

TABLE 5. Odds ratios from logistic regression analyses assessing the association between selected characteristics and service quality ratings

Characteristic	Optimal rating of structure and facility at last visit (N=1,633)	Optimal rating of client-staff interaction at last visit (N=1,655)	Optimal rating of patient-centeredness at last visit (N=1,648)	Informed about different contraceptives at last visit (N=1,001)	Was pressured to adopt a method (N=1,727)
Age					
18–19	0.58	0.85	1.05	1.59	2.27
20–24	0.93	0.77	0.81	1.75	2.17†
25–29	1.04	1.25	0.75	1.67	1.62
30–34 (ref)	1.00	1.00	1.00	1.00	1.00
Marital status					
Married (ref)	1.00	1.00	1.00	1.00	1.00
Cohabiting	0.90	0.71	0.82	1.05	2.35*
Formerly married	1.51	0.61	1.16	0.95	1.39
Never-married	0.70	0.97	0.95	1.11	1.07
Education					
<high school	0.69	0.99	0.85	0.81	0.99
High school diploma/GED	1.21	1.08	0.65*	1.25	0.91
≥college (ref)	1.00	1.00	1.00	1.00	1.00
Parity					
0 (ref)	1.00	1.00	1.00	1.00	1.00
1–2	0.66†	1.20	1.30	1.01	0.82
≥3	0.86	1.27	0.91	4.85**	3.58**
Medical insurance in the past 12 mos.					
Private (ref)	1.00	1.00	1.00	1.00	na
Medicaid/other public	0.94	0.81	0.83	1.76	na
No coverage	1.16	0.88	0.84	1.13	na
Purpose of visit					
Contraceptive care	0.89	0.86	0.90	1.00	na
Routine gynecologic care (ref)	1.00	1.00	1.00	1.00	na
Pregnancy-related care	0.63	1.15	0.95	3.17*	na
Other	0.79	0.96	0.90	0.91	na
Multiple reasons	0.84	1.07	0.69	1.18	na
Site where care was received					
Private doctor's office (ref)	1.00	1.00	1.00	1.00	na
HMO	0.71	0.61	0.73	1.44	na
Hospital clinic	0.55†	0.61†	0.72	0.71	na
Health department clinic	0.36**	0.66	0.94	2.94**	na
Planned Parenthood/family planning clinic	0.74	1.11	1.09	1.45	na
Other clinic	0.61	0.70	0.57	0.39†	na
Visit was to same place where client gets general health care					
Yes	1.46†	0.94	0.97	0.66	na
No (ref)	1.00	1.00	1.00	1.00	na
Clinician continuity					
Client had not visited site before	0.86	0.75	1.04	0.57	na
Client had seen the clinician before (ref)	1.00	1.00	1.00	1.00	na
Client had not seen the clinician before	0.87	0.57*	0.99	0.69	na
Missing	0.71	0.49†	1.40	0.97	na
Clinician was client's preferred gender					
Yes	0.95	0.92	1.08	0.82	na
No	0.47*	0.40***	0.72	1.24	na
Client had no preference (ref)	1.00	1.00	1.00	1.00	na
Client perceived herself as race-concordant with clinician					
Yes	1.03	1.33	1.27	1.01	na
No/did not know (ref)	1.00	1.00	1.00	1.00	na

*p<.05. **p<.01. ***p<.001. †p<.10. Notes: ref=reference group. na=not applicable. Odds ratios are weighted; sample sizes are unweighted. All models were adjusted for race, ethnicity and language spoken; results for these characteristics are shown in Table 4 (page 207).