

USER SURVEY

Instructions for the interviewer: Interview 3 to 5 people that you find inside and outside of the health unit (in the surrounding areas, in the waiting room, at home, in the street, in the market, at the park, etc.) who are responsible for a child under 5.

GENERAL INFORMATION	
Date of interview	____/____/____ Interviewer's name: _____
Department/province:	_____ Municipality/district: _____
Health facility:	_____ Type of facility: _____
Person interviewed:	Mother () Father () Other () Explain: _____
Interview location:	Health unit () House () Street () Public area ()

	EVALUATION CRITERIA	RESPONSE			COMMENTS - OBSERVATIONS
		YES	NO	NA	
Ask	1. Do you think that vaccines are important for people's health?				
Ask	2. Do you trust all vaccines?				
	2.1. If not, why do you distrust those vaccines?				Specify.
Ask	3. Do you know which diseases can be prevented by vaccines? (Mark those mentioned).				
	3.1 Poliomyelitis				
	3.2 Measles				
	3.3 Tetanus				
	3.4 Rubella				
	3.5 Pneumonia and meningitis				
	3.6 Diphtheria				
	3.7 Tuberculosis				
	3.8 Yellow fever				
	3.9 Hepatitis B				
	3.10 Rotavirus				
	3.11 Cervical cancer				
	3.12 Other				
Ask	4. In the past year, have you heard or seen any messages about vaccination?				If the response is yes, through what type of media outlet? Mark those mentioned.
	4.1 On the radio				
	4.2 On television				
	4.3 Through loudspeaker				
	4.4 On posters or signs				
	4.5 In the health facility				
	4.6 In the newspaper				
	4.7 Other				
	5. How did you use this information?				
	5.1 Not at all				
	5.2 Sought vaccination for his or her child				
	5.3 Sought more information in the health services				
	5.4 Other				Specify.

USER SURVEY (CONTINUED)

	EVALUATION CRITERIA	RESPONSE			COMMENTS - OBSERVATIONS
		YES	NO	NA	
Verify	6. Does the individual have their child's vaccination card? Ask to see it.				If they don't have it, explain why:
Observe	6.1 Is the vaccination series up to date for the child's age?				Compare it with the national schedule.
Verify	7. Does the individual have their own vaccination card? Ask to see it.				If they don't have it, explain why:
Observe	7.1 Is the vaccination series complete for the person's age?				Compare it with national schedule.
Ask	8. Where is your child vaccinated?				
	8.1 Public health facility				
	8.2 Private health facility				
	8.3 At home (door-to-door vaccination)				
	8.4 Only during vaccination campaigns				
	8.5 Other				Specify.
	9. The last time you took your child to a health facility to be vaccinated, did they vaccinate him/her?				
	9.1 If they did not vaccinate your child, why not?				
	9.1.1 There were no vaccines/syringes				
	9.1.2 It was not the right day or during vaccination hours				
	9.1.3 The child was sick and could not be vaccinated				
	9.1.4 The health facility was closed				
	9.1.5 Other				Specify.
	9.2 If they did administer the vaccinations:				
	9.2.1 Did you have to wait long?				How much time?
	9.2.2 Were you satisfied with the care you received?				
	10. Were you given information on the vaccines that were administered to your child?				
	11. Were the reactions that you could expect from the vaccine explained to you?				
	12. Do you know what to do if your child has a reaction to a vaccine?				Ask him or her to explain the concept. If the response is correct, indicate "yes."
	13. The last time you went to the health center for reasons other than vaccination:				
	13.1 Did they ask to see your child's vaccination card?				
	13.2 Did they discuss vaccines with you?				

CONCLUSIONS AND RECOMMENDATIONS
