

**TABLE 3. Odds ratios (and 95% confidence intervals) from ordinal logistic regression analysis to identify associations of quality of care measures, social and demographic characteristics and abortion visit characteristics with overall ratings of service quality**

Measure	Odds ratio (N=391)	Measure	Odds ratio (N=391)
<b>QUALITY OF CARE</b>		<b>Convenience of site hours</b>	
<i>Client-staff interaction</i>		Very convenient	2.41 (1.43–4.05)**
<b>Doctor made woman feel comfortable</b>		Convenient/inconvenient/very inconvenient (ref)	1.00
Yes, definitely	3.25 (1.67–6.29)***	<b>Perception of time spent at facility day of abortion procedure</b>	
Yes, somewhat/no/no, not at all (ref)	1.00	Acceptable	2.78 (1.80–4.28)***
<b>Nurse treated woman with respect and dignity</b>		Unacceptable (ref)	1.00
Yes, definitely	2.15 (0.94–4.93)	<i>Facility environment</i>	
Yes, somewhat/no/no, not at all (ref)	1.00	<b>Facility cleanliness</b>	
<b>Receptionist treated woman with respect and dignity</b>		Very clean	1.89 (1.16–3.08)*
Yes, definitely	1.71 (1.03–2.83)*	Clean/dirty/very dirty (ref)	1.00
Yes, somewhat/no/no, not at all (ref)	1.00	<b>Antichoice protesters outside of facility</b>	
<b>Staff care with woman's personal and private information</b>		Yes	0.96 (0.61–1.52)
Very careful	2.48 (1.40–4.39)**	No (ref)	1.00
Somewhat careful/not careful (ref)	1.00	<b>SOCIAL AND DEMOGRAPHIC</b>	
<i>Information and counseling</i>		<b>Age</b>	
<b>Staff provided sufficient information about the abortion procedure</b>			1.01 (0.98–1.05)
Yes	1.79 (0.79–4.09)	<b>High school graduate</b>	
No (ref)	1.00	Yes (ref)	1.00
<b>Staff provided sufficient information about self-care following abortion</b>		No	1.06 (0.67–1.68)
Yes	1.90 (1.01–3.57)*	<b>Marital status</b>	
No (ref)	1.00	Unmarried	1.01 (0.64–1.59)
<b>Staff talked with woman about how she might feel emotionally after abortion</b>		Married/in civil union (ref)	1.00
Yes	1.96 (1.27–3.05)**	<b>Parity</b>	
No (ref)	1.00	0	0.56 (0.33–0.95)*
<i>Technical competence</i>		≥1 (ref)	1.00
<b>Woman felt confident in technical skills of doctor</b>		<b>ABORTION VISIT</b>	
Yes, definitely	2.46 (1.22–4.95)*	<b>Site</b>	
Yes, somewhat/no/no, not at all (ref)	1.00	General hospital (ref)	1.00
<b>Perception of staff management of pain during abortion</b>		Maternity hospital	0.63 (0.30–1.34)
Could have done more to control pain	0.62 (0.33–1.17)	Primary health center	1.24 (0.70–2.20)
Did enough to control pain (ref)	1.00	<b>Abortion procedure</b>	
<i>Postabortion contraceptive services</i>		Medication abortion	1.16 (0.67–2.04)
<b>Staff member offered woman a method of family planning</b>		Surgical abortion (ref)	1.00
Yes	0.90 (0.49–1.66)	<b>Gestational age</b>	
No (ref)	1.00		1.05 (0.93–1.18)
<i>Accessibility</i>		<b>Sex of the doctor who performed the abortion</b>	
<b>Ease of getting appointment</b>		Male (ref)	1.00
Very easy	1.53 (0.92–2.53)	Female	1.49 (0.82–2.68)
Easy/difficult/very difficult (ref)	1.00	<i>Model chi-square(df)=215.11(24)</i>	

\*p<.05. \*\*p<.01. \*\*\*p<.001. Note: ref=reference group.