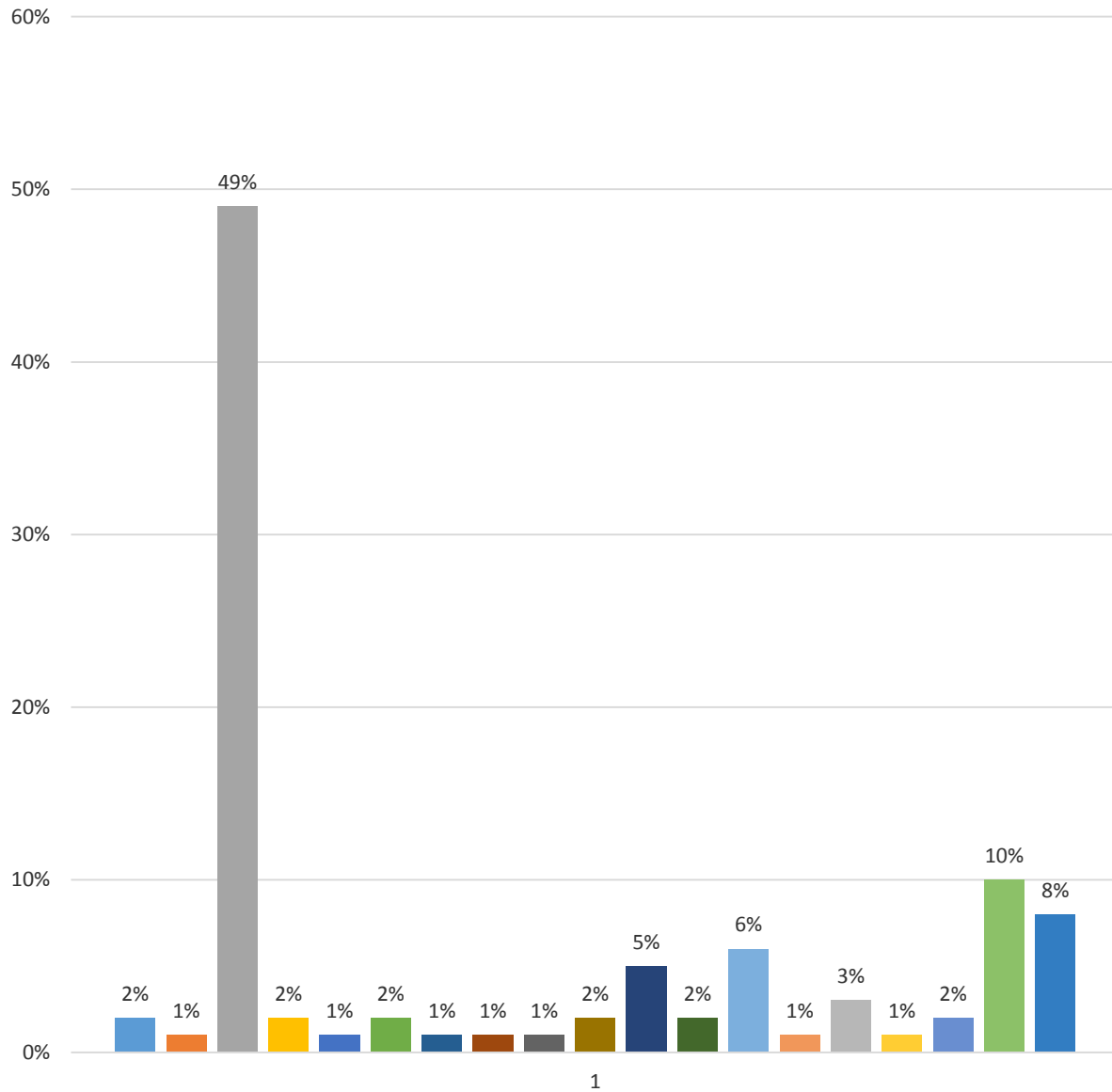
If you are sure that your suggestions will be certainly realized, what changes will you first of all suggest to make in your medical institution to reduce the corruption risks (mark)?

The heads should work properly, be intelligent and literate. **2%**

The fish rots from the head: the hospital authorities are not to blame, but more high-ranking officials. **1%**

To raise salaries 49%
In the case of maintaining law and order everywhere 2%
Reduction of paperwork, introduction of the insurance system 1%
Recruitment of specialists and equipment 2%
High qualification of the medical staff 1%
Recruitment of specialists with rich knowledge 1%
Privatization of medical institutions 1%
Formational modifications 2%
Working conditions 5%
To raise the salaries of medium and junior medical staff 2%
Thoroughness X 4, control 6%
Improvement of the quality of healthcare services 1%
Financing 3%
To change the form of the salaries of the medical staff 1%
Work transparency 2%
Modification of the system 10%
To improve the socio-economic condition 8%

If you are sure that your suggestions will be certainly realized, what changes will you first of all suggest to make in your medical institution to reduce the corruption risks (mark)?



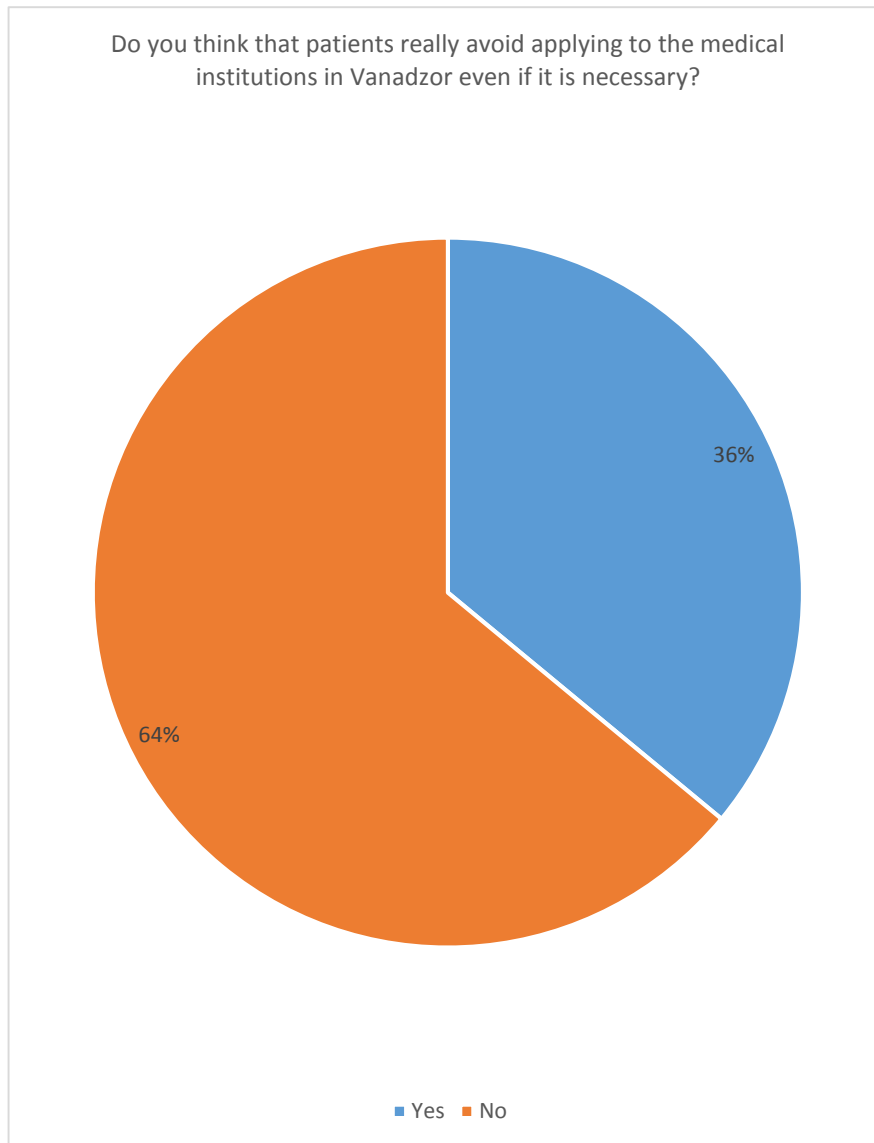
- The heads should work properly, be intelligent and literate
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- To raise salaries
- In the case of maintaining law and order everywhere
- Reduction of paperwork, introduction of the insurance system
- Recruitment of specialists and equipment
- High qualification of the medical staff
- Recruitment of specialists with rich knowledge
- Privatization of medical institutions
- Formational modifications
- Working conditions
- To raise the salaries of medium and junior medical staff
- Thoroughness X 4, control
- Improvement of the quality of healthcare services
- Financing

Question N7:

Do you think that patients really avoid applying to the medical institutions in Vanadzor even if it is necessary?

a/ Yes **36%**

b/ No **64%**



(if you have answered yes, go to Question N8, if no got to Question N9)

Question N8:

If you agree, why do they avoid?

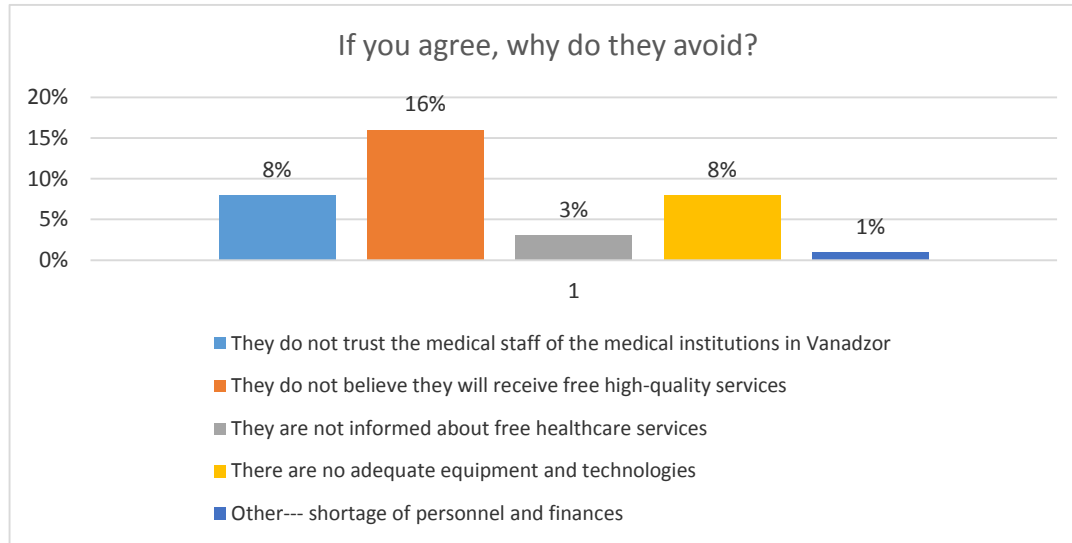
a/ They do not trust the medical staff of the medical institutions in Vanadzor . **8%**

b/ They do not believe they will receive free high-quality services. **16%**

c/ They are not informed about free healthcare services. **3%**

d/ There are no adequate equipment and technologies. **8%**

e/ Other--- **shortage of personnel and finances 1%**



Question N9:

According to you, which are the most serious problems of the sphere of healthcare and your medical institution (mark)?

Poor quality service 1%

Lack of equipment X24 – 24%

Proper organizing, incompetent management including Ministry and Marzpetaran 5%

Renovation of the building is needed X 17%

Low Salaries X 14%

Shortage of specialists X 4%

Financing X 6%

Monopoly 3%

Inadequate awareness of the implementation of medical services 1%

High qualification of the medical staff 1%

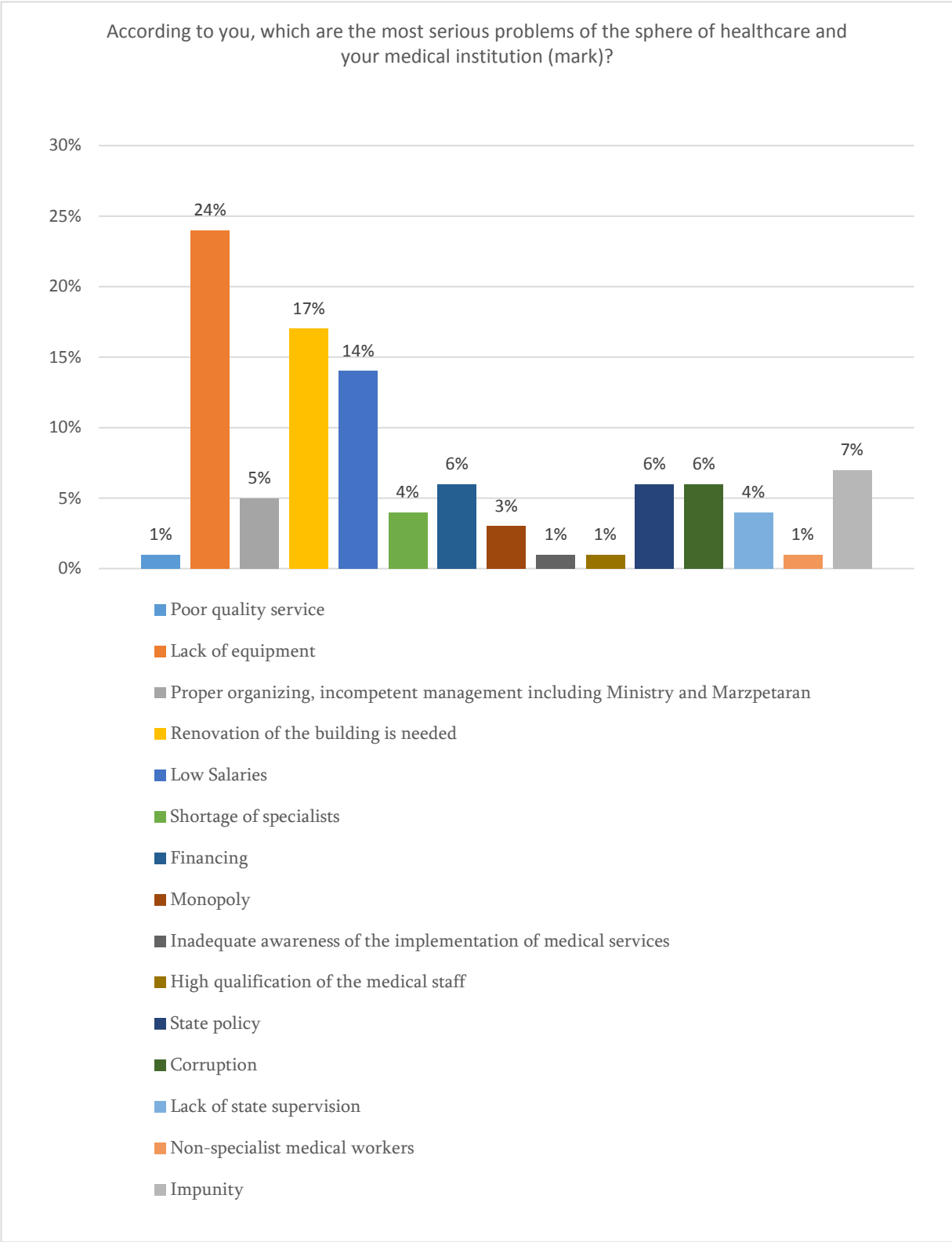
State policy 6%

Corruption 6%

Lack of state supervision 4%

Non-specialist medical workers 1%

Impunity 7%



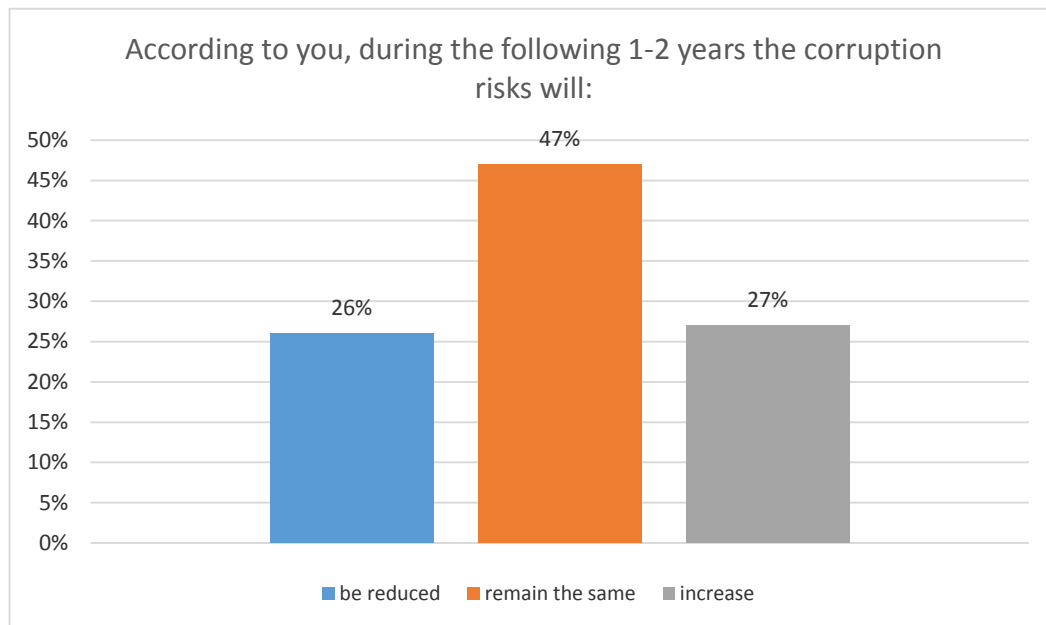
Question N10:

According to you, during the following 1-2 years the corruption risks will:

a/ be reduced **26%**

b/ remain the same **47%**

c/ increase **37%**



Question N11:

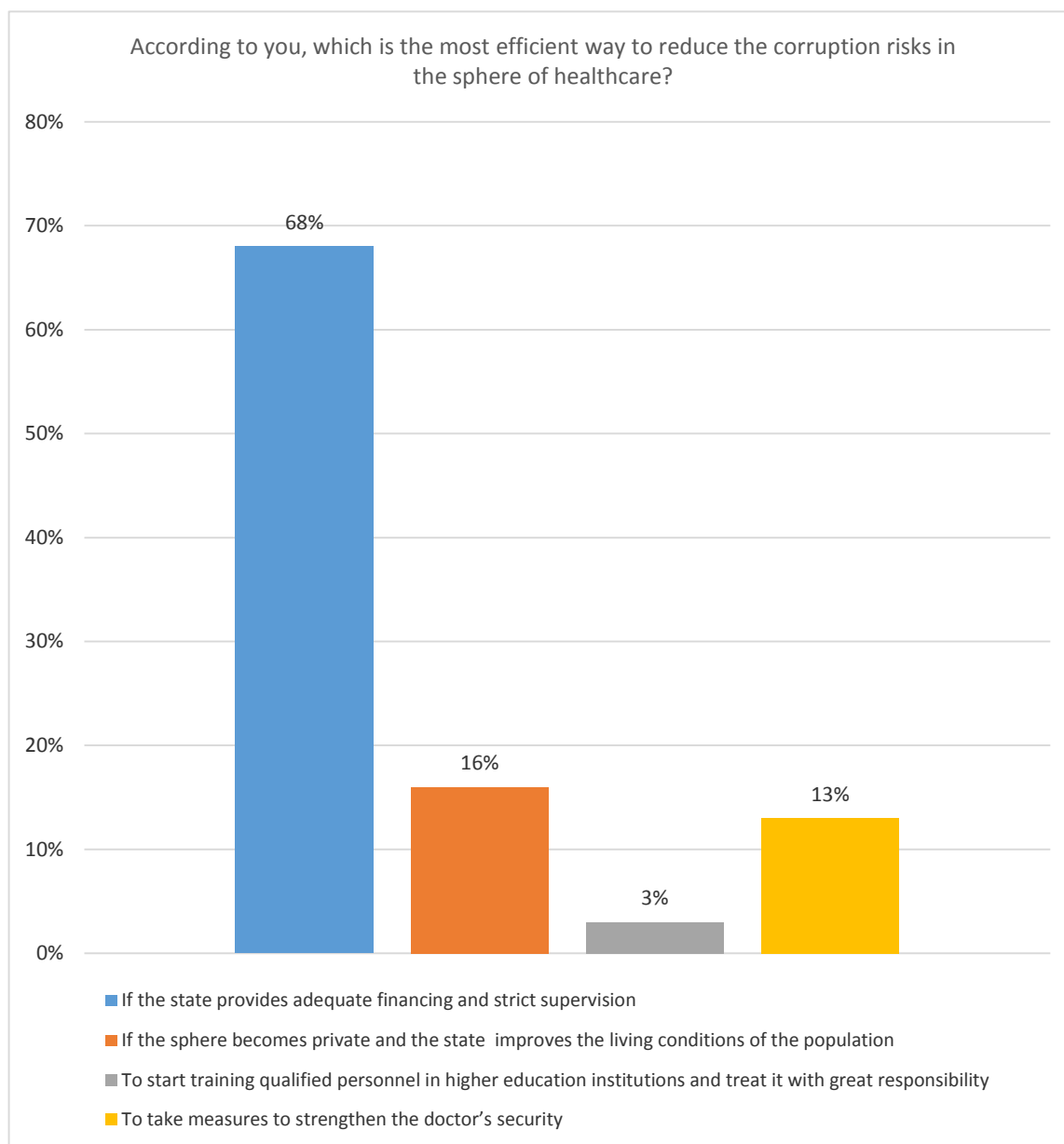
According to you, which is the most efficient way to reduce the corruption risks in the sphere of healthcare?

a/ If the state provides adequate financing and strict supervision **68%**

b/ If the sphere becomes private and the state improves the living conditions of the population **16%**

c/ To start training qualified personnel in higher education institutions and treat it with great responsibility **3%**

d/ To take measures to strengthen the doctor's security **13%**



Question N12:

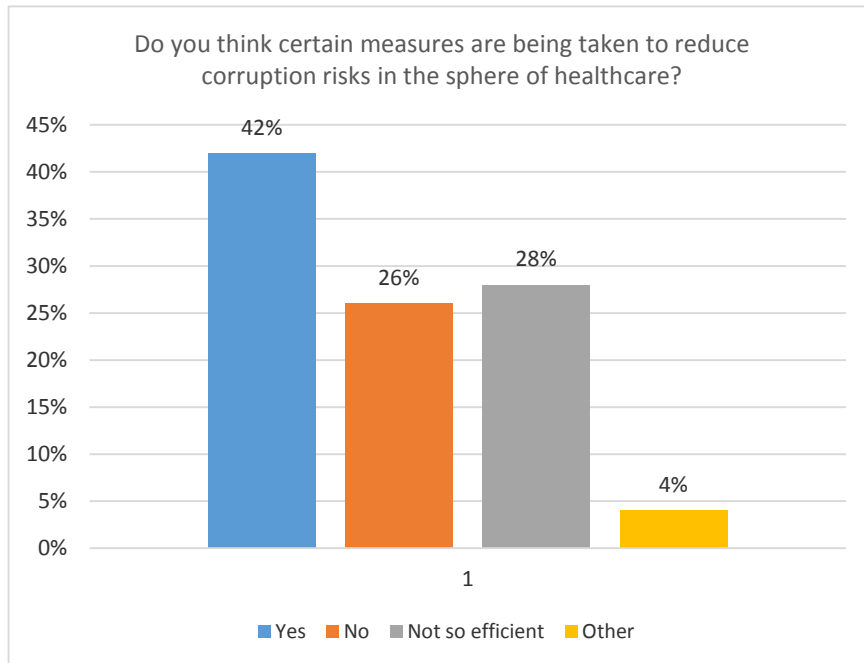
Do you think certain measures are being taken to reduce corruption risks in the sphere of healthcare?

a/ Yes **42%**

b/ No **26%**

c/ Not so efficient **28%**

Other **4%**



Question N13:

According to, how important is taking measures to reduce corruption risks in the sphere of healthcare today?

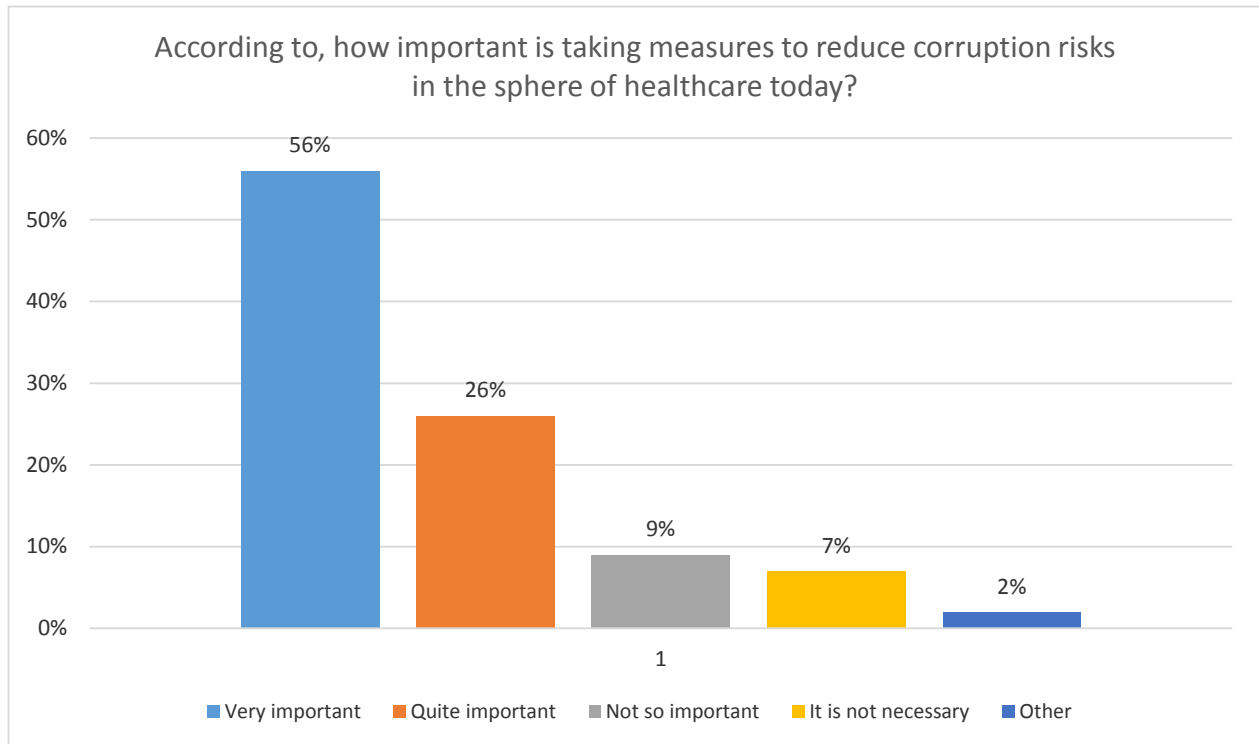
a/ Very important **56%**

b/ Quite important **26%**

c/ Not so important **9%**

d/ It is not necessary **7%**

Other **2%**



Question N14:

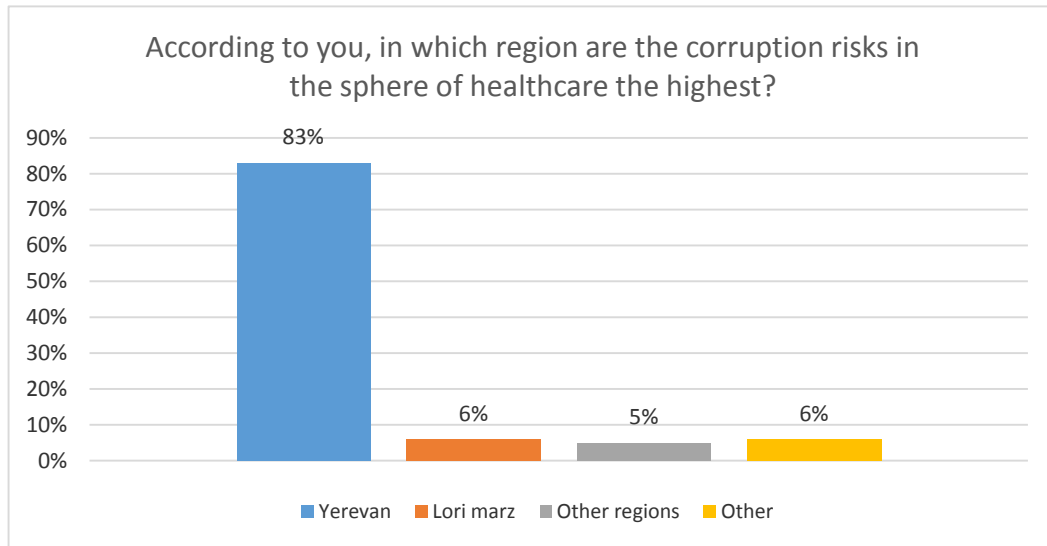
According to you, in which region are the corruption risks in the sphere of healthcare the highest?

a/ Yerevan **83%**

b/ Lori marz **6%**

c/ Other regions **5%**

Other **6%**



Question N15:

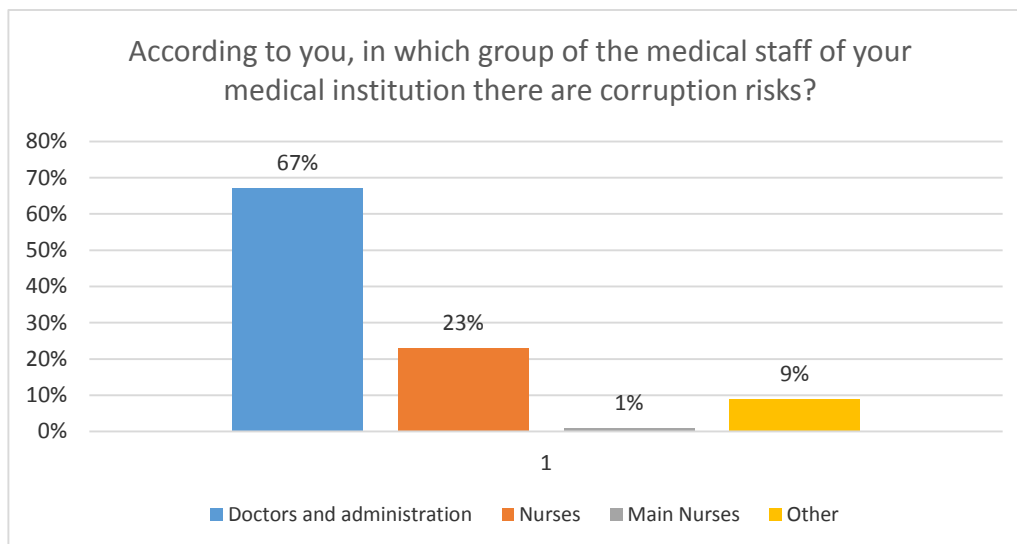
According to you, in which group of the medical staff of your medical institution there are corruption risks?

a/ Doctors and administration **67%**

b/ Nurses **23%**

c/ Main Nurses **1%**

Other **9%**



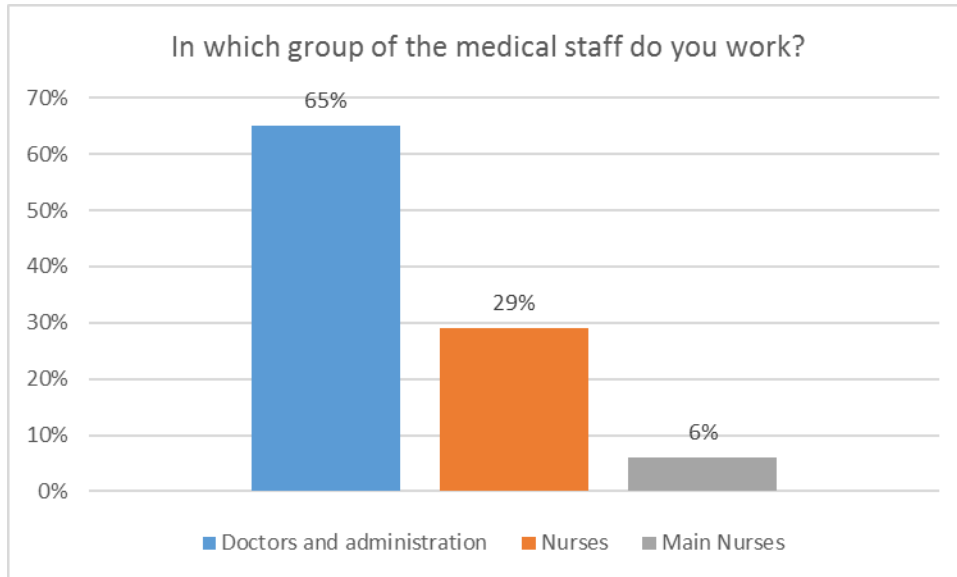
Question N16:

In which group of the medical staff do you work?

a/ Doctors and administration **65%**

b/ Nurses **29%**

c/ Main Nurses **6%**

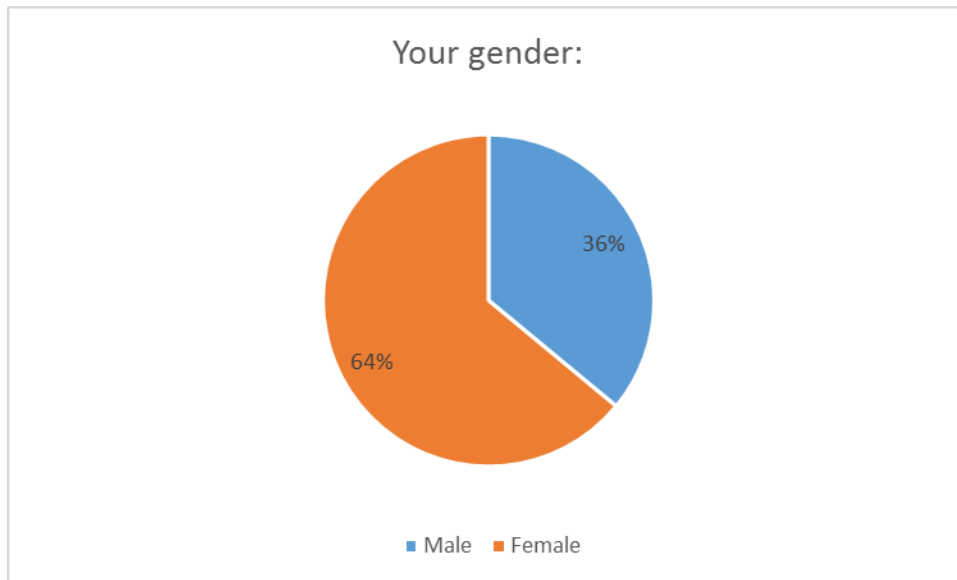


Question N17:

Your gender:

a/ Male 36%

b/ Female 64%



Question N18:

Your age:

a/ Up to 25 **6%**

b/ 26-40 **31%**

c/ Above 41 **63%**

