

Figure 1. Quality of care indicators measured by the Quick Investigation of Quality, by type of indicator, according to measurement instrument, 1998–1999

Indicator	Client exit interviews	Observations	Facility audit
Provider			
Demonstrates good counseling skills (composite)	3	3	
Assures client of confidentiality		3	
Asks client about reproductive intentions	3	3	
Discusses with client which method she would prefer	3	3	
Mentions STDs or HIV/AIDS (initiates or responds)	3	3	
Discusses dual method use	3	3	
Treats client with respect/courtesy	3	3	
Tailors key information to the client's particular needs	3		
Gives accurate information on the method accepted	3	3	
Gives instructions on when to return	3	3	
Follows infection control procedures outlined in guidelines		3	
Recognizes/identifies contraindications consistent with guidelines		3	
Performs clinical procedures according to guidelines		3	
Other staff			
Treat clients with dignity and respect	3		
Client			
Participates actively in discussion and selection of method, is "empowered" (composite)	3	3	
Receives her method of choice	3	3	
Believes the provider will keep her information confidential	3		
Facility			
Has all (approved) methods available			3
Has basic items needed for delivery of methods available through service delivery point			3
Offers privacy for pelvic examination/IUD insertion	3	3	3
Has mechanisms to make programmatic changes on the basis of client feedback			3
Has received a supervisory visit in past _ months			3
Has adequate storage for contraceptives and medicines			3
Has state-of-the-art clinical guidelines			3
Has acceptable waiting time	3		3

Notes: The two composite indicators were not included in the analysis because measures that they are based on differed across countries. Five indicators that do not appear on this list were also included in the study: provider sees client in privacy for counseling, asks client if she has any concerns or problems, tells client how to use the method, gives information on side effects and explains that the method does not protect against HIV/AIDS.