

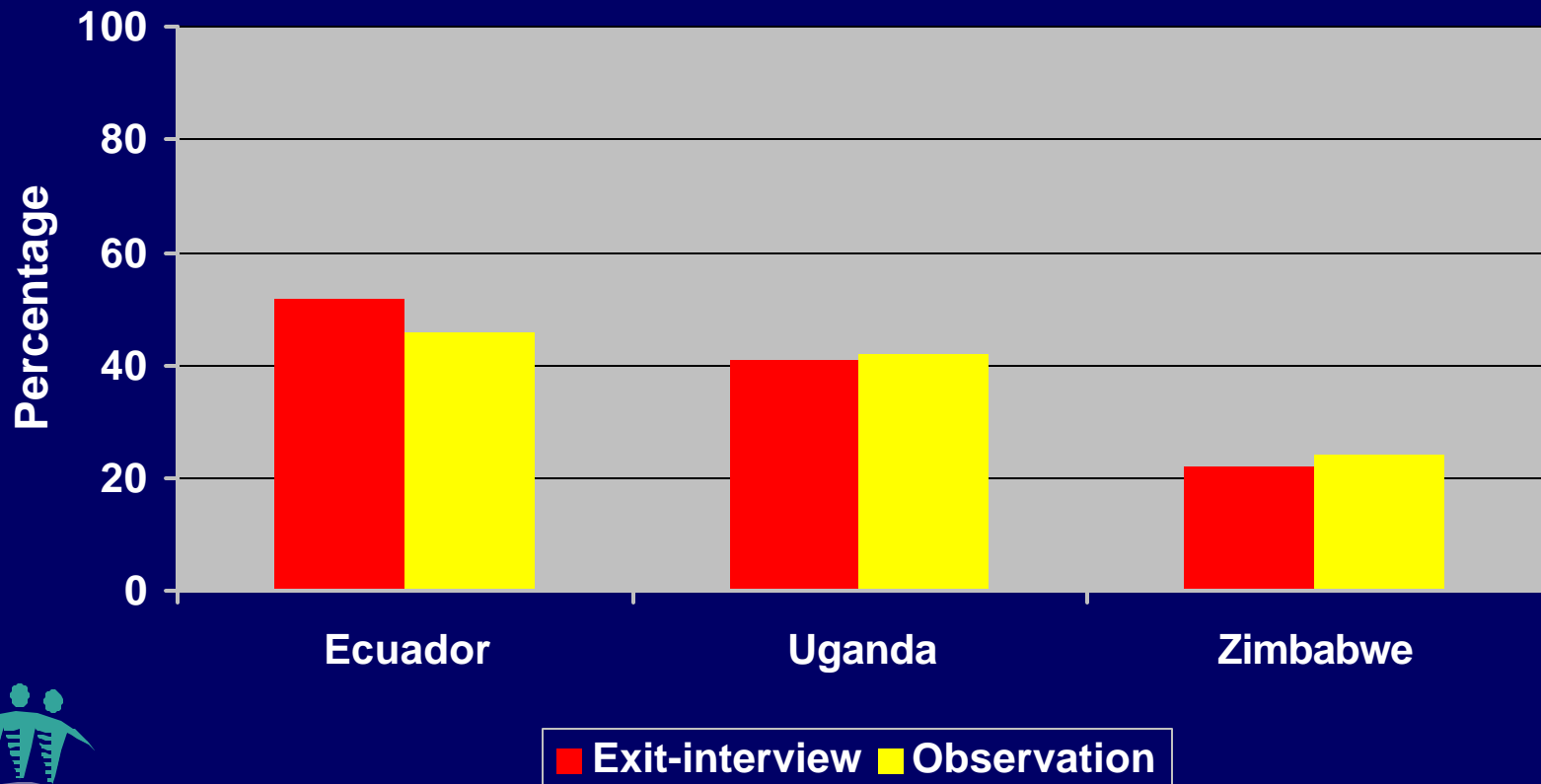
Comparison of Selected Indicators

Ecuador, Uganda, Zimbabwe

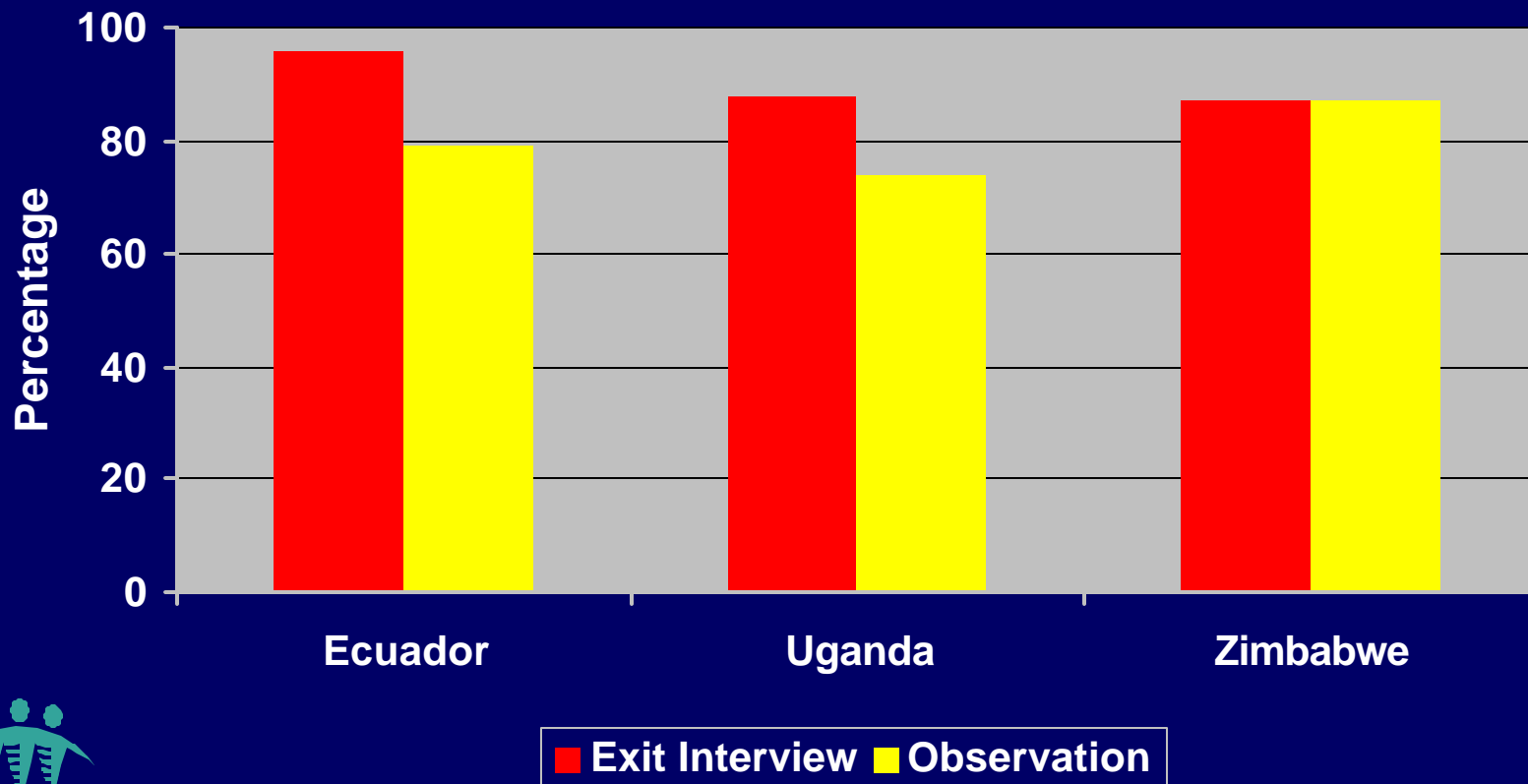
Introduction

- All three instruments are needed to capture the complete picture on quality of care
- There is some overlap of indicators from observation and client exit-interview
- Comparison of these indicators provides useful information about
 - comparability of the methodologies
 - reliability of the instruments

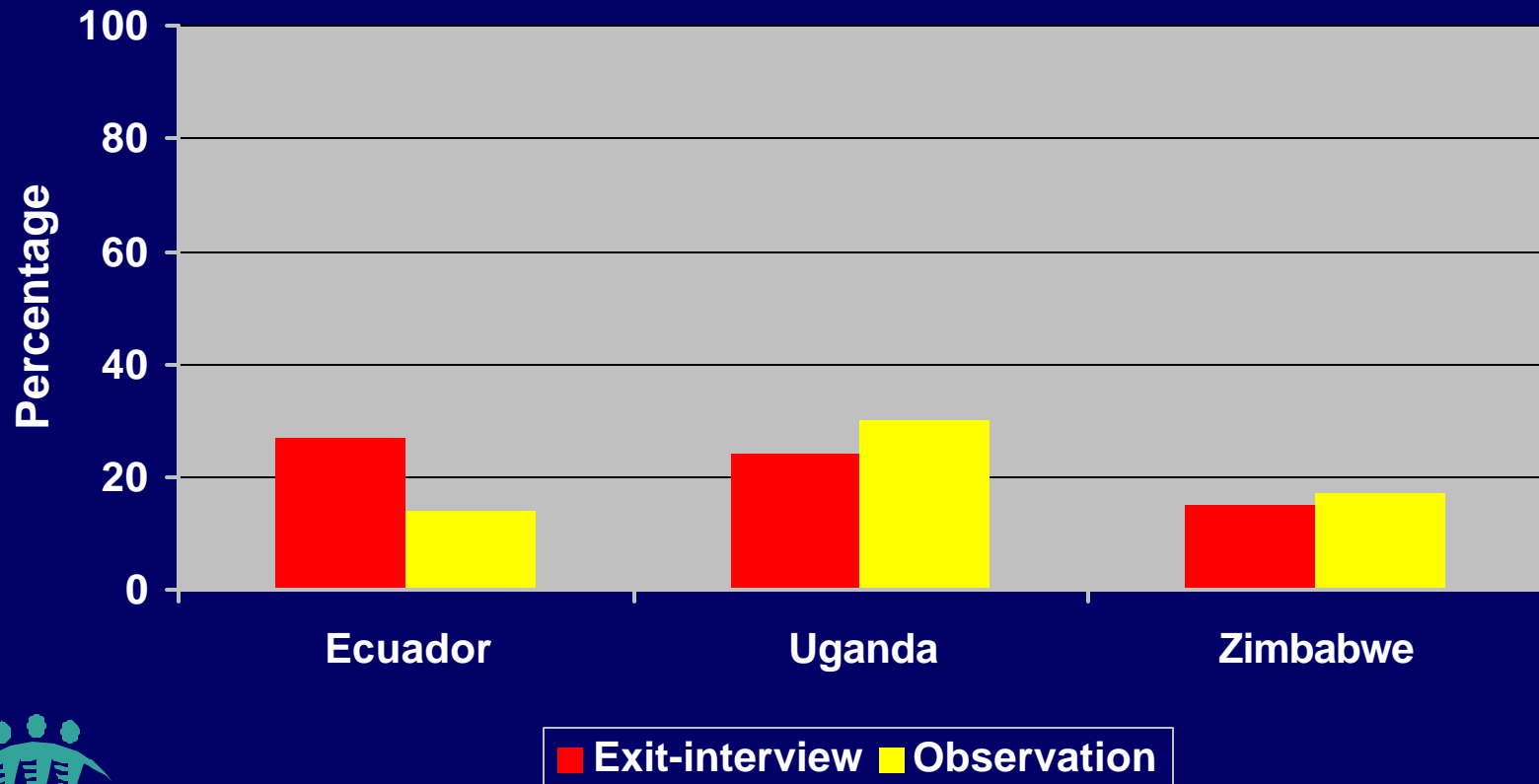
Indicator 3: Did the provider ask the client about her reproductive intentions?



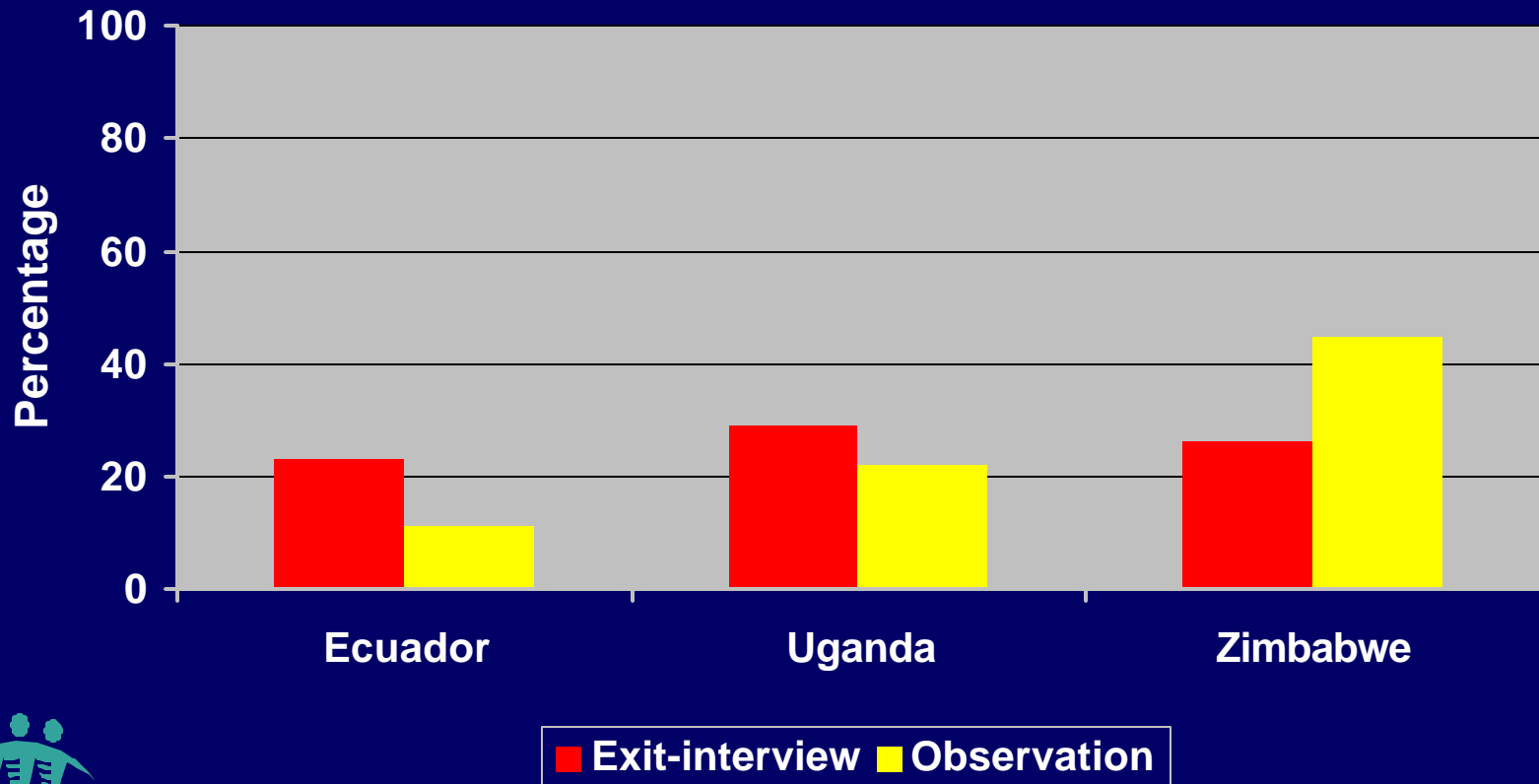
Indicator 4: Did the provider discuss method preference with the client?



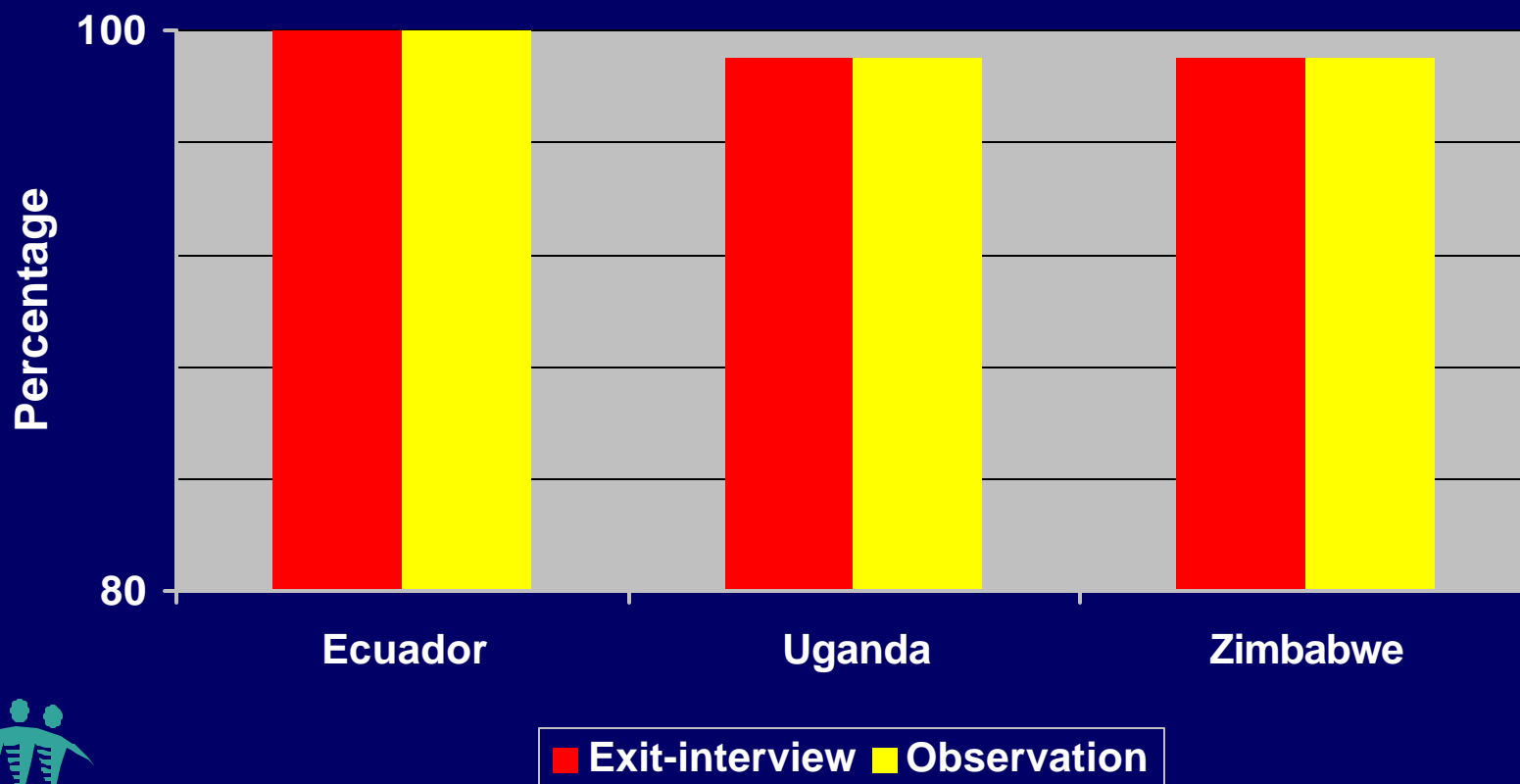
Indicator 5: Did the provider mention STD/AIDS?



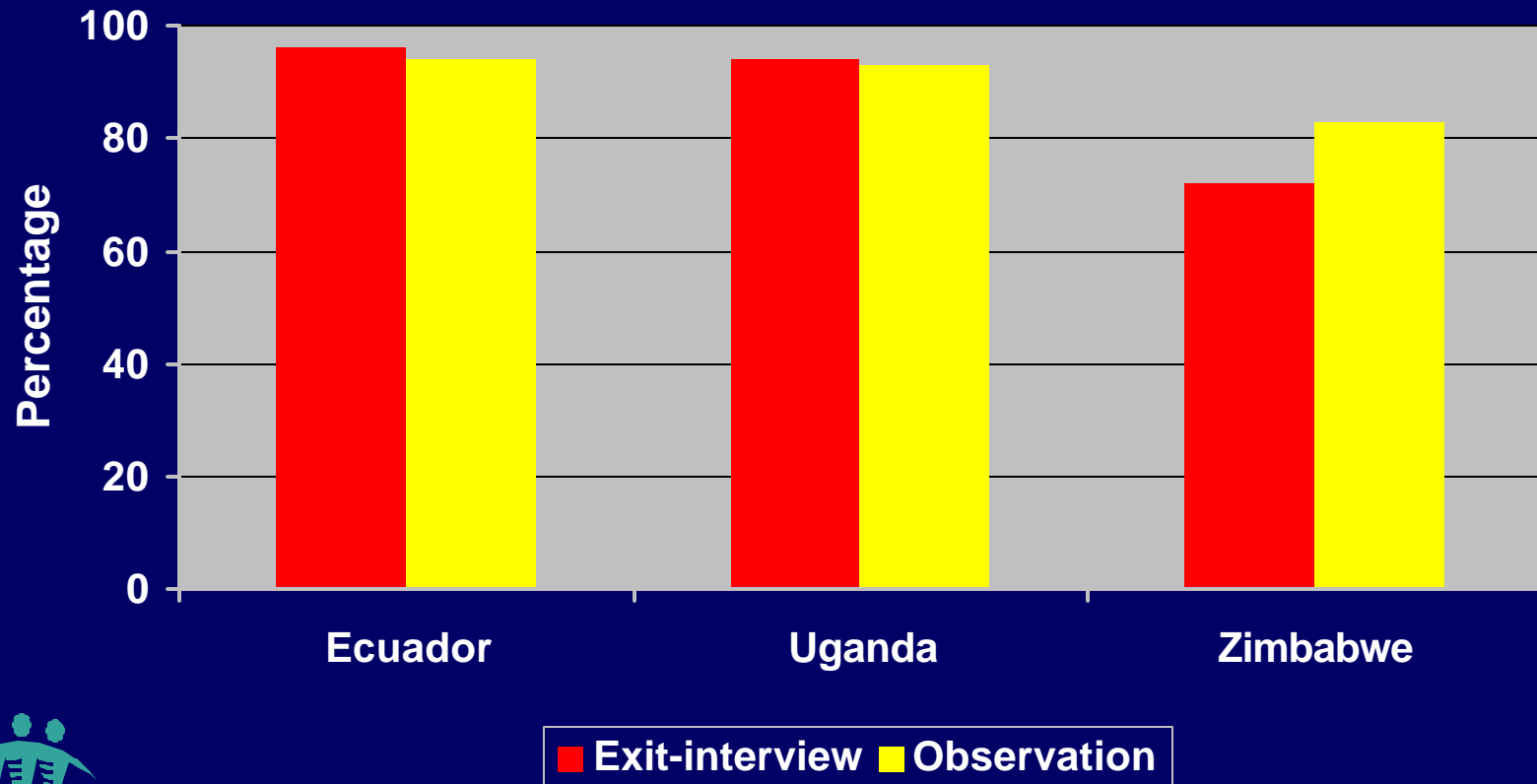
Indicator 6: Did the provider promote dual method use?



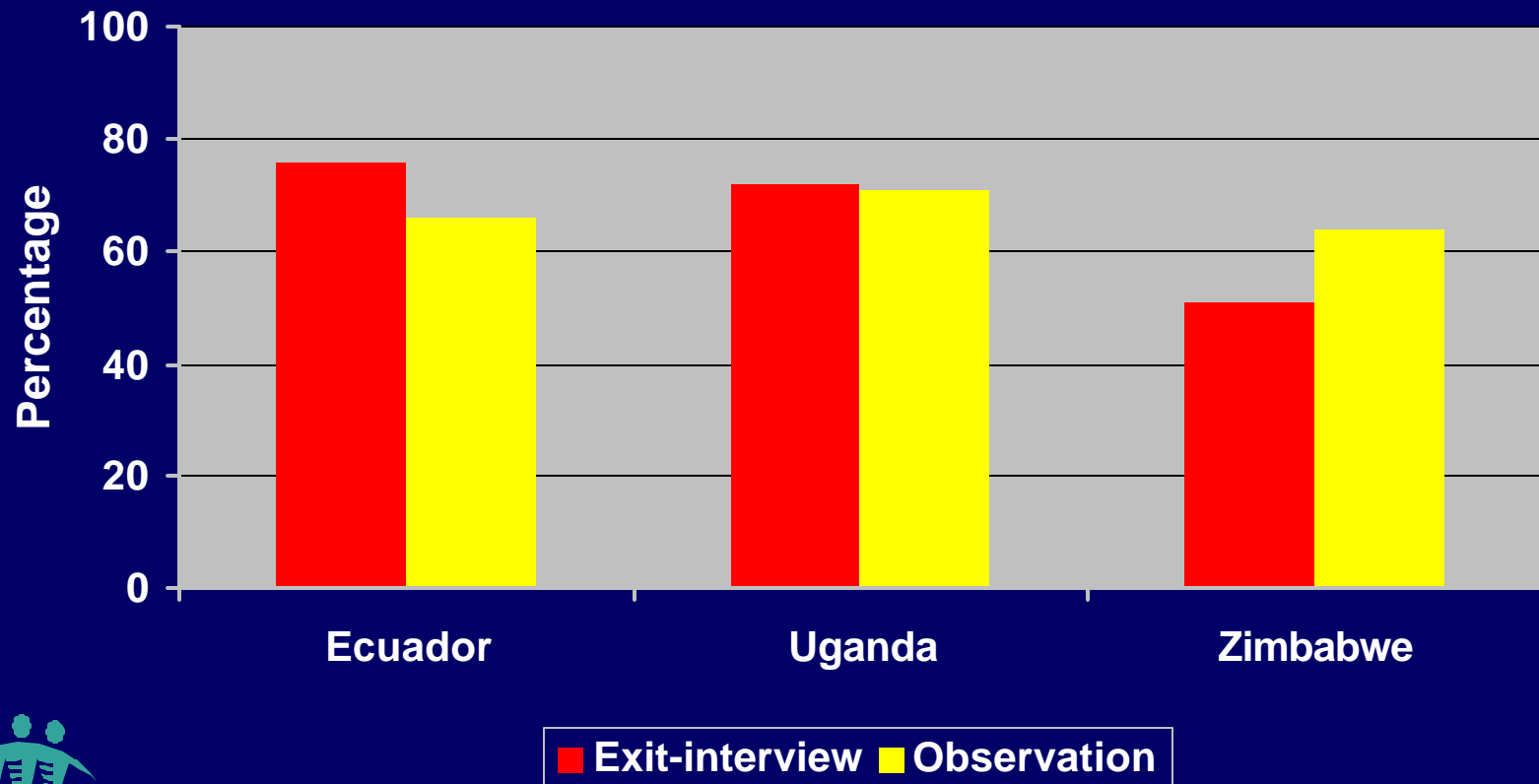
Indicator 7: Did the provider treat the client with respect?



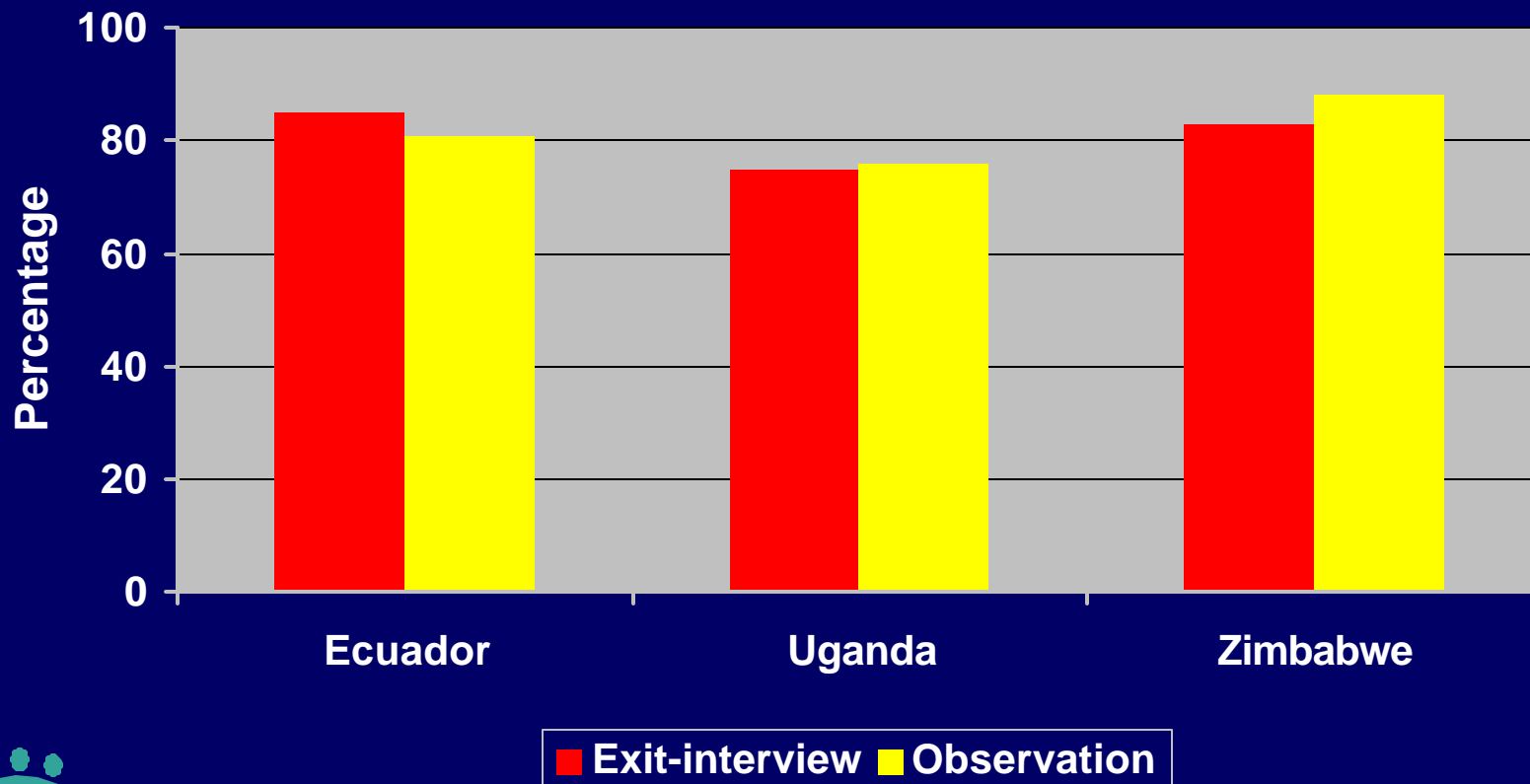
Indicator 9: Did the provider discuss the return visit?



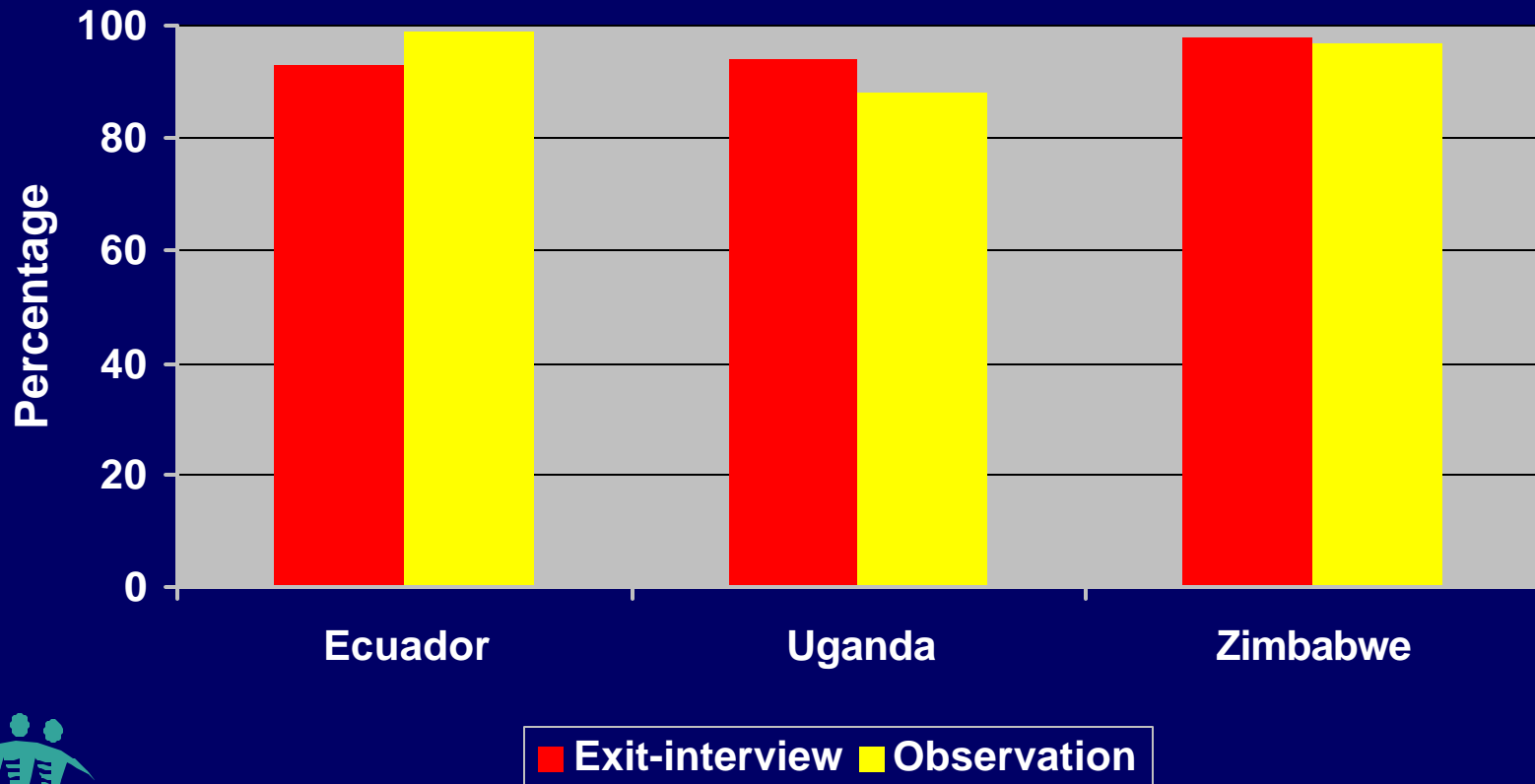
Indicator 10: Did the provider give information on the method received?



Indicator 16: Did the client receive her preferred method?



Indicator 20: Did the client have privacy during the pelvic exam?



Why are there differences?

- subjectivity during observation
- poor recall of events by client
- client unwilling to admit to discussing sensitive topics
- different perspective from client
- measuring different phenomenon

Conclusion

- Good comparability between exit interview and observation on several indicators
- Reliability appears good for several indicators
- Different information is obtained on some indicators due to different data collection methodologies