

Table 1. Percentage of visits exhibiting quality care, by measurement instrument; percentage agreement between instruments; and kappa coefficients indicating strength of agreement—all by country, according to quality of care indicator

Indicator	Ecuador (N=583)				Uganda (N=539)				Zimbabwe (N=736)			
	Observations	Interviews	Agreement	Kappa	Observations	Interviews	Agreement	Kappa	Observations	Interviews	Agreement	Kappa
Interpersonal relations												
Provider treats client with respect/courtesy	99	99	99	0.99	99	99	99	0.98	99	99	99	0.98
Provider sees client in private for counseling	99	87	88	0.74	87	88	82	0.63	97	95	92	0.85
Facility offers privacy for pelvic examination/IUD insertion*	99	93	93	0.85	95	82	82	0.65	98	98	97	0.94
Provider asks client if she has any concerns or problems†	84	87	76	0.54	87	86	81	0.61	u	u	u	u
Choice of methods												
Provider discusses client's fertility intentions‡	53	63	62	0.23	63	53	63	0.26	40	35	70	0.40
Provider discusses with client which method she would prefer§	99	98	98	0.95	74	85	69	0.38	90	94	87	0.76
Client receives her method of choice§	80	84	91	0.82	76	81	82	0.64	89	87	95	0.88
Information given clients												
Provider tells the client how to use the method**	85	97	85	0.70	94	93	89	0.77	85	82	83	0.64
Provider gives accurate information on the method accepted**	84	75	75	0.50	94	100	94	0.78	85	96	83	0.66
Provider gives information on side effects**	71	80	75	0.49	86	77	78	0.57	70	65	70	0.41
Appropriate constellation of services												
Provider mentions STDs or HIV/AIDS	13	27	79	0.57	22	30	69	0.38	12	15	84	0.68
Provider explains that method does not protect against HIV/AIDS††	19	34	73	0.46	40	59	63	0.27	10	52	55	0.08
Provider encourages dual method use††	19	36	74	0.48	26	49	62	0.25	46	57	79	0.62
Mechanisms for continuity												
Provider gives instructions on when to return	94	96	91	0.81	94	94	91	0.81	83	72	70	0.41

*Clients receiving a pelvic examination or IUD insertion: Ecuador (N=403), Uganda (N=34) and Zimbabwe (N=138). †Returning clients only: Ecuador (N=353) and Uganda (N=300). ‡New clients only: Ecuador (N=177), Uganda (N=137) and Zimbabwe (N=198). §New clients with a method preference: Ecuador (N=109), Uganda (N=88) and Zimbabwe (N=150). **New clients who received a method: Ecuador (N=145), Uganda (N=111) and Zimbabwe (N=191). ††New clients who received a nonbarrier method: Ecuador (N=130), Uganda (N=109) and Zimbabwe (N=169). Notes: u=unavailable. Kappa coefficients, which correct for the proportion of responses that would agree because of chance alone, are adjusted for prevalence and bias.