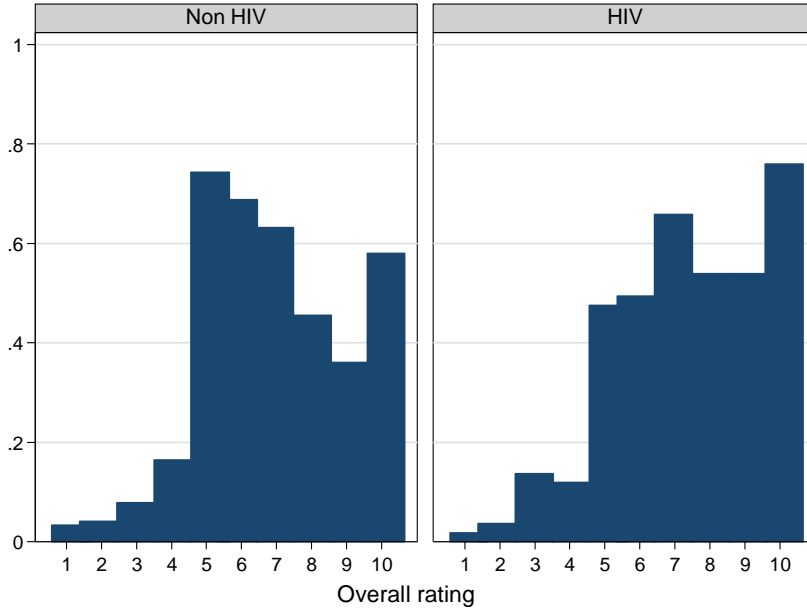
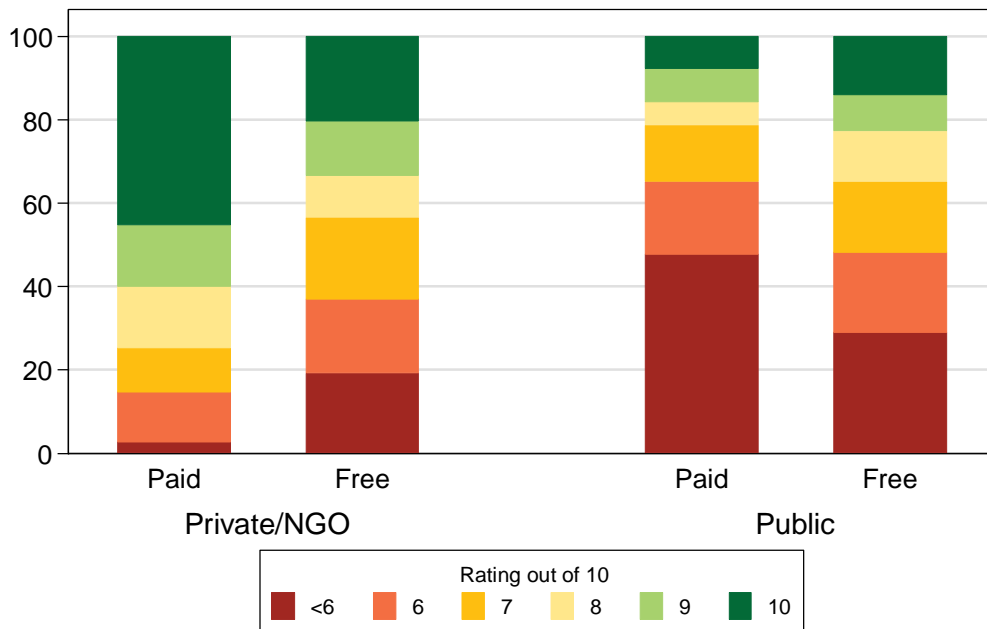


## Appendix

**Appendix Figure 1: Distribution of overall facility ratings, out of 10**



**Appendix Figure 2: Distribution of overall satisfaction among non-HIV patients stratified by facility management and whether the patient paid medical fees**



**Appendix Table 1: Comparison of sample characteristics to Zambian national characteristics**

	<b>Study sample</b>	<b>National</b>	<b>National source</b>
<b>Health facilities</b>			
N	104	1,958	
Facility type			
Hospital	21 (20.2%)	111 (5.7%)	
Urban HC	31 (29.8%)	409 (20.8%)	
Rural HC	45 (43.27%)	1,131 (58.8%)	Zambian health facility roster [1]
Health Post	7 (6.7%)	307 (15.7%)	
Ownership			
Public (GRZ)	84 (81%)	1592 (81.3%)	
Mission/NGO	10 (9.6%)	116 (5.9%)	
Private	10 (9.6%)	250 (12.8%)	
<b>Population</b>			
N	2,528	13,092,666	Zambia 2010 Census of Population and Housing [2]
% male	32.5%	49.3%	
HIV indicator	16.3% were seeking HIV care	13.3% prevalence for adults 15-49	2013-14 Demographic and Health Survey [3]

**Appendix Table 2: Factor analysis of perceived quality questions**

Domain	Specific questions	Components				
		1	2	3	4	5
Health personnel practices and conduct	Compassion and support	0.2594	-0.3282	0.1379	0.0098	-0.0218
	Respect	0.2552	-0.3274	0.1871	-0.0442	-0.0052
	Reception	0.2588	-0.3042	0.2153	-0.004	-0.0262
	Honesty	0.2585	-0.2735	0.064	0.0309	0.0167
	Clinical examination	0.2634	-0.1831	-0.0216	-0.014	0.0682
	Privacy	0.2375	-0.2237	-0.0326	0.0263	0.0294
	Involvement in decision making	0.2199	-0.1498	0.1427	-0.0314	-0.0216
Adequacy of resources and services	Medical equipment adequacy	0.1754	0.1933	0.0148	-0.4075	0.3361
	Facility cleanliness	0.1971	0.25	0.1831	-0.2906	0.2524
	Facility spaciousness	0.1841	0.3024	0.3009	-0.2539	0.1881
	Drug availability	0.2432	0.2113	-0.0684	-0.1519	0.1224
Healthcare delivery	Good diagnosis	0.2602	0.092	-0.3147	0.0427	-0.0431
	Prescription of good drugs	0.2689	0.0988	-0.3198	0.0215	-0.0953
	Drug quality	0.2566	0.1068	-0.3552	0.0639	-0.1233
	Treatment effectiveness	0.2399	0.0853	-0.4139	0.038	-0.0249
Accessibility of care	Hours of operation	0.1886	0.2029	0.0402	0.1895	-0.0081
	Ease of obtaining drugs	0.233	0.17	-0.016	0.2301	-0.1608
	Distance to health facility	0.1377	0.2686	0.3321	0.3717	-0.2472
	Wait time	0.1566	0.3068	0.3598	0.2936	-0.1428
Cost of care	Cost of care	-0.0177	-0.0496	-0.0658	0.5797	0.7946

**Appendix Table 3a: Ordered logistic regression results examining demographic and facility-level factors as predictors of overall patient satisfaction, stratified by whether the respondent was a patient or attendant**

	Patient	Attendant
Age	1.00 [0.99,1.01]	0.99 [0.97,1.01]
Education of respondent (ref: None)	0.86 [0.54,1.38]	0.89 [0.60,1.32]
Primary		
Post primary	0.76 [0.47,1.28]	0.60* [0.37,0.96]
Self-rated very good or excellent health	1.25 [0.94,1.65]	1.21 [0.78,1.88]
Ethnicity (ref: Other)		
Tonga	0.87 [0.63,1.19]	0.74 [0.50,1.10]
Chewa Nyanja	0.81 [0.56,1.17]	0.46 [0.21,1.00]
Male respondent	0.98 [0.80,1.21]	1.30 [0.82,2.05]
MOH managed (ref: Private/NGO)	0.35** [0.16,0.75]	0.96 [0.25,3.70]
Rural (ref: Urban)	0.36*** [0.20,0.63]	0.59 [0.25,1.39]
Hospital (ref: Health center or post)	1.68 [0.86,3.28]	3.20 [0.98,10.42]
Traveled an hour or more	0.79 [0.61,1.02]	0.84 [0.56,1.26]
Waited an hour or more	0.79 [0.59,1.05]	1.12 [0.72,1.75]
Saw doctor or CO (ref: Nurse/other)	0.84 [0.54,1.29]	0.94 [0.42,2.09]
HIV visit	1.48* [1.02,2.13]	0.85 [0.39,1.85]
N	1675	650

**Appendix Table 3b: Ordered logistic regression results examining demographic and facility-level factors as predictors of overall patient satisfaction, stratified by hospitals vs. health centers/posts**

	Hospitals	Health centers/posts
Age	1 [0.99,1.01]	1.00 [0.99,1.01]
Male respondent	0.76 [0.48,1.22]	1.12 [0.92,1.38]
Education of respondent (ref: None)		
Primary	0.65 [0.23,1.85]	0.82 [0.60,1.13]
Post primary	0.75 [0.27,2.07]	0.65* [0.46,0.92]
Self-rated very good or excellent health	1.26 [0.84,1.88]	1.20 [0.92,1.56]
Ethnicity (ref: Other)		
Tonga	0.82 [0.50,1.35]	0.83 [0.67,1.02]
Chewa Nyanja	0.67 [0.20,2.18]	0.83 [0.64,1.07]
Patient respondent	1.08 [0.63,1.83]	0.88 [0.67,1.14]
MOH managed (ref: Private/NGO)	2.42* [1.09,5.37]	0.24*** [0.13,0.42]
Rural (ref: Urban)	0.090*** [0.06,0.14]	1.14 [0.52,2.50]
Traveled an hour or more	0.93 [0.56,1.56]	0.81* [0.66,0.99]
Waited an hour or more	0.30*** [0.20,0.44]	0.97 [0.70,1.34]
Saw doctor or CO (ref: Nurse/other)	0.95 [0.46,1.95]	0.78 [0.54,1.13]
HIV visit	1.29 [0.84,1.96]	1.23 [0.89,1.71]
N	501	1824

**Appendix Table 3c: Ordered logistic regression results examining demographic and facility-level factors as predictors of overall patient satisfaction, stratified by rural vs. urban facility location**

	Rural		Urban	
Age	1.00	[0.99,1.01]	1.00	[0.99,1.01]
Male respondent	1.03	[0.82,1.29]	1.12	[0.83,1.50]
Education of respondent (ref: None)				
Primary	0.79	[0.56,1.13]	0.71	[0.39,1.29]
Post primary	0.72	[0.48,1.09]	0.56*	[0.33,0.95]
Self-rated very good or excellent health	1.20	[0.91,1.59]	1.62**	[1.21,2.17]
Ethnicity (ref: Other)				
Tonga	0.67*	[0.49,0.93]	0.97	[0.74,1.29]
Chewa Nyanja	0.92	[0.66,1.29]	0.86	[0.56,1.31]
Patient respondent	0.78	[0.55,1.10]	0.99	[0.72,1.35]
MOH managed (ref: Private/NGO)	0.17***	[0.08,0.35]	0.86	[0.64,1.16]
Hospital (ref: Health center or post)	0.18***	[0.10,0.34]	16.84***	[10.70,26.51]
Traveled an hour or more	0.81	[0.63,1.04]	0.86	[0.64,1.16]
Waited an hour or more	1.01	[0.76,1.34]	0.63***	[0.51,0.79]
Saw doctor or CO (ref: Nurse/other)	0.82	[0.57,1.17]	0.83	[0.59,1.18]
HIV visit	1.27	[0.88,1.81]	1.23	[0.85,1.77]
N	1188		1137	

**Appendix Table 3d: Ordered logistic regression results examining demographic and facility-level factors as predictors of overall patient satisfaction, stratified by public vs. NGO/Private management**

	Public	NGO/Private
Age	1.00 [0.99,1.01]	0.99 [0.98,1.01]
Male respondent	1.06 [0.86,1.29]	1.12 [0.76,1.64]
Education of respondent (ref: None)		
Primary	0.89 [0.65,1.22]	0.65 [0.24,1.73]
Post primary	0.69* [0.49,0.97]	0.77 [0.24,2.49]
Self-rated very good or excellent health	1.07 [0.82,1.38]	1.71* [1.05,2.78]
Ethnicity (ref: Other)		
Tonga	0.82 [0.53,1.25]	0.81 [0.50,1.29]
Chewa Nyanja	0.92 [0.69,1.22]	0.56* [0.35,0.90]
Patient respondent	0.86 [0.65,1.13]	0.95 [0.57,1.60]
Hospital (ref: Health center or post)	3.45*** [1.99,5.97]	2.21** [1.35,3.60]
Rural (ref: Urban)	0.39*** [0.26,0.58]	0.072*** [0.04,0.13]
Traveled an hour or more	0.80 [0.61,1.05]	0.80 [0.48,1.33]
Waited an hour or more	0.80 [0.62,1.05]	0.40*** [0.29,0.55]
Saw doctor or CO (ref: Nurse/other)	0.76 [0.53,1.08]	1.16 [0.76,1.77]
HIV visit	1.34* [1.01,1.77]	0.79 [0.37,1.68]
N	1864	461

**Appendix Table 4: Distribution and means of ratings by facility grouping, and p-values from Chi-squared and ANOVA tests for independence**

<b>Non-HIV Patients</b>	Public Urban Hospital	Public Urban Hospital	Public Rural Hospital	Public Rural Center/post	Private/NGO Urban Center/post	Private/NGO Urban Center/post	Private/NGO Rural Center/post	Private/NGO Rural Center/post	P-value (Chi sq)	P-value (ANOVA)
<b>Overall rating</b>										
<=5	7	191	28	312	20	25	11	0	0.00	0.00
6	7	104	7	211	9	10	34	3		
7	16	80	2	190	21	10	23	12		
8	14	67	2	118	21	20	8	5		
9	14	60	1	79	16	23	7	2		
10	40	85	2	111	48	39	0	0		
Mean (0-10)	8.38	6.80	4.79	6.65	7.94	7.61	6.52	7.27		
<b>Compassion</b>										
Very bad	0	7	0	2	2	1	1	0	0.00	0.00
Bad	2	17	4	43	2	0	1	0		
Moderate	12	88	21	166	17	12	8	2		
Good	54	323	16	566	45	48	59	20		
Very good	29	147	1	242	69	66	14	0		
Mean (1-5)	4.13	4.01	3.33	3.98	4.31	4.40	4.01	3.91		
<b>Respect</b>										
Very bad	0	4	0	4	2	0	1	0	0.00	0.00
Bad	1	21	7	38	4	0	1	0		
Moderate	13	83	13	121	7	9	8	4		
Good	59	306	20	579	47	48	52	16		
Very good	25	168	2	278	75	70	21	2		
Mean (1-5)	4.10	4.05	3.40	4.07	4.40	4.48	4.10	3.91		
<b>Reception</b>										
Very bad	0	4	2	4	1	0	1	0	0.00	0.00
Bad	2	22	13	56	5	0	1	2		
Moderate	11	85	13	118	15	11	8	11		
Good	57	325	12	540	50	54	53	9		



Very good	28	145	2	302	64	62	20	0		
Mean (1-5)	4.13	4.01	2.98	4.06	4.27	4.40	4.08	3.32		
<b>Honest</b>										
Very bad	0	2	0	7	0	0	0	0		
Bad	2	17	3	36	2	1	2	0		
Moderate	10	74	12	118	18	12	6	2	0.00	0.00
Good	61	324	18	560	46	54	55	16		
Very good	25	164	9	284	68	60	20	4		
Mean (1-5)	4.11	4.09	3.79	4.07	4.34	4.36	4.12	4.09		
<b>Exam</b>										
Very bad	0	2	0	4	0	0	0	0		
Bad	4	20	2	50	3	4	1	0		
Moderate	10	93	17	170	14	16	10	2	0.00	0.00
Good	60	323	17	551	48	57	53	10		
Very good	24	134	6	233	70	50	19	10		
Mean (1-5)	4.06	3.99	3.64	3.95	4.37	4.20	4.08	4.36		
<b>Privacy</b>										
Very bad	0	4	1	3	1	0	0	0		
Bad	5	9	2	30	3	2	1	0		
Moderate	9	71	10	127	7	20	11	1	0.00	0.00
Good	54	320	14	486	43	48	51	9		
Very good	30	175	14	366	81	56	20	12		
Mean (1-5)	4.11	4.13	3.93	4.17	4.48	4.25	4.08	4.50		
<b>Involvement</b>										
Very bad	0	10	4	26	1	0	1	0		
Bad	7	30	17	98	18	8	2	7		
Moderate	18	163	7	219	19	28	19	10	0.00	0.00
Good	61	218	8	462	32	55	46	4		
Very good	11	113	4	173	65	36	15	0		
Mean (1-5)	3.78	3.74	2.78	3.67	4.05	3.94	3.87	2.86		
<b>Equipment</b>										
Very bad	0	49	0	99	1	5	1	0	0.00	0.00

Bad	4	73	5	270	4	7	3	0		
Moderate	16	219	19	291	19	45	47	2		
Good	62	187	14	247	41	30	27	17		
Very good	14	34	4	70	68	37	0	3		
Mean (1-5)	3.90	3.15	3.40	2.92	4.29	3.70	3.28	4.05		
<b>Clean</b>										
Very bad	0	27	7	22	0	1	0	0		
Bad	8	82	19	94	11	2	1	0		
Moderate	17	205	11	332	11	14	36	1	0.00	0.00
Good	43	212	3	451	33	43	40	14		
Very good	30	59	2	120	80	67	6	7		
Mean (1-5)	3.97	3.33	2.38	3.54	4.35	4.36	3.61	4.27		
<b>Space</b>										
Very bad	1	58	4	93	0	1	1	0		
Bad	13	132	22	229	5	4	11	0		
Moderate	13	190	12	291	19	13	39	6	0.00	0.00
Good	42	152	3	302	41	58	29	15		
Very good	29	52	1	103	70	51	3	1		
Mean (1-5)	3.87	3.01	2.40	3.09	4.30	4.21	3.27	3.77		
<b>Drug adq</b>										
Very bad	1	14	1	30	1	0	1	0		
Bad	4	48	9	105	7	4	0	0		
Moderate	13	185	21	365	9	18	44	5	0.00	0.00
Good	55	260	8	352	38	48	32	16		
Very good	24	66	3	145	74	57	6	1		
Mean (1-5)	4.00	3.55	3.07	3.48	4.37	4.24	3.51	3.82		
<b>Diagnosis</b>										
Very bad	0	5	0	6	0	0	0	0		
Bad	1	13	1	44	2	0	1	0		
Moderate	11	116	14	182	26	20	7	1	0.00	0.00
Good	68	340	21	590	51	51	53	14		
Very good	17	107	5	189	56	55	22	7		

Mean (1-5)	4.04	3.91	3.73	3.90	4.19	4.28	4.16	4.27		
<b>Drug prescribed</b>										
Very bad	0	3	1	9	1	0	1	0		
Bad	2	17	0	43	3	0	0	0		
Moderate	10	97	12	176	13	20	6	2	0.00	0.00
Good	72	352	25	579	55	55	50	18		
Very good	14	113	4	208	63	52	26	2		
Mean (1-5)	4.00	3.95	3.74	3.92	4.30	4.25	4.20	4.00		
<b>Drug Q</b>										
Very bad	0	4	0	6	0	0	1	0		
Bad	1	15	0	38	0	1	0	0		
Moderate	14	95	9	153	10	14	6	3	0.00	0.00
Good	68	358	20	585	55	47	55	16		
Very good	15	112	12	226	70	64	21	3		
Mean (1-5)	3.99	3.96	4.07	3.98	4.44	4.38	4.14	4.00		
<b>Treatment</b>										
Very bad	0	3	1	5	1	1	0	0		
Bad	2	18	1	34	0	0	2	0		
Moderate	13	99	4	156	14	16	12	1	0.00	0.00
Good	68	347	15	569	60	52	52	10		
Very good	15	101	19	244	59	57	17	11		
Mean (1-5)	3.98	3.92	4.25	4.00	4.31	4.30	4.01	4.45		
<b>Hours</b>										
Very bad	0	10	1	26	0	1	0	0		
Bad	2	50	7	113	8	8	1	0		
Moderate	10	151	22	224	24	21	14	3	0.00	0.00
Good	52	281	10	456	47	51	49	19		
Very good	34	88	1	192	56	46	19	0		
Mean (1-5)	4.20	3.67	3.07	3.67	4.12	4.05	4.04	3.86		
<b>Cost</b>										
Very bad	0	3	0	1	3	0	0	0	0.00	0.00

Bad	2	2	1	0	5	3	3	0		
Moderate	3	24	0	10	8	14	4	1		
Good	4	44	0	23	30	14	7	1		
Very good	87	503	37	958	87	95	69	10		
Mean (1-5)	4.83	4.81	4.92	4.95	4.45	4.60	4.71	4.75		
<b>Drugs</b>										
Very bad	0	11	1	14	0	0	0	0		
Bad	4	16	6	44	2	4	2	1		
Moderate	12	127	23	208	12	16	20	4	0.00	0.00
Good	54	332	6	441	47	46	37	17		
Very good	28	94	6	310	73	60	24	0		
Mean (1-5)	4.08	3.83	3.24	3.97	4.43	4.29	4.00	3.73		
<b>Distance</b>										
Very bad	0	17	9	77	3	1	6	8		
Bad	12	55	18	195	17	0	15	8		
Moderate	15	150	9	262	30	21	23	4	0.00	0.00
Good	55	278	6	310	52	70	28	1		
Very good	15	85	0	166	33	34	11	1		
Mean (1-5)	3.75	3.61	2.29	3.29	3.70	4.08	3.28	2.05		
<b>Wait</b>										
Very bad	1	33	8	99	2	1	4	0		
Bad	13	85	13	173	25	3	12	3		
Moderate	30	235	17	253	26	20	32	16	0.00	0.00
Good	39	173	4	336	43	61	24	3		
Very good	15	61	0	142	39	41	11	0		
Mean (1-5)	3.55	3.25	2.40	3.25	3.68	4.10	3.31	3.00		

<b>HIV Patients</b>	Public	Public	Public	Public	Private/NGO	Private/NGO	Private/NGO	Private/NGO	P-value (Chi sqr)	P-value (ANOVA)
	Urban Hospital	Urban Hospital	Rural Hospital	Rural Center/post	Urban Center/post	Urban Center/post	Rural Center/post	Rural Center/post		
<b>Overall rating</b>										
<=5	6	12	23	27	14	3	1	0	0.00	0.00
6	4	9	7	25	1	4	4	0		
7	6	13	9	27	3	7	3	4		
8	1	17	4	9	5	13	7	3		
9	12	9	4	7	5	21	1	0		
10	34	28	1	2	4	13	0	1		
Mean (0-10)	8.75	7.93	5.69	6.38	6.25	8.36	7.19	7.75		
<b>Compassion</b>										
Very bad	0	2	2	0	0	0	0	0	0.00	0.00
Bad	2	5	8	1	3	0	0	0		
Moderate	5	16	6	13	6	1	2	0		
Good	34	45	12	55	12	34	5	6		
Very good	22	20	20	28	11	26	9	2		
Mean (1-5)	4.21	3.86	3.83	4.13	3.97	4.41	4.44	4.25		
<b>Respect</b>										
Very bad	0	0	0	0	0	0	0	0	0.00	0.00
Bad	4	4	10	1	2	0	0	0		
Moderate	4	12	8	9	4	1	1	0		
Good	38	50	12	51	13	33	7	4		
Very good	17	22	18	36	13	27	8	4		
Mean (1-5)	4.08	4.02	3.79	4.26	4.16	4.43	4.44	4.50		
<b>Reception</b>										
Very bad	0	0	1	0	0	0	0	0	0.00	0.00
Bad	2	2	13	4	7	0	0	0		
Moderate	5	12	7	14	6	1	1	3		
Good	38	52	9	46	8	33	6	5		
Very good	18	22	18	33	11	27	9	0		
Mean (1-5)	4.14	4.07	3.63	4.11	3.72	4.43	4.50	3.63		

**Honest**

Very bad	0	1	0	0	0	0	0	0		
Bad	1	2	6	0	5	0	0	0		
Moderate	8	12	10	11	4	2	1	0	0.00	0.00
Good	35	50	13	50	13	34	5	6		
Very good	17	23	19	35	10	25	10	2		
Mean (1-5)	4.11	4.05	3.94	4.25	3.88	4.38	4.56	4.25		

**Exam**

Very bad	0	2	0	0	0	0	0	0		
Bad	1	3	5	1	5	0	0	0		
Moderate	8	9	6	24	7	2	2	1	0.00	0.03
Good	33	45	16	55	10	38	6	6		
Very good	18	29	21	17	10	21	5	1		
Mean (1-5)	4.13	4.09	4.10	3.91	3.78	4.31	4.23	4.00		

**Privacy**

Very bad	0	1	0	0	0	0	0	0		
Bad	1	3	5	2	3	0	0	0		
Moderate	6	5	7	11	5	3	1	3	0.03	0.52
Good	35	52	12	48	13	38	6	3		
Very good	21	27	23	36	11	20	7	2		
Mean (1-5)	4.21	4.15	4.13	4.22	4.00	4.28	4.43	3.88		

**Involvement**

Very bad	0	3	4	6	2	0	1	0		
Bad	2	8	13	15	10	1	0	2		
Moderate	11	24	4	29	3	8	2	5	0.00	0.00
Good	40	35	7	38	7	39	4	0		
Very good	10	16	18	8	10	13	9	0		
Mean (1-5)	3.92	3.62	3.48	3.28	3.41	4.05	4.25	2.71		

**Equipment**

Very bad	0	7	1	6	0	7	0	0		
Bad	4	8	3	25	3	2	2	0	0.00	0.00
Moderate	9	35	15	28	3	15	9	0		

Good	36	32	15	29	15	21	4	8		
Very good	4	3	14	7	11	15	0	0		
Mean (1-5)	3.75	3.19	3.79	3.06	4.06	3.58	3.13	4.00		
<b>Clean</b>										
Very bad	1	2	5	0	3	0	0	0		
Bad	6	9	15	9	5	0	1	0		
Moderate	16	43	13	37	4	20	9	0	0.00	0.00
Good	35	30	8	41	11	23	6	6		
Very good	5	4	7	10	9	18	0	2		
Mean (1-5)	3.59	3.28	2.94	3.54	3.56	3.97	3.31	4.25		
<b>Space</b>										
Very bad	5	4	7	4	2	0	1	0		
Bad	11	14	18	23	7	0	7	0		
Moderate	8	37	12	27	6	6	5	3	0.00	0.00
Good	31	26	9	35	7	36	3	5		
Very good	6	7	1	8	10	19	0	0		
Mean (1-5)	3.36	3.20	2.55	3.21	3.50	4.21	2.63	3.63		
<b>Drug adq</b>										
Very bad	1	2	1	1	1	0	0	0		
Bad	2	2	6	10	6	0	1	0		
Moderate	18	18	10	35	3	1	6	5	0.00	0.00
Good	35	47	7	33	10	37	4	3		
Very good	6	19	23	15	12	23	5	0		
Mean (1-5)	3.69	3.90	3.96	3.54	3.81	4.36	3.81	3.38		
<b>Diagnosis</b>										
Very bad	0	1	0	0	0	0	0	0		
Bad	0	2	0	3	2	1	0	0		
Moderate	5	14	9	25	6	0	2	0	0.00	0.00
Good	51	46	15	50	12	32	6	4		
Very good	7	25	24	19	12	28	8	4		
Mean (1-5)	4.03	4.05	4.31	3.88	4.06	4.43	4.38	4.50		
<b>Drug</b>										

**prescribed**

Very bad	0	0	0	0	0	0	0	0		
Bad	0	0	0	0	4	0	0	0		
Moderate	4	12	13	24	4	2	1	1	0.00	0.00
Good	47	53	12	53	12	32	5	5		
Very good	12	21	22	20	12	27	10	2		
Mean (1-5)	4.13	4.10	4.19	3.96	4.00	4.41	4.56	4.13		

**Drug Q**

Very bad	0	0	0	0	0	0	0	0		
Bad	1	2	0	2	0	0	0	0		
Moderate	6	7	8	15	7	1	1	1	0.00	0.00
Good	42	54	17	54	12	31	6	2		
Very good	11	24	22	25	13	29	9	5		
Mean (1-5)	4.05	4.15	4.30	4.06	4.19	4.46	4.50	4.50		

**Treatment**

Very bad	0	0	0	0	0	0	0	0		
Bad	1	5	0	1	0	0	1	0		
Moderate	6	10	5	17	3	1	1	1	0.00	0.01
Good	41	46	16	44	15	35	5	1		
Very good	15	25	26	33	14	25	9	6		
Mean (1-5)	4.11	4.06	4.45	4.15	4.34	4.39	4.38	4.63		

**Hours**

Very bad	2	2	1	0	0	0	0	0		
Bad	2	9	10	10	4	0	0	0		
Moderate	15	18	22	18	5	4	2	1	0.00	0.00
Good	35	41	10	53	15	37	5	7		
Very good	9	18	5	16	8	20	9	0		
Mean (1-5)	3.75	3.73	3.17	3.77	3.84	4.26	4.44	3.88		

**Cost**

Very bad	0	0	0	0	0	0	0	0		
Bad	0	0	0	0	0	0	0	0	0.67	0.60
Moderate	0	1	0	1	0	1	1	0		



Good	0	2	0	1	1	0	0	0		
Very good	63	85	45	95	30	59	15	5		
Mean (1-5)	5.00	4.95	5.00	4.97	4.97	4.97	4.88	5.00		
<b>Drugs</b>										
Very bad	1	0	2	0	1	0	0	0		
Bad	3	2	1	4	3	0	2	0		
Moderate	11	10	14	23	6	2	3	1	0.00	0.01
Good	38	51	10	46	10	35	6	6		
Very good	10	24	20	24	12	24	4	1		
Mean (1-5)	3.84	4.11	3.96	3.93	3.91	4.36	3.80	4.00		
<b>Distance</b>										
Very bad	5	1	7	9	5	0	3	0		
Bad	5	11	17	22	13	1	4	6		
Moderate	17	19	14	23	6	13	4	1	0.00	0.00
Good	30	46	8	31	7	33	3	1		
Very good	6	11	1	12	1	14	2	0		
Mean (1-5)	3.43	3.63	2.55	3.15	2.56	3.98	2.81	2.38		
<b>Wait</b>										
Very bad	12	8	15	9	5	0	6	0		
Bad	11	16	14	20	14	1	0	2		
Moderate	17	32	11	30	5	15	6	6	0.00	0.00
Good	18	24	8	33	7	38	4	0		
Very good	5	8	0	5	1	7	0	0		
Mean (1-5)	2.89	3.09	2.25	3.05	2.53	3.84	2.50	2.75		

## Appendix References

1. Republic of Zambia Ministry of Health: *The 2012 List of Health Facilities in Zambia*. 2013.
2. Republic of Zambia Central Statistical Office: *Zambia 2010 Census of Population and Housing*. 2011.
3. Central Statistical Office (CSO) [Zambia], Ministry of Health (MOH) [Zambia], and ICF International: *Demographic and Health Survey Zambia 2013-14*. Rockville, Maryland, USA: Central Statistical Office, Ministry of Health, and ICF International; 2014.