



## UMUSHINGA WA BIENFAIT/BIENFAIT PROJECT

### IFISHI Y'UKO IMIRYANGO Y'ABANA BAFITE UBUMUGA YANYUZWE NA SERIVISE/FEEDBACK FORM FOR FAMILIES OF CHILDREN WITH DISABILITIES

1. Agency information			
1.1. Name of the interviewer:		1.2. Date:	
2. Respondent information			
2.1. District:	2.2. Sector:	2.3. Cell:	2.4. Village:
2.4. Household size:	2.5. Respondent Gender: Male _____ Female _____	2.6. Age (estimate):	

Shyira akamenyetso  (uruziga) ku gisubizo wahisemo/Put a cycle on the chosen answer

CODE(K ODE)	IBIBAZO/Questions	Ndanyuzwe cyane/ Very Satisfied (3)	Ndanyuzwe /Satisfied	Sinyuzwe/ Dissatisfied (1)	Simbizi/Ne utral (0)
<b>I. IBIBAZO RUSANGE KU MIRYANGO Y'ABANA BAFITE UBUMUGA/ GENERAL QUESTIONS TO ALL FAMILIES WITH CHILDREN WITH DISABILITIES</b>					
1.01	Mwanyuzwe mute n'uruzinduko rw'abaganga/ikipe ya Bienfait aho mutuye/How satisfied were you by the visit of Bienfait team at your home or village?	3	2	1	0
1.02	Mwanyuzwe mute n'iyubahirizwa rwa randevu/gahunda mwahawe n'ikipe ya Bienfait yo kubasura/ How satisfied were you with respect of appointment by the Bienfait team?	3	2	1	0

1.03	<b>Mwanyuzwe mute n'uko mwubashywe n'ikipe ya bienfait yabasuye /How satisfied were you with the Bienfait staff respect at the time of visit?</b>	3	2	1	0
1.04	<b>Mwanyuzwe mute n'igihe mwamaze mutegereje ko ikipe ya bienfait ibageraho aho mutuye/How satisfied were you with the waiting time to Bienfait team visit at your home or village?</b>	3	2	1	0
1.05	<b>Mwanyuzwe mute n'impamvu mwabwiwe n'Ikipe ya Bienfait zo gutinda kubageraho/How well were you kept informed about delay of Bienfait Mobile Team?</b>	3	2	1	0
1.06	<b>Mwanyuzwe mute n'abagize ikipe yabasuye(abaganga n'abayobozi) /How satisfied were you by the visit of the Mobile Team?</b>	3	2	1	0
1.07	<b>Mwanyuzwe mute na serivise(kwitabwaho no gusubizwa) mwahawe n'abaganga/How satisfied were you with the attention and responsiveness of the Medical Mobile Team?</b>	3	2	1	0
1.08	<b>Mwanyuzwe mute n' umwanya muhabwa n' abaganga mu gihe babasuzuma/How satisfied were you with the degree to which the Medical Mobile Team took their time to listen and examine your children?</b>	3	2	1	0
1.09	<b>Mwanyuzwe mute n' ubusobanuro bujyanye n' indwara/ubumuga bw'abana banyu n' izindi nyigisho mwahawe n' abaganga/How satisfied were you with the Medical Mobile Team explanations about conditions/ disability, procedures, treatment and education about the disease given by the medical team</b>	3	2	1	0
1.10	<b>Ese ibibazo byanyu byose ku burwayi bw'abana byabashijwe gusubizwa/ where the Mobile Team able to answer all your questions?</b>	3	2	1	0
<b>II. UMUJYANAMA MU MITEKEREREZE/NURSE COUNSELOR ( Bijyanye n'isuzuma kuri serivisi z'ubujyanama mu by'imitekerereze/Concerning the evaluation of counseling service)</b>					
2.01	<b>Mwanyuzwe mute na serivise mwahawe n' umujyanama mu mitekerereze/How satisfied were you with the attention and responsiveness of the Psychologist?</b>	3	2	1	0

2.02	<b>Mwanyuzwe mute n' uburyo n'igihe mwatezwe amatwi n' umujyanama mu mitekerereze/How satisfied were you with the degree to which the Psychologist listened to you?</b>	3	2	1	0
2.03	<b>Mwanyuzwe mute n' inyigisho zijyanye no kwakira ubumuga bw'abana banyu no kubafashiriza mu miryango mwahawe n' umujyanama mu mitekerereze/How satisfied were you with education about the acceptance of your child's disability given by the Psychologist?</b>	3	2	1	0
<b>III. INSIMBURANGINGO N'INYUNGANIRANGINGO/ PROSTHETICS &amp; ORTHOTICS( Bijyanye n'isuzuma ku bijyanye n'insimburangingo n'inyunganirangingo/concerning the evaluation of P&amp;O Service)</b>					
3.01	<b>Mwanyuzwe mute na serivise mwahawe na muganga ukora inyunganirangingo n'insimbura ngingo/How satisfied were you with the services, attention and responsiveness offered by a P&amp;O?</b>	3	2	1	0
3.02	<b>Mwanyuzwe mute n' igihe mwamaze mutegereje ko abaganga baza gufata ibipimo by'abana/How satisfied were you with the waiting time for taking prosthetic and orthotics measurement?</b>	3	2	1	0
3.03	<b>Mwanyuzwe mute n'igihe mwategereje ko inyunganirangingo/ insimburangingo mwapimwe zibageraho/How satisfied were you with the waiting time for receiving your Orthosis/Prosthesis?</b>	3	2	1	0
3.04	<b>Mwanyuzwe mute n'ibisobanuro mwahawe kugihe bizafata kugirango inyunganirangingo z'abana ziboneke/ How satisfied were you by explanations given on waiting time to receive Orthosis?</b>	3	2	1	0
3.05	<b>Mwanyuzwe mute n'inyigisho mwahawe ku mikoreshereje n'umumaro wa oruteze mwahawe/ How satisfied were you by education on use and effect of Orthoses?</b>	3	2	1	0

<b>IV. PHYSIOTHERAPY/ Ubugororangingo ( concerning the evaluation of physio service )</b>					
4.0 1	<b>Mwanyuzwe mute na gahunda/randevu muhabwa na muganga wo mu bugororangingo/</b> How satisfied were you with the physiotherapy appointments?	3	2	1	0
4.0 2	<b>Mwanyuzwe mute n’igihe mumara mutegereje muganga ku muni wa randevu/</b> How satisfied were you with the physiotherapist waiting time on the appointment day?	3	2	1	0
4.0 3	<b>Mwanyuzwe mute na serivise mwahawe na muganga wo mubugororangingo /</b> How satisfied were you with the services, attention and responsiveness offered to you by a Physiotherapist?	3	2	1	0
4.0 4	<b>Mwanyuzwe mute n’inyigisho zo gufashiriza abana mu rugo mwahawe na muganga wo mu bugororangingo /</b> How satisfied were you with the home-based treatment education offered to you by the Physiotherapist staff?	3	2	1	0

**V. UBURENGANZIRA BW’UMURWAYI CYANGWA UMUGENERWABIKORWA  
/PATIENTS/BENEFICIARIES RIGHTS**

5.01	<b>Mwanyuzwe mute n’inyigisho mwahawe zijyanye n’ uburenganzira bw’ abarwayi/</b> How satisfied were you with the information given to you about patient’s rights?	3	2	1	0
5.02	<b>Mwanyuzwe mute n’ ibanga ry’ umubiri ndetse n’ indwara mwagiriwe n’ ababahaye serivise(ikipe ya Bienfait+abajyanama b’ubuzima)/</b> How satisfied were you with the privacy and confidentiality given to you by the Bienfait Team and the Community Health Workers?	3	2	1	0
5.03	<b>Mwanyuzwe mute n’uko mwubashywe n’ abakozi ba RD Rwanda/Bienfait</b> muri rusange?/ How satisfied were you with respect and dignity of RD Rwanda/ Bienfait Project Staff?	3	2	1	0

5.04	<b>Mwanyuzwe mute n'uko bakiriye ibibazo cyangwa ibitekerezo byanyu/How satisfied were you with the rights to complain or express your opinions?</b>	3	2	1	0
5.05	<b>Niba hari ikibazo mwagize cya serivise mbi mwahawe, mwanyuzwe mute n'ibisubizo babahaye n'uburyo byacyemutse /If you have had complaint; How satisfied were you with the feedback?</b>	3	2	1	0
5.06	<b>Ese mwakwishimira ko umushinga wa Bienfait ukomeza gukorera mu Murenge wanyu / Would you wish Bienfait Project to continue operating in your Sector?</b> <input type="checkbox"/> Yego/Yes <input type="checkbox"/> Oya / Non				
5.07	<b>Niba ari Yego tubwire impamvu/If Yes, can you explain?</b>	..... ..... ..... ..... .....			
5.08	<b>Niba ari Oya tubwire impamvu/If No, can you explain?</b>	..... ..... ..... .....			
5.09	<b>N'iki twakora kugira ngo serivise tubagezaho zirusheho kubanogera/What is your suggestions to improve service delivery?</b>	..... ..... ..... .....			
5.10	<b>Hari ibibazo mwumva tutavuzeho mwatubaza?Do you have any questions for us?</b>	..... ..... ..... .....			

**MURAKOZE KU BW'UMWANYA WANYU NDETSE NO KUDUSANGIZA IBITEKEREZO/THANK YOU FOR YOUR TIME AND SHARING YOUR VIEWS**