

TABLE 2. Percentage distribution of abortion patients, by rating of quality of abortion care, according to six domains of care

Measure	% or mean (N=402)	Measure	% or mean (N=402)
OVERALL SERVICE QUALITY		TECHNICAL COMPETENCE	
Mean overall quality rating†	8.8 (1.1)	Woman felt confident in technical skills of doctor	
CLIENT-STAFF INTERACTION		Yes, definitely	87
Doctor made woman feel comfortable		Yes, somewhat	11
Yes, definitely	85	No/no, not at all	2
Yes, somewhat	10	Perception of staff management of pain during abortion	
No/no, not at all	5	Could have done more to control pain	13
Nurse treated woman with respect and dignity		Did enough to control pain	87
Yes, definitely	92	POSTABORTION CONTRACEPTIVE SERVICES	
Yes, somewhat	6	Staff member talked with woman about family planning	
No/no, not at all	3	Yes	88
Receptionist treated woman with respect and dignity		No	12
Yes, definitely	78	Staff member offered woman a method of family planning	
Yes, somewhat	14	Yes	81
No/no, not at all	8	No	19
Staff care with woman's personal and private information		ACCESSIBILITY	
Very careful	83	Ease of getting appointment	
Somewhat careful	16	Very easy	24
Not careful	1	Easy	60
Security guard used rude tone or manner		Difficult/very difficult	16
Yes, definitely/yes, somewhat	26	Convenience of site hours	
No	20	Very convenient	20
No, (s)he was nice	54	Convenient	66
INFORMATION AND COUNSELING		Inconvenient/very inconvenient	14
Staff provided sufficient information about the abortion procedure		Perception of time spent at facility day of abortion procedure	
Yes	93	Acceptable	55
No	7	Should have spent less time	43
Staff provided sufficient information about self-care following abortion		Should have spent more time	2
Yes	87	FACILITY ENVIRONMENT	
No	13	Facility cleanliness	
Staff talked with woman about how she might feel emotionally after abortion		Very clean	26
Yes	48	Clean	71
No	52	Dirty/very dirty	3
		Antichoice protesters outside of facility	
		Yes	67
		No	33
		Total	100

†Responses were on a scale of 0 (worst care) to 10 (best care). Notes: Unless otherwise noted, data are percentages. Figure in parentheses is the standard deviation. Percentages may not add to 100 because of rounding.