

TABLE 3. Selected measures of client visits and time spent with clients, and of the potential impact of implementing syndromic management, Spilhaus, Mpilo and Lister clinics

Measure	Spilhaus	Mpilo	Lister
Mean no. of visits per provider per day	7.1	10.7	5.5
Adjusted mean no. of visits per provider per day*	9.5	11.8	8.5
Mean length of visits (in minutes)	22.7	17.0	19.1
Mean daily contact time per provider per day (in minutes)†	217.1	199.7	161.7
Average no. of visits per provider per day for new acceptors, repeat clients and "other" clients‡	6.3	10.5	6.8
% of such clients who should have received syndromic management§	47.1	42.8	57.9
% of such clients who received syndromic management**	40.8	32.4	17.5
Additional time needed to offer syndromic management to targeted clients (in minutes)	6.1	18.6	43.2
Time needed for lab tests (in minutes)††	22.1	30.6	8.5
Net change in daily contact time per provider (in minutes)	-16	-12	+34.7
Mean daily contact time per provider per day if syndromic management were implemented (in minutes)	201.1	187.7	196.4

*Adjusted number of visits was calculated by dividing mean total contact time from time-motion study by mean visit length observed in the mini-situation analysis. †Mean daily contact time equals adjusted mean no. of visits multiplied by mean length of visits. ‡New acceptors, repeat clients and "other" family planning visitors constituted 66% of all visits at Spilhaus, 89% of all visits at Mpilo and 80% of all visits at Lister; STI clients accounted for most of the remaining visits. §Based on the assumption that all new contraceptive users, one-third of repeat family planning clients, and half of "other" clients should receive syndromic management. **Based on the percentage of such clients who received pelvic examinations. ††For Spilhaus, 21% of targeted clients had specimens collected; 21% of 6.3 visits=1.3 visits. Seventeen minutes was needed for specimen collection; 1.3 visits x 17 minutes=22.1 minutes. For Mpilo, 17% of targeted clients had specimens collected; 17% of 10.5 visits=1.8 visits. Seventeen minutes was needed for specimen collection; 1.8 visits x 17 minutes=30.6 minutes. For Lister, 7% of targeted clients had specimens collected; 7% of 6.8 visits=0.5 visits. Seventeen minutes was needed for specimen collection; 0.5 visits x 17 minutes=8.5 minutes.