



Unit 2

Deleting and adding questions



By the end of this unit, you will:

- explain how to delete a question
- explain how to add a question



Deleting a question



Deleting a question

- Some questions may **not be priorities** in some countries
- Some questions may **not be appropriate** for the country context

R_C	1410	Which of the following NTDs does this facility diagnose and/or treat: [COUNTRY ADAPT]	YES	NO
R_C	01	Lymphoedema resulting from NTDs	1	2
R_C	02	Soil-transmitted diseases (roundworm, hookworm, whipworm)	1	2
R_C	03	Schistosomiasis (bilharzia)	1	2
R_C	04	Trachoma	1	2
~~R_C~~	~~05~~	~~Onchocerciasis (ONCO)~~	~~1~~	~~2~~
R_C	06	Lymphatic filariasis (LF) including hydrocele or lymphoedema	1	2

Questions
can be
deleted





Deleting a question



Deleting a question

- The **entire row** containing the question must be deleted

M_C	927	Does this facility charge user fees for any outpatient services?	YES 1 NO USER FEES CHARGED 2 NO OUTPATIENT SERVICES 5	→Q929 →Q929
M_C	928	Are the user fees for outpatient services posted anywhere so that patients can see them? IF YES, ASK: Please show me anywhere fees for outpatients are posted.	YES, OBSERVED 1 YES, REPORTED, NOT SEEN 2 NO 3	
~~M_C~~	~~929~~	~~Does this facility charge user fees for any inpatient services?~~	~~YES 1 NO USER FEES CHARGED 2 NO INPATIENT SERVICES 5~~	~~→Q931 →Q931~~
M_C	930	Are the user fees for inpatient services posted anywhere so that patients can see them? IF YES, ASK: Please show me anywhere fees for inpatients are posted.	YES, OBSERVED 1 YES, REPORTED, NOT SEEN 2 NO 3	
M_C	931	Is there a written policy or guidelines for exemptions or discounts for any user fees? IF YES, ASK: May I see the document?	YES, OBSERVED 1 YES, REPORTED, NOT SEEN 2 NO 3	→Q933



Deleting a question



Deleting a question

- Check if the **question immediately following** a deleted question should also be deleted

M_C	927	Does this facility charge user fees for any outpatient services?	YES 1 NO USER FEES CHARGED 2 NO OUTPATIENT SERVICES 5	→ Q929 → Q929
M_C	928	Are the user fees for outpatient services posted anywhere so that patients can see them? IF YES, ASK: Please show me anywhere fees for outpatients are posted.	YES, OBSERVED 1 YES, REPORTED, NOT SEEN 2 NO 3	
M_C	929	~~Does this facility charge user fees for any inpatient services?~~	~~YES 1 NO USER FEES CHARGED 2 NO INPATIENT SERVICES 5~~	~~→ Q931 → Q931~~
M_C	930	~~Are the user fees for inpatient services posted anywhere so that patients can see them? IF YES, ASK: Please show me anywhere fees for inpatients are posted.~~	~~YES, OBSERVED 1 YES, REPORTED, NOT SEEN 2 NO 3~~	
M_C	931	Is there a written policy or guidelines for exemptions or discounts for any user fees? IF YES, ASK: May I see the document?	YES, OBSERVED 1 YES, REPORTED, NOT SEEN 2 NO 3	→ Q933



Deleting a question



Deleting a question

- Check the skips after deleting a question

M_C	927	Does this facility charge user fees for any outpatient services?	YES 1 NO USER FEES CHARGED 2 NO OUTPATIENT SERVICES 5	→ Q929 → Q929
M_C	928	Are the user fees for outpatient services posted anywhere so that patients can see them? IF YES, ASK: Please show me anywhere fees for outpatients are posted.	YES, OBSERVED 1 YES, REPORTED, NOT SEEN 2 NO 3	
M_C	929	~~Does this facility charge user fees for any inpatient services?~~	~~YES 1 NO USER FEES CHARGED 2 NO INPATIENT SERVICES 5~~	→ Q931 → Q931
M_C	930	~~Are the user fees for inpatient services posted anywhere so that patients can see them? IF YES, ASK: Please show me anywhere fees for inpatients are posted.~~	~~YES, OBSERVED 1 YES, REPORTED, NOT SEEN 2 NO 3~~	
M_C	931	Is there a written policy or guidelines for exemptions or discounts for any user fees? IF YES, ASK: May I see the document?	YES, OBSERVED 1 YES, REPORTED, NOT SEEN 2 NO 3	→ Q933



Deleting a question



Deleting a question

- Check the skips after deleting a question

M_C	927	Does this facility charge user fees for any outpatient services?	YES 1 NO USER FEES CHARGED 2 NO OUTPATIENT SERVICES 5	 → Q93129 → Q93129
M_C	928	Are the user fees for outpatient services posted anywhere so that patients can see them? IF YES, ASK: Please show me anywhere fees for outpatients are posted.	YES, OBSERVED 1 YES, REPORTED, NOT SEEN 2 NO 3	
M_C	929	~~Does this facility charge user fees for any inpatient services?~~	~~YES 1 NO USER FEES CHARGED 2 NO INPATIENT SERVICES 5~~	~~→ Q931 → Q931~~
M_C	930	~~Are the user fees for inpatient services posted anywhere so that patients can see them? IF YES, ASK: Please show me anywhere fees for inpatients are posted.~~	~~YES, OBSERVED 1 YES, REPORTED, NOT SEEN 2 NO 3~~	
M_C	931	Is there a written policy or guidelines for exemptions or discounts for any user fees? IF YES, ASK: May I see the document?	YES, OBSERVED 1 YES, REPORTED, NOT SEEN 2 NO 3	→ Q933



Deleting a question



Deleting a question

- **Do not re-use** the deleted question **number**
- **Do not re-number** the **subsequent questions**

M_C	927	Does this facility charge user fees for any outpatient services?	YES 1 NO USER FEES CHARGED 2 NO OUTPATIENT SERVICES 5	→ Q93129 → Q93129
M_C	928	Are the user fees for outpatient services posted anywhere so that patients can see them? IF YES, ASK: Please show me anywhere fees for outpatients are posted.	YES, OBSERVED 1 YES, REPORTED, NOT SEEN 2 NO 3	
M_C	929	~~Does this facility charge user fees for any inpatient services?~~	~~YES 1 NO USER FEES CHARGED 2 NO INPATIENT SERVICES 5~~	~~→ Q931 → Q931~~
M_C	930	~~Are the user fees for inpatient services posted anywhere so that patients can see them? IF YES, ASK: Please show me anywhere fees for inpatients are posted.~~	~~YES, OBSERVED 1 YES, REPORTED, NOT SEEN 2 NO 3~~	
M_C	931	Is there a written policy or guidelines for exemptions or discounts for any user fees? IF YES, ASK: May I see the document?	YES, OBSERVED 1 YES, REPORTED, NOT SEEN 2 NO 3	→ Q933

Each question is linked to specific indicators, so if the number is changed, the platform won't work properly.



Adding a question



There are implications to adding questions.



Adding a question



Cost

- ↑ questionnaire length
- ↑ time for training
- ↑ time for data collection



Quality

- ↑ data collector fatigue
- ↑ respondent fatigue



Data volume

- ↑ data to analyse
- ↑ data to interpret



Adding a question



Adding a question

- **Check** if a similar question exists in the questionnaire:
 - use CONTROL-F to search for a relevant term in the questionnaire
 - look for a related indicator in the indicator inventory platform
- **Ask:** Is it essential to collect this information through the HHFA?
- Define the **indicator**



Adding a question



Adding a question

- A question is added by **inserting a new row** into the paper (WORD) questionnaire

R_C	1712	Have you or any provider(s) of rehabilitation services received training on assessment or treatment for rehabilitation needs of patients in the past 2 years?	YES 1 NO.....2
<u>RC</u>	<u>XY 18</u>	<u>Does this facility have a Disability Medical Assessment and Categorization team</u>	<u>YES 1</u> <u>NO.....2</u>

- **Indicator** = % of facilities with a Disability Medical Assessment and Categorization team
- **Denominator** = all facilities



Adding a question



Adding a question: numbering



When a new question is added, a **country-specific question number** is assigned:

- starts with the country **ISO 2 code**
- e.g. Ghana: GH_06, Kenya: KE_16



Adding a question



Adding a question: numbering



Country-specific numbering:

- starts with “_01” for the first new question
- continues consecutively throughout the questionnaire
- e.g. XY_01, XY_02, etc.



Adding a question



Adding a question: numbering

- When a new main question will contain sub-questions under it, it is numbered with the ISO 2 code, followed by the country specific number
- **Main question: XY_34**
 - Sub-questions under XY_34:
 - XY_34_01
 - XY_34_02



Adding a question



Adding a question: numbering

New country-specific **main** question

New country-specific sub-questions

R_C	1706	Does this facility offer any rehabilitative care or physiotherapy services?	YES 1 NO.....2			→Q1713
<u>R_C</u>	<u>XY 17</u>	<u>Which of the following rehabilitative services are offered?</u>	<u>YES</u>	<u>NO</u>		
	<u>XY 17 01</u>	<u>Physiotherapy</u>	<u>1</u>	<u>2</u>		
	<u>XY 17 02</u>	<u>Occupational therapy</u>	<u>1</u>	<u>2</u>		
	<u>XY 17 03</u>	<u>Orthopaedic technology</u>	<u>1</u>	<u>2</u>		



Adding a question



Adding a question: numbering

Existing HHFA main question

**New country- specific sub-question
under HHFA main question**

<u>R_C</u>	<u>XY 26</u>	<u>Are any patient education materials about malaria available in this service site today?</u> <u>IF YES, ASK: May I see the materials?</u>	<u>YES, OBSERVED 1</u> <u>YES, REPORTED, NOT SEEN 2</u> <u>NO 3</u>		
R_C	1408	In the past 2 years, have you or any provider(s) of malaria services received any training in:	YES	NO	
R_C	01	Malaria diagnosis with RDTs	1	2	
R_C	02	Malaria treatment	1	2	
<u>R_C</u>	<u>XY 27</u>	<u>Malaria diagnosis with microscopy</u>	<u>1</u>	<u>2</u>	

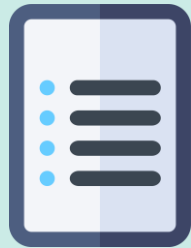


Adding a question



Adding a question: response options

Does a question require a **single** answer or **multiple** answers?



Single answer



Multiple answers



Adding a question



Adding a question: response options

R_C	1400	Does this facility offer diagnosis and/or treatment of malaria?	YES 1 NO.....2	→Q1409
R_C	i1401	ASK TO BE SHOWN THE LOCATION IN THE FACILITY WHERE OUTPATIENT MALARIA SERVICES ARE PROVIDED. FIND THE PERSON MOST KNOWLEDGEABLE ABOUT MALARIA SERVICES IN THE FACILITY. INTRODUCE YOURSELF, EXPLAIN THE PURPOSE OF THE SURVEY AND ASK THE FOLLOWING QUESTIONS.		
R_C	1402	Does this facility have any formal systems for linking with community health workers (CHWs) for malaria services?	YES 1 NO.....2	
R_C	XY 35	<u>What kinds of malaria services are offered by CHWs linked with this facility?</u>	<u>Diagnosis and treatment.....1</u> <u>Behaviour change communication.....2</u> <u>Social mobilization during malaria campaigns.....3</u> <u>Testing during commemoration events.....4</u>	



Adding a question



Adding a question: response options

R_C	i1401	ASK TO BE SHOWN THE LOCATION IN THE FACILITY WHERE OUTPATIENT MALARIA SERVICES ARE PROVIDED. FIND THE PERSON MOST KNOWLEDGEABLE ABOUT MALARIA SERVICES IN THE FACILITY. INTRODUCE YOURSELF, EXPLAIN THE PURPOSE OF THE SURVEY AND ASK THE FOLLOWING QUESTIONS.			
R_C	1402	Does this facility have any formal systems for linking with community health workers (CHWs) for malaria services?	YES 1 NO.....2		
<u>R_C</u>	<u>XY 35</u>	<u>Which of the following malaria services are offered by CHWs linked with this facility?</u>	<u>YES</u>	<u>NO</u>	
<u>R_C</u>	<u>XY 35 01</u>	<u>Diagnosis and treatment</u>	<u>1</u>	<u>2</u>	
<u>R_C</u>	<u>XY 35 02</u>	<u>Behaviour change communication</u>	<u>1</u>	<u>2</u>	
<u>R_C</u>	<u>XY 35 03</u>	<u>Social mobilization during malaria campaigns</u>	<u>1</u>	<u>2</u>	
<u>R_C</u>	<u>XY 35 04</u>	<u>Testing during commemoration events</u>	<u>1</u>	<u>2</u>	



Adding a question



Adding a question: check the skips

R_C	i1401	ASK TO BE SHOWN THE LOCATION IN THE FACILITY WHERE OUTPATIENT MALARIA SERVICES ARE PROVIDED. FIND THE PERSON MOST KNOWLEDGEABLE ABOUT MALARIA SERVICES IN THE FACILITY. INTRODUCE YOURSELF, EXPLAIN THE PURPOSE OF THE SURVEY AND ASK THE FOLLOWING QUESTIONS.			
R_C	1402	Does this facility have any formal systems for linking with community health workers (CHWs) for malaria services?	YES 1 NO.....2		
<u>R_C</u>	<u>XY_35</u>	<u>Which of the following malaria services are offered by CHWs linked with this facility?</u>	<u>YES</u>	<u>NO</u>	
<u>R_C</u>	<u>XY_35_01</u>	<u>Diagnosis and treatment</u>	<u>1</u>	<u>2</u>	
<u>R_C</u>	<u>XY_35_02</u>	<u>Behaviour change communication</u>	<u>1</u>	<u>2</u>	
<u>R_C</u>	<u>XY_35_03</u>	<u>Social mobilization during malaria campaigns</u>	<u>1</u>	<u>2</u>	
<u>R_C</u>	<u>XY_35_04</u>	<u>Testing during commemoration events</u>	<u>1</u>	<u>2</u>	
R_C	1403	Do providers in this facility diagnose malaria?	YES 1 NO.....2		→Q1405



Adding a question



Adding a question: check the skips

- Avoid adding a new question after the last question of a section

		23.3.2. SUPPORT FOR QUALITY SERVICES			
R_C	i2328	I would like to know if the following guidelines are available in this service site today.			
R_C	2329	For each guideline that I ask about, please show it to me.	OBSERVED	REPORTED, NOT SEEN	NOT AVAILABLE
R_C	01	National VMMC guidelines [COUNTRY ADAPT – NAME OF DOCUMENT AND VERSION]	1	2	3
R_C	02	Any other VMMC guidelines	1	2	3
R_C	2330	Have you or any provider(s) of VMMC received any training in VMMC in the past 2 years?	YES.....1 NO 2		



Module	No.	Question	Result	Skip
		24. TUBERCULOSIS (TB) SERVICES		
		24.1. SERVICE AVAILABILITY		
R_C	2400	Does this facility provide any services for tuberculosis? This includes case detection, diagnosis, prescribing treatment, patient clinical follow-up, patient follow-up for treatment adherence, and/or periodic resupply of individual patient medicines.	YES 1 NO 2	➔END OF SECTION

Do not add a new question here





Summary

- To delete a question, delete the entire row in Track Changes
- Do not re-use the number of the deleted question or re-number subsequent questions
- To add a question, insert a new row in Track Changes
- For new questions, use the country-specific numbering system with the ISO 2 code
- For new response options, use a list for a single response
- For new response options, use a table for multiple responses
- After deleting or adding a question, check the skip patterns



You have now completed Unit 2.

In the next unit, we will look at how to modify HHFA questions.

First, try the practice exercise.