

TABLE 3. Quality of care characteristics measured through audits of selected health care facilities in five Kenyan cities, interviews of providers in such facilities and exit interviews with contraceptive clients at higher volume facilities

Characteristic	%/mean (range)	Characteristic	%/mean (range)
FACILITY AUDITS	(N=260)	Family planning integration	
Choice of methods		With child health services	72.1
Mean no. of methods provided	7.3 (1–12)	With postnatal care services	70.2
Mean no. of methods provided and currently available	5.5 (0–8)	With HIV services	80.9
Mean no. of methods provided and not out of stock in previous year	3.8 (0–8)	CLIENT EXIT INTERVIEWS	(N=1,315)
Mix of methods provided†	63.1	Choice of methods	
Mix of methods provided and currently available	55.8	Provider mentioned two or more family planning methods	46.7
Mix of methods provided and not out of stock in previous year	33.1	Provider asked about client's method of choice	56.7
Family planning integration		Information given to clients	
With child health services	85.8	Provider helped select a method§	40.7
With postnatal care services	78.1	Provider explained how to use selected method§	65.9
With HIV services	90.0	Provider mentioned possible side effects of chosen method	57.6
Facility infrastructure/readiness		Provider discussed what to do if method-related problems occurred	64.6
Private exam room	87.3	Client-provider relations	
Water	78.5	Provider asked about client's reproductive goals	34.8
Electricity	93.9	Provider treated client "very well"	33.4
Blood pressure cuff	95.4	Other facility staff treated client "very well"	21.3
Speculum	82.3	Provider asked if client had any questions	66.4
Family planning guidelines	51.5	Client felt comfortable asking questions during the visit	91.1
Quality assurance measures in place	38.9	Provider answered all of the client's questions	79.1
PROVIDER INTERVIEWS	(N=648)	Follow-up mechanisms	
Choice of methods		Provider informed client when to return for resupply	93.4
Discusses different methods with clients	80.9	Client satisfaction	
Asks client about their preferred method	47.5	Believed other clients could not see them	83.9
Information given to clients		Believed other clients could not hear them	93.8
Helps clients select a method	43.1	Believed provider would keep their information confidential	87.3
Explains how to use the selected method	52.6	Believed she received the right amount of information	91.0
Explains side effects of selected method	81.0	Felt waiting time was satisfactory	76.3
Discusses potential warning signs related to selected method	29.8	Felt satisfied overall with services	91.8
Provider competence		Will use the facility again	98.9
Received in-service training in family planning provision	50.0	Will recommend the facility to others	97.8
Client-provider relations			
Discusses reproductive goals with clients	44.0		

†A mix of methods is defined as at least one long-acting or permanent method, one shorter-acting method and one barrier method. §Among 472 new and switching clients.