

Field test of quality of care indicators in clinic-based family planning programs

Ecuador: Observation - Client Provider interaction
and Clinical Services

Washington, DC

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Ecuador: Observation - Client Provider interaction and Clinical Services

I. Country setting characteristics: Ecuador

II. Indicators measured by Observation

Advantages and disadvantages

Findings

I. Country setting characteristics: Ecuador

Participant institutions

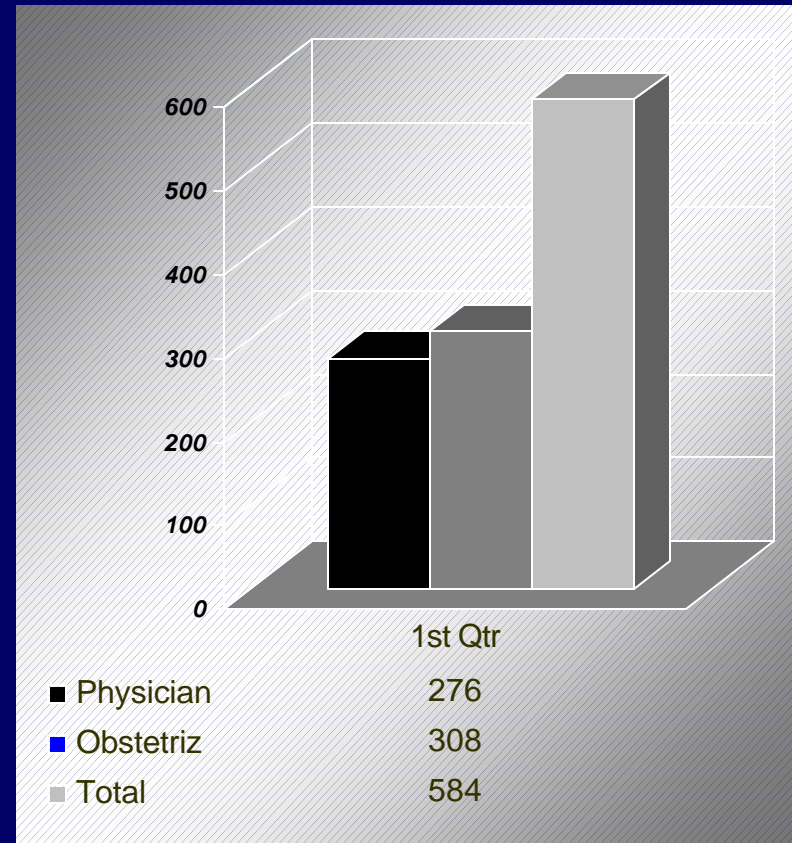
Facilities: 43 NGO FP clinics

Sample: 584 FP users



I. Country setting characteristics: Ecuador

Practitioners:



Observation - Client Provider interaction and Clinical Services

I. Country setting characteristics: Ecuador

II. Indicators measured by Observation

Advantages and disadvantages

Findings

Observation - Client Provider interaction and Clinical Services

Advantages

Direct information
Clinical measures
Less subjective
**Collects information
not otherwise
available**

Disadvantages

Hawthorne effect
Requires more training
Ethical issues

II. Indicators measured by Observation

Provider:

I-1 Index: Demonstrates good counseling skills

I-3 Asks client about reproductive intentions

I-4 *Discusses with client which method she would prefer*

I-5 *Mentions HIV/AIDS or responds to questions about HIV/AIDS*

I-6 *Promotes dual method*



II. Indicators measured by Observation

Provider:

I-7 Tries to make interaction respectful

I-9 *Gives instructions on when to return*

I-10 Gives accurate information on the method accepted (how to use, side effects/complications)

II. Indicators measured by Observation

Provider:

I-11 Follows infection control procedures outlined in guidelines

I-12 *Recognizes/identifies contraindication consistent with guidelines*

I-13 Performs clinical procedures according to guidelines

Adequately addresses complications/side effects



II. Indicators measured by Observation

Client:

I-15 Participates actively in discussion and selection of method (empowerment)

I-16 Receives her method of choice

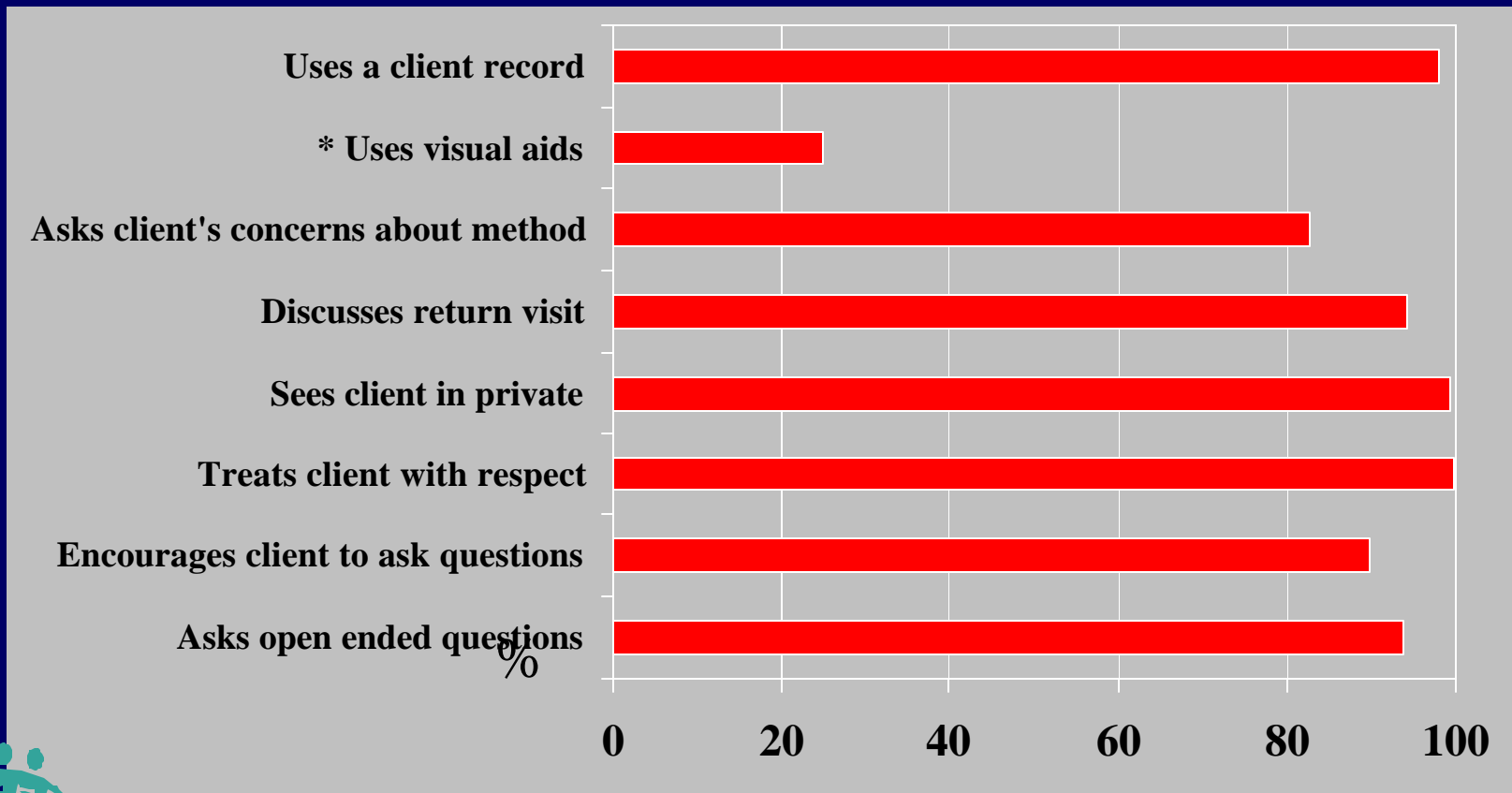
Findings

»Provider

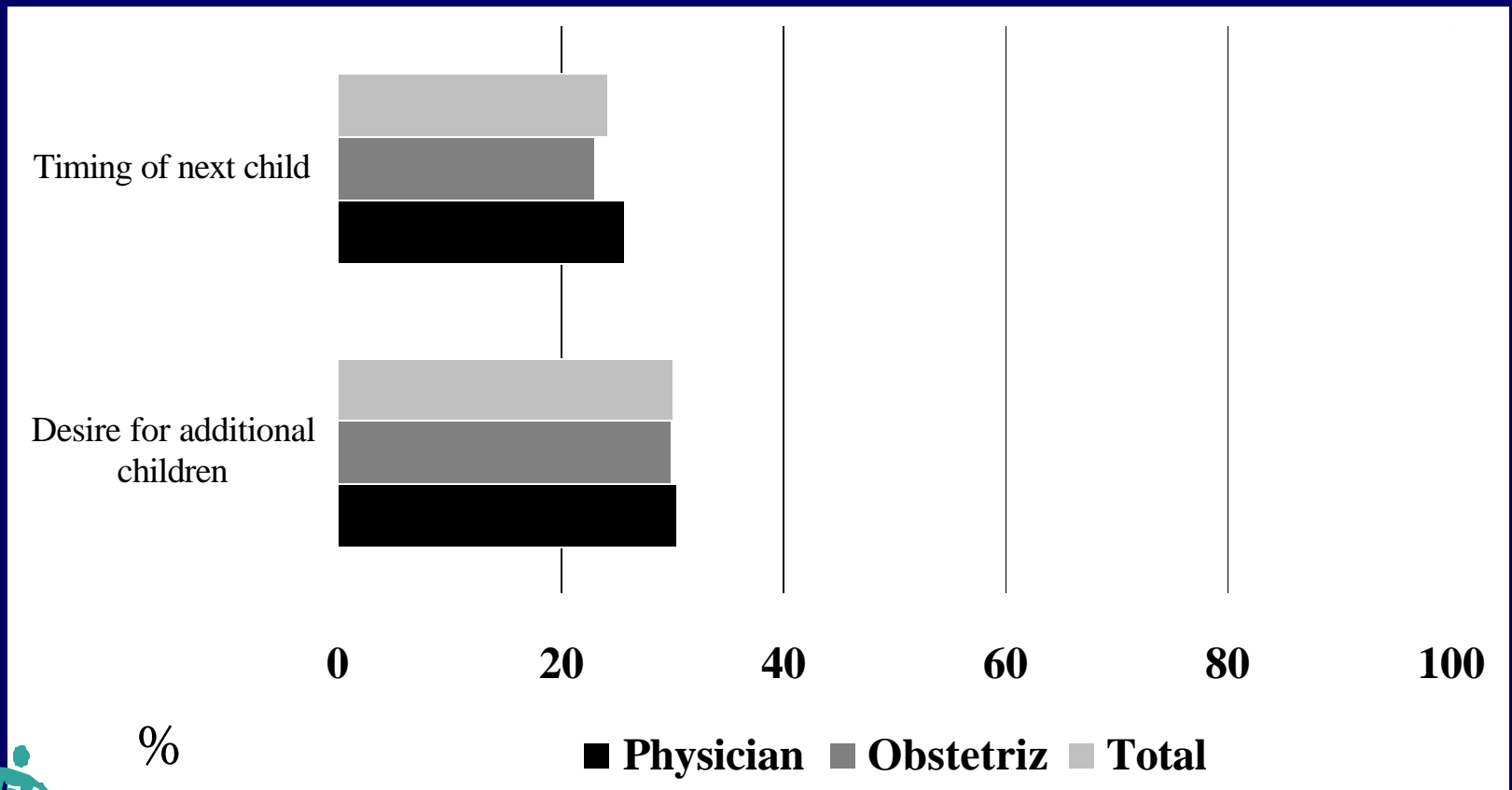
»Client

I-1 Index: Demonstrates good counseling skills

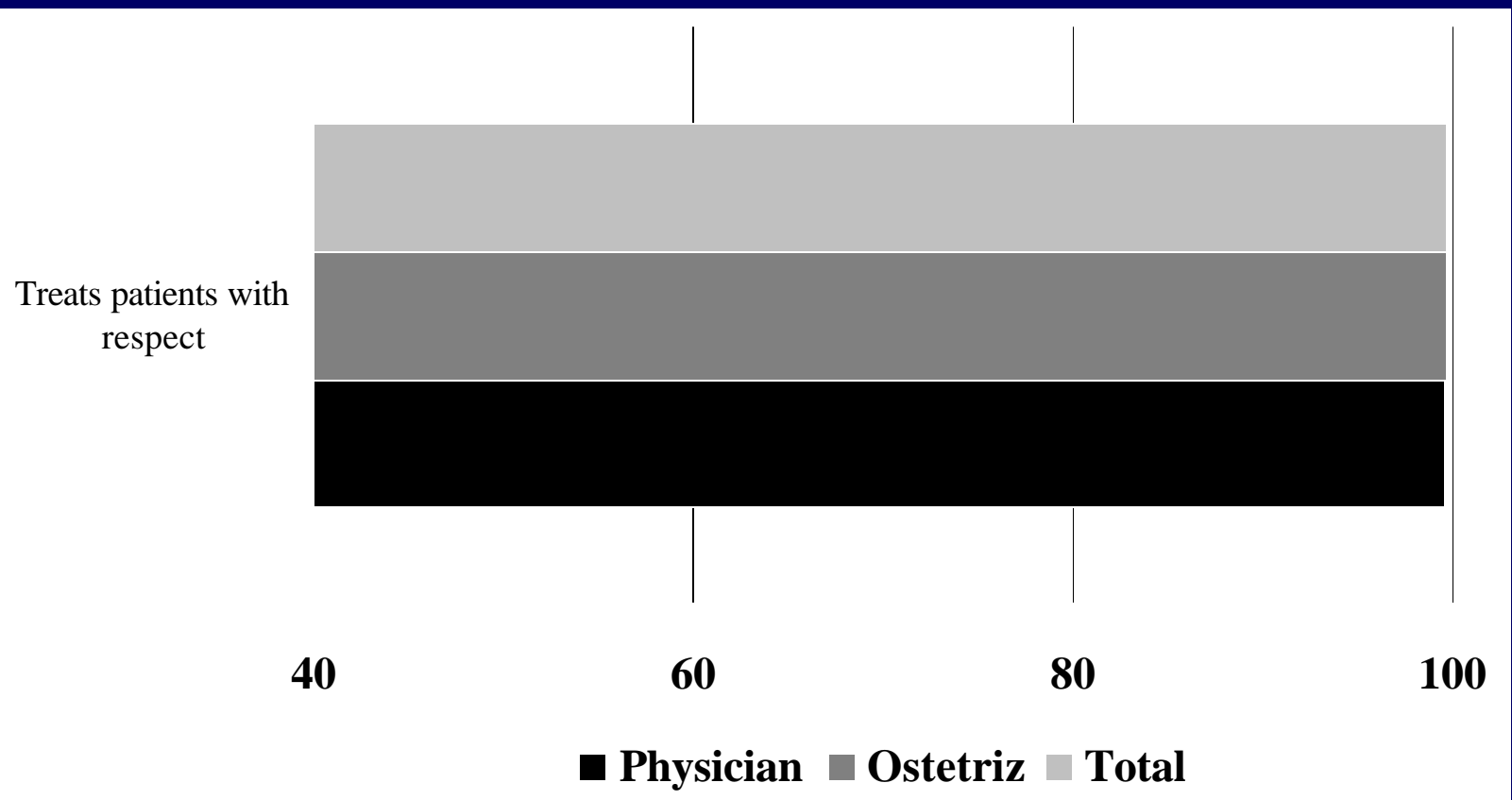
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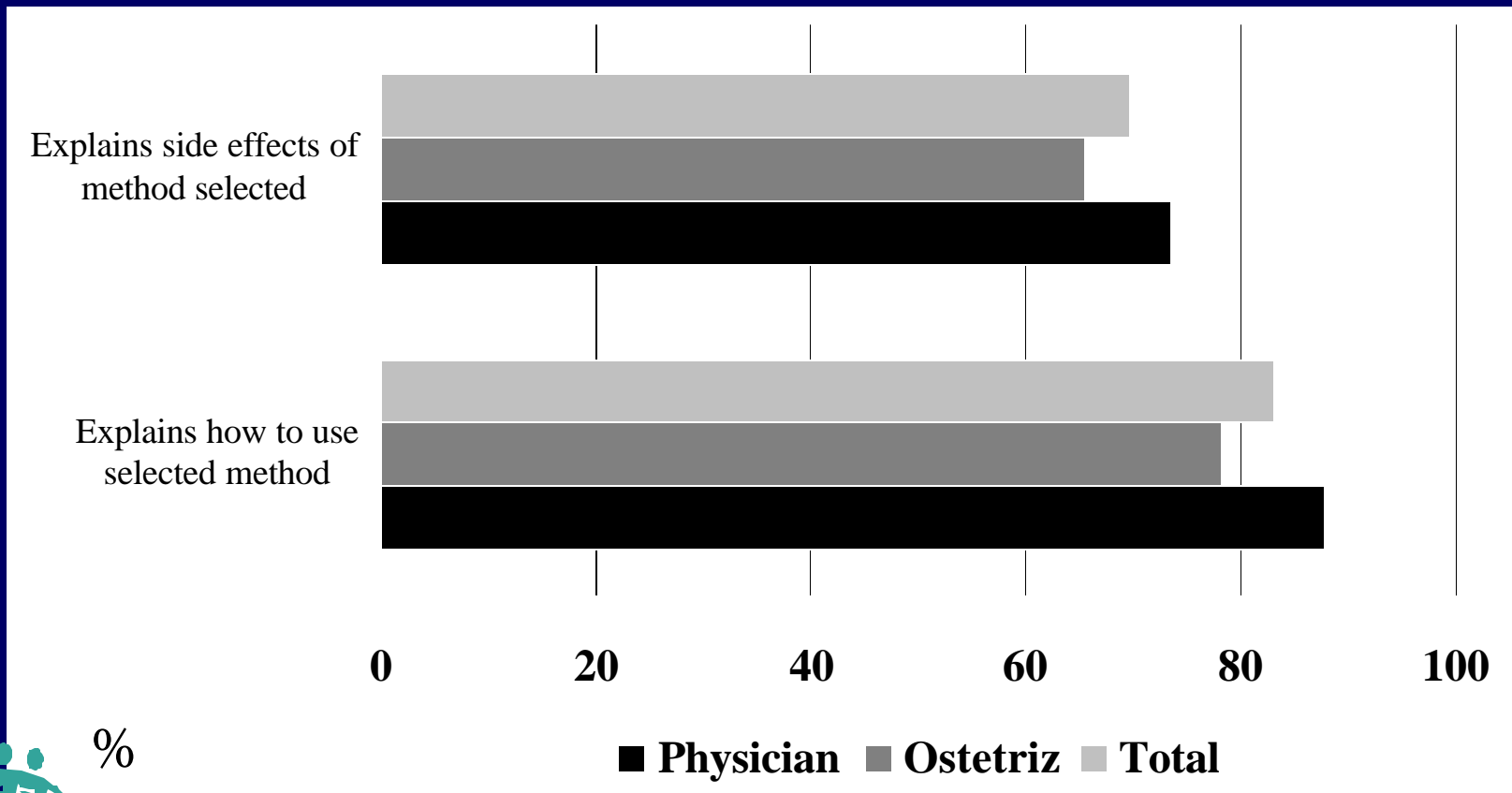
Indicator 3. Asks client about reproductive intentions



Indicator 7. Treats client with respect

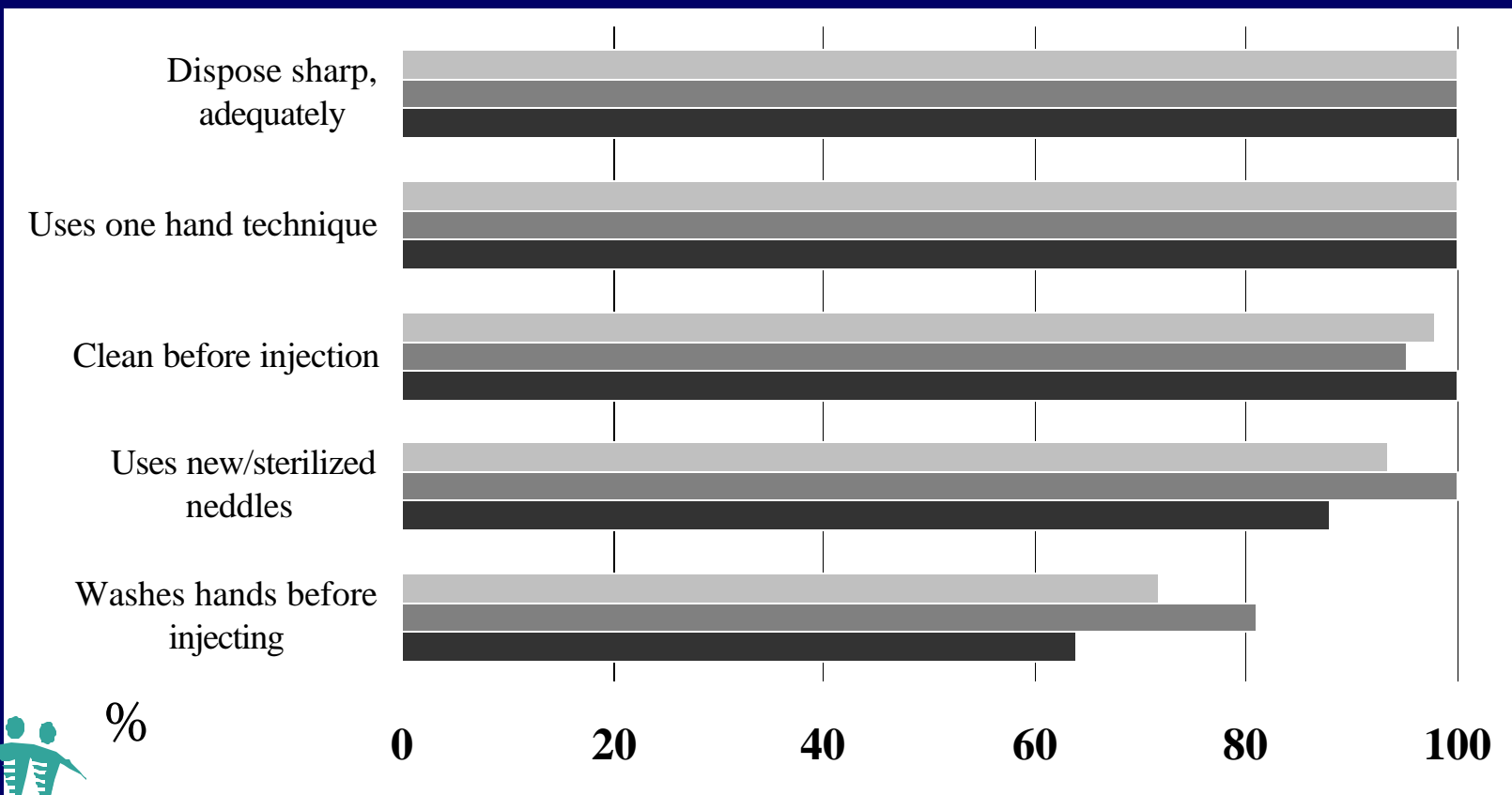


Indicator 10. Gives accurate information on the method



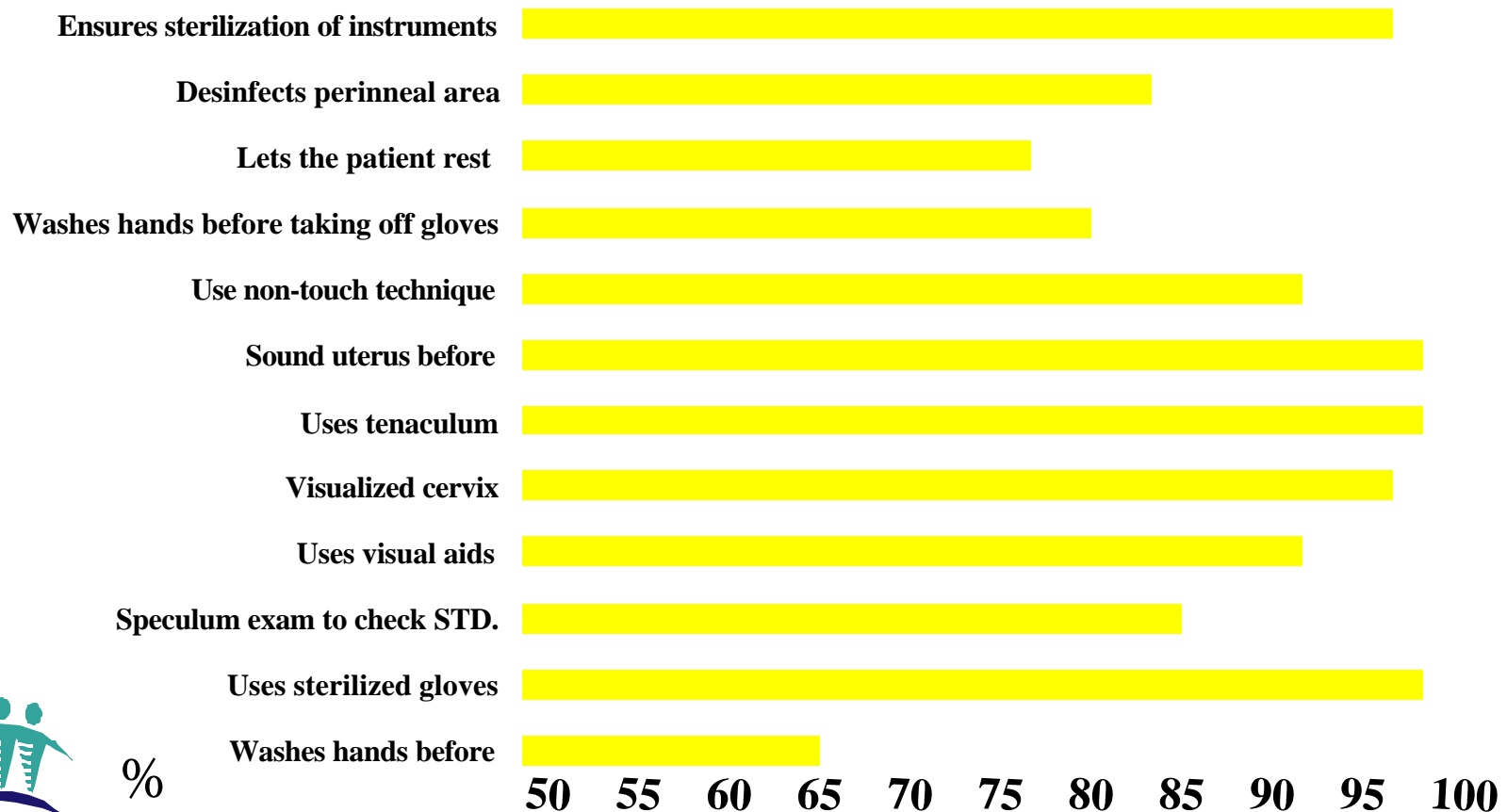
Indicator 11. Follows infection control procedures outlined in guidelines for injections

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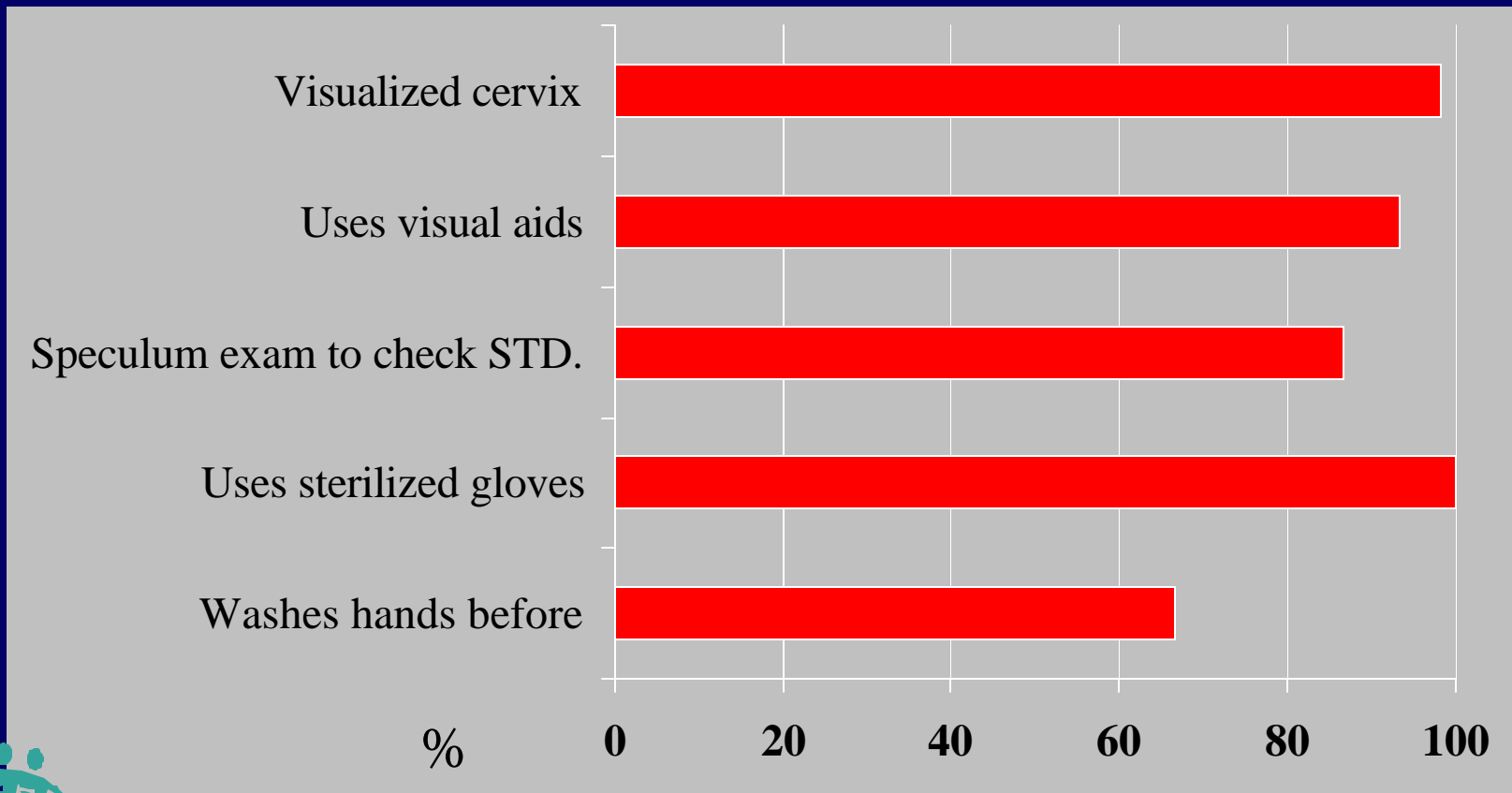


Indicator 13. Performs clinical IUD procedures according to guidelines

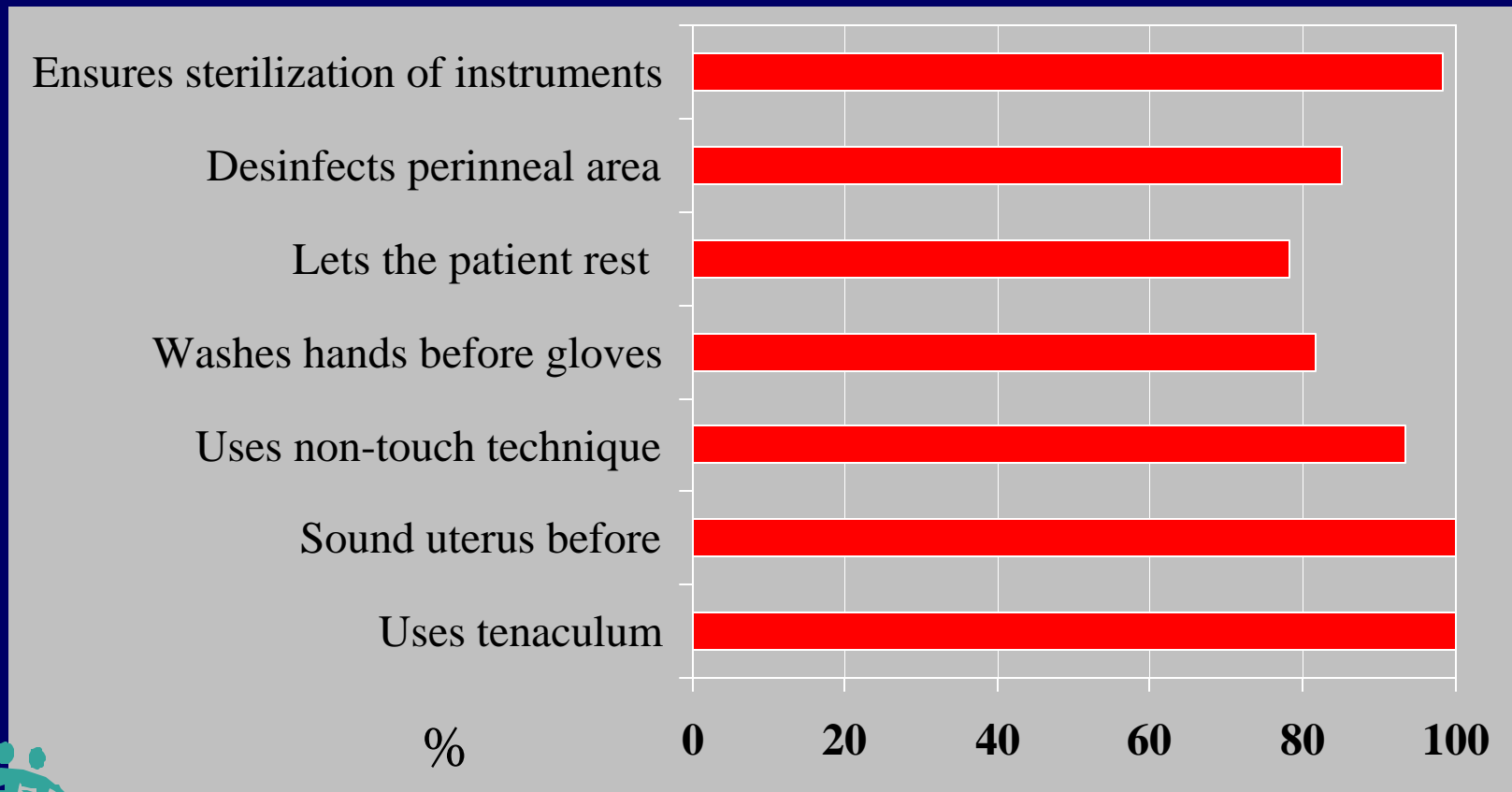
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Indicator 13. Performs clinical procedures according to guidelines



Indicator 13. Performs clinical procedures according to guidelines



Indicator 16. Receives her method of choice

