

Table 4. Number of negative response cases identified in surveys, mean number per survey and mean level of dissatisfaction, by timing of survey, and percentage change in mean level of dissatisfaction, all by country, 1993–1996

Country	No. of clinics	Initial survey			Follow-up survey		% change in mean level of dissatisfaction
		No. of negative response cases	Mean no. of negative cases per survey	Mean level of dissatisfaction* (%)	Mean no. of negative cases per survey†	Mean level of dissatisfaction* (%)	
Brazil	6	16	2.7	18.7	2.2	11.1	–40.6
Colombia	1	6	6.0	12.6	5.0	8.1	–35.7
Mexico	6	8	1.3	9.7	0.7	5.3	–45.4
Paraguay	1	5	5.0	22.0	2.0	5.3	–75.9
Trinidad	2	4	2.0	11.5	2.0	8.3	–27.8

*Among negative response cases. †Based only on negative response cases identified in initial survey.