PATIENTS' RIGHTS AND CORRUPTION IN THE HEALTHCARE SYSTEM OF MONTENEGRO

CONTENTS

INTRODUCTION }

1.

Key findings of the survey:

„I do solemnly vow, to that which I value and hold most dear: That I will honor the Profession of Medicine, be just and generous to its members, and help sustain them in their service to humanity; That just as I have learned from those who preceded me, so will I instruct those who follow me in the science and the art of medicine; That I will recognize the limits of my knowledge and pursue lifelong learning to better care for the sick and to prevent illness; That I will seek the counsel of others when they are more expert so as to fulfill my obligation to those who are entrusted to my care; That I will not withdraw from my patients in their time of need; That I will lead my life and practice my art with integrity and honor, using my power wisely; That whatsoever I shall see or hear of the lives of my patients that is not fitting to be spoken, I will keep in confidence; That into whatever house I shall enter, it shall be for the good of the sick; That I will maintain this sacred trust, holding myself far aloof from wrong, from corrupting, from the tempting of others to vice; That above all else I will serve the highest interests of my patients through the practice of my science and my art; That I will be an advocate for patients in need and strive for justice in the care of the sick. I now turn to my calling, promising to preserve its finest traditions, with the reward of a long experience in the joy of healing. I make this vow freely and upon my honor."

(Hippocratic oath)
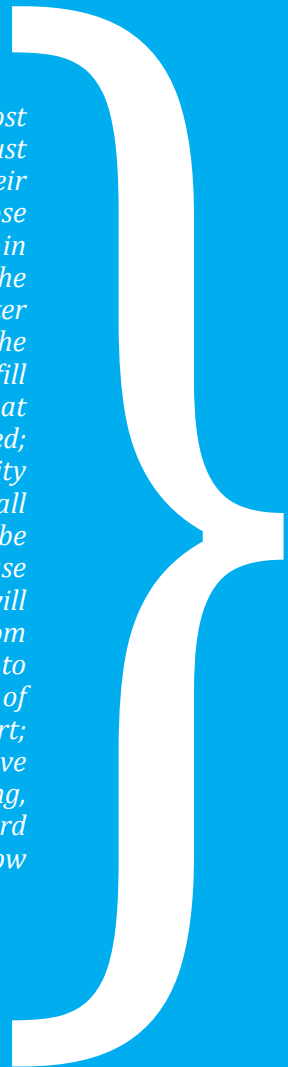
1.1. Corruption in healthcare:

43,1% interiewees considers that corruption is present in the healthcare, or present to the great extent, while only 11,5% of inteviewees considers that in this area there's no corruption.

Highest degree of corruption is perceived, accoyrding to the survey, in the relation patient/doctor.

The survey has shown that 5,1% of interviewees has, during the last year, once paid a service, which is covered by the primary health insurance, to a healthcare institution, while 2,5% interviewees has paid for the service several times during the last year.

The bribery was given, according to statements of the patients who paid for the service of a doctor in public healthcare institution (7,6% of entire population), most frequently to surgeouns gynecologists, medical technicians, and to the chosen doctor.

In cases of informal payments of the service "the tariff" was most frequently known in advance, while 23% of the interviewees who gave the bribe in the last year, estimated themselves the amount which shuld be given.

In 43,4% cases of informal payments in healthcare institution, bribery took place before the service was provided.

Motive for informal payment in public healthcare institution, most frequently listed by the patients' who gave bribery, is the need to ensure better treatment.

While 55,3% of patients who gave bribery, paid the service with the money, part of interviewees has stated that they have paid service with small gifts (21,1%).

As much as 44,4% of entire surveyed population has stated that they have at some point "gave some kind of gift"to a medical worker, even though it was not requested from them.

Out of total number of interviewees, 37% has stated that they were referred to a private clinic by the doctor, where they had to pay for the health check-up, even though they could get this examination free of charge in the public healthcare institution.

Most of the interviewees consider that small number of doctors, or only doctors in specialized fields are taking bribery in the form of money.

Reasons for occurrence of corruption in healthcare, according to the opinion of interviewees, are at the first place: 1. Low salaries of medical workers (according to 50,2% interviwees); 2. Disrespect for the professional duties (according to 29,25% interviwees); 3. Special features of our culture (according to 13,25% interviwees).

1.2. Quality of medical services:

Interviewees are stating that waiting time for some specialized examinations is concerningly long, although the most of the patients that have been examined at a specialist – have waited for this kind of examination for less than a month. In such manner 41,4% interviewees stated that they waited for less than a week for the specialist examination, while 70,8% waited for the examination less than a month. However, 7,4% interviewees has stated that they waited longer than 3 months for specialist examination. When asked for waiting time in waiting rooms for medical services, 39,3% stated that they have waited for the long time in waiting rooms, while 34% completely or partially disagree with this statement. 56,1% interviewees considers that waiting lists are long only for certain types of services.

Among the interviewees, 43,1% considers that the quality of healthcare has changed

in last two years. The number of those who consider that healthcare quality has increased (25,6%), is almost equal to a number of those who consider that the quality of medical services has decreased (23,2%).

Majority of interviewees, almost 2/3 (65,4%), claims that doctors are giving explanations to patients in a really simple and understandable manner. Each 8 person, however claim that doctors use "complicated language" to communicate with patients.

Similar situation is with conduct of the doctors in their communication with patients, where majority of patients, about 2/3 of them (63,5%), claims that doctors treat patients correctly and kindly, while 12,3% claim opposite. Medical nurses (medical technicians) are rated by interviewees as a bit less kind than doctors, although most of them (56%) considers nurses as fully correct and very kind. Each fifth interviewee (19,7%) considers that medical nurses are not enough kind and correct in their communication with patients.

Most of interviewees considers doctors competent and trained (65,8%), i.e. trusts in their capabilities and knowledge. Only 10,5% interviewees completely, or to a certain extent doubts in competence of Montenegrin doctors.

Doctors, in accordance with their duties deal also with prevention of diseases, so 65,3% interviewees states that doctors give them advices on how to avoid health risks and how to remain healthy.

1.3. Patients' rights:

Inteviewees are stating that they arer not enough familiarized with their rights in the area of healthcare protection / rights of the patients. Only 7,4% interviewed are stating that they are completely familiar with their rights, while 25% of interviewees states that they are partially familiar with this corpus of rights.

Exactly 24,3% interviewees states that they are not familiar that healthcare institutions have possibility of complaint or objection. We should stress that answer "I don't know" is not part of the socially desirable answers, so we can expect that the percentage of citizens which are not familiar with their rights, is in practice higher than shown in the survey.

Concerning is the fact that 66,1% interviewees doesn't know to whom they should report violation of their rights as patients.

Among interviewees, 12,8% stated that medical staff doesn't keep confidential the data on health conditions of the patients, while 55,5% of interviewees thinks that medical staff is mostly keeping the data on their patients confidential. However, 36% of them thinks that during health examinations there is the breach of privacy of the patient, as it occurs that uninvited persons enter the room where examinations are taking place.

Each fifth interviewee, i.e. 20,1% them considers that they can't receive medical service when they need one.

Only 10% of interviewees stated that they have never paid for a medicine which is on the positive list.

We should point out that interviewees want to be informed about patients' rights through specialiyed TV shows, newspapers articles as well as in the healthcare institution verbally, or through posters and leaflets. Patients consider Ministry of Healthcare responsible for this kind of awareness raising activities.

2.

CORRUPTION IN THE HEALTHCARE AND PATIENTS' RIGHTS –

Analysis of the results of survey

2.1. Introduction

All analyses and surveys, published in Montenegro and region in last decade, came to four key conclusions regarding patients' rights and corruption in healthcare:

(1)
Corruption is, along with exposure of these societies to crisis, poverty and unemployment, constantly one of 3-4 major social problems;

(2)
Within already increasingly corruptive social framework, healthcare, doctors and medical staff are perceived by citizens as "champions of corruption" along with judiciary institutions, police, parties and politicians;

(3)
Widespread corruption is leading to eroding of the rights of citizens/patients for adequate and timely medical services. At the same time this violates one of the key social rights and basic postulate of preventive social state / state that deals with causes, not only consequences of social exclusion;

(4)
One of exits from this situation is to protect insiders – employees of healthcare institutions who are reporting corruption, i.e. whistleblowers. Whistleblower is any person, employed in a private company or state institution, who reports fraud, crime, or any other dangerous risk which represents a threat to service users, public, collegues, or owners.

2.2. Presence of the corruption

According to the opinion of 2/3 citizens, corruption is present in the healthcare system of Montenegro. Almost 2/5 (26%) of them, considers corruption to be widespread, while 14,6% corruption sees as moderately spread, or infrequently present (13,2%).
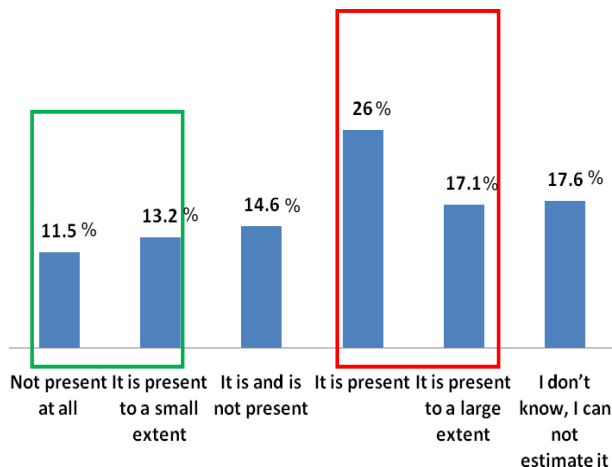
Graph 1: *In your opinion, to what extent is present corruption in the healthcare system of Montenegro?*

On the other side, each 9th interviewee considers that there is no corruption in the healthcare system (11,5%), while less than 1/5 of interviewees (17,6%) can't exactly say whether there is corruption in the healthcare system.

Difference in responses among interviewees is noted in regards to their age, education and monthly income of their household. Persons, who are younger, more educated and with better economic situation, are more likely to perceive corruption. Certain regional differencies are visible as well, where interviewees from cetral region are more critical and perceive corruption in higher degree.

Further analysis has shown that perception of corruption at patients who had examination with doctor specialist is influenced by different factors: waiting time for their examination, experience with paying of the medicines from positive list, and level of awareness on possibilities of protection of patients' rights. On the other hand, interviewees that have assessed competence and knowledge of doctors as high, are less likely to rate corruption presence as high. The longer person waited for the service, the higher perception of corruption he/she has.
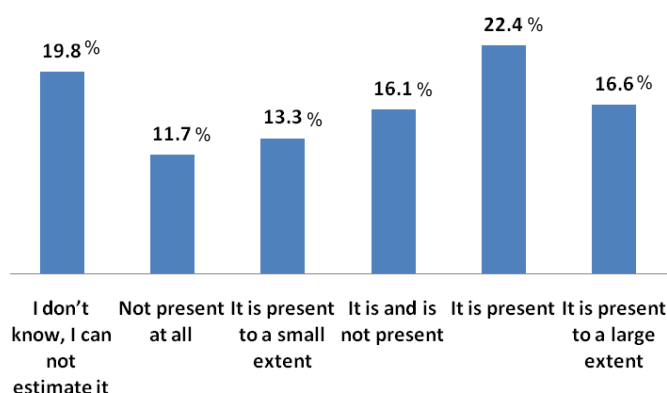
Graph 2: Presence of corruption in the relation patient-doctor

Inetrviewees mostly perceive corruption **in relation patient-doctor**. Two fifths of them claims that the corruption is present in significant or large extent, and less than a third considers that corruption is present to a small or moderate extent. Similar to general findings, each 9th person considers that corruption is not present at all, and each 5th person can't estimate whether there is corruption. Economic situation and education are influencing perception of the corruption, in sense that wealthier and more educated population demonstrates higher perception of corruption in relation patient-doctor. Differences are also visible in relation to gender, where male interviewees have higher perception of corruption than female interviewees.
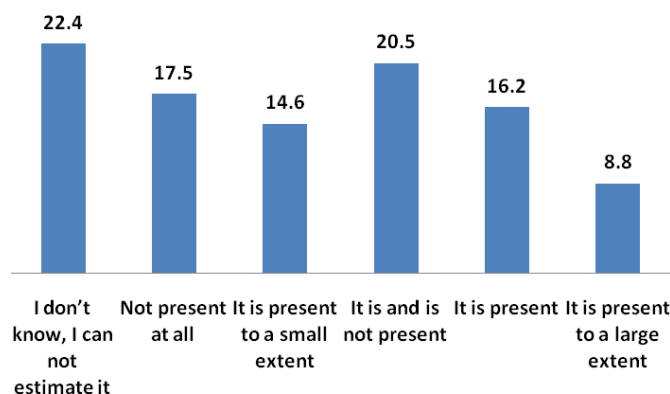
Graph 3: Presence of corruption in the relation patient-nurse, technician

Smaller percentage of citizens perceives corruption in relation **between patients and nurses, technicians and other medical staff**. Number of those, who consider that corruption is highly present is twice less than with doctors, the same number of interviewees considers that corruption is present to a lesser extent and higher number is of those who can't estimate whether there is corruption, or who consider that corruption is not present at all.
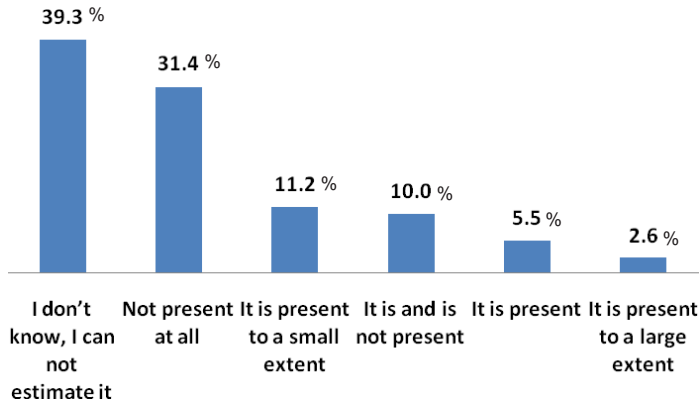
Graph 4: Presence of corruption in the relation patient-employees of state healthcare institutions (legal service, doormen, hygienist and drivers)

When asked about corruption **in relation patient – administration of healthcare institutions,** highest percentage of interviewed (2/5) can't estimate is there corruption and one third of interviewees considers that in these realtions there is no corruption at all. Smallest number of interviewees, less than one third, considers that in this relation there is corruption, where each 13th interviewee considers that it is present to a great extent.
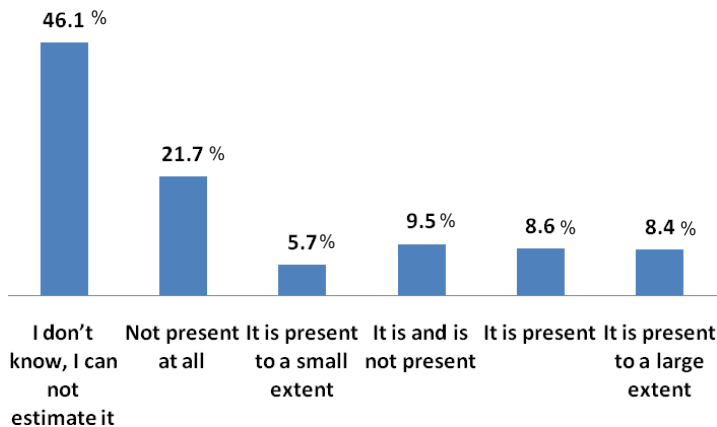
Graph 5: Presence of corruption in the relation healthcare workers-pharmaceutical companies

Majority of interviewees, almost half, doesn't know whther there is corruption in relation doctor-pharmaceutical companies. One third of interviewees think that corruption is present in this relation, while numbers of those who think that the corruption is present to a great extent in this relation, and those who consider it is present to a lesser extent, is almost equal. Finally, 1/5 of interviewees consider that pharmaceutical companies are not corrupting doctors and healthcare management.

2.2.1. Experiences with corruption in healthcare
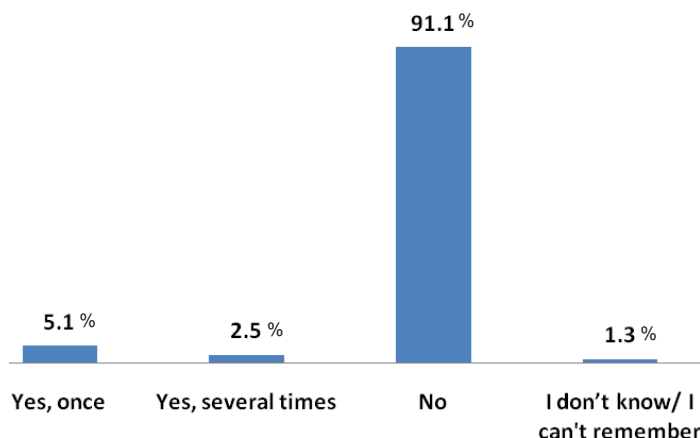
Graph 6: *Have you or your family member paid to a healthcare worker off the record or additionally, in the past year for the procedure that is usually covered by health insurance?*

When we speak about personal and family experience with corruption in healthcare, almost each 12th interviewee admits that in the last year he/she has at least once additionally, informally paid for the service which is covered by the healthcare insurance. Taking in consideration the number of patients that are processed in a year by doctors, it is not insignificant percentage.

On the other hand, a bit more than 90% interviewed citizens didn't participate during last 12 months in the corruptive actions in the area of healthcare.

	%
■ Choosen doctor	14%
■ Surgeon	26%
■ Anesthesiologist	4%
■ Gynecologist	12%
■ Medical technician	14%
■ Laboratory technicians and radiologists	3%
■ Midwives	8%
■ Officer of health institutions	1%
■ Other person	5%
■ Refuses to answer	17%
■ Physician of other or unidentified specialty	12%
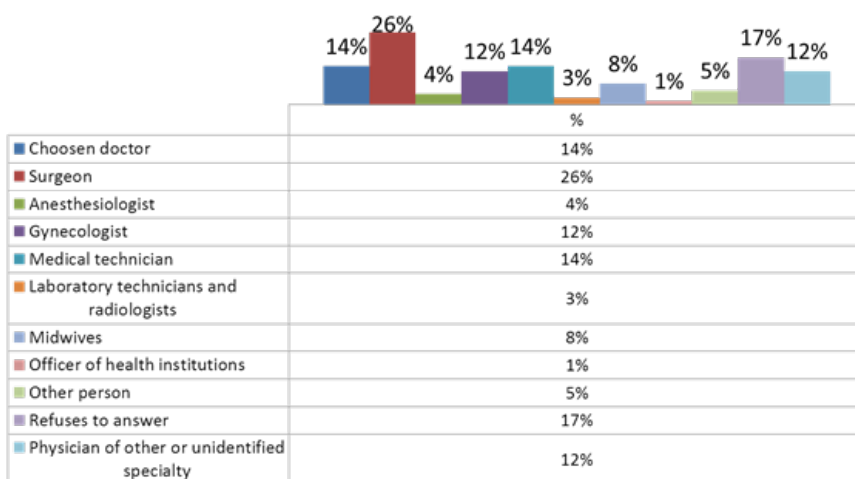
Graph 7: *If that happened, in the past year, who did you pay to in the state healthcare institution off the record? (population: those who stated that they have paid; more answers)*

In accordance with the attitude that corruption is the most spread where medical service is urgent and of life importance, among interviewees who additionally paid for the medical service, highest number is of those who gave money to a surgeon, gynecologist, or chosen doctor.
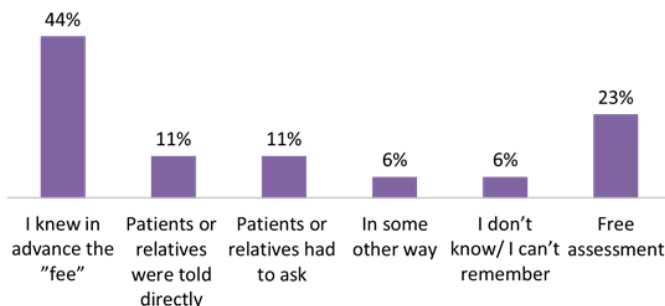
Graph 8: *How did you find out that you need to pay off the record or additionally for the service in the state healthcare institution? (population: those who have paid)*

Regarding "methodology of corruption", highest number of interviewees stated that they have known price in advance, almost half of them. One quarter has estimated value of the service freely, on the basis of experiences of other persons, while 10% asked for the price, or the price was directly said to them.
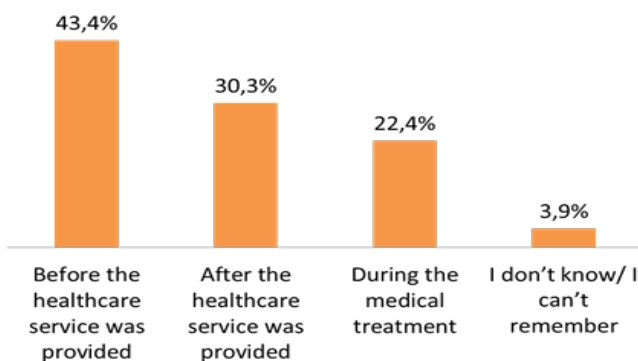
Graph 9: *When has the unofficial, additional payment happened? (population: those who have paid)*

Payment for the service is done in advance in almost half of the cases, or during the the treatment (one quarter). Only in less than one third of cases payment was processed only after medical service was received. We could say that in those cases the bribery was not extorted, it was more act of gratitude of the patient.
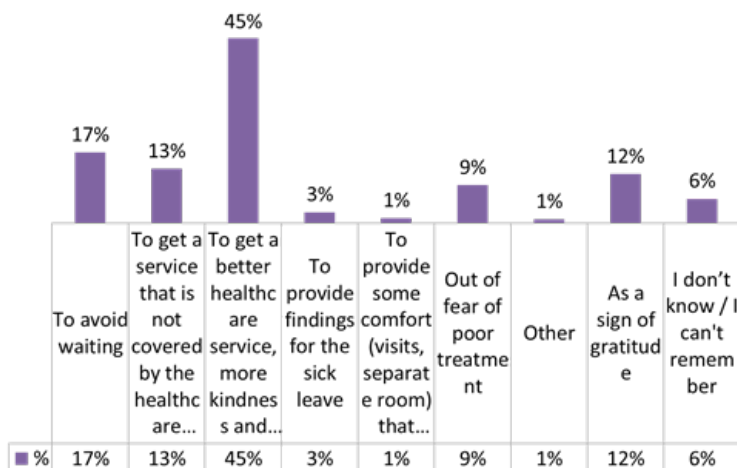
Graph 10: *What were the reasons for you to pay informally or additionally in the healthcare institutions? (population: those who have paid)*

Payment was most commonly motivated with desire to get better service, higher attention (45%). Following resons are: avoiding long waiting periods (17%) and getting a service which is not covered by the medical insurance within a public facility (13%). Gratitude for effort and attention is alleged in each 8th case as a motive for informal payment.
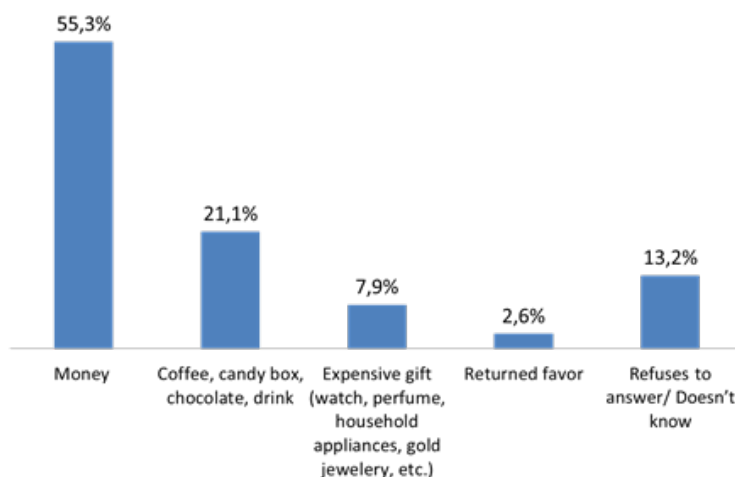
Graph11: In the last year, you committed Informal, additional payment in the state healthcare institution by? (population: those who have paid)

In more than half cases (55,3%) service waspaid with money, expensive gift (8%), and in 1/5 cases service was rewarded with small gifts (traditionally coffee, drink, chocolate box).
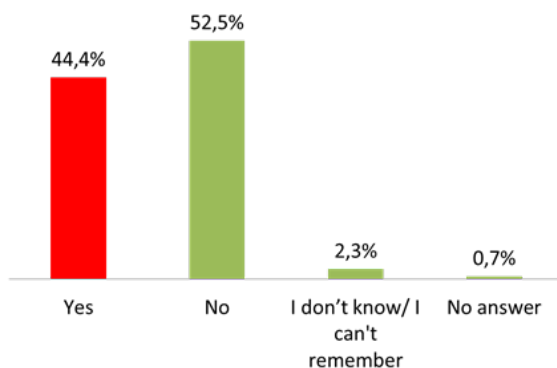
Graph 12: *Have you ever, at your own initiative, gave money / gifts ("treat"), to a healthcare worker, even though you were not asked to?*

Corruption in healthcare can be a double track, which is confirmed with a fact that almost half of intervieweed (44,4%) was, at some point, in situation to give money or gift to the doctor or medical staff, when it was not requested from them (this is also indicated within other researches, for example qualitative research conducted within the study "Corruptna što ukn Risk Assessment of the Montenegrin Healthcare System"). However, although it is known that a part of medical staff did not request gift for the service provided, number of patients who have given the money and gif and it was accepted by the medical staff, is concerningly high.
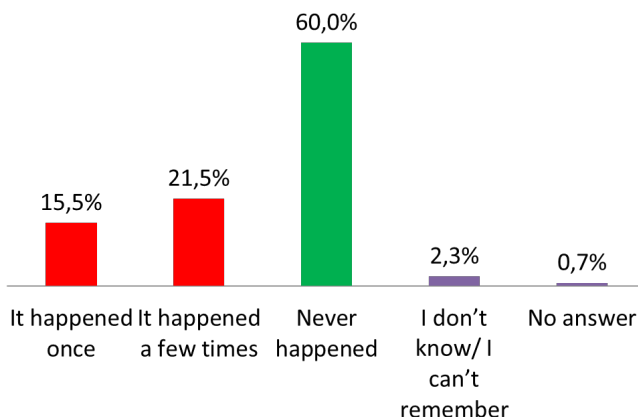
Graph 13: *Has it ever happened to you that the doctor from a state institution refer you to the certain private clinic for the services that you can get for free in the state clinic, and you have to pay for it in a private clinic?*
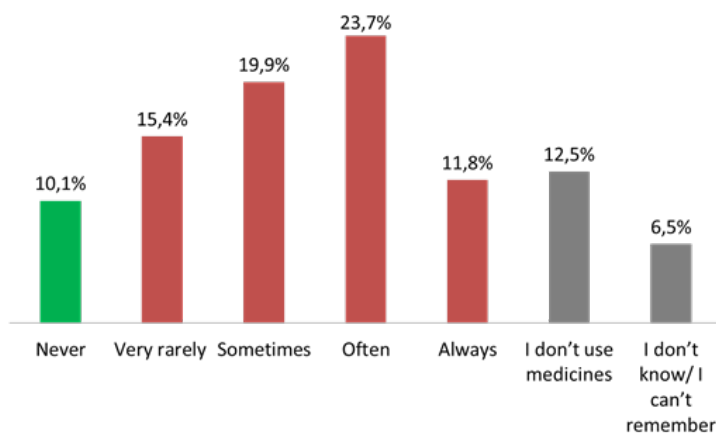
Graph 14: *How often it happenes to you that you have to pay for a medicine that is on the list for a refund?*

Almost two fifths of citizens stated that they were once (15,5%) or several times (21,5%) referred by the doctor from public healthcare institution to private clinic, for the service the patient could have free of charge in the public healthcare institution.
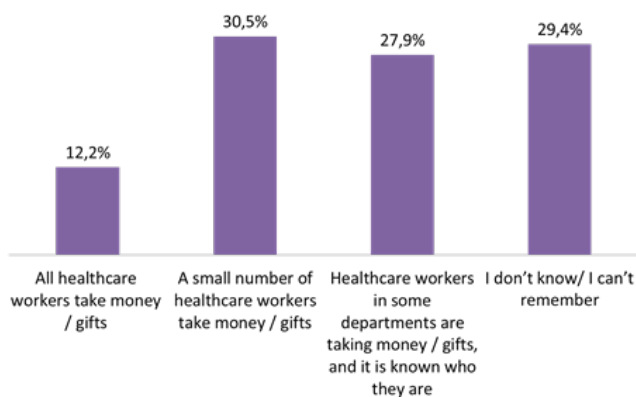
Graph 15: *Assess which of the following statements is closest to your views?*

In the final, global estimation most of interviewed citizens, almost two thirds, considers that only small number of healthcare practitioners takes money or gifts (30,5%), i.e. that this occurrence is localized only on individual departments (27,9%).

On the other hand, each eight interviewee considers that all healthcare practitioners are corrupt.

2.3. Pateint's rights

2.3.1. Availablity and quality of medical services
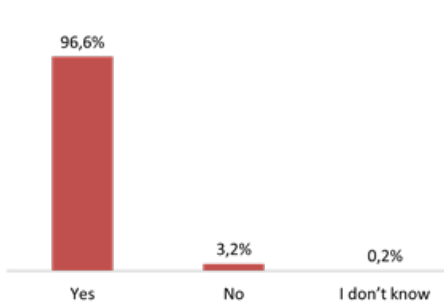
Graph 16: *Do you have a health insurance?*
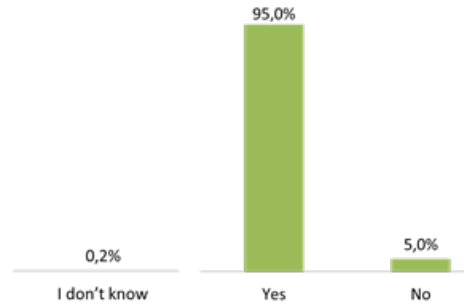
Graph 17: *Do you have a choosen doctor?*

Findings obtained with this survey are showing that citizens of Montenegro are almost totally covered with healthcare insurance (96,6%), i.e. that they have their chosen doctor (95%).
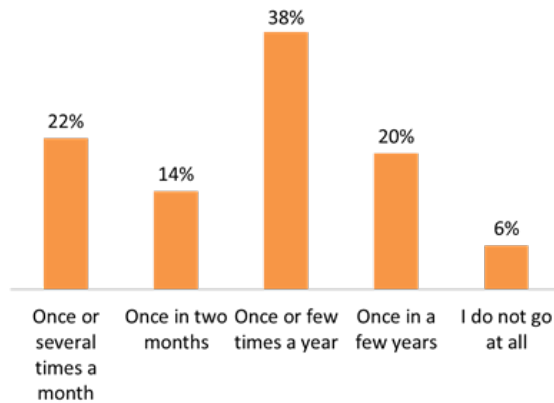
Graph 18: *How often do you visit the doctor?*

Survey shows that interviewees, especially older citizens, are using their right to healthcare protection relatively often (one quarter of interviewees), at least once a month. Half of interviewees visits the doctor at least once a year and remaining quarter of interviewees states that they visit doctor every few years (19,8%), or they don't go to the doctor at all (6,4%).
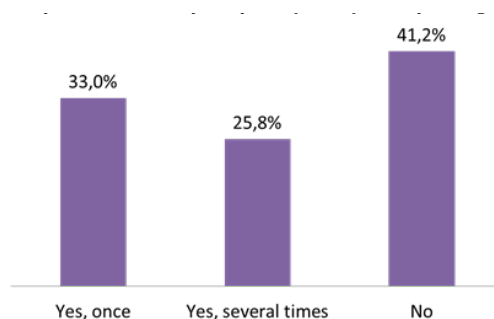
Graph 19: *Have you, or a member of your family, had an appointment with the specialist doctor in the past year?*

Information that 3/5 of interviewed citizens visited doctor specialist once (33%), or several times (25,5%) indicates two different tendencies: lack of preventive mechanisms in the group of older and less educated citizens, on the one side, and developed healthcare culture and habit of regular examinations in younger group of interviewees, on the other side.
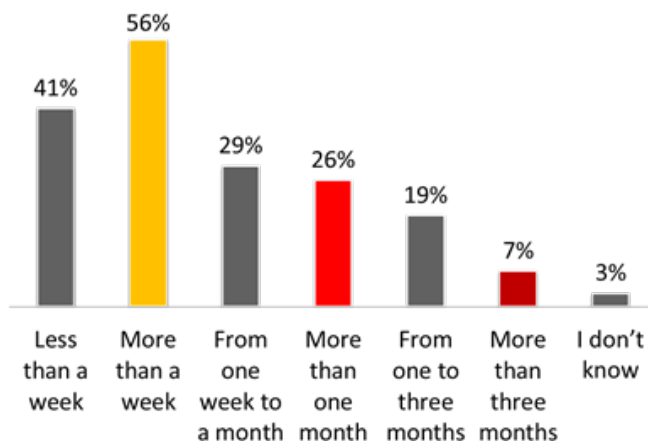
Graph 20: *How long have you waited to see the doctor?*

More than one quarter of inetrviewees (26,4), have waited for a specialist examination for more than one month, while less than one third of interviewees has waited for examination more than a week. On the other hand, 2/5 interviewees were examined in a very acceptable timeframe – up to one week.
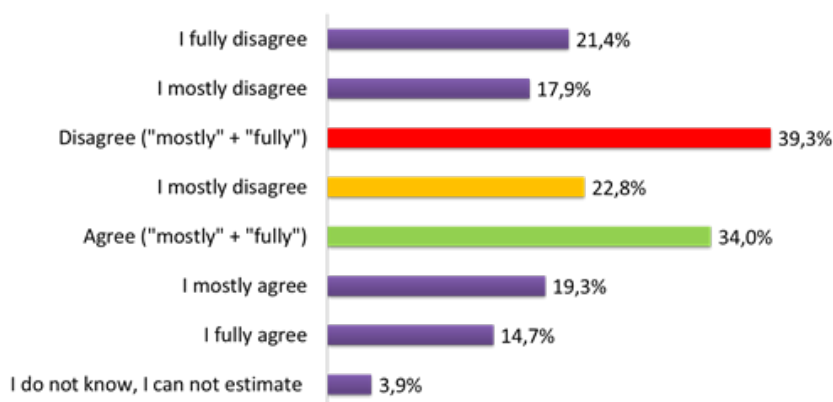
Graph 21: *When I go to see the doctor I am waitng for a long time for the examination.*
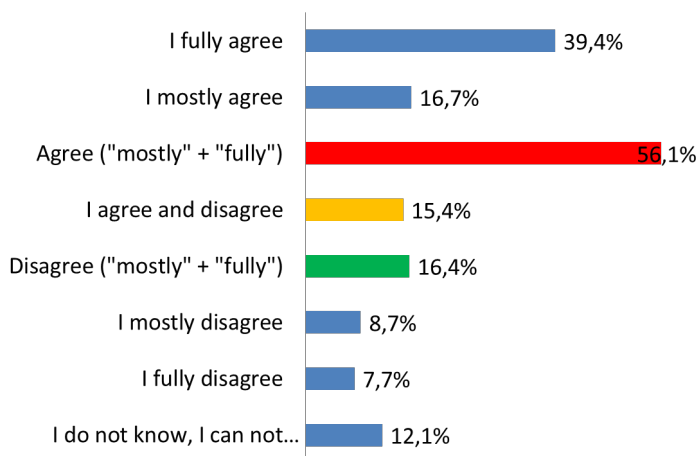
Graph 22: Waiting lists are long for certain healthcare services.

Evidence of previous statement about long waiting times for certain examinations, could be found in perception of 39,3% interviewees, who had such experience (graph 21) , i.e. majority (56,1% interviewees - graph 22) who consider that waiting times for some examinations are too long. These data are once more reinforcing the statement that raising of quality of healthcare in Montenegro is needed, especially regarding timeliness of certain procedures.
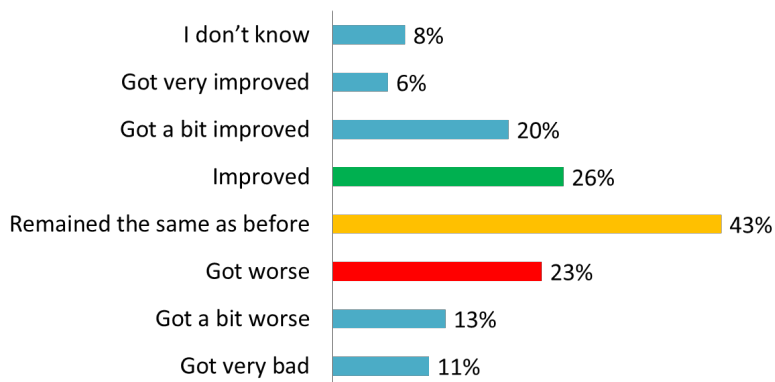
Graph 23: In your opinion, the quality of providing health care services in the last two years, ...?

According citizens' opinion in the last two years, there were no significant changes in healthcare services provision. Almost half of the citizens consider that quality of services remained at the same level, while the number of those who believe that the quality of services increased is almost equal to the number of those who believe that the quality of services decreased.

2.3.2. Patients' rights implementation
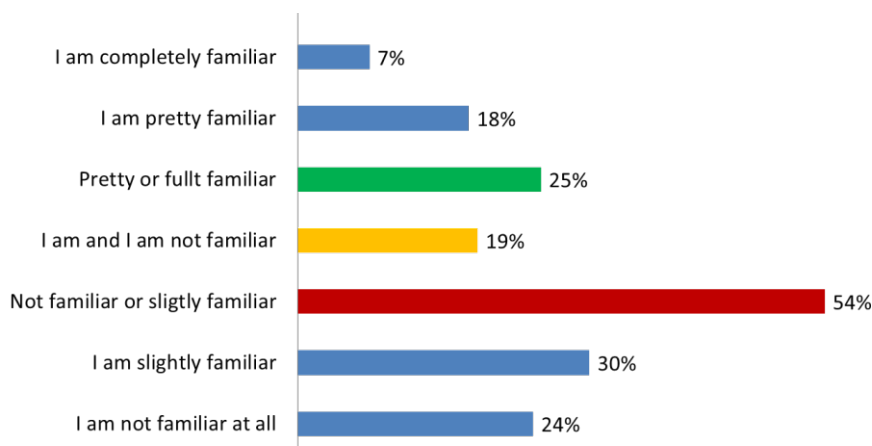
Graph 24: *According to your estimation, to what extent you are familiar with your rights as a patient?*

Basic presumption is that for implementation of certain rights, it is necessary to possess previous knowledge and information on type of these rights and modes for their implementation. Obtained data are very concerning in this regard, taking in consideration that more than half citizens claims that they are just vaguely (30%), or not at all (24,2 %), familiar with their patients' rights .

Twice less is the number of citizens who consider that they are quite (17,6%) or completely familiar with their patients' rights. This is why it is necessary to reach each patient trhough organization of visible and catchy campaigns, but also through the educational system, especially its segment connected to civic education or democracy education.
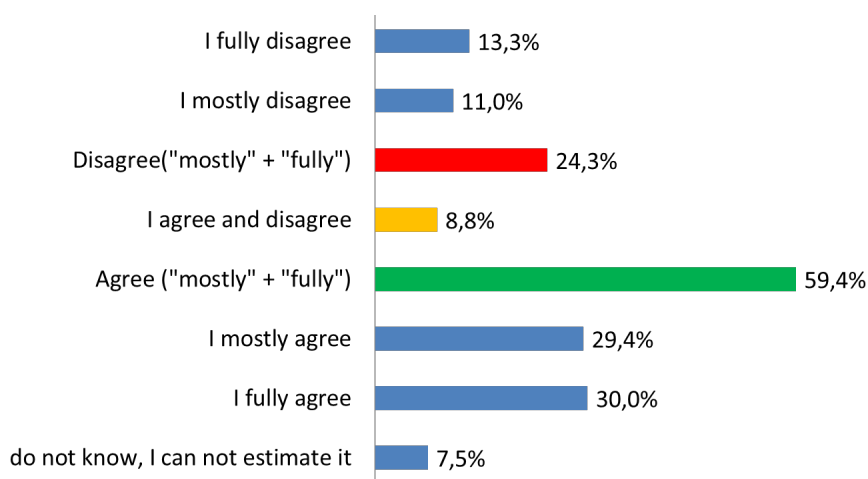
Graph 25: *I know that in health institutions there is a possibility for the appeal or complaint.*

3/5 of interviewees are familiar with the fact that in healthcare institutions there are mechanisms for appeal or complaint, but it is also significant that over 30% are not aware of existence of such mechanisms.
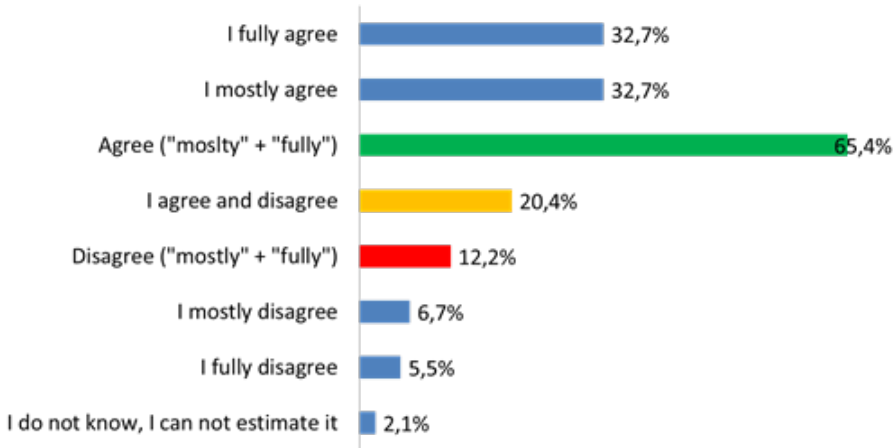
Graph 26: *Doctors explain to me my health condition in simple terms.*

Two thirds of interviewees claims that doctors are using simple language to explain to the patients their healthcare condition. The fact that one third of interviewees has smaller (20,4%), or bigger (12,2%) objections in this regard, shows that in this area exists significant space for improvement, but also that citizens lack education, since it is very hard to simplify explanation to a person without basic healthcare education.
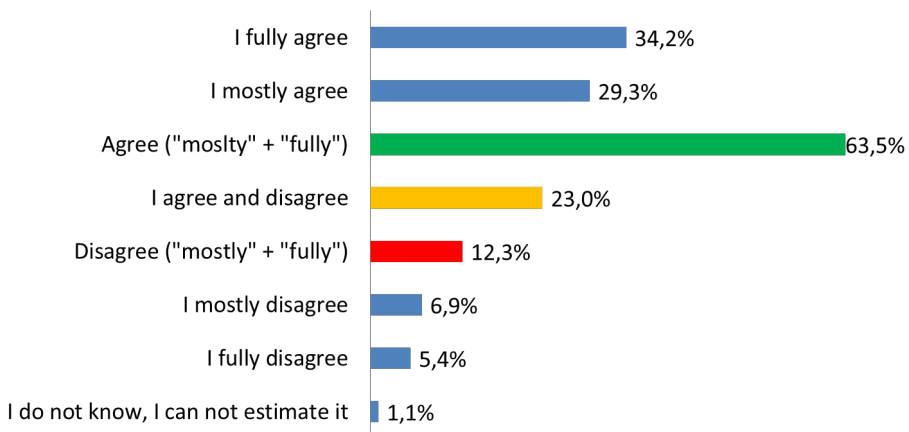
Graph 27: *Doctors are fair and kind to patients.*

Almost the same percentages could be applied to the question on kindness of doctors to patients. majority of patients, about 2/3 of them (63,5%), claims that doctors treat patients correctly and kindly, while 12,3% claim opposite, probably on the basis of bad experiences.
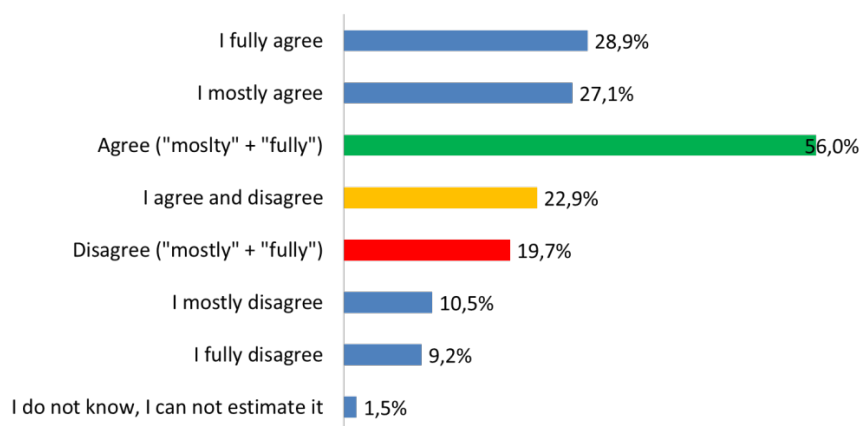
Graph 28: *Nurses are fair and kind to patients.*

In this regard, nurses are rated a bit lower than doctors. More than half of interviewees is satisfied with the treatment, less than one quarter has dilemmas in this regar, while 1/5 f interviewees do not agree with the statement that medical nurses are kind and treat patients correctly.
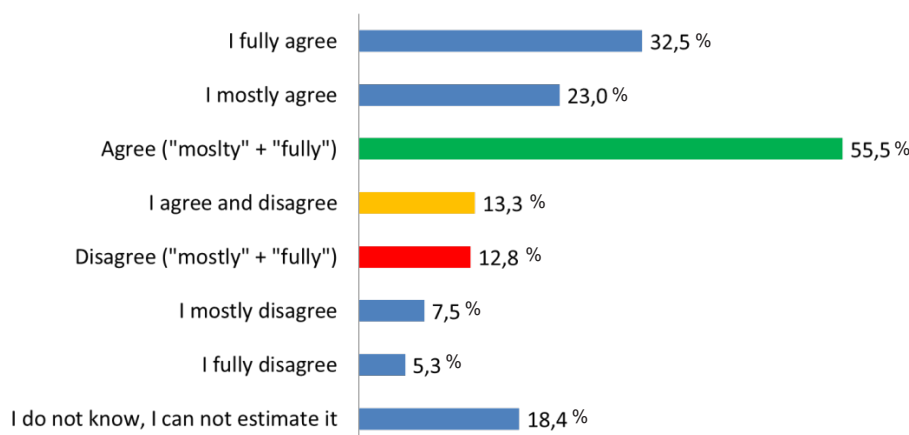
Graph 29: *Medical staff keeps confidential the information about health condition of patients.*

From the point of patients' rights, concerning fact is that almost one third (26.1%) of interviewed citizens don't believe that doctors keep confidential information on health condition of the patient. Also, to this statistic we can add 18.4% of those who can't estimate whether doctors keep their confidential information for themselves. It seems that professional duty and ethics is, in more than few occasions subdued to culture of gossip.
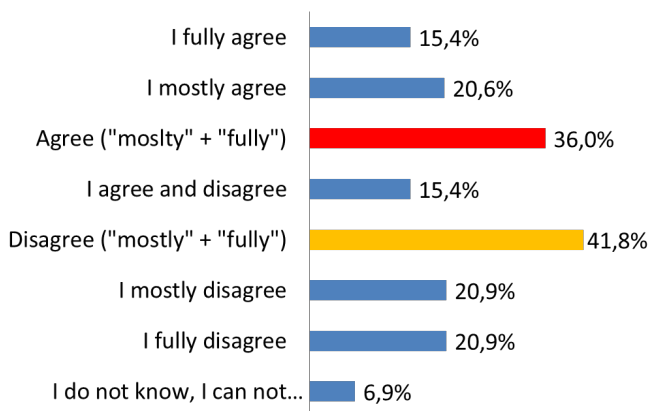
Graph 30: *It happens that during the doctor examination uninvited persons enter the room.*

Culture of familiar behavior, but also insolence for the rules and procedures is visible in statemets of patients that on occasions uninvited persons enter examination rooms. 36% of interviewees agrees with the statement that uninvited persons easily access to examination rooms, which should be spaces where dicretion is guaranteed and only slightly higher number of interviewees (40%) don't agree with this statement.
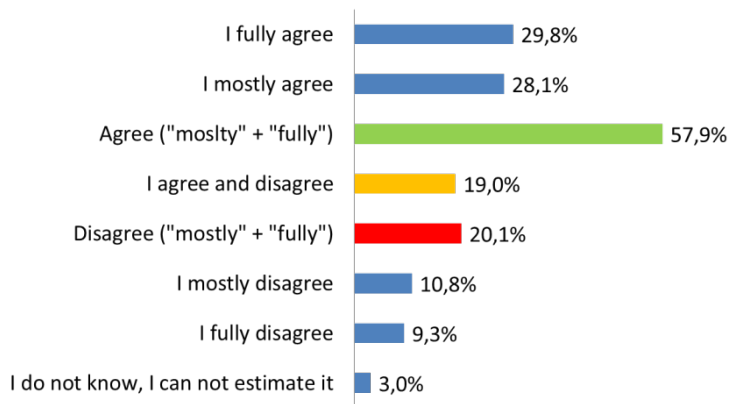
Graph 31: *I can get a health service whenever I need.*

While encouraging majority (three fifths of interviewees) considers that healthcare services are accessible, i.e. that they can get health services whenever they need them, one fifth is not sure about accessibility and significant remaining fitfth of interviewees doesn't agree that medical services are available. Further analyses might show in which cases these attitudes are caused by waiting for complicated procedures and specialists' examinations and in which cases they are caused by underdeveloped network of the basic healthcare institutions.
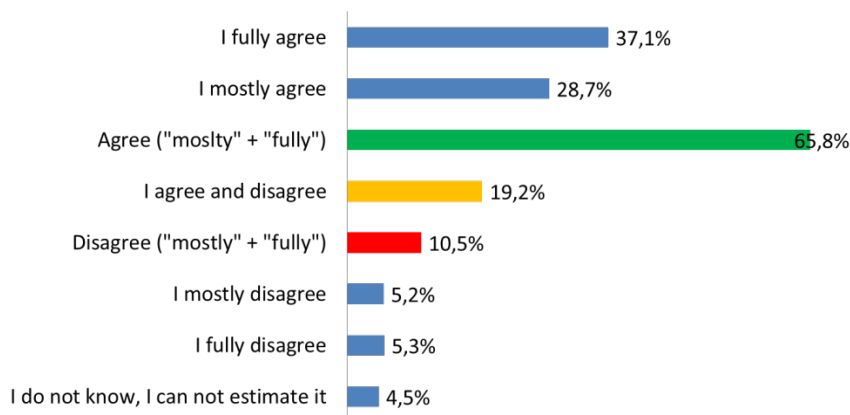
Graph 32: *Doctors are competent and trained.*

Almost two thirds of interviewed citizens considers doctors qualified and competent to conduct their work, while one fifth is not sure of their competence and each 10th interviewee disagrees that doctors have enough knowledge to conduct their work. Type of settlement, education, incomes and familiarity with patients' rights influences attitude on competence of doctors. Lower grades on competence and knowledge of of doctors are given by more educated citizens, with higher income, whio live in urban areas.
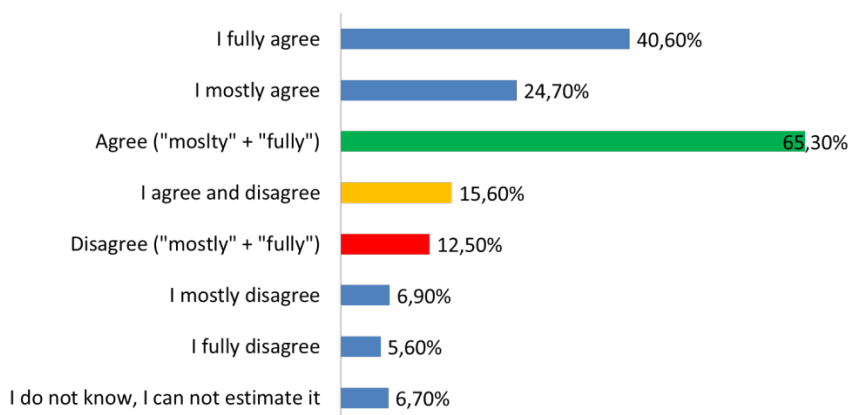
Graph 33: *Doctors give me advices on how to avoid the disease and stay healthy.*

Almost same percentages are encountered when we talk about preventive advices given by doctors.

Repeated findings, showing the constant that 1/5 of interviewees are unsatisfied with their relation to doctors and healthcare institutions to a lesser extent, and almost 1/10 are unsatisfied to the greater extent, are demanding deeper research of concrete reasons and deeper motives for expressed dissatisfaction.
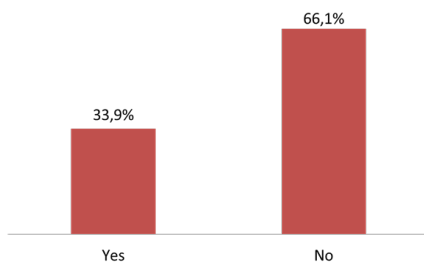
Graph 34: Do you know who to contact if you believe that your rights as a patient are not respected?

For healthcare system, and especially for the protection of patients' rights result of the survey showing that 2/3 of citizens, qualified majority, doesn't know whom should they address for violation of their patients' rights, is alarming.
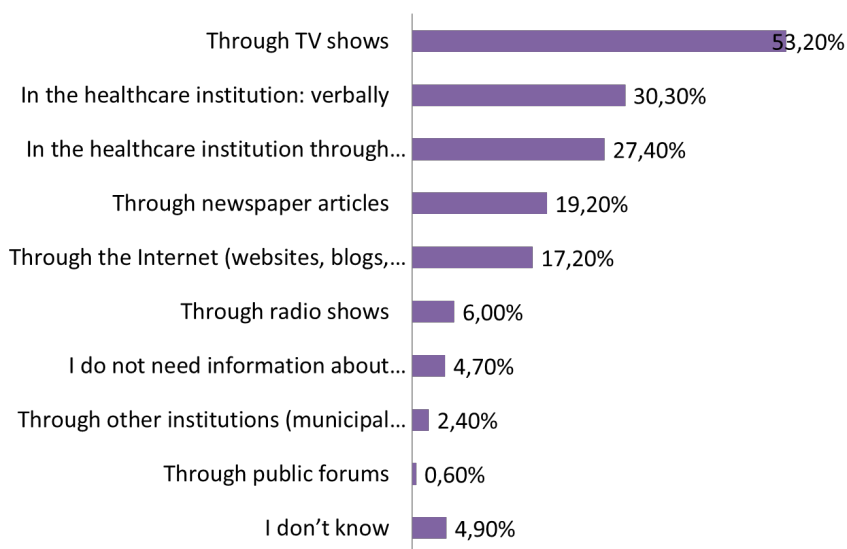
Graph 35: How would you like to get information about patients' rights?

Interviewed citizens want to receive necessary information on their patients' rights, on the first place in healthcare institutions - whether verbally (30,3%), or through posters (27,4%). On the second place patinets' want to receive information through TV shows, and on the third place are newspaper articles and internet.
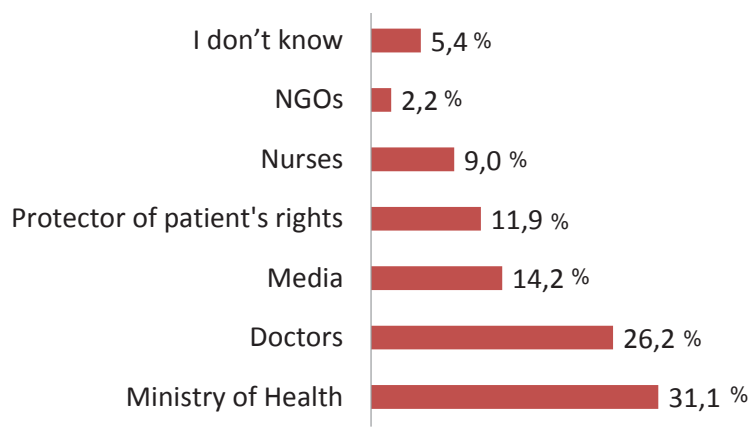
Graph 36: Who should inform patients on their rights?

As main sources of information on patients' rights on the first place are recognized Ministry of Healthcare (31,1%) and doctors (26,2%). Significant sources of information are also media (11,9%), and nurses (9%). Unfortunately NGOs are not recognized by citizens of Montenegro as the relevant source of information on patients' rights. They are listed as the source of information by each 50th interviewee.

2.4. Causes of corruption and institutions for its reduction

	%
Low salaries of medical staff	50,20%
Moral crisis	30%
Disregard of professional (moral) duty and personal interests	29,50%
Particularities of our national culture	23,50%
Bad legislation	16%
The inefficiency of the healthcare system	16,10%
The absence of strict internal control in healthcare institutions	14,70%
Failure to implement the anti-corruption laws (not sanctioning acts of corruption)	12%
Other	4,20%

Graph 37: In your opinion, what are three the most important factors for corruption in the healthcare system of Montenegro?

Final mark on three key factors leading to corruption is showing that the main cause of corruption as perceived by interviewees is the bad economic status of healthcare practitioners. Second place, with frequency of less than 1/3 of interviewees is shared

by moral crisis of the society and domaination of personal interests and disrecpect for professional obligations, caused by it. These parameterse are followed by bad legislation, lack of implementation of anticorruption legislation and lack of control in healthcare institutions.

Finally, quarter of interviewed citizens consider national traditions and mentality of people prone to favor seeking, trade with influence and non institutional shortcuts that include bribery, as factors which are responsible for occurrence of corruption.

	Ministry of Health	Administration of the healthcare institution	Directorate for Anti-corruption Initiative	Police	Other	NGO	Prosecution
%	15,90%	14,50%	13,80%	9,50%	7,10%	6%	3,70%
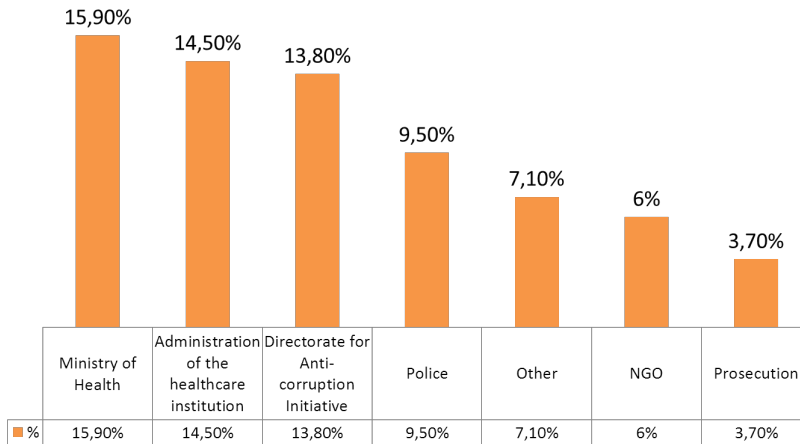
Graph 38: Which institution or body would you first address if you decide to report the perceived corruption in the healthcare sector?

Two third of citizens who recognize relevant institutions would report corruption in healthcare to the relevant ministry (between 14% and 16 %), to management of the same healthcare institution or to Directorate for Anti-Corruption Initiative. Less than 1/10 would turn to police, NGO or prosecution.

Fragmentation, i.e. inexistence of a responsible institution which would be recognized by its anticorruption capacity, speaks about necessity of **creation of an anticorruption institution with wide circle of effective authorities,including coordination of the work of different state organs and civil society organizations and professional societies, as well as with the possibility to conduct monitoring and evaluation of achieved results in the field of corruption reduction.**

2.5. Conclusion

Findings of this and earlier surveys on forms, causes and risks of corruption in the healthcare system have identified **areas of high risk for occurrence of corruption in following sectors**: public procurement, additional work of doctors, irregular spending of funds from budgets and donations, taking of gifts, conflict of interests, waiting lists, providing of services which are not in domain of public healthcare, as well as in relation of pharmaceutical companies and doctors, and employment in healthcare institutions.

One of the **key reasons of corruption and inadequate protection of patients' rights,** besides poverty, low salaries, distinctive culture features – is also seen in weaknesses of systematic laws.

Studies and analyses on situation in healthcare are exposing lack of clear financial procedures, lack of lists of non standard medical services, imprecisely regulated relation of pharmaceutical companies and doctors,and imprecise regulation on private service provision by doctors employed in medicial institutions.

Instrasparency is also visible in creation of the waiting lists.

Issue of obtaining and usage of donations is insufficiently regulated, especially when it comes to independent commissions which have the task to evaluate whether certain equipmeni adequate and necessary for work, and which are expenses for its usage.

Law on Public Procurement deals with transparency, but it doesnćt address adequately internal and externač control.

One of the key problems of healthcare system is that this szstem is not fully electronically linked, which endangers is transparency.

Provisions of ethic codes of medical chambers and societies – which are prohibiting to doctors to receive or ask reward outside of regular channels, are only provisions dealing with conflicts of interests, especially for the doctors who are memebers of different commissions and who are adopting various decisions.

At the same time, rights of medical services users, are not enough promoted, and users of medical services are not properly informed on prices of medical services.

In consequence, **key aims** for the reform of healthcare system, in their anti-corruption dimension should be:

- Removal of all deficiencies in legal framework, which are favorable for occurrence of corruption;

- Creation of mechanisms for integrity, responsibility and creation of mechanisms for integrity, responsibility and transparency in decisions making, as well as accelerated transfer to edata aimed to increase transparency;

- Providing protection from conflict of interests of healthcare workers in private and public practice;

- Defining clear criteria for for relations among pharmaceutical companies and healthcare practitioners, regarding medical practice and **education of employed in healthcare institutions;**

- **As well as protection of the patients' rights and participation of citizens in control of healthcare institutions.**

Stakeholders of implementation of healthcare reform – most responsible for their course and result, most certainly are Ministry of Healthcare, the Government and the Parliament of Montenegro. However, development capacity and anticorruptive potential of reform is possible to achieve only if wide consultative process includes professional and academic society, organizations of civil society, as well as independent state institutions for fight against corruption.

3.

ANNEX

Annex I: Questionnaire

No.	Questions	Offered answer	Remark
A	**GENERAL QUESTIONS**		
A1	**Do you have medical insurance?** *Instruction for interviewer: One answer*	1. Yes 2. No 3. I don't know (don't read) 4. I am not citizen of Montenegro **(stop with interview)**	
A2	**Do you have a chosen doctor?** *Instruction for interviewer: One answer*	1. Yes 2. No 3. I don't know (don't read)	
A3	**How often do you visit a doctor?** *Instruction for interviewer: One answer*	1. Once or more times a month 2. Once in two months 3. Once or few times during the year 4. Once in few years 5. I don't visit the doctor at all	
A4	**Have you, or member of you family, visited a doctor specialist', in the last year?** *Instruction for interviewer: One answer*	1. Yes, once 2. Yes, several times	If A4=1 or 2 go to A5
		3. One montNo	If A4=3 go to A6
A5	**How long did you wait for examination?** *Instruction for interviewer: One answer*	1. Less than a week 2. From one week to one month 3. From one month to three months 4. More than three months 5. I don't know (don't read)	
A6	**On your opinion has the quality of medical services in the last two years…?** *Instruction for interviewer: One answer*	1. Worsened significantly 2. Worsened slightly 3. Remained at the same level 4. Improved slightly 5. Improved significantly 6. I don't know/ I can't estimate (don't read)	
A7	**Upon your estimation, how well are you acquainted with your patients' rights?** *Instruction for interviewer: One answer*	1. I am not acquainted at all 2. I am vaguely familiar 3. I am and I am not familiar 4. I am quite acquainted 5. I am fully acquainted 6. I don't know (don't read)	

Please estimate, to which extent do you agree with following statements on methods of work in healthcare szstem of Montenegro?

Instruction for interviewer : circle just one answer

		I don't agree at all	I mostly disagree	I agree and disagree	I mostly agree	I agree completely	I don't know, I can't estimate (don't read)
A8	When I come to the doctor, I wait for a long time to be received	1	2	3	4	5	0
A9	I know that in healthcare institutions there is possibility for complaints and appeals	1	2	3	4	5	0
A10	Doctors are explaining my healthcare condition in simple language	1	2	3	4	5	0
A11	Doctors are correct and kind to patients	1	2	3	4	5	0
A12	Nurses are correct and kind to patients	1	2	3	4	5	0
A13	Medical staff keeps confidential information on	1	2	3	4	5	0

	healthcare condition of patients							
A14	It happens that uninvited persons enter the space where examinations are taking place	1	2	3	4	5	0	
A15	I can get a medical service whenever I need it	1	2	3	4	5	0	
A16	Doctors are competent and trained	1	2	3	4	5	0	
A17	Doctors provide advice on preventive methods and how to preserve my health	1	2	3	4	5	0	
A18	Waiting lists for certain procedures are long	1	2	3	4	5	0	

A19	**Do you know to whom can you turn if you consider that your patientsć rights have been violated?** *Instruction for interviewer: One answer*	1. Yes 2. No

A20	**In which way would you like to be informed about your patients' rights?**	1. By TV shows 2. By radio shows 3. Through newspaper arcticles 4. In a healthcare institution: verbally 5. In a healthcare institution through posters, leaflets notifications 6. Through internet 7. By public discussions 8. Through other institutions (local administration, NGO...)
		9. I don't need information on patients' rights 10. I don't know (don't read)
	Instructio for the interviewer: Possible two answers	

A21	**Who should inform the patient on their rights?** *Instruction for interviewer: One answer*	1. Doctors 2. Nurses 3. Ministry of Healthcare 4. Protector of Patients' Rights 5. Media 6. NGO 7. I don't know (don't read)

A22	**To which extent is, under your opinion, corruption present in the healthcare system of Montenegro?** *Instruction for interviewer: One answer*	1. Not at all 2. To a small extent 3. It is present and it is not present 4. It's present 5. To the great extent 6. I don't know, I can't estimate (don't read)

To which extent is corruption present in following relations?

Instruction for interviewer: only one answer per question

	Not at all	To a small extent	It is present and it is not present	It is present	To the great extent	I don't know, Can't estimate (don't read)	

A23	In relation patient/doctor	1	2	3	4	5	0	
A24	In relation patient/nurse, technician	1	2	3	4	5	0	
A25	In relation patient/ civil servants in public healthcare institutions (legal service, receptioners, drivers)	1	2	3	4	5	0	
A26	In relation healthcare practitioners/pharm aceutical comapnies	1	2	3	4	5	0	
A27	**Have you, or a member of your family, in the last year, unofficially, addiotionaly paid to a healthcare practitioner in public healthcare institution for procedures, which are covered by primary medical insurance?** *Instruction for interviewer: One answer*	1. Yes, once 2. Yes, several times 3. No 4. I don't know/I don't remember (don't read)							If A27=1 or 2 go to A28 If A27=3 go to A33
A28	**If this has happened, to whom did you have to pay unofficially in the healthcare institution? Was it…?** *Instruction for interviewer: Multiple answers possible*	1. Chosen doctor 2. Surgeon 3. Anestesiologist 4. Gynecologist 5. Nurses 6. Laborants and radiologists 7. Midwives 8. Employee of healthcare institution 9. Other person:_____ (upisati) 10. It didn't occur 11. Refuses to answer (don't read)							
A29	**How did you know that you were supposed to pay unofficially and additionally in the healthcare institution?** *Instruction for interviewer: One answer*	1. Patient knew "the price" in advance 2. Patient or relatives were directly told 3. Patient or relatives had to ask 4. In another way: _____(write 5. I don't know/I don't remember (don't read)							
A30	**When did this payment take place?** *Instruction for interviewer: One answer*	1. Before provided medical service 2. After provided medical service 3. During the treatment 4. I don't know/I don't remember (don't read)							
A31	**What were the reasons why you conducted informal payment to the healthcare practitioner/institution?** *Instruction for interviewer: Multiple answers possible*	1. To avoid waiting 2. To obtain a service which is covered by healthcare insurance 3. To get a better medical service, more attention, kindness… 4. To provide documentation for sickness leave 5. To provide documentation for the pension 6. To reach certain doctor/nurse 7. To provide special favor (visits, food) which I would not get otherwise 8. Out of fear from bad treatment 9. Other:_____ _____(upisati) 10. I don't know, I don't remember (don't read)							
A32	**Unofficial, additional payment in the last year, in public healthcare institution you**	1. Money 2. Coffee, chocolate box, liquor							

	paiud with …? *Instruction for interviewer: One answer*	3. Expensive gift (hand watch, perfume, appliance, golden jewelry etc.) 4. With a favor 5. Other 6. Refuses to asnwer (don't read)
A33	**Have you ever alone, on your own initiative, gave the money or gifts to the healthcare practitioner, even if that wasn't requested from you?** *Instruction for interviewer: One answer*	1. Yes 2. No 3. I don't know, I don't remember (don't read)
A34	**Has it ever happened to you that a doctor from state institution refers you to a specific private clinic, for a service that you could get free of charge in the public healthcare institution and which you have to pay in the private clinic?** *Instruction for interviewer: One answer*	1. It has happened once 2. It has happened several times 3. It has never happened 4. I don't know/I don't remember (don't read)
A35	**How frequently do you have to pay for a medicine which is on the positive list?** *Instruction for interviewer: One answer*	1. Never 2. Very rarely 3. Occasionaly 4. Often 5. Always 6. I don't use medicines 7. I don't know, I don't remember (don't read)
A36	**Estimate which one of these attitudes is closest to your opinion?**	1. All healthcare workers take money/gifts 2. A small number of healthcare practitioners takes money/gifts 3. Healthcare practitioners on certain departments are taking money/gifts
	 Instruction for interviewer: One answer	4. I don't know, I can't estimate (don't read)
A37	**In your opinion what are three key factors for occurrence of corruption in healthcare system of Montenegro?** *Instruction for interviewer: Three answers (open question).*	1. Small salaries od medical staff 2. Moral crisis 3. Bad legislation 4. Lack of implementation of anti-corruption laws (impunity of individuals) 5. Inefficiency of healthcare system 6. Absence of the strict internal control in healthcare institutions 7. Distinctive features of our national culture 8. Lack of respect for professional duties and personal interests 9. Other 10. I don't know (don't read)
A38	**Which institution, i.e. which body would you address first, when you would decide to report a case of corruption in healthcare?** *Instruction for interviewer: One answer*	1. Management of the healthcare institution 2. Directorate for Anticorruption Initiative 3. Police 4. Prosecution 5. NGO 6. Ministry of Healthcare 7. Other 8. I don't know (don't read)

D1	**Gender of the interviewee:**	1. Female 2. Male		
D2	**Age of interviewees:**	1. 15-19 2. 20-24 3. 25-29 4. 30-49 5. 40-49 6. 50-59 7. 60+		
D3	**Marital status:**	1. Single 2. In a relationship 3. Married 4. Civic union 5. Divorced 6. Widowed		
D4	**Total number of the members of the household:**	_____		
D5	**Number of members of the household with regular income:**	_____		
D6	**Total income of the household in previous month:**	1. No income 2. Under 100 3. 101-150 4. 151-200 5. 201-250	6. 251-300 7. 301-400 8. 401-500 9. 501-600 10. 601-700	7. 701-800 8. 801-900 9. 901-1000 10. Over 1000 Refuses to answer (don't read)
D7	**Education:**	1. Without elementary education 2. Finished elementary school 3. Without secondary education 4. Without secondary education, but with craft 5. With secondary school 6. With a higher education 7. Student 8. Graduate from a faculty 9. Postgraduate		
D8	**Occupation:**	1. Worker 2. Clerk 3. High qualified employee (lawyer, doctor, teacher...) 4. Medium management 5. High management 6. Self employed - highly qualified intellectual with a private business 7. Self employed -owner of a small company – less than 20 employed 8. Self employed –owner of a bigger company – more than 20 employed 9. Agriculturist 10. Self employed - other 11. Pupil 12. Student 13. Housewife 14. Maternity leave		
		15. Pensioner 16. Currently unemployed 17. Other		
D9	**Nationality:**	1. Albanian 2. Motenegrin 3. Muslim/Bosniac 4. Croat 5. Serb 6. Roma 7. Other 8. Doesn't want to reply(don't read)		
D10	**Type of settlement:**	1. Urban 2. Rural		

Aneks 2- Tables

		1. Do you have health insurance?				
		Yes	No	I Don't know	Not a citizen	Total
		%	%	%	%	No.
Region:	South	95,9%	4,1%	0,0%	0,0%	258
	Center	97,3%	2,7%	0,0%	0,0%	458
	North	96,1%	3,2%	0,8%	0,0%	321
Settlement:	Urban	96,5%	3,5%	0,0%	0,0%	656
	Rural	96,7%	2,6%	0,7%	0,0%	382
Gender:	Female	98,4%	1,5%	0,2%	0,0%	536
	Male	94,7%	5,0%	0,3%	0,0%	502
Age:	18-34	95,2%	4,0%	0,7%	0,0%	335
	35-54	96,6%	3,4%	0,0%	0,0%	365
	55+	97,9%	2,1%	0,0%	0,0%	338
Education:	No or primary school	97,4%	2,6%	0,0%	0,0%	243
	Completed secondary school	95,8%	3,8%	0,3%	0,0%	584
	University degree	97,7%	2,0%	0,3%	0,0%	210
Nationality:	Albanian	97,0%	3,0%	0,0%	0,0%	53
	Montenegrin	97,7%	2,1%	0,2%	0,0%	459
	Muslim / Bosniak	95,0%	5,0%	0,0%	0,0%	134
	Serb	96,4%	3,6%	0,0%	0,0%	302
	Other	82,8%	17,2%	0,0%	0,0%	17
	Refuses to answer	95,9%	2,0%	2,0%	0,0%	73
Household income in the previous month	No income and up to 250 €	95,2%	4,8%	0,0%	0,0%	170
	From 250 to 500 €	96,2%	3,2%	0,6%	0,0%	305
	From 500 to 1000 €	97,7%	2,3%	0,0%	0,0%	282
	Over 1000 €	95,4%	4,6%	0,0%	0,0%	96
	Refuses to answer	97,4%	2,2%	0,3%	0,0%	184
	Total	96,6%	3,2%	0,2%	0,0%	1038

		2. Do you have a chosen doctor?			
		Yes	No	I Don't know	Total
		%	%	%	No.
Region:	South	93,3%	6,7%	0,0%	258
	Center	94,9%	5,1%	0,0%	458
	North	96,3%	3,5%	0,2%	321
Settlement:	Urban	95,2%	4,8%	0,0%	656
	Rural	94,5%	5,4%	0,2%	382
Gender:	Female	95,9%	4,1%	0,0%	536
	Male	93,9%	6,0%	0,1%	502
Age:	18-34	94,1%	5,8%	0,2%	335
	35-54	93,3%	6,7%	0,0%	365
	55+	97,6%	2,4%	0,0%	338
Education:	No or primary school	95,9%	4,1%	0,0%	243
	Completed secondary school	94,7%	5,3%	0,0%	584
	University degree	94,4%	5,3%	0,3%	210
Nationality:	Albanian	94,2%	5,8%	0,0%	53
	Montenegrin	96,6%	3,4%	0,0%	459
	Muslim / Bosniak	94,2%	5,8%	0,0%	134
	Serb	93,7%	6,3%	0,0%	302
	Other	77,1%	22,9%	0,0%	17
	Refuses to answer	95,9%	3,3%	0,8%	73
Household income in the previous month	No income and up to 250 €	93,5%	6,5%	0,0%	170
	From 250 to 500 €	96,3%	3,7%	0,0%	305
	From 500 to 1000 €	97,4%	2,6%	0,0%	282
	Over 1000 €	88,9%	11,1%	0,0%	96
	Refuses to answer	93,5%	6,2%	0,3%	184
	Total	95,0%	5,0%	0,1%	1038

		3. How often do you visit the doctor?					
		Once or several times a month	Once in two months	Once or few times a year	Once in a few years	I do not go at all	Total
		%	%	%	%	%	No.
Region:	South	24,0%	8,6%	42,0%	19,2%	6,3%	258
	Center	22,8%	15,0%	32,7%	22,3%	7,2%	458
	North	19,4%	17,9%	40,7%	16,9%	5,2%	321
Settlement:	Urban	22,5%	14,2%	36,2%	21,5%	5,6%	656
	Rural	21,2%	14,5%	39,6%	17,1%	7,6%	382
Gender:	Female	26,7%	15,7%	35,3%	17,6%	4,7%	536
	Male	17,1%	12,8%	39,8%	22,2%	8,1%	502
Age:	18-34	14,5%	12,0%	43,2%	23,4%	6,9%	335
	35-54	18,5%	12,9%	38,2%	22,1%	8,3%	365
	55+	33,3%	18,1%	31,0%	13,9%	3,7%	338
Education:	No or primary school	34,3%	16,1%	28,4%	15,9%	5,2%	243
	Completed secondary school	18,1%	13,9%	40,6%	21,3%	6,1%	584
	University degree	18,7%	13,3%	39,2%	20,3%	8,6%	210
Nationality:	Albanian	24,4%	13,2%	44,4%	10,3%	7,7%	53
	Montenegrin	20,6%	15,8%	34,1%	22,0%	7,5%	459
	Muslim / Bosniak	22,8%	10,9%	40,0%	19,8%	6,5%	134
	Serb	23,9%	12,7%	38,8%	20,0%	4,6%	302
	Other	16,2%	29,2%	26,0%	5,6%	22,9%	17
	Refuses to answer	21,4%	14,6%	46,1%	16,3%	1,6%	73
Household income in the previous month	No income and up to 250 €	31,3%	15,3%	30,6%	14,9%	7,9%	170
	From 250 to 500 €	26,2%	14,5%	32,7%	21,8%	4,9%	305
	From 500 to 1000 €	20,3%	14,8%	46,8%	14,3%	3,8%	282
	Over 1000 €	16,6%	15,5%	37,3%	21,9%	8,7%	96
	Refuses to answer	12,2%	11,5%	37,5%	28,6%	10,2%	184
	Total	22,0%	14,3%	37,5%	19,8%	6,4%	1038

		4. Have you, or a member of your family, had an appointment with the specialist doctor in the past year?			
		Yes, once	Yes, several times	No	Total
		%	%	%	No.
Region:	South	34,8%	23,7%	41,5%	258
	Center	33,7%	27,1%	39,2%	458
	North	30,5%	25,7%	43,8%	321
Settlement:	Urban	34,2%	25,3%	40,6%	656
	Rural	30,9%	26,8%	42,3%	382
Gender:	Female	32,2%	27,5%	40,3%	536
	Male	33,8%	24,0%	42,2%	502
Age:	18-34	31,0%	20,2%	48,8%	335
	35-54	34,2%	26,5%	39,3%	365
	55+	33,7%	30,6%	35,7%	338
Education:	No or primary school	30,6%	27,6%	41,8%	243
	Completed secondary school	32,4%	24,7%	42,9%	584
	University degree	37,4%	26,8%	35,8%	210
Nationality:	Albanian	27,6%	15,2%	57,2%	53
	Montenegrin	36,0%	24,8%	39,2%	459
	Muslim / Bosniak	26,6%	31,6%	41,8%	134
	Serb	33,8%	26,8%	39,4%	302
	Other	42,8%	32,4%	24,8%	17
	Refuses to answer	24,1%	23,5%	52,4%	73
Household income in the previous month	No income and up to 250 €	29,0%	29,6%	41,4%	170
	From 250 to 500 €	31,7%	29,2%	39,1%	305
	From 500 to 1000 €	41,4%	22,1%	36,6%	282
	Over 1000 €	25,6%	31,2%	43,2%	96
	Refuses to answer	29,8%	19,7%	50,5%	184
	Total	33,0%	25,8%	41,2%	1038

		5. How long have you waited to see the doctor?					Total
		Less than a week	From one week to a month	From one to three months	More than three months	I don't know	
		%	%	%	%	%	No.
Region:	South	47,9%	30,9%	13,1%	5,5%	2,6%	151
	Center	38,9%	23,6%	21,5%	12,2%	3,9%	278
	North	39,9%	37,1%	20,2%	1,7%	1,2%	181
Settlement:	Urban	41,6%	26,6%	20,5%	8,3%	2,9%	390
	Rural	41,1%	34,2%	16,4%	5,8%	2,4%	220
Gender:	Female	39,3%	29,4%	20,2%	8,7%	2,5%	320
	Male	43,7%	29,4%	17,8%	6,0%	3,1%	290
Age:	18-34	48,5%	27,9%	16,1%	3,7%	3,8%	171
	35-54	37,9%	29,8%	20,8%	8,2%	3,3%	222
	55+	39,3%	30,1%	19,5%	9,6%	1,4%	217
Education:	No or primary school	37,2%	35,0%	17,9%	9,3%	0,7%	142
	Completed secondary school	40,6%	29,2%	21,1%	5,4%	3,7%	334
	University degree	47,8%	23,9%	15,1%	10,6%	2,6%	135
Nationality:	Albanian	58,3%	30,7%	10,9%	0,0%	0,0%	23
	Montenegrin	44,6%	24,6%	17,2%	9,6%	4,1%	279
	Muslim / Bosniak	33,4%	35,2%	24,5%	4,6%	2,3%	78
	Serb	40,1%	32,6%	18,6%	7,7%	1,0%	183
	Other	21,1%	23,8%	44,6%	0,0%	10,6%	13
	Refuses to answer	37,2%	38,8%	20,0%	2,2%	1,8%	35
Household income in the previous month	No income and up to 250 €	41,7%	26,9%	23,0%	6,7%	1,8%	100
	From 250 to 500 €	35,3%	29,1%	24,7%	8,9%	2,0%	186
	From 500 to 1000 €	38,8%	34,2%	16,1%	8,1%	2,7%	179
	Over 1000 €	47,5%	23,4%	14,8%	9,9%	4,3%	54
	Refuses to answer	54,9%	26,8%	11,4%	2,4%	4,5%	91
	Total	41,4%	29,4%	19,0%	7,4%	2,8%	610

		6. In your opinion, the quality of providing health care services in the last two years, …?						Total
		Got worse	Got a bit worse	Remained the same as before	Got a bit improved	Got very improved	I don't know/ I can not estimate	
		%	%	%	%	%	%	No.
Region:	South	11,5%	14,9%	42,7%	17,3%	5,8%	7,6%	258
	Center	10,9%	11,8%	44,7%	19,4%	7,0%	6,2%	458
	North	9,8%	11,4%	41,2%	21,6%	5,2%	10,9%	321
Settlement:	Urban	10,5%	12,3%	43,7%	20,3%	5,9%	7,4%	656
	Rural	11,1%	12,8%	42,1%	18,3%	6,6%	9,1%	382
Gender:	Female	13,6%	12,4%	41,8%	19,9%	5,1%	7,3%	536
	Male	7,6%	12,5%	44,6%	19,2%	7,2%	8,8%	502
Age:	18-34	9,9%	15,6%	45,0%	17,0%	3,9%	8,5%	335
	35-54	12,7%	9,8%	45,5%	19,4%	5,9%	6,6%	365
	55+	9,3%	12,2%	38,7%	22,2%	8,6%	9,1%	338
Education:	No or primary school	9,9%	10,7%	41,7%	22,1%	6,8%	8,9%	243
	Completed secondary school	11,0%	12,5%	43,7%	18,4%	6,3%	8,1%	584
	University degree	10,8%	14,4%	43,2%	19,7%	5,0%	6,8%	210
Nationality:	Albanian	8,4%	12,4%	34,7%	21,3%	16,2%	7,0%	53
	Montenegrin	11,3%	12,5%	41,3%	19,5%	6,5%	9,0%	459
	Muslim / Bosniak	10,1%	14,0%	35,7%	23,4%	7,1%	9,7%	134
	Serb	9,4%	11,7%	47,8%	19,8%	4,7%	6,6%	302
	Other	9,1%	5,6%	68,3%	11,3%	0,0%	5,6%	17
	Refuses to answer	15,8%	14,1%	49,5%	12,2%	2,0%	6,3%	73
Household income in the previous month	No income and up to 250 €	12,9%	7,9%	38,6%	24,5%	8,2%	8,0%	170
	From 250 to 500 €	11,9%	12,0%	46,3%	17,0%	5,2%	7,5%	305
	From 500 to 1000 €	9,5%	12,7%	46,6%	20,9%	4,9%	5,3%	282
	Over 1000 €	12,3%	18,2%	36,7%	20,6%	6,6%	5,6%	96
	Refuses to answer	7,7%	14,1%	40,1%	16,4%	7,5%	14,2%	184
	Total	10,7%	12,5%	43,1%	19,5%	6,1%	8,0%	1038

		7. According to your estimation, how much you are familiar with your rights as a patient?						
		I am not familiar at all	I am slightly familiar	I am and I am not familiar	I am pretty familiar	I am completely familiar	I don't know	Total
		%	%	%	%	%	%	No.
Region:	South	17,8%	31,6%	18,2%	22,9%	6,5%	3,1%	258
	Center	25,6%	25,6%	20,1%	17,2%	9,2%	2,3%	458
	North	27,2%	35,1%	16,5%	14,0%	5,4%	1,9%	321
Settlement:	Urban	21,7%	29,4%	19,1%	18,1%	8,4%	3,3%	656
	Rural	28,3%	31,0%	17,5%	16,9%	5,6%	0,7%	382
Gender:	Female	24,7%	29,2%	19,0%	17,7%	7,4%	2,1%	536
	Male	23,6%	30,8%	18,0%	17,6%	7,3%	2,7%	502
Age:	18-34	23,2%	31,7%	23,5%	16,4%	3,2%	2,0%	335
	35-54	28,3%	27,0%	15,5%	16,0%	11,8%	1,3%	365
	55+	20,6%	31,6%	16,8%	20,5%	6,7%	3,9%	338
Education:	No or primary school	25,7%	34,5%	17,9%	11,8%	5,0%	5,2%	243
	Completed secondary school	25,4%	29,2%	19,5%	18,1%	6,4%	1,3%	584
	University degree	18,8%	26,9%	16,3%	23,1%	12,7%	2,1%	210
Nationality:	Albanian	24,7%	21,6%	18,0%	24,4%	4,2%	7,0%	53
	Montenegrin	24,4%	26,5%	20,9%	19,0%	7,3%	1,8%	459
	Muslim / Bosniak	29,5%	37,8%	12,8%	11,4%	5,5%	3,0%	134
	Serb	21,2%	31,8%	17,4%	17,5%	9,6%	2,6%	302
	Other	14,7%	32,2%	29,8%	12,6%	10,7%	0,0%	17
	Refuses to answer	26,5%	35,7%	16,4%	17,2%	3,4%	0,8%	73
Household income in the previous month	No income and up to 250 €	20,4%	36,9%	22,0%	13,7%	4,4%	2,6%	170
	From 250 to 500 €	26,8%	28,0%	18,0%	18,7%	5,2%	3,3%	305
	From 500 to 1000 €	21,2%	28,8%	21,2%	20,0%	7,8%	1,1%	282
	Over 1000 €	20,4%	26,9%	13,9%	16,9%	17,7%	4,2%	96
	Refuses to answer	29,8%	30,4%	14,4%	16,3%	7,6%	1,6%	184
	Total	24,2%	30,0%	18,5%	17,6%	7,4%	2,4%	1038

		8. When I go to see the doctor I am waitng for a long for the examination.						
		I do not know, I can not estimate it	I fully disagree	I mostly disagree	I agree and I disagree	I mostly agree	I fully agree	Total
		%	%	%	%	%	%	No.
Region:	South	3,7%	11,9%	22,5%	23,2%	21,7%	17,1%	258
	Center	4,4%	13,0%	13,5%	19,3%	17,4%	32,4%	458
	North	3,2%	19,4%	25,2%	27,3%	15,7%	9,2%	321
Settlement:	Urban	4,2%	15,7%	17,0%	21,1%	18,3%	23,7%	656
	Rural	3,3%	13,0%	23,2%	25,6%	17,3%	17,5%	382
Gender:	Female	3,5%	16,9%	16,2%	21,5%	19,2%	22,7%	536
	Male	4,2%	12,5%	22,6%	24,1%	16,5%	20,0%	502
Age:	18-34	4,1%	12,8%	14,0%	20,7%	22,5%	25,8%	335
	35-54	5,3%	14,7%	19,5%	22,7%	16,6%	21,2%	365
	55+	2,0%	16,7%	24,4%	24,9%	14,8%	17,2%	338
Education:	No or primary school	3,8%	19,3%	17,2%	25,0%	21,1%	13,7%	243
	Completed secondary school	3,7%	13,1%	21,4%	22,3%	16,4%	23,0%	584
	University degree	4,3%	13,9%	15,9%	21,5%	18,5%	25,9%	210
Nationality:	Albanian	1,8%	5,5%	25,3%	20,1%	27,6%	19,6%	53
	Montenegrin	4,6%	18,8%	16,1%	20,6%	18,1%	21,8%	459
	Muslim / Bosniak	4,3%	10,8%	21,5%	29,3%	17,1%	17,0%	134
	Serb	3,5%	12,8%	20,6%	22,9%	16,9%	23,2%	302
	Other	0,0%	14,3%	29,5%	5,6%	14,1%	36,5%	17
	Refuses to answer	2,1%	10,8%	23,8%	29,6%	16,4%	17,4%	73
Household income in the previous month	No income and up to 250 €	2,0%	21,0%	15,4%	28,5%	13,0%	20,1%	170
	From 250 to 500 €	4,1%	12,1%	18,8%	25,6%	16,7%	22,8%	305
	From 500 to 1000 €	1,1%	14,0%	22,6%	16,9%	25,7%	19,6%	282
	Over 1000 €	7,9%	11,7%	14,9%	18,6%	10,2%	36,7%	96
	Refuses to answer	7,4%	16,1%	21,0%	23,8%	16,6%	15,2%	184
	Total	3,9%	14,7%	19,3%	22,8%	17,9%	21,4%	1038

		9. I know that in health institutions there is a possibility for the appeal or complaint						
		I do not know, I can not estimate it	I fully disagree	I mostly disagree	I agree and disagree	I mostly agree	I fully agree	Total
		%	%	%	%	%	%	No.
Region:	South	16,0%	9,7%	9,7%	5,1%	28,8%	30,7%	258
	Center	4,5%	16,8%	9,1%	9,7%	26,5%	33,4%	458
	North	4,9%	11,3%	14,7%	10,5%	33,9%	24,7%	321
Settlement:	Urban	7,6%	15,0%	8,6%	8,9%	31,9%	28,0%	656
	Rural	7,3%	10,5%	15,0%	8,6%	25,0%	33,5%	382
Gender:	Female	8,0%	15,0%	11,8%	7,1%	28,1%	29,8%	536
	Male	6,9%	11,6%	10,0%	10,6%	30,6%	30,3%	502
Age:	18-34	4,7%	14,7%	10,7%	11,0%	34,6%	24,4%	335
	35-54	7,3%	10,0%	10,9%	7,2%	29,0%	35,5%	365
	55+	10,5%	15,6%	11,3%	8,4%	24,5%	29,7%	338
Education:	No or primary school	10,6%	19,2%	14,0%	7,8%	26,7%	21,7%	243
	Completed secondary school	6,9%	11,7%	10,7%	10,0%	29,7%	30,9%	584
	University degree	5,5%	10,9%	8,2%	6,7%	31,5%	37,3%	210
Nationality:	Albanian	5,8%	13,3%	22,2%	8,6%	29,1%	21,1%	53
	Montenegrin	7,1%	16,7%	9,3%	9,0%	30,9%	27,0%	459
	Muslim / Bosniak	9,6%	11,6%	7,7%	7,5%	31,1%	32,5%	134
	Serb	7,9%	10,4%	11,9%	7,1%	27,8%	34,9%	302
	Other	11,0%	0,0%	3,7%	10,7%	46,8%	27,8%	17
	Refuses to answer	4,8%	10,5%	17,3%	16,8%	18,9%	31,7%	73
Household income in the previous month	No income and up to 250 €	4,4%	21,5%	17,6%	7,2%	21,7%	27,6%	170
	From 250 to 500 €	8,3%	9,5%	12,1%	11,0%	33,2%	25,9%	305
	From 500 to 1000 €	8,4%	13,6%	5,5%	8,6%	32,9%	31,0%	282
	Over 1000 €	8,0%	14,4%	9,2%	9,0%	26,0%	33,4%	96
	Refuses to answer	7,3%	11,2%	12,3%	6,9%	26,2%	36,0%	184
	Total	7,5%	13,3%	11,0%	8,8%	29,4%	30,0%	1038

		10. Doctors explain to me my health condition in simple terms						
		I do not know, I can not estimate it	I fully disagree	I mostly disagree	I agree and disagree	I mostly agree	I fully agree	Total
		%	%	%	%	%	%	No.
	South	2,9%	7,5%	8,3%	15,2%	37,1%	29,0%	258
Region:	Center	1,6%	5,3%	8,5%	25,4%	32,0%	27,1%	458
	North	2,2%	4,0%	2,9%	17,3%	30,0%	43,6%	321
Settlement:	Urban	2,4%	6,5%	7,4%	21,5%	31,8%	30,3%	656
	Rural	1,6%	3,6%	5,6%	18,4%	34,1%	36,7%	382
Gender:	Female	2,6%	6,6%	5,5%	20,0%	33,3%	32,0%	536
	Male	1,6%	4,2%	8,1%	20,8%	31,9%	33,4%	502
	18-34	2,8%	4,9%	8,4%	22,8%	31,9%	29,4%	335
Age:	35-54	1,6%	6,6%	5,9%	19,6%	33,1%	33,1%	365
	55+	2,0%	4,8%	6,0%	18,9%	33,0%	35,4%	338
	No or primary school	1,4%	5,8%	3,7%	22,8%	33,8%	32,6%	243
Education:	Completed secondary school	2,6%	4,4%	7,2%	20,6%	32,3%	32,9%	584
	University degree	1,7%	7,9%	8,8%	17,2%	32,3%	32,1%	210
	Albanian	1,9%	6,7%	14,3%	24,2%	20,9%	32,0%	53
	Montenegrin	1,7%	7,6%	7,8%	21,7%	33,6%	27,6%	459
Nationality:	Muslim / Bosniak	2,1%	3,4%	5,4%	9,4%	37,7%	42,0%	134
	Serb	2,8%	4,2%	4,2%	23,5%	30,1%	35,1%	302
	Other	0,0%	0,0%	3,5%	22,9%	29,7%	43,9%	17
	Refuses to answer	2,5%	1,4%	8,2%	15,7%	37,1%	35,2%	73
	No income and up to 250 €	2,0%	11,4%	6,9%	23,5%	28,4%	27,8%	170
	From 250 to 500 €	1,2%	4,2%	4,8%	27,9%	31,8%	30,1%	305
Household income in the previous month	From 500 to 1000 €	1,5%	5,1%	9,6%	18,5%	38,7%	26,6%	282
	Over 1000 €	3,2%	8,4%	12,5%	17,7%	32,0%	26,3%	96
	Refuses to answer	4,1%	1,1%	2,4%	9,4%	29,0%	54,0%	184
	Total	2,1%	5,5%	6,7%	20,4%	32,7%	32,7%	1038

		11. Doctors are fair and kind to patients						
		I do not know, I can not estimate it	I fully disagree	I mostly disagree	I agree and disagree	I mostly agree	I fully agree	Total
		%	%	%	%	%	%	No.
	South	2,5%	8,0%	7,3%	22,8%	26,8%	32,6%	258
Region:	Center	0,4%	5,3%	9,6%	27,2%	31,3%	26,1%	458
	North	0,9%	3,5%	2,8%	17,3%	28,5%	47,0%	321
Settlement:	Urban	0,9%	7,0%	7,3%	25,9%	27,8%	31,0%	656
	Rural	1,3%	2,7%	6,4%	18,2%	31,9%	39,6%	382
Gender:	Female	1,3%	6,6%	6,1%	22,2%	27,3%	36,5%	536
	Male	0,9%	4,2%	7,9%	23,9%	31,4%	31,7%	502
	18-34	1,6%	5,1%	10,5%	27,2%	28,2%	27,5%	335
Age:	35-54	1,0%	4,6%	6,9%	25,6%	28,0%	33,9%	365
	55+	0,7%	6,7%	3,5%	16,2%	31,8%	41,1%	338
	No or primary school	0,7%	4,5%	4,6%	17,7%	33,3%	39,2%	243
Education:	Completed secondary school	1,2%	5,2%	7,7%	25,5%	26,8%	33,6%	584
	University degree	1,2%	7,2%	7,7%	22,4%	31,6%	29,9%	210
	Albanian	0,0%	5,6%	7,6%	16,1%	44,1%	26,6%	53
	Montenegrin	0,8%	7,2%	7,7%	27,2%	27,7%	29,4%	459
Nationality:	Muslim / Bosniak	2,1%	1,8%	3,9%	14,3%	27,7%	50,2%	134
	Serb	1,3%	5,2%	7,8%	19,1%	32,3%	34,3%	302
	Other	0,0%	0,0%	13,6%	26,1%	17,3%	43,0%	17
	Refuses to answer	1,2%	3,0%	2,5%	33,3%	22,1%	37,9%	73
	No income and up to 250 €	1,0%	7,2%	4,5%	22,9%	32,4%	31,9%	170
	From 250 to 500 €	0,0%	5,2%	8,3%	22,2%	33,4%	30,9%	305
Household income in the previous month	From 500 to 1000 €	0,0%	5,7%	9,1%	26,7%	30,2%	28,3%	282
	Over 1000 €	3,2%	9,5%	9,7%	28,7%	26,9%	22,1%	96
	Refuses to answer	3,5%	1,6%	2,3%	16,1%	19,7%	56,8%	184
	Total	1,1%	5,4%	6,9%	23,0%	29,3%	34,2%	1038

		12. Nurses are fair and kind to patients						
		I do not know, I can not estimate it	I fully disagree	I mostly disagree	I agree and disagree	I mostly agree	I fully agree	Total
		%	%	%	%	%	%	No.
Region:	South	2,9%	9,5%	8,9%	25,8%	25,3%	27,6%	258
	Center	0,7%	12,2%	13,6%	22,6%	29,1%	21,9%	458
	North	1,4%	4,7%	7,3%	21,1%	25,7%	39,8%	321
Settlement:	Urban	1,2%	11,8%	10,6%	22,5%	26,8%	27,2%	656
	Rural	1,8%	4,8%	10,2%	23,7%	27,6%	31,8%	382
Gender:	Female	1,8%	9,9%	11,1%	21,1%	26,2%	30,0%	536
	Male	1,1%	8,5%	9,8%	24,9%	28,1%	27,7%	502
Age:	18-34	1,6%	8,4%	15,7%	25,7%	25,3%	23,3%	335
	35-54	2,0%	11,1%	8,6%	24,1%	25,7%	28,5%	365
	55+	0,7%	7,9%	7,3%	19,0%	30,3%	34,8%	338
Education:	No or primary school	0,7%	5,4%	5,7%	18,1%	35,5%	34,7%	243
	Completed secondary school	1,9%	9,1%	11,0%	24,7%	24,5%	28,8%	584
	University degree	1,2%	13,9%	14,5%	23,6%	24,5%	22,3%	210
Nationality:	Albanian	0,0%	5,6%	4,8%	21,9%	38,2%	29,5%	53
	Montenegrin	1,0%	11,9%	12,2%	24,7%	24,8%	25,4%	459
	Muslim / Bosniak	2,1%	6,1%	5,6%	15,4%	28,1%	42,7%	134
	Serb	1,9%	7,9%	13,1%	19,1%	28,9%	29,1%	302
	Other	0,0%	10,7%	5,6%	46,8%	20,3%	16,6%	17
	Refuses to answer	2,5%	5,4%	2,9%	36,4%	25,7%	27,1%	73
Household income in the previous month	No income and up to 250 €	1,0%	8,0%	7,5%	32,6%	22,3%	28,6%	170
	From 250 to 500 €	0,0%	11,5%	12,7%	20,8%	29,6%	25,4%	305
	From 500 to 1000 €	0,6%	9,4%	12,7%	24,1%	29,6%	23,5%	282
	Over 1000 €	3,2%	17,0%	15,3%	15,4%	32,0%	17,2%	96
	Refuses to answer	4,6%	2,2%	3,5%	19,5%	20,8%	49,3%	184
	Total	1,5%	9,2%	10,5%	22,9%	27,1%	28,9%	1038

		13. Medical staff keeps confidential the information about health condition of patients						
		I do not know, I can not estimate it	I fully disagree	I mostly disagree	I agree and disagree	I mostly agree	I fully agree	Total
		%	%	%	%	%	%	No.
Region:	South	20,6%	6,9%	6,0%	13,9%	20,8%	31,8%	258
	Center	22,1%	5,8%	10,8%	15,5%	26,6%	19,1%	458
	North	11,2%	3,2%	3,9%	9,8%	19,8%	52,1%	321
Settlement:	Urban	22,1%	6,4%	7,4%	13,5%	23,2%	27,4%	656
	Rural	12,0%	3,4%	7,6%	13,0%	22,8%	41,2%	382
Gender:	Female	15,7%	6,2%	5,5%	13,5%	25,7%	33,4%	536
	Male	21,3%	4,2%	9,6%	13,2%	20,2%	31,5%	502
Age:	18-34	16,5%	3,6%	11,5%	13,2%	23,8%	31,3%	335
	35-54	19,3%	6,4%	5,8%	13,2%	22,0%	33,3%	365
	55+	19,3%	5,7%	5,3%	13,6%	23,4%	32,8%	338
Education:	No or primary school	15,6%	3,7%	6,4%	13,3%	27,9%	33,1%	243
	Completed secondary school	20,0%	4,9%	7,4%	13,7%	20,7%	33,2%	584
	University degree	17,2%	8,0%	8,8%	12,3%	23,9%	29,8%	210
Nationality:	Albanian	7,7%	1,9%	15,1%	16,8%	35,4%	23,1%	53
	Montenegrin	18,7%	7,1%	8,9%	16,6%	22,3%	26,4%	459
	Muslim / Bosniak	21,1%	2,0%	2,5%	8,4%	14,0%	51,9%	134
	Serb	20,3%	5,3%	6,1%	10,4%	26,2%	31,7%	302
	Other	22,6%	3,5%	0,0%	0,0%	53,6%	20,3%	17
	Refuses to answer	10,2%	2,5%	9,2%	14,7%	15,2%	48,2%	73
Household income in the previous month	No income and up to 250 €	9,3%	8,1%	9,0%	17,8%	20,5%	35,3%	170
	From 250 to 500 €	21,0%	6,6%	5,8%	12,7%	25,9%	28,0%	305
	From 500 to 1000 €	19,2%	4,4%	8,4%	13,4%	29,4%	25,2%	282
	Over 1000 €	20,7%	4,8%	15,5%	20,0%	19,5%	19,6%	96
	Refuses to answer	20,0%	2,0%	3,2%	6,7%	12,9%	55,2%	184
	Total	18,4%	5,3%	7,5%	13,3%	23,0%	32,5%	1038

		14. It happens that during the doctor examination uninvited persons enter the room						
		I do not know, I can not estimate it	I fully disagree	I mostly disagree	I agree and disagree	I mostly agree	I fully agree	Total
		%	%	%	%	%	%	No.
Region:	South	10,7%	20,0%	18,0%	16,1%	23,5%	11,6%	258
	Center	5,8%	20,3%	23,0%	11,9%	18,7%	20,3%	458
	North	5,3%	22,5%	20,3%	19,8%	20,8%	11,2%	321
Settlement:	Urban	6,1%	24,7%	19,9%	13,9%	18,1%	17,3%	656
	Rural	8,2%	14,4%	22,6%	18,0%	24,8%	12,1%	382
Gender:	Female	6,0%	22,4%	20,8%	13,7%	21,2%	15,9%	536
	Male	7,8%	19,3%	21,0%	17,2%	19,9%	14,8%	502
Age:	18-34	9,7%	21,5%	19,9%	13,6%	21,3%	14,0%	335
	35-54	6,3%	19,6%	16,8%	15,5%	20,9%	20,9%	365
	55+	4,7%	21,7%	26,3%	17,1%	19,5%	10,7%	338
Education:	No or primary school	8,1%	21,7%	23,3%	16,6%	20,8%	9,5%	243
	Completed secondary school	5,5%	20,6%	20,9%	15,9%	21,0%	16,1%	584
	University degree	9,3%	20,8%	18,0%	12,7%	19,1%	20,0%	210
Nationality:	Albanian	2,8%	15,2%	32,8%	14,9%	19,0%	15,4%	53
	Montenegrin	5,9%	23,1%	21,2%	14,7%	19,7%	15,4%	459
	Muslim / Bosniak	9,7%	19,7%	20,9%	20,7%	19,6%	9,3%	134
	Serb	6,7%	20,5%	20,8%	12,1%	21,6%	18,4%	302
	Other	11,3%	11,4%	3,7%	31,0%	25,4%	17,2%	17
	Refuses to answer	10,8%	17,1%	14,9%	20,8%	23,5%	13,0%	73
Household income in the previous month	No income and up to 250 €	6,1%	22,7%	22,1%	21,5%	14,7%	12,9%	170
	From 250 to 500 €	3,5%	19,4%	22,5%	13,8%	24,7%	16,1%	305
	From 500 to 1000 €	4,4%	16,3%	21,7%	13,9%	24,9%	18,8%	282
	Over 1000 €	6,9%	20,6%	19,1%	13,6%	20,7%	19,0%	96
	Refuses to answer	16,9%	28,9%	16,7%	15,8%	12,4%	9,4%	184
	Total	6,9%	20,9%	20,9%	15,4%	20,6%	15,4%	1038

		15. I can get a health service whenever I need						
		I do not know, I can not estimate it	I fully disagree	I mostly disagree	I agree and disagree	I mostly agree	I fully agree	Total
		%	%	%	%	%	%	No.
Region:	South	4,8%	9,6%	8,6%	18,1%	27,3%	31,6%	258
	Center	3,2%	12,1%	15,5%	22,7%	27,5%	19,0%	458
	North	1,4%	5,0%	5,9%	14,3%	29,6%	43,8%	321
Settlement:	Urban	3,3%	11,4%	11,5%	19,5%	28,1%	26,2%	656
	Rural	2,6%	5,6%	9,7%	18,0%	28,2%	35,9%	382
Gender:	Female	3,1%	11,3%	12,0%	19,6%	26,3%	27,8%	536
	Male	3,0%	7,2%	9,6%	18,3%	30,0%	31,9%	502
Age:	18-34	3,5%	8,2%	13,3%	19,4%	28,1%	27,5%	335
	35-54	3,1%	10,9%	11,7%	21,0%	26,8%	26,5%	365
	55+	2,5%	8,6%	7,4%	16,3%	29,5%	35,7%	338
Education:	No or primary school	3,5%	8,1%	9,1%	14,6%	29,9%	34,9%	243
	Completed secondary school	3,1%	7,6%	11,8%	20,2%	27,6%	29,6%	584
	University degree	2,4%	15,3%	10,0%	20,5%	27,4%	24,4%	210
Nationality:	Albanian	0,0%	5,6%	12,3%	19,8%	31,4%	30,8%	53
	Montenegrin	3,6%	11,0%	12,5%	21,1%	27,6%	24,3%	459
	Muslim / Bosniak	3,7%	3,5%	7,5%	12,8%	24,6%	47,8%	134
	Serb	2,6%	10,8%	10,3%	17,2%	30,1%	28,9%	302
	Other	0,0%	17,1%	24,2%	0,0%	43,7%	15,0%	17
	Refuses to answer	3,3%	3,7%	4,1%	27,6%	23,1%	38,2%	73
Household income in the previous month	No income and up to 250 €	2,6%	12,5%	11,0%	20,1%	21,4%	32,4%	170
	From 250 to 500 €	3,1%	7,5%	10,2%	19,4%	36,1%	23,6%	305
	From 500 to 1000 €	0,8%	10,2%	13,6%	21,0%	31,6%	22,7%	282
	Over 1000 €	2,4%	16,6%	15,7%	17,9%	30,1%	17,2%	96
	Refuses to answer	7,2%	4,0%	4,9%	14,4%	14,5%	54,9%	184
	Total	3,0%	9,3%	10,8%	19,0%	28,1%	29,8%	1038

		16. Doctors are competent and trained						
		I do not know, I can not estimate it	I fully disagree	I mostly disagree	I agree and disagree	I mostly agree	I fully agree	Total
		%	%	%	%	%	%	No.
Region:	South	6,6%	6,8%	3,7%	16,7%	26,5%	39,6%	258
	Center	5,0%	5,7%	8,2%	25,1%	34,9%	21,1%	458
	North	2,2%	3,4%	2,0%	12,9%	21,7%	57,8%	321
Settlement:	Urban	4,4%	6,3%	6,4%	20,4%	31,2%	31,2%	656
	Rural	4,7%	3,4%	3,1%	17,2%	24,6%	47,1%	382
Gender:	Female	2,9%	5,7%	4,5%	17,3%	30,4%	39,2%	536
	Male	6,3%	4,8%	5,9%	21,3%	27,0%	34,8%	502
Age:	18-34	5,2%	4,7%	5,1%	22,0%	28,1%	34,9%	335
	35-54	4,9%	5,4%	6,3%	19,1%	29,9%	34,3%	365
	55+	3,4%	5,7%	4,0%	16,6%	28,1%	42,2%	338
Education:	No or primary school	4,9%	5,9%	1,7%	15,5%	27,7%	44,2%	243
	Completed secondary school	3,8%	4,5%	6,6%	19,8%	29,0%	36,4%	584
	University degree	6,1%	6,6%	5,2%	22,0%	29,3%	30,8%	210
Nationality:	Albanian	7,5%	3,7%	7,7%	21,4%	30,8%	28,9%	53
	Montenegrin	5,3%	7,0%	6,6%	21,8%	28,7%	30,6%	459
	Muslim / Bosniak	2,1%	1,3%	0,6%	10,7%	28,6%	56,8%	134
	Serb	4,1%	5,8%	6,1%	19,3%	28,6%	36,1%	302
	Other	0,0%	0,0%	0,0%	25,2%	52,8%	22,0%	17
	Refuses to answer	4,4%	2,1%	0,0%	15,6%	23,0%	54,9%	73
Household income in the previous month	No income and up to 250 €	5,3%	8,5%	4,5%	21,9%	22,0%	37,7%	170
	From 250 to 500 €	3,9%	2,9%	5,3%	19,4%	35,1%	33,3%	305
	From 500 to 1000 €	2,8%	6,7%	7,0%	21,7%	34,4%	27,4%	282
	Over 1000 €	5,0%	11,4%	7,3%	31,2%	33,3%	11,8%	96
	Refuses to answer	7,2%	0,7%	1,5%	6,5%	13,5%	70,5%	184
	Total	4,5%	5,3%	5,2%	19,2%	28,7%	37,1%	1038

		17. Doctors give me advices on how to avoid the disease and stay healthy						
		I do not know, I can not estimate it	I fully disagree	I mostly disagree	I agree and disagree	I mostly agree	I fully agree	Total
		%	%	%	%	%	%	No.
Region:	South	8,3%	8,5%	3,4%	13,7%	23,0%	43,1%	258
	Center	8,7%	5,8%	10,6%	21,2%	28,3%	25,4%	458
	North	2,4%	3,0%	4,4%	9,2%	20,8%	60,2%	321
Settlement:	Urban	6,5%	7,4%	7,4%	17,0%	25,8%	36,0%	656
	Rural	6,9%	2,5%	6,1%	13,3%	22,7%	48,4%	382
Gender:	Female	5,6%	6,9%	8,1%	14,4%	23,6%	41,4%	536
	Male	7,7%	4,2%	5,6%	16,9%	25,8%	39,8%	502
Age:	18-34	6,3%	4,3%	8,6%	17,7%	23,9%	39,3%	335
	35-54	8,2%	6,3%	7,0%	13,9%	23,6%	41,0%	365
	55+	5,4%	6,1%	5,1%	15,5%	26,6%	41,4%	338
Education:	No or primary school	7,5%	5,2%	4,8%	15,2%	24,8%	42,5%	243
	Completed secondary school	6,9%	5,3%	6,9%	15,5%	23,5%	41,9%	584
	University degree	5,1%	6,7%	9,3%	16,6%	27,7%	34,6%	210
Nationality:	Albanian	11,1%	5,6%	7,7%	4,8%	30,3%	40,6%	53
	Montenegrin	7,0%	8,0%	9,3%	17,1%	24,6%	34,0%	459
	Muslim / Bosniak	4,2%	3,0%	5,2%	7,7%	21,2%	58,6%	134
	Serb	7,5%	4,0%	4,6%	18,0%	26,9%	39,0%	302
	Other	0,0%	0,0%	10,6%	22,9%	40,8%	25,7%	17
	Refuses to answer	3,8%	2,9%	2,9%	17,5%	14,2%	58,6%	73
Household income in the previous month	No income and up to 250 €	7,6%	10,9%	5,3%	15,2%	18,3%	42,7%	170
	From 250 to 500 €	6,6%	5,7%	8,2%	17,9%	28,7%	32,9%	305
	From 500 to 1000 €	4,3%	5,4%	9,0%	14,9%	32,8%	33,5%	282
	Over 1000 €	5,6%	5,3%	10,4%	26,2%	24,1%	28,4%	96
	Refuses to answer	10,0%	0,7%	1,1%	7,9%	11,6%	68,6%	184
	Total	6,7%	5,6%	6,9%	15,6%	24,7%	40,6%	1038

45

		18. Long waiting lists for certain healthcare services						
		I do not know, I can not estimate it	I fully disagree	I mostly disagree	I agree and disagree	I mostly agree	I fully agree	Total
		%	%	%	%	%	%	No.
Region:	South	9,4%	10,7%	5,6%	14,7%	24,4%	35,2%	258
	Center	10,1%	5,1%	8,6%	15,0%	14,6%	46,6%	458
	North	17,2%	8,9%	11,3%	16,4%	13,6%	32,6%	321
Settlement:	Urban	11,6%	8,7%	6,9%	14,4%	16,4%	42,0%	656
	Rural	13,1%	6,0%	11,6%	17,0%	17,3%	35,0%	382
Gender:	Female	11,4%	9,4%	8,0%	15,0%	17,6%	38,6%	536
	Male	12,9%	5,8%	9,4%	15,8%	15,8%	40,3%	502
Age:	18-34	13,6%	5,4%	7,3%	14,7%	14,2%	44,9%	335
	35-54	9,8%	9,0%	9,0%	13,7%	18,0%	40,5%	365
	55+	13,2%	8,5%	9,6%	17,8%	17,9%	32,9%	338
Education:	No or primary school	18,6%	9,9%	8,1%	16,9%	17,6%	28,9%	243
	Completed secondary school	11,5%	6,7%	8,1%	15,4%	17,5%	40,8%	584
	University degree	6,6%	7,7%	10,9%	13,5%	13,5%	47,8%	210
Nationality:	Albanian	17,8%	7,2%	11,3%	18,0%	29,5%	16,1%	53
	Montenegrin	11,1%	9,1%	9,7%	15,2%	15,4%	39,5%	459
	Muslim / Bosniak	12,9%	6,2%	7,0%	12,4%	21,4%	40,1%	134
	Serb	13,5%	6,7%	7,0%	14,9%	15,0%	42,9%	302
	Other	0,0%	6,0%	11,5%	11,0%	19,5%	52,1%	17
	Refuses to answer	10,4%	6,1%	9,7%	22,5%	13,5%	37,7%	73
Household income in the previous month	No income and up to 250 €	19,8%	14,4%	6,2%	16,6%	13,4%	29,6%	170
	From 250 to 500 €	11,5%	7,3%	5,5%	13,2%	19,2%	43,4%	305
	From 500 to 1000 €	7,0%	3,9%	10,2%	13,8%	20,5%	44,6%	282
	Over 1000 €	6,5%	4,9%	7,5%	20,3%	18,1%	42,7%	96
	Refuses to answer	16,9%	9,4%	14,4%	17,6%	9,3%	32,4%	184
	Total	12,1%	7,7%	8,7%	15,4%	16,7%	39,4%	1038

		19. Do you know who to contact if you believe that your rights as a patient are not respected?		
		Yes	No	Total
		%	%	No.
Region:	South	33,5%	66,5%	258
	Center	39,4%	60,6%	458
	North	26,2%	73,8%	321
Settlement:	Urban	36,1%	63,9%	656
	Rural	30,1%	69,9%	382
Gender:	Female	32,0%	68,0%	536
	Male	35,8%	64,2%	502
Age:	18-34	30,8%	69,2%	335
	35-54	38,4%	61,6%	365
	55+	32,0%	68,0%	338
Education:	No or primary school	26,3%	73,7%	243
	Completed secondary school	33,8%	66,2%	584
	University degree	42,9%	57,1%	210
Nationality:	Albanian	33,8%	66,2%	53
	Montenegrin	37,5%	62,5%	459
	Muslim / Bosniak	25,4%	74,6%	134
	Serb	34,6%	65,4%	302
	Other	37,1%	62,9%	17
	Refuses to answer	22,6%	77,4%	73
Household income in the previous month	No income and up to 250 €	30,4%	69,6%	170
	From 250 to 500 €	34,4%	65,6%	305
	From 500 to 1000 €	36,1%	63,9%	282
	Over 1000 €	39,3%	60,7%	96
	Refuses to answer	29,9%	70,1%	184
	Total	33,9%	66,1%	1038

		20. How would you like to get information about patients' rights?									
		Through TV shows	Through radio shows	Through newspaper articles	In the healthcare institution: verbally	In the healthcare institution through posters, printed leaflets, notices	Through the Internet (websites, blogs, forums...)	Through public forums	Through other institutions (municipal authorities, NGO sector retirement home ...)	I do not need information about patients' rights	I don't know	Total
		%	%	%	%	%	%	%	%	%	%	No.
Region:	South	57,0%	2,6%	19,8%	33,2%	23,5%	13,7%	1,5%	4,6%	3,2%	3,4%	258
	Center	53,2%	8,8%	19,4%	21,0%	28,8%	23,2%	0,3%	1,2%	5,5%	4,9%	458
	North	50,2%	4,7%	18,5%	41,1%	28,6%	11,5%	0,3%	2,6%	4,9%	6,2%	321
Settlement:	Urban	51,3%	7,0%	16,2%	30,1%	29,4%	19,8%	0,5%	2,2%	5,5%	2,9%	656
	Rural	56,6%	4,4%	24,4%	30,5%	23,9%	12,8%	0,8%	2,8%	3,5%	8,5%	382
Gender:	Female	53,6%	5,6%	17,3%	33,0%	31,0%	14,7%	0,7%	3,0%	4,6%	4,3%	536
	Male	52,9%	6,5%	21,2%	27,4%	23,6%	20,0%	0,5%	1,9%	4,8%	5,7%	502
Age:	18-34	49,7%	4,5%	15,9%	27,6%	24,9%	34,5%	1,1%	1,9%	4,8%	3,2%	335
	35-54	54,2%	6,9%	19,3%	31,8%	33,3%	12,6%	0,3%	3,7%	4,3%	3,6%	365
	55+	55,7%	6,4%	22,4%	31,4%	23,5%	5,2%	0,4%	1,6%	5,0%	8,1%	338
Education:	No or primary school	54,3%	5,6%	20,1%	29,1%	21,9%	10,8%	0,4%	2,2%	4,2%	7,7%	243
	Completed secondary school	53,4%	5,7%	19,8%	32,5%	26,9%	18,3%	0,8%	2,0%	4,8%	4,5%	584
	University degree	51,5%	7,4%	16,5%	25,6%	35,1%	21,9%	0,2%	4,1%	5,0%	3,1%	210
Nationality:	Albanian	46,6%	0,0%	12,2%	35,3%	15,3%	18,2%	0,0%	0,0%	6,7%	4,7%	53
	Montenegrin	52,6%	8,5%	19,6%	25,5%	29,7%	19,0%	0,8%	2,9%	5,4%	4,0%	459
	Muslim / Bosniak	66,8%	4,0%	25,0%	32,2%	19,4%	18,0%	0,8%	3,8%	1,4%	2,8%	134
	Serb	48,8%	4,4%	16,2%	32,6%	30,3%	16,1%	0,6%	2,3%	5,2%	7,1%	302
	Other	59,9%	0,0%	34,5%	43,5%	30,7%	10,7%	0,0%	0,0%	0,0%	2,3%	17
	Refuses to answer	54,3%	6,3%	20,2%	40,7%	23,7%	10,1%	0,0%	0,0%	4,1%	6,3%	73
Household income in the previous month	No income and up to 250 €	57,5%	7,9%	22,6%	28,1%	15,8%	9,2%	0,0%	5,0%	7,6%	6,0%	170
	From 250 to 500 €	52,7%	4,9%	17,3%	32,6%	31,4%	11,8%	0,3%	2,6%	3,3%	5,5%	305
	From 500 to 1000 €	51,1%	6,0%	13,4%	32,1%	34,1%	22,4%	0,8%	1,1%	4,3%	3,0%	282
	Over 1000 €	54,3%	10,4%	26,7%	12,2%	20,0%	40,7%	0,5%	4,4%	3,3%	1,7%	96
	Refuses to answer	53,0%	3,8%	24,2%	35,0%	25,1%	13,7%	1,4%	1,0%	5,9%	7,8%	184
	Total	53,2%	6,0%	19,2%	30,3%	27,4%	17,2%	0,6%	2,4%	4,7%	4,9%	1038

		21. Who should inform patients of their rights?							
		Doctors	Nurses	The Ministry of Health	Protector of patients' rights	Media	NGOs	I don't know	Total
		%	%	%	%	%	%	%	No.
	South	28,1%	8,9%	32,2%	14,6%	11,0%	0,4%	4,7%	258
Region:	Center	20,0%	5,2%	35,2%	14,4%	16,5%	4,3%	4,4%	458
	North	33,6%	14,4%	24,3%	6,3%	13,4%	0,5%	7,4%	321
Settlement:	Urban	22,2%	8,8%	33,1%	13,5%	15,1%	2,0%	5,2%	656
	Rural	33,1%	9,2%	27,5%	9,2%	12,7%	2,4%	5,8%	382
Gender:	Female	27,6%	9,6%	28,9%	13,0%	14,5%	1,7%	4,7%	536
	Male	24,8%	8,3%	33,4%	10,7%	13,9%	2,7%	6,2%	502
	18-34	23,2%	7,3%	36,3%	11,5%	16,6%	2,4%	2,9%	335
Age:	35-54	19,5%	9,7%	35,0%	13,1%	14,6%	2,1%	6,1%	365
	55+	36,6%	9,9%	21,7%	11,1%	11,4%	2,1%	7,2%	338
	No or primary school	40,6%	12,6%	20,4%	9,0%	8,9%	1,3%	7,2%	243
Education:	Completed secondary school	22,9%	8,6%	31,6%	13,5%	16,0%	2,8%	4,7%	584
	University degree	19,0%	5,7%	42,1%	11,1%	15,2%	1,5%	5,4%	210
	Albanian	37,1%	4,9%	28,2%	5,8%	17,7%	0,0%	6,3%	53
	Montenegrin	23,5%	6,4%	32,3%	15,6%	15,3%	3,2%	3,7%	459
Nationality:	Muslim / Bosniak	38,9%	14,6%	24,4%	6,7%	11,7%	0,8%	2,9%	134
	Serb	26,6%	12,3%	29,4%	8,4%	12,4%	2,3%	8,6%	302
	Other	15,8%	0,0%	46,6%	13,6%	24,0%	0,0%	0,0%	17
	Refuses to answer	13,5%	6,0%	40,5%	17,1%	14,5%	0,0%	8,4%	73
	No income and up to 250 €	33,5%	13,8%	18,9%	10,9%	11,2%	2,8%	8,8%	170
Household income in the previous month	From 250 to 500 €	28,5%	10,3%	26,1%	9,9%	15,6%	3,2%	6,4%	305
	From 500 to 1000 €	27,0%	7,8%	36,5%	13,3%	10,8%	2,2%	2,4%	282
	Over 1000 €	14,6%	5,0%	43,8%	14,5%	19,6%	1,8%	0,7%	96
	Refuses to answer	20,7%	6,1%	35,6%	12,8%	17,0%	0,0%	7,8%	184
	Total	26,2%	9,0%	31,1%	11,9%	14,2%	2,2%	5,4%	1038

		22. In your opinion, to what extent is present corruption in the health care system of Montenegro?						Total
		Not present at all	It is present to a small extent	It is and is not present	It is present	It is present to a large extent	I don't know, I can not estimate it	Total
		%	%	%	%	%	%	No.
Region:	South	15,2%	13,1%	12,4%	26,5%	16,6%	16,2%	258
	Center	8,8%	10,9%	18,6%	26,3%	18,9%	16,5%	458
	North	12,5%	16,6%	10,5%	25,1%	15,0%	20,2%	321
Settlement:	Urban	10,2%	13,2%	15,0%	27,3%	18,4%	16,0%	656
	Rural	13,9%	13,3%	13,9%	23,8%	14,8%	20,3%	382
Gender:	Female	12,3%	13,5%	14,4%	24,1%	16,9%	18,8%	536
	Male	10,7%	12,9%	14,8%	28,1%	17,3%	16,3%	502
Age:	18-34	5,7%	16,2%	18,0%	25,1%	22,2%	12,8%	335
	35-54	12,7%	12,1%	13,9%	31,9%	15,5%	13,9%	365
	55+	16,0%	11,5%	11,9%	20,5%	13,8%	26,3%	338
Education:	No or primary school	16,2%	12,9%	13,8%	20,2%	9,6%	27,4%	243
	Completed secondary school	10,1%	13,3%	15,5%	27,7%	17,9%	15,5%	584
	University degree	10,2%	13,6%	12,9%	27,9%	23,6%	11,9%	210
Nationality:	Albanian	21,0%	11,9%	10,3%	27,4%	21,1%	8,3%	53
	Montenegrin	11,4%	12,3%	17,3%	25,5%	15,5%	18,1%	459
	Muslim / Bosniak	12,8%	13,8%	10,6%	24,8%	14,1%	24,0%	134
	Serb	10,4%	12,4%	12,9%	27,9%	19,2%	17,4%	302
	Other	3,7%	12,6%	21,8%	33,2%	25,2%	3,5%	17
	Refuses to answer	9,7%	23,0%	13,3%	21,0%	19,6%	13,4%	73
Household income in the previous month	No income and up to 250 €	13,2%	13,7%	12,3%	23,2%	18,8%	18,8%	170
	From 250 to 500 €	11,7%	12,2%	12,9%	28,9%	15,0%	19,2%	305
	From 500 to 1000 €	8,5%	14,5%	21,1%	27,4%	16,4%	12,1%	282
	Over 1000 €	6,5%	7,3%	21,7%	31,3%	24,6%	8,5%	96
	Refuses to answer	16,9%	15,5%	5,8%	18,8%	16,2%	26,8%	184
	Total	11,5%	13,2%	14,6%	26,0%	17,1%	17,6%	1038

		23. In your opinion, to what extent is present corruption in the relation patient-doctor?						
		Not present at all	It is present to a small extent	It is and is not present	It is present	It is present to a large extent	I don't know, I can not estimate it	Total
		%	%	%	%	%	%	No.
Region:	South	21,1%	15,2%	12,7%	15,4%	21,1%	14,4%	258
	Center	19,0%	9,6%	11,6%	19,5%	21,8%	18,6%	458
	North	20,0%	12,0%	16,2%	11,9%	24,2%	15,7%	321
Settlement:	Urban	18,3%	10,5%	13,9%	17,4%	23,1%	16,7%	656
	Rural	22,5%	13,8%	12,3%	13,9%	21,1%	16,5%	382
Gender:	Female	21,6%	12,7%	14,4%	16,1%	21,5%	13,7%	536
	Male	18,0%	10,7%	12,1%	16,2%	23,3%	19,8%	502
Age:	18-34	14,4%	6,0%	12,9%	19,6%	24,4%	22,6%	335
	35-54	17,4%	11,6%	13,5%	16,9%	26,2%	14,5%	365
	55+	27,8%	17,5%	13,5%	11,9%	16,3%	13,1%	338
Education:	No or primary school	27,6%	17,5%	11,2%	16,4%	18,1%	9,2%	243
	Completed secondary school	17,7%	10,1%	13,3%	17,8%	23,3%	17,8%	584
	University degree	16,7%	9,7%	15,7%	11,0%	24,9%	22,0%	210
Nationality:	Albanian	14,2%	21,0%	17,2%	8,6%	20,0%	18,9%	53
	Montenegrin	18,9%	13,3%	13,6%	15,2%	22,9%	16,0%	459
	Muslim / Bosniak	23,4%	13,5%	11,3%	13,4%	21,8%	16,6%	134
	Serb	21,2%	8,1%	13,1%	17,9%	23,6%	16,0%	302
	Other	3,5%	3,7%	18,4%	36,8%	15,9%	21,7%	17
	Refuses to answer	21,2%	8,4%	11,7%	19,9%	18,3%	20,5%	73
Household income in the previous month	No income and up to 250 €	22,0%	15,0%	10,9%	17,0%	20,1%	14,9%	170
	From 250 to 500 €	21,4%	10,5%	14,8%	16,8%	23,7%	12,8%	305
	From 500 to 1000 €	13,9%	9,3%	15,0%	15,5%	29,5%	16,7%	282
	Over 1000 €	12,5%	4,3%	12,2%	20,2%	25,0%	25,8%	96
	Refuses to answer	28,2%	18,2%	11,0%	12,9%	9,9%	19,7%	184
	Total	19,8%	11,7%	13,3%	16,1%	22,4%	16,6%	1038

		24. In your opinion, to what extent is present corruption in the relation patient-nurse, technician?						
		Not present at all	It is present to a small extent	It is and is not present	It is present	It is present to a large extent	I don't know, I can not estimate it	Total
		%	%	%	%	%	%	No.
Region:	South	26,0%	24,0%	11,2%	23,0%	12,2%	3,7%	258
	Center	21,1%	14,3%	14,9%	19,4%	16,9%	13,3%	458
	North	21,4%	16,8%	16,8%	20,2%	18,5%	6,4%	321
Settlement:	Urban	21,0%	17,4%	13,6%	21,1%	17,1%	9,7%	656
	Rural	24,7%	17,7%	16,2%	19,5%	14,7%	7,2%	382
Gender:	Female	24,5%	18,6%	13,2%	20,5%	16,1%	7,3%	536
	Male	20,1%	16,4%	16,1%	20,6%	16,4%	10,4%	502
Age:	18-34	16,7%	11,4%	19,4%	23,4%	17,7%	11,4%	335
	35-54	19,2%	19,9%	12,2%	21,5%	18,5%	8,7%	365
	55+	31,5%	21,0%	12,3%	16,6%	12,4%	6,2%	338
Education:	No or primary school	28,9%	21,0%	13,3%	19,2%	11,1%	6,5%	243
	Completed secondary school	20,5%	16,7%	14,5%	22,5%	18,1%	7,6%	584
	University degree	20,1%	15,7%	16,3%	16,4%	16,9%	14,6%	210
Nationality:	Albanian	20,0%	24,8%	7,6%	21,7%	18,4%	7,5%	53
	Montenegrin	20,6%	20,1%	15,3%	19,7%	13,3%	11,0%	459
	Muslim / Bosniak	26,4%	16,2%	14,6%	22,8%	15,8%	4,2%	134
	Serb	24,3%	14,0%	15,1%	19,2%	20,0%	7,5%	302
	Other	8,8%	11,6%	12,9%	47,2%	10,6%	8,8%	17
	Refuses to answer	23,6%	14,6%	12,9%	20,5%	19,3%	9,1%	73
Household income in the previous month	No income and up to 250 €	24,6%	18,9%	13,0%	18,3%	17,4%	7,8%	170
	From 250 to 500 €	22,5%	16,5%	17,2%	20,9%	15,4%	7,5%	305
	From 500 to 1000 €	16,8%	18,1%	15,0%	22,4%	19,0%	8,6%	282
	Over 1000 €	17,0%	8,6%	13,4%	19,4%	23,0%	18,6%	96
	Refuses to answer	31,4%	21,7%	11,5%	19,6%	8,9%	6,9%	184
	Total	22,4%	17,5%	14,6%	20,5%	16,2%	8,8%	1038

		25. In your opinion, to what extent is present corruption in the relation patient-employees of state healthcare institutions (legal service, doormen, hygienist and drivers)?						
		Not present at all	It is present to a small extent	It is and is not present	It is present	It is present to a large extent	I don't know, I can not estimate it	Total
		%	%	%	%	%	%	No.
Region:	South	52,9%	30,2%	4,4%	5,5%	5,5%	1,5%	258
	Center	29,9%	32,5%	16,0%	11,2%	6,0%	4,5%	458
	North	41,8%	30,9%	9,8%	11,9%	4,9%	0,7%	321
Settlement:	Urban	38,0%	30,6%	11,1%	11,3%	6,3%	2,7%	656
	Rural	41,6%	32,8%	11,3%	7,7%	4,2%	2,4%	382
Gender:	Female	41,2%	32,1%	11,0%	9,7%	3,9%	2,1%	536
	Male	37,4%	30,7%	11,3%	10,3%	7,3%	3,1%	502
Age:	18-34	35,2%	31,4%	12,2%	11,5%	5,9%	3,9%	335
	35-54	33,5%	32,2%	13,9%	11,0%	7,0%	2,4%	365
	55+	49,8%	30,6%	7,2%	7,5%	3,5%	1,5%	338
Education:	No or primary school	50,4%	30,0%	8,9%	8,5%	1,4%	0,8%	243
	Completed secondary school	37,1%	31,3%	11,0%	11,9%	6,6%	2,1%	584
	University degree	32,6%	33,4%	14,4%	6,4%	7,2%	6,0%	210
Nationality:	Albanian	24,6%	32,3%	6,0%	27,8%	7,5%	1,9%	53
	Montenegrin	35,0%	35,2%	12,8%	8,0%	5,6%	3,5%	459
	Muslim / Bosniak	45,7%	29,1%	13,0%	7,4%	3,9%	0,8%	134
	Serb	44,4%	27,8%	10,3%	8,6%	6,4%	2,5%	302
	Other	14,5%	38,6%	5,9%	37,5%	3,5%	0,0%	17
	Refuses to answer	50,3%	24,6%	6,6%	13,9%	3,0%	1,7%	73
Household income in the previous month	No income and up to 250 €	36,6%	34,6%	9,5%	11,1%	6,8%	1,3%	170
	From 250 to 500 €	41,3%	29,6%	11,1%	12,8%	3,4%	1,8%	305
	From 500 to 1000 €	37,2%	30,5%	15,3%	7,3%	7,1%	2,7%	282
	Over 1000 €	23,6%	26,5%	14,9%	15,3%	12,7%	7,0%	96
	Refuses to answer	50,0%	35,3%	4,5%	5,7%	1,8%	2,6%	184
	Total	39,3%	31,4%	11,2%	10,0%	5,5%	2,6%	1038

		26. In your opinion, to what extent is present corruption in the relation healthcare workers-pharmaceutical companies?						
		Not present at all	It is present to a small extent	It is and is not present	It is present	It is present to a large extent	I don't know, I can not estimate it	Total
		%	%	%	%	%	%	No.
Region:	South	51,6%	17,0%	3,5%	11,9%	6,8%	9,1%	258
	Center	36,6%	24,2%	8,9%	9,6%	12,1%	8,6%	458
	North	55,4%	21,9%	2,8%	7,4%	5,1%	7,4%	321
Settlement:	Urban	44,6%	20,0%	7,0%	10,0%	10,2%	8,2%	656
	Rural	48,7%	24,6%	3,4%	8,7%	6,0%	8,6%	382
Gender:	Female	49,9%	21,5%	3,9%	8,6%	7,6%	8,6%	536
	Male	42,1%	21,9%	7,6%	10,4%	9,7%	8,2%	502
Age:	18-34	42,0%	21,7%	6,7%	11,6%	8,2%	9,8%	335
	35-54	41,7%	22,8%	5,1%	11,0%	10,3%	9,2%	365
	55+	55,0%	20,5%	5,4%	5,8%	7,2%	6,1%	338
Education:	No or primary school	60,7%	20,4%	2,8%	7,6%	3,4%	5,0%	243
	Completed secondary school	43,2%	22,1%	5,7%	11,2%	9,3%	8,5%	584
	University degree	37,3%	22,0%	9,1%	6,8%	13,0%	11,8%	210
Nationality:	Albanian	47,8%	25,8%	6,6%	5,8%	3,7%	10,3%	53
	Montenegrin	39,3%	23,6%	7,8%	9,3%	10,6%	9,4%	459
	Muslim / Bosniak	57,8%	22,0%	3,5%	6,0%	3,5%	7,2%	134
	Serb	49,6%	18,8%	4,2%	11,2%	9,7%	6,3%	302
	Other	37,1%	14,3%	2,3%	19,2%	10,5%	16,7%	17
	Refuses to answer	54,1%	19,5%	2,9%	10,4%	4,1%	9,0%	73
Household income in the previous month	No income and up to 250 €	46,7%	22,5%	2,5%	10,7%	7,3%	10,3%	170
	From 250 to 500 €	49,5%	21,0%	8,6%	9,1%	6,6%	5,3%	305
	From 500 to 1000 €	45,7%	18,4%	5,0%	9,3%	12,7%	8,9%	282
	Over 1000 €	33,6%	21,3%	10,0%	13,5%	11,9%	9,7%	96
	Refuses to answer	47,2%	27,4%	2,7%	7,3%	5,3%	10,1%	184
	Total	46,1%	21,7%	5,7%	9,5%	8,6%	8,4%	1038

		27. Have you or your family member paid to a healthcare worker off the record or additionally, in the past year?				
		Yes, once	Yes, few times	No	I don't know, I can't remember	Total
		%	%	%	%	No.
	South	5,0%	3,9%	89,2%	2,0%	258
Region:	Center	3,9%	2,4%	92,8%	0,9%	458
	North	6,9%	1,7%	90,1%	1,2%	321
Settlement:	Urban	4,3%	2,3%	91,8%	1,6%	656
	Rural	6,5%	3,0%	89,8%	0,8%	382
Gender:	Female	5,0%	2,8%	91,1%	1,1%	536
	Male	5,3%	2,3%	91,0%	1,4%	502
	18-34	7,3%	2,1%	90,2%	0,5%	335
Age:	35-54	4,2%	2,5%	92,4%	0,8%	365
	55+	3,9%	3,0%	90,5%	2,6%	338
	No or primary school	3,4%	2,4%	92,3%	1,9%	243
Education:	Completed secondary school	5,9%	2,9%	90,2%	1,1%	584
	University degree	5,0%	1,8%	92,1%	1,2%	210
	Albanian	11,2%	5,8%	83,0%	0,0%	53
	Montenegrin	4,8%	2,4%	91,3%	1,5%	459
Nationality:	Muslim / Bosniak	5,8%	1,2%	93,1%	0,0%	134
	Serb	3,4%	2,7%	92,2%	1,7%	302
	Other	5,3%	0,0%	94,7%	0,0%	17
	Refuses to answer	8,4%	3,7%	86,3%	1,6%	73
	No income and up to 250 €	3,9%	2,7%	91,9%	1,6%	170
Household income in the previous month	From 250 to 500 €	6,8%	3,5%	88,8%	1,0%	305
	From 500 to 1000 €	4,4%	1,6%	93,6%	0,4%	282
	Over 1000 €	1,4%	0,7%	97,9%	0,0%	96
	Refuses to answer	6,5%	3,3%	86,6%	3,6%	184
	Total	5,1%	2,5%	91,1%	1,3%	1038

		28. If that happened, in the past year, who did you pay to in the state healthcare institution off the record? Was it...?											
		Chosen doctor	Surgeon	Anesthesiologist	Gynecologist	Nurses	Laboratory technicians and radiologists	Midwife	Officer of healthcare institutions	Other person	There was no such situation	Refuses to answer	Doctor of other or unidentified specializations	Total
		%	%	%	%	%	%	%	%	%	%	%	%	No.
Region:	South	26,4%	9,9%	5,3%	18,4%	8,2%	2,9%	7,8%	0,0%	4,7%	3,3%	33,8%	5,1%	20
	Center	1,5%	39,6%	6,6%	10,5%	22,4%	0,0%	9,8%	0,0%	5,2%	0,0%	11,9%	18,3%	29
	North	21,8%	15,2%	0,0%	8,5%	21,8%	5,7%	6,0%	4,0%	10,3%	0,0%	9,1%	9,5%	28
Settlement:	Urban	16,7%	29,5%	3,7%	14,4%	16,4%	1,5%	6,9%	0,0%	0,0%	1,6%	15,6%	14,0%	41
	Rural	14,0%	15,6%	4,1%	9,0%	20,8%	4,4%	9,0%	3,1%	14,7%	0,0%	17,9%	8,9%	36
Gender:	Female	8,5%	21,7%	1,1%	13,2%	20,3%	1,5%	8,4%	0,0%	8,6%	1,6%	12,9%	15,8%	41
	Male	23,2%	24,5%	7,1%	10,4%	16,4%	4,4%	7,4%	3,1%	5,0%	0,0%	21,0%	6,9%	36
Age:	18-34	13,0%	25,9%	0,0%	8,2%	3,2%	5,1%	3,2%	0,0%	4,8%	2,1%	18,4%	16,2%	31
	35-54	16,4%	17,3%	4,4%	27,2%	26,2%	0,0%	18,3%	0,0%	15,8%	0,0%	4,8%	7,4%	24
	55+	17,7%	25,2%	8,8%	0,0%	31,9%	2,8%	3,1%	5,2%	0,0%	0,0%	27,6%	9,7%	21
Education:	No or primary school	40,3%	17,4%	10,4%	0,0%	57,6%	11,3%	0,0%	0,0%	0,0%	0,0%	7,5%	7,0%	14
	Completed secondary school	7,5%	23,8%	2,2%	15,9%	10,0%	1,2%	10,9%	2,3%	10,7%	0,0%	16,5%	14,0%	49
	University degree	18,1%	25,8%	3,2%	9,5%	8,4%	0,0%	5,2%	0,0%	0,0%	4,9%	27,0%	7,6%	13
Nationality:	Albanian	17,5%	16,3%	16,3%	17,5%	16,3%	0,0%	17,5%	0,0%	16,5%	0,0%	33,1%	16,5%	9
	Montenegrin	7,0%	38,5%	5,0%	16,4%	14,1%	0,0%	14,9%	0,0%	3,5%	2,2%	9,9%	10,2%	30
	Muslim / Bosniak	41,1%	7,5%	0,0%	11,5%	18,2%	17,1%	0,0%	0,0%	0,0%	0,0%	11,3%	11,5%	9
	Serb	12,9%	5,9%	0,0%	0,0%	36,6%	0,0%	0,0%	6,0%	9,7%	0,0%	28,2%	9,7%	18
	Other	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	100,0%	1
	Refuses to answer	21,7%	30,8%	0,0%	16,8%	0,0%	6,7%	0,0%	0,0%	10,8%	0,0%	6,7%	6,6%	9
Household income in the previous month	No income and up to 250 €	23,4%	38,7%	14,9%	27,0%	31,8%	0,0%	16,1%	0,0%	0,0%	0,0%	21,0%	0,0%	10
	From 250 to 500 €	11,2%	17,3%	0,0%	16,1%	32,0%	7,3%	9,4%	0,0%	0,0%	2,2%	13,1%	9,7%	30
	From 500 to 1000 €	15,1%	24,0%	2,6%	3,5%	2,6%	0,0%	5,9%	0,0%	25,5%	0,0%	10,3%	18,1%	17
	Over 1000 €	0,0%	65,5%	0,0%	0,0%	0,0%	0,0%	34,5%	0,0%	0,0%	0,0%	0,0%	0,0%	2
	Refuses to answer	19,9%	18,1%	5,9%	5,9%	5,9%	0,0%	0,0%	6,1%	5,3%	0,0%	28,0%	16,3%	18
	Total	15,4%	23,0%	3,9%	11,9%	18,5%	2,8%	7,9%	1,4%	6,9%	0,9%	16,7%	11,6%	77

		29. How did you find out that you need to pay off the record or additionally for the service in the state healthcare institution?							
		I knew in advance the "fee"	Patients or relatives were told directly	Patients or relatives had to ask	In some other way	I don't know/ I can't remember	Free assessment	No answer	Total
		%	%	%	%	%	%	%	No.
Region:	South	43,2%	2,1%	0,0%	10,4%	12,8%	17,5%	13,9%	20
	Center	42,3%	19,1%	14,6%	8,5%	0,0%	6,8%	8,7%	29
	North	34,9%	3,9%	20,4%	0,0%	2,5%	38,4%	0,0%	28
Settlement:	Urban	45,7%	11,0%	11,1%	11,1%	6,4%	12,3%	2,5%	41
	Rural	33,2%	7,0%	14,9%	0,0%	1,9%	31,0%	11,9%	36
Gender:	Female	36,7%	10,3%	17,1%	8,4%	6,3%	17,9%	3,2%	41
	Male	43,5%	7,8%	8,0%	3,1%	1,9%	24,6%	11,1%	36
Age:	18-34	34,6%	8,6%	14,9%	0,0%	8,6%	20,5%	12,7%	31
	35-54	47,0%	7,3%	21,6%	7,4%	0,0%	16,6%	0,0%	24
	55+	39,5%	11,9%	0,0%	12,9%	2,8%	26,8%	6,1%	21
Education:	No or primary school	38,2%	10,4%	0,0%	7,0%	9,5%	34,8%	0,0%	14
	Completed secondary school	45,0%	7,6%	16,4%	7,2%	1,2%	13,3%	9,3%	49
	University degree	23,0%	13,3%	13,3%	0,0%	10,0%	35,0%	5,4%	13
Nationality:	Albanian	34,1%	16,3%	16,5%	0,0%	0,0%	0,0%	33,1%	9
	Montenegrin	51,4%	18,3%	5,6%	5,5%	2,2%	13,7%	3,3%	30
	Muslim / Bosniak	52,4%	0,0%	11,5%	0,0%	7,5%	28,6%	0,0%	9
	Serb	18,9%	0,0%	25,3%	15,7%	0,0%	36,2%	3,9%	18
	Other	100,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	1
	Refuses to answer	30,8%	0,0%	10,8%	0,0%	21,8%	30,0%	6,7%	9
Household income in the previous month	No income and up to 250 €	68,0%	21,7%	0,0%	0,0%	0,0%	0,0%	10,3%	10
	From 250 to 500 €	39,8%	7,0%	8,3%	8,2%	4,2%	27,5%	5,0%	30
	From 500 to 1000 €	24,2%	6,3%	37,2%	0,0%	0,0%	20,0%	12,2%	17
	Over 1000 €	65,5%	34,5%	0,0%	0,0%	0,0%	0,0%	0,0%	2
	Refuses to answer	36,7%	5,6%	5,9%	11,6%	11,2%	25,1%	4,0%	18
	Total	39,9%	9,1%	12,9%	5,9%	4,3%	21,0%	6,9%	77

		31. What were the reasons for you to pay informally or additionally in the healthcare institutions?													
		To avoid waiting	To get a service that is not covered by the healthcare insurance	To get a better healthcare service, more kindness and attention	To provide findings for the sick leave	To provide findings for the Disability pension commission	To reach a certain doctor / nurse	To provide some comfort (visits, separate room) that otherwise I would not get	Out of fear of poor treatment	Other	I don't know/ I can't remember	As a sign of gratitude	I did not have insurance	The payment never happened	It was a condition of treatment	Total
		%	%	%	%	%	%	%	%	%	%	%	%	%	%	No.
Region:	South	21,3%	8,8%	41,7%	4,7%	0,0%	0,0%	0,0%	19,3%	0,0%	2,9%	12,1%	0,0%	0,0%	2,1%	20
	Center	14,8%	15,8%	58,8%	0,0%	0,0%	0,0%	2,4%	6,5%	0,0%	11,7%	6,1%	0,0%	0,0%	3,7%	27
	North	22,6%	12,3%	38,9%	2,4%	0,0%	0,0%	0,0%	8,2%	2,1%	0,0%	15,9%	0,0%	0,0%	0,0%	28
Settlement:	Urban	14,9%	19,1%	50,9%	0,0%	0,0%	0,0%	1,6%	8,3%	0,0%	4,2%	11,5%	0,0%	0,0%	3,5%	41
	Rural	24,8%	5,0%	42,2%	4,7%	0,0%	0,0%	0,0%	13,3%	1,7%	6,0%	11,1%	0,0%	0,0%	0,0%	34
Gender:	Female	16,3%	12,4%	54,1%	2,3%	0,0%	0,0%	1,6%	10,0%	0,0%	6,8%	4,3%	0,0%	0,0%	3,5%	41
	Male	23,1%	13,0%	38,4%	1,9%	0,0%	0,0%	0,0%	11,2%	1,7%	2,9%	19,7%	0,0%	0,0%	0,0%	34
Age:	18-34	18,1%	6,8%	46,4%	0,0%	0,0%	0,0%	2,2%	11,1%	2,0%	8,4%	3,9%	0,0%	0,0%	3,4%	30
	35-54	23,6%	18,3%	50,9%	4,0%	0,0%	0,0%	0,0%	13,9%	0,0%	2,9%	12,2%	0,0%	0,0%	0,0%	24
	55+	16,5%	14,5%	43,2%	3,1%	0,0%	0,0%	0,0%	6,1%	0,0%	2,8%	20,6%	0,0%	0,0%	2,0%	21
Education:	No or primary school	22,1%	12,0%	46,2%	0,0%	0,0%	0,0%	0,0%	11,3%	0,0%	0,0%	18,8%	0,0%	0,0%	0,0%	14
	Completed secondary school	18,0%	15,0%	50,2%	3,4%	0,0%	0,0%	0,0%	10,4%	0,0%	6,5%	6,0%	0,0%	0,0%	2,1%	48
	University degree	21,4%	5,2%	36,0%	0,0%	0,0%	0,0%	4,9%	10,5%	4,4%	5,2%	22,5%	0,0%	0,0%	3,2%	13
Nationality:	Albanian	39,3%	0,0%	60,4%	0,0%	0,0%	0,0%	0,0%	21,0%	0,0%	19,8%	0,0%	0,0%	0,0%	0,0%	7
	Montenegrin	16,5%	19,1%	48,0%	2,2%	0,0%	0,0%	2,2%	3,3%	0,0%	5,6%	11,3%	0,0%	0,0%	4,8%	30
	Muslim / Bosniak	23,0%	18,2%	34,3%	0,0%	0,0%	0,0%	0,0%	24,6%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	9
	Serb	24,6%	6,0%	44,2%	0,0%	0,0%	0,0%	0,0%	13,6%	0,0%	0,0%	21,3%	0,0%	0,0%	0,0%	18
	Other	0,0%	0,0%	100,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	1
	Refuses				10,8											
Household income in the previous month	No income and up to 250 €	14,9%	0,0%	82,9%	0,0%	0,0%	0,0%	0,0%	16,1%	0,0%	10,3%	6,8%	0,0%	0,0%	0,0%	10
	From 250 to 500 €	22,2%	15,8%	50,1%	0,0%	0,0%	0,0%	0,0%	16,7%	0,0%	0,0%	5,5%	0,0%	0,0%	1,5%	30
	From 500 to 1000 €	28,1%	19,6%	30,5%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	13,4%	11,3%	0,0%	0,0%	0,0%	15
	Over 1000 €	0,0%	0,0%	32,5%	33,0%	0,0%	0,0%	32,5%	0,0%	0,0%	34,5%	0,0%	0,0%	0,0%	0,0%	2
	Refuses to answer	11,9%	9,8%	37,8%	5,3%	0,0%	0,0%	0,0%	7,8%	3,2%	0,0%	24,5%	0,0%	0,0%	5,6%	18
	Total	19,4%	12,7%	46,9%	2,2%	0,0%	0,0%	0,9%	10,6%	0,8%	5,0%	11,3%	0,0%	0,0%	1,9%	75

		32. In the last year, you committed Informal, additional payment in the state healthcare institution by?						
		Money	Coffee, candy box, chocolate, drink	Expensive gift (watch, perfume, household appliances, gold jewelery, etc.)	Returned favor	Other	Refuses to answer/ Doesn't know	Total
		%	%	%	%	%	%	No.
	South	48,0%	24,2%	10,7%	0,0%	0,0%	17,1%	20
Region:	Center	67,9%	5,9%	13,0%	0,0%	0,0%	13,3%	29
	North	48,5%	36,4%	2,5%	10,3%	0,0%	2,4%	28
Settlement:	Urban	60,7%	15,1%	10,6%	2,6%	0,0%	11,0%	41
	Rural	49,9%	29,2%	6,3%	5,0%	0,0%	9,6%	36
Gender:	Female	61,7%	19,3%	8,0%	0,0%	0,0%	11,0%	41
	Male	48,7%	24,4%	9,3%	7,9%	0,0%	9,6%	36
	18-34	66,9%	14,7%	7,0%	3,4%	0,0%	8,0%	31
Age:	35-54	52,3%	21,9%	18,4%	7,4%	0,0%	0,0%	24
	55+	43,0%	31,7%	0,0%	0,0%	0,0%	25,4%	21
	No or primary school	48,6%	51,4%	0,0%	0,0%	0,0%	0,0%	14
Education:	Completed secondary school	59,7%	9,9%	10,8%	5,8%	0,0%	13,8%	49
	University degree	48,0%	33,9%	9,5%	0,0%	0,0%	8,6%	13
	Albanian	65,9%	0,0%	17,5%	0,0%	0,0%	16,5%	9
	Montenegrin	69,2%	15,9%	3,5%	0,0%	0,0%	11,3%	30
Nationality:	Muslim / Bosniak	52,4%	28,6%	7,5%	11,5%	0,0%	0,0%	9
	Serb	36,5%	34,2%	9,7%	9,7%	0,0%	9,9%	18
	Other	100,0%	0,0%	0,0%	0,0%	0,0%	0,0%	1
	Refuses to answer	37,4%	32,5%	16,8%	0,0%	0,0%	13,4%	9
	No income and up to 250 €	59,5%	7,4%	16,1%	0,0%	0,0%	17,1%	10
	From 250 to 500 €	58,4%	23,3%	12,6%	0,0%	0,0%	5,7%	30
Household income in the previous month	From 500 to 1000 €	54,4%	13,1%	3,5%	16,8%	0,0%	12,2%	17
	Over 1000 €	67,0%	0,0%	0,0%	0,0%	0,0%	33,0%	2
	Refuses to answer	48,9%	37,2%	3,8%	0,0%	0,0%	10,1%	18
	Total	55,6%	21,7%	8,6%	3,7%	0,0%	10,3%	77

		33. Have you ever, at your own initiative, gave money / gifts ("treat"), to a healthcare worker, even though you were not asked to?				
		Yes	No	I don't know/ I can't remember	No answer	Total
		%	%	%	%	No.
	South	47,2%	48,0%	3,8%	1,0%	258
Region:	Center	44,9%	52,4%	1,7%	1,0%	458
	North	41,6%	56,3%	2,1%	0,0%	321
Settlement:	Urban	45,5%	51,0%	2,7%	0,8%	656
	Rural	42,6%	55,2%	1,7%	0,5%	382
Gender:	Female	48,1%	49,8%	1,3%	0,7%	536
	Male	40,5%	55,4%	3,5%	0,6%	502
	18-34	36,9%	59,7%	2,9%	0,5%	335
Age:	35-54	51,0%	47,3%	1,2%	0,5%	365
	55+	44,9%	51,0%	3,0%	1,1%	338
	No or primary school	43,9%	52,8%	2,2%	1,0%	243
Education:	Completed secondary school	42,6%	54,1%	2,9%	0,5%	584
	University degree	50,2%	47,9%	1,1%	0,9%	210
	Albanian	52,8%	44,3%	2,8%	0,0%	53
	Montenegrin	44,6%	52,7%	2,2%	0,5%	459
Nationality:	Muslim / Bosniak	36,2%	62,0%	1,8%	0,0%	134
	Serb	47,4%	48,7%	2,6%	1,4%	302
	Other	48,7%	51,3%	0,0%	0,0%	17
	Refuses to answer	39,2%	56,5%	3,1%	1,2%	73
	No income and up to 250 €	42,0%	54,9%	2,1%	0,9%	170
	From 250 to 500 €	44,5%	51,8%	3,2%	0,5%	305
Household income in the previous month	From 500 to 1000 €	50,5%	48,1%	1,5%	0,0%	282
	Over 1000 €	46,8%	50,3%	2,5%	0,5%	96
	Refuses to answer	36,2%	59,6%	2,4%	1,9%	184
	Total	44,4%	52,5%	2,3%	0,7%	1038

		34. Has it ever happened to you that the doctor from a state institution refer you to the certain private clinic for the services that you can get for free in the state clinic, and you have to pay for it in a private clinic?					
		It happened once	It happened a few times	Never happened	I don't know/ I can't remember	No answer	Total
		%	%	%	%	%	No.
Region:	South	16,8%	19,0%	61,6%	2,4%	0,3%	258
	Center	11,8%	26,6%	58,4%	1,9%	1,2%	458
	North	19,7%	16,1%	61,1%	2,8%	0,3%	321
Settlement:	Urban	17,1%	21,2%	58,6%	2,5%	0,6%	656
	Rural	12,7%	22,0%	62,5%	2,0%	0,9%	382
Gender:	Female	15,3%	23,5%	58,6%	2,0%	0,6%	536
	Male	15,7%	19,4%	61,5%	2,6%	0,8%	502
Age:	18-34	17,7%	23,4%	56,4%	2,3%	0,2%	335
	35-54	16,1%	23,5%	58,1%	1,5%	0,8%	365
	55+	12,7%	17,4%	65,8%	3,1%	1,0%	338
Education:	No or primary school	11,8%	17,5%	66,6%	3,8%	0,4%	243
	Completed secondary school	17,6%	20,8%	59,0%	1,9%	0,7%	584
	University degree	14,0%	28,0%	55,2%	1,9%	0,9%	210
Nationality:	Albanian	8,8%	25,0%	63,4%	2,8%	0,0%	53
	Montenegrin	14,1%	21,6%	62,2%	1,4%	0,8%	459
	Muslim / Bosniak	19,5%	15,9%	62,9%	1,6%	0,0%	134
	Serb	16,7%	23,7%	55,4%	3,2%	1,0%	302
	Other	15,9%	28,1%	52,3%	3,7%	0,0%	17
	Refuses to answer	16,6%	17,7%	59,9%	4,9%	0,8%	73
Household income in the previous month	No income and up to 250 €	16,1%	17,7%	61,8%	3,8%	0,6%	170
	From 250 to 500 €	15,4%	22,1%	58,9%	2,8%	0,8%	305
	From 500 to 1000 €	17,5%	26,3%	55,0%	0,8%	0,4%	282
	Over 1000 €	12,8%	31,2%	54,6%	1,4%	0,0%	96
	Refuses to answer	13,2%	11,5%	70,8%	3,0%	1,4%	184
	Total	15,5%	21,5%	60,0%	2,3%	0,7%	1038

		35. How often it happensto you that you have to pay for a medicine that is on the list for a refund?							
		Never	Very rarely	Sometimes	Often	Always	I don't use medicines	I don't know/ I can't remember	Total
		%	%	%	%	%	%	%	No.
Region:	South	7,7%	18,6%	17,7%	22,5%	9,7%	17,6%	6,1%	258
	Center	14,3%	12,2%	15,7%	25,6%	15,4%	9,6%	7,3%	458
	North	6,2%	17,4%	27,4%	22,1%	8,5%	12,6%	5,8%	321
Settlement:	Urban	10,0%	16,0%	18,8%	25,3%	11,4%	11,6%	6,9%	656
	Rural	10,4%	14,4%	21,8%	21,0%	12,6%	14,0%	5,8%	382
Gender:	Female	11,1%	15,6%	18,9%	26,4%	11,1%	9,7%	7,1%	536
	Male	9,1%	15,2%	20,8%	20,8%	12,6%	15,5%	5,9%	502
Age:	18-34	7,9%	11,5%	17,5%	21,8%	12,3%	22,5%	6,6%	335
	35-54	11,2%	17,3%	19,2%	24,1%	9,3%	11,0%	7,8%	365
	55+	11,2%	17,3%	22,9%	25,3%	14,1%	4,1%	5,1%	338
Education:	No or primary school	10,0%	17,5%	23,7%	24,0%	9,4%	8,4%	7,1%	243
	Completed secondary school	9,6%	16,4%	18,3%	22,3%	12,5%	13,2%	7,7%	584
	University degree	11,9%	10,2%	19,7%	27,3%	12,9%	15,2%	2,8%	210
Nationality:	Albanian	3,0%	19,8%	20,3%	19,9%	14,2%	14,1%	8,8%	53
	Montenegrin	12,5%	15,9%	18,8%	19,1%	13,3%	14,9%	5,5%	459
	Muslim / Bosniak	8,7%	14,7%	22,3%	26,1%	8,4%	15,7%	4,2%	134
	Serb	10,2%	14,4%	17,9%	31,4%	10,8%	6,9%	8,2%	302
	Other	10,6%	9,3%	23,2%	14,9%	25,7%	11,0%	5,3%	17
	Refuses to answer	2,9%	16,4%	28,8%	21,2%	8,0%	14,1%	8,7%	73
Household income in the previous month	No income and up to 250 €	8,5%	9,0%	26,3%	27,4%	12,8%	6,8%	9,4%	170
	From 250 to 500 €	12,5%	17,5%	19,4%	23,6%	11,2%	10,0%	5,8%	305
	From 500 to 1000 €	9,7%	18,4%	17,6%	26,3%	11,4%	10,9%	5,8%	282
	Over 1000 €	10,3%	10,0%	20,9%	14,4%	21,7%	18,1%	4,6%	96
	Refuses to answer	8,4%	16,3%	17,6%	21,5%	7,6%	21,5%	7,1%	184
	Total	10,1%	15,4%	19,9%	23,7%	11,8%	12,5%	6,5%	1038

		36. Assess which of the following statements is closest to your views?				
		All healthcare workers take money / gifts	A small number of healthcare workers take money / gifts	Healthcare workers in some departments are taking money / gifts, and it is known who they are	I don't know/ I can't remember	Total
		%	%	%	%	No.
Region:	South	8,5%	29,4%	24,4%	37,7%	258
	Center	12,7%	28,5%	37,3%	21,5%	458
	North	14,5%	34,2%	17,1%	34,2%	321
Settlement:	Urban	11,2%	31,8%	30,5%	26,6%	656
	Rural	14,0%	28,3%	23,4%	34,3%	382
Gender:	Female	12,0%	29,3%	26,5%	32,1%	536
	Male	12,4%	31,7%	29,3%	26,6%	502
Age:	18-34	18,1%	25,6%	35,7%	20,6%	335
	35-54	11,4%	32,4%	29,3%	26,9%	365
	55+	7,3%	33,3%	18,5%	41,0%	338
Education:	No or primary school	9,4%	30,9%	16,0%	43,6%	243
	Completed secondary school	12,3%	31,8%	29,5%	26,4%	584
	University degree	15,1%	26,3%	37,0%	21,5%	210
Nationality:	Albanian	10,4%	42,0%	17,2%	30,4%	53
	Montenegrin	11,3%	31,3%	31,0%	26,4%	459
	Muslim / Bosniak	13,6%	32,4%	16,2%	37,8%	134
	Serb	10,6%	29,5%	29,5%	30,4%	302
	Other	26,7%	29,6%	43,8%	0,0%	17
	Refuses to answer	20,0%	17,9%	26,8%	35,3%	73
Household income in the previous month	No income and up to 250 €	15,7%	25,1%	21,5%	37,6%	170
	From 250 to 500 €	9,7%	32,9%	28,8%	28,6%	305
	From 500 to 1000 €	13,0%	32,9%	32,7%	21,4%	282
	Over 1000 €	11,1%	31,2%	44,0%	13,7%	96
	Refuses to answer	12,5%	27,3%	16,3%	43,9%	184
	Total	12,2%	30,5%	27,9%	29,4%	1038

		Low salaries of medical staff	Moral crisis	Bad legislation	Failure to implement the anti-corruption laws (not sanctioning acts of corruption)	The inefficiency of the healthcare system	The absence of strict internal control in healthcare institutions	Particularities of our national culture	Disregard of professional (moral) duty and personal interests	Other	I don't know/ I don't have an opinion	Total
		%	%	%	%	%	%	%	%	%	%	No.
	South	52,7%	32,0%	14,8%	8,4%	11,4%	11,2%	21,0%	31,2%	6,7%	20,0%	258
Region:	Center	48,9%	31,8%	17,9%	13,9%	17,4%	18,0%	24,2%	27,6%	1,1%	13,5%	458
	North	49,9%	27,3%	14,8%	10,5%	17,9%	12,7%	24,5%	30,7%	6,7%	21,2%	321
Settlement:	Urban	53,5%	32,6%	16,0%	13,4%	14,9%	15,7%	22,9%	30,0%	4,1%	13,7%	656
	Rural	44,4%	26,6%	16,4%	8,1%	18,1%	13,0%	24,5%	28,5%	4,4%	24,0%	382
Gender:	Female	52,0%	29,3%	15,1%	10,8%	15,6%	15,7%	23,5%	29,0%	3,2%	17,5%	536
	Male	48,2%	31,6%	17,3%	12,1%	16,5%	13,6%	23,4%	30,0%	5,3%	17,5%	502
Age:	18-34	53,9%	29,6%	20,0%	14,1%	18,5%	16,4%	24,4%	29,6%	5,2%	12,1%	335
	35-54	46,9%	33,5%	13,9%	13,1%	15,7%	16,3%	23,3%	33,5%	5,4%	15,6%	365
	55+	50,0%	27,9%	14,8%	7,0%	14,0%	11,2%	22,7%	25,0%	2,0%	24,9%	338
Education:	No or primary school	46,8%	24,8%	11,6%	9,5%	8,3%	11,0%	15,4%	22,5%	3,7%	31,1%	243
	Completed secondary school	51,5%	31,5%	17,0%	10,4%	17,7%	14,2%	24,3%	30,3%	3,8%	15,2%	584
	University degree	50,4%	34,0%	19,1%	16,6%	20,5%	20,3%	30,5%	35,1%	5,9%	8,2%	210
Nationality:	Albanian	50,6%	23,7%	7,7%	4,9%	5,6%	1,9%	22,9%	24,9%	15,0%	26,6%	53
	Montenegrin	46,8%	34,0%	19,2%	13,0%	16,0%	15,1%	21,6%	29,7%	2,7%	15,7%	459
	Muslim / Bosniak	56,7%	26,7%	12,4%	6,0%	14,9%	10,1%	27,1%	27,9%	4,8%	23,6%	134
	Serb	53,9%	27,5%	13,2%	10,8%	15,8%	17,1%	23,2%	31,5%	2,9%	16,5%	302
	Other	57,2%	50,0%	16,4%	0,0%	28,5%	32,0%	48,3%	18,1%	5,6%	0,0%	17
	Refuses to answer	42,1%	27,1%	22,5%	21,8%	24,1%	15,5%	24,5%	28,7%	10,0%	19,3%	73
Household income in the previous month	No income and up to 250 €	39,3%	22,7%	15,3%	8,0%	14,1%	14,9%	24,2%	24,3%	2,1%	28,4%	170
	From 250 to 500 €	52,7%	28,5%	14,3%	9,9%	15,1%	12,3%	22,8%	28,4%	3,7%	17,1%	305
	From 500 to 1000 €	52,8%	39,1%	15,9%	12,2%	14,5%	17,2%	23,3%	30,6%	4,1%	10,5%	282
	Over 1000 €	59,7%	35,6%	24,0%	14,9%	21,4%	17,5%	17,5%	39,8%	3,0%	4,8%	96
	Refuses to answer	47,1%	24,7%	16,3%	14,3%	19,2%	13,1%	27,3%	28,8%	7,8%	25,3%	184
	Total	50,2%	30,4%	16,2%	11,5%	16,1%	14,7%	23,5%	29,5%	4,2%	17,5%	1038

Table heading: 37. In your opinion, what are three the most important factors for corruption in the healthcare system of Montenegro?

		38. Which institution or body would you first address if you decide to report the perceived corruption in the healthcare sector?								
		Administration of the healthcare institution	Directorate for Anti-corruption Initiative	Police	Prosecution	NGO	The Ministry of Health	Other	I don't know	Total
		%	%	%	%	%	%	%	%	No.
Region:	South	16,9%	8,7%	13,2%	2,6%	4,6%	14,2%	10,3%	29,6%	258
	Center	13,7%	20,2%	5,9%	4,2%	8,9%	18,4%	6,6%	22,0%	458
	North	13,6%	8,8%	11,5%	4,1%	3,0%	13,9%	5,2%	40,0%	321
Settlement:	Urban	15,7%	14,7%	8,5%	2,8%	6,2%	18,0%	7,3%	26,8%	656
	Rural	12,5%	12,3%	11,1%	5,3%	5,6%	12,5%	6,8%	34,0%	382
Gender:	Female	14,7%	16,5%	7,9%	2,4%	5,1%	17,7%	6,4%	29,2%	536
	Male	14,2%	11,0%	11,1%	5,1%	6,9%	14,1%	7,8%	29,7%	502
Age:	18-34	17,0%	17,4%	11,0%	5,1%	5,9%	19,2%	6,0%	18,5%	335
	35-54	11,9%	15,5%	8,3%	2,5%	7,2%	15,9%	9,3%	29,5%	365
	55+	14,8%	8,4%	9,3%	3,8%	4,8%	12,8%	5,7%	40,3%	338
Education:	No or primary school	12,1%	6,9%	11,1%	1,4%	4,0%	12,6%	4,1%	47,7%	243
	Completed secondary school	13,5%	15,2%	9,7%	5,1%	6,3%	16,2%	8,4%	25,4%	584
	University degree	19,9%	17,8%	7,0%	2,6%	7,3%	19,0%	6,8%	19,6%	210
Nationality:	Albanian	11,5%	4,7%	16,3%	5,6%	0,0%	16,3%	12,2%	33,4%	53
	Montenegrin	14,9%	19,6%	8,6%	2,9%	7,1%	17,0%	7,3%	22,7%	459
	Muslim / Bosniak	15,1%	11,1%	10,6%	2,1%	5,2%	14,4%	3,6%	38,0%	134
	Serb	14,0%	9,0%	8,2%	5,1%	7,0%	13,4%	8,4%	34,9%	302
	Other	20,9%	11,4%	21,4%	2,3%	0,0%	21,1%	5,6%	17,2%	17
	Refuses to answer	13,5%	9,1%	10,7%	5,8%	2,1%	21,5%	3,7%	33,7%	73
Household income in the previous month	No income and up to 250 €	10,3%	7,6%	8,4%	4,4%	5,4%	15,3%	6,1%	42,4%	170
	From 250 to 500 €	15,8%	11,9%	10,1%	3,4%	5,9%	15,5%	6,6%	30,8%	305
	From 500 to 1000 €	16,3%	17,2%	10,9%	3,0%	7,3%	19,7%	5,3%	20,3%	282
	Over 1000 €	15,5%	25,6%	13,1%	2,4%	8,8%	15,7%	5,8%	13,0%	96
	Refuses to answer	13,0%	11,4%	5,2%	5,4%	3,2%	11,8%	12,2%	37,8%	184
	Total	14,5%	13,8%	9,5%	3,7%	6,0%	15,9%	7,1%	29,5%	1038

ABOUT THE CENTRE FOR MONITORING AND RESEARCH – CEMI

The Centre for Monitoring and Research – CeMI is a nongovernmental, nonprofit organization, founded in March 2000, whose main goal is to provide infrastructural and expert support for continuous monitoring of the overall process of transition in Montenegro.

During its long and consistent work CeMI has contributed to changing social and political circumstances in which it was created, and consequently expanded the scope of its work towards legislative initiatives, public opinion polls, fight against corruption and respect of human rights and freedoms. The change of the constitutional status and progress in the European integration process have positively impact the development of civil society in Montenegro, giving it an entirely new framework of the work. In that context, CeMI deviates from the work of regular non-governmental organization and is getting closer to the concept of a research center for the creation and representation of policy proposals.

CEMI, with the support by the OSI Think Tank Fund, Budapest, CeMI has restructured an internal organization in order to achieve optimal capacity utilization. Also the mission and vision of CeMI have changed in line with the newly established objectives.

CeMI organizes its work in three programs: (1) **Democratization and Human Rights**, (2) **Fight against corruption**, (3) **Security and Defense. In this way**, CeMI will limit its work on the areas where has a significant experience and within which the actions of our organizations are recognized. CeMI also has three departments: Public Policy Research Department, Public Opinion Research Department, Legal Department as well as Service for Public Relations. These organizational units maintain continuity of operations and provide operational support for the implementation of projects.

Among numerous achievements of CeMI, we would like to point out following:

- CeMI is the first organization in Montenegro (and the region), whose four draft laws were adopted by the national Parliament.
- CeMI is one of the first organizations in Montenegro that deals with fight against corruption.
- CeMI is one of two civil society organizations which have their representative in the National Commission for the Fight against Corruption and Organized Crime.
- CeMI has so far, through its programs, implemented more than 70 different projects, supported by numerous donors.
- CeMI is the first organization in Montenegro, founded with the aim of election monitoirng, and it has monitored vast majority of election processes in Montenegro since 2000.
- CeMI is one of the founding emmebrs of ENEMO (European Network of Election Monitoring Organizations).
- CeMi is one of founders of biggest NGO coalition in Montenegro „Strategy as Aim" with almost 100 members.

CeMi is one of 10 organizations which have signed Memorandum of Understanding with EU Integrations Secretariat in 2007.

Vision: Montenegro as a country of free citizens, social justice, rule of law and equal opportunities.

Mission: CEMI is a Think Tank organization whose mission is to continuously provide support to process of democratic consolidation and europeisation of Montenegro.

Goals:

- Contribution to the effective implementation of public policies and international commitments in the areas of human rights and freedoms of European integration and fight against corruption;
- Contribution to harmonization of national legislation and institutional framework with the requirements of the EU accession process;
- To improve awareness and educate public about human rights protection and freedoms, European integration and fight against corruption;
- Contribution to improving the efficiency of the work of institutions involved in the protection of human rights and freedoms, European integration and fight against corruption;
- Increasing the transparency of the institutions of political system and civil society organizations.

Users of CeMI are: citizens, civil society organizations, media, local governments, public administration and enterprises.