

TABLE 4: Average number of seconds per consultation that clients and providers spent in eye contact with each other or looking elsewhere, according to intervention round

Eyes directed at	Clients		Providers	
	Baseline (N=33)	Postintervention (N=28)	Baseline (N=33)	Postintervention (N=28)
Provider/client	153.0	293.9***	138.6	327.7***
Flipchart	na	186.9	na	170.0
Other client educational materials	34.6	8.7*	29.2	6.9**
Forms/papers	44.5	15.0*	86.4	22.0***
Anywhere else	33.0	45.9	20.1	23.4
Total	265.1	550.4***	274.3	550.0***

*p<.05. **p<.01. ***p<.001. Notes: na=not applicable. The flipchart was not used during the baseline round.