Terms of Reference

for the entity conducting

Survey on Universal Health Insurance (SUHI)

1. General information

1.1 The purpose of the survey is to gather data regarding health needs, health seeking behavior and knowledge and attitudes towards the national Universal Health Insurance Scheme (UHIS) among refugees in Egyptian governorates where this scheme has been implemented.

1.2 The data will inform UNHCR public health programming and is of vital importance for UNHCR to carry out its mandate.

1.3 The survey is household based and the number of households to be interviewed is around 1000. The average household size is 3-4 members.

1.4 The households to be interviewed originate from different countries and many will not be Arabic speakers. The most common languages spoken (apart from Arabic) are: English, Somali, Tigrinya, Amharic or Oromo.

1.5 Participation is based on consent given by the respondent before initiating the interview. The respondent has to be 18 and above and be in a position to answer questions about the health needs and health seeking behavior of all household members

1.6 The questionnaire will incorporate selected elements of the HAUS questionnaire (see separate ToR) which is based on a centrally produced standard template. It will add a specific section with questions about the UHIS.

1.7 The questionnaire contains around 100 close-ended questions, whereof many are conditional to previous answers. Some questions must be answered for each household members, while others concern the household as a whole

1.8 The length of each interview depends on the size of the household and how frequent its members have needed health services. For a household with few members and few health needs, the interview will only take a few minutes, while for a large household with many health needs the interview will take much longer. Average time per interview is 20-25 minutes

1.9 Data collection is done on an Open Data Kit system (ODK) which is an open source software for collecting, managing and using data. The mobile application used is called ODK-Collect and is an Android open source app that can be downloaded on Android hand-held devices (mobile phones, tablets, etc.). The HAUS electronic questionnaire will be hosted on an online platform called Kobo. Data files can be exported from ODK in the form of an Excel sheet

1.10 The findings of the survey are summarized in a report with a narrative accompanied by graphs and charts for visualization

1   Responsibilities of the entity

2.1 To deploy a team of enumerators with appropriate language skills, equipped with phones, mobile devices and other necessary equipment to perform the interviews

2.2 To call randomly selected numbers to households from UNHCR's database, ask for consent from those who respond and conduct the interview according to the questionnaire. Enumerators with appropriate language skills to be assigned to non-Arabic speakers

2.3 To record the answers given in the ODK-application

2.4 To keep a call log that UNHCR can access if data verification is needed

2.5 If requested by UNHCR, to produce evidence of quality assurance of survey phone calls

2.6 To manage all data confidentially and according to UNHCR data security regulations (see UNHCR checklist on data security in annex E)

2.7 To sign a data-sharing agreement with UNHCR and comply with what is stipulated within
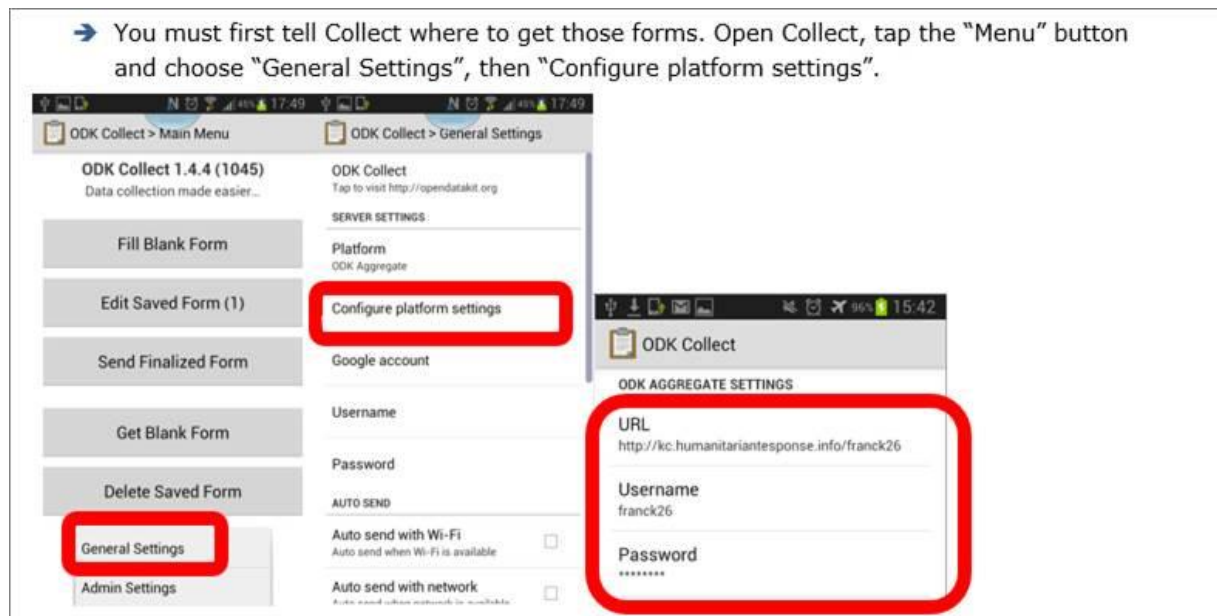
2.8 To compile all the data obtained during the interviews and share the raw data with UNHCR in an excel sheet

2.9 To undertake simple descriptive data analysis using excel and to provide a summary report of finding in the same format as the sample report attached (see annex F). A first draft of the report should be shared within 2 weeks of the finished interviews together with the raw data. The finished report to be shared within 4 weeks

2   Responsibilities of UNHCR

3.1 To review and update the HAUS questionnaire ensuring that questions and answers are available in both Arabic and English.

3.2 To upload it on the Kobo platform UNHCR and provide the entity with the URL, username and passwords enabling access for the enumerators (See below illustration how the questionnaire is accessed)

3.3 To provide the entity with a list of randomly selected households originating from different countries corresponding to the distribution in the population as a whole

3.4 The list shall contain the full name, country of origin and phone number(s) of each head of household

3.5 To account for non-responders, the list shall contain at least three times as many households as the required number of interviews

3.6 To provide a training to the enumerators on how to properly conduct the interviews and explain certain terminology and concepts