



10 QUESTIONS ON QUALITY OF CARE: QUESTIONNAIRE AND DATA COLLECTION MANUAL

For more information on the validation of this questionnaire:

Jain, Aparna et al. 2019. "[Validation of two quality of care measures: results from a longitudinal study of reversible contraceptive users in India](#)," *Studies in Family Planning* 50(2): 179–193 doi: 10.1111/sifp.12093

The quality of care questions in this tool are based on questions that were used in previous studies conducted by the Population Council and that showed their relationship to contraceptive continuation. The data collectors' manual was developed by the Evidence Project and Higher Institute of Population Sciences in Burkina Faso.

The Evidence Project is made possible by the generous support of the American people through the United States Agency for International Development (USAID) under the terms of cooperative agreement no. AID-OAA-A-13-00087. The contents of this document are the sole responsibility of the Evidence Project and Population Council and do not necessarily reflect the views of USAID or the United States Government.

The Evidence Project uses implementation science—the strategic generation, translation, and use of evidence—to strengthen and scale up family planning and reproductive health programs to reduce unintended pregnancies worldwide. The Evidence Project is led by the Population Council.

Suggested Citation: The Evidence Project. 2020. "10 questions on quality of care: Questionnaire and data collection manual." Washington, DC: Population Council, The Evidence Project.

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10-ITEM QUALITY OF CARE QUESTIONNAIRE

PROCESS QUALITY STATEMENTS				
INTERVIEWER: Say “I would like to ask you several questions about the consultation you just had with the provider. Please answer the following questions as it relates to the conversation that you just had with the provider.”				
Circle the response, do not leave blank				
No.	QUESTIONS AND FILTERS	CODING CATEGORIES	CODE	SKIP
101	During your consultation with the provider, do you think other clients could <u>see</u> you?	Yes No	01 02	
102	During your consultation with the provider, do you think other clients could <u>hear what you said</u> ?	Yes No	01 02	
103	Did the provider ask about whether you would like to have a/another child?	Yes No	01 02	
104	Did the provider ask about when you would like to a/another child?	Yes No	01 02	
105	Did the provider ask about your previous family planning experience?	Yes No	01 02	
106	Did the provider ask about your family planning method preference?	Yes No	01 02	
107	Did the provider talk about possible side effects with the method you selected?	Yes No	01 02	
108	Did the provider tell you what to do if you experience any side effects or problems with the method you selected?	Yes No	01 02	
109	Did the provider talk about warning signs/sever adverse effects associated with the method you selected?	Yes No	01 02	
110	Did the provider talk about the possibility of switching to another method if the method you selected was not suitable?	Yes No	01 02	

DATA COLLECTION MANUAL : 10 QUESTIONS ON QUALITY OF CARE

QUALITY OF CARE STATEMENTS	
Preamble	Say “I would like to ask you some questions about the consultation you just had with the provider. Please respond to the following questions concerning the conversation that you just had with the provider.”
Instructions	<p>There are no skip patterns in this section therefore all questions should be asked of every respondent.</p> <p>These questions pertain to the provider who counseled the respondent on family planning and who provided them with a contraceptive method. The provider might be a doctor or a nurse but should not be a frontline or community health worker as respondents are obtaining a family planning method at a facility.</p> <p>These questions fall under four domains of quality of care:</p> <ol style="list-style-type: none"> 1) Respectful care: captures interpersonal relations between the provider and the client and includes treating clients with dignity and respect and ensuring audiovisual privacy and confidentiality. 2) Method selection: involves solicitation of information from the client about her reproductive intentions, family circumstances, previous contraceptive use and preferred method, and provision of information by the provider on various FP methods to meet the clients’ needs. 3) Effective use of method selected: involves information given by the provider to the client about how to use the method, the potential side effects, how to manage side effects if they occur, and warning signs of the method (severe adverse effects). 4) Continuity of contraceptive use and care: includes information given to clients about when to return for follow-up, other sources of FP supply, and the possibility of switching to another method if the current one becomes unsuitable. <p>Method selection, effective use, and continuity of contraceptive use and care reflect the information exchange between the provider and the client.</p>
Notes :	

Question 101	When meeting with the provider during your consultation, do you think that other clients could see you?
Instructions	<p>The purpose of this question is to understand whether the consultation with the provider was done in a private location where no other clients or patients at the facility could see the respondent during her consultation with the provider. Sometimes consultations take place in a closed room with a door, other times there might only be a curtain. The main aspect is whether other people who visit the facility for services could see the respondent and provider interacting.</p> <p>Other providers who might be in the room to take temperature or blood pressure do not count here. This question falls under the respectful care domain.</p> <p>This is a a yes/no question only. There is no don't know response.</p>
Notes :	

Question 102	When meeting with the provider during your consultation, do you think that other clients could hear what you said?
Instructions	<p>The purpose of this question is to see if the consultation was conducted in a location that no other clients could hear what was being said between the provider and client. This would ensure that any personal or private information that the client wanted to share with the provider is not overheard by other clients or patients at the facility.</p> <p>Sometimes consultations can take place behind a closed curtain but voices can travel beyond the space where the consultation is taking place. In this case, then the respondent may feel that her voice could be overheard by other clients. This question falls under the respectful care domain.</p> <p>Again, if another nurse or provider in the room during the discussion that does not count. We are interested in knowing about other people who visit the facility for services.</p> <p>This is a a yes/no question only. There is no don't know response.</p>
Notes :	

Question 103	Did the provider ask you if you would like to have a/another child?
Instructions	<p>The purpose of this question is to understand if the provider asked the respondent about her fertility intentions as it relates to wanting a child (if she does not have any children) or wanting additional children (if she already has at least one child). If the provider asked this question, it is an indication that s/he might use this information to support the respondent in making an appropriate family planning method choice. This falls under the method selection domain.</p> <p>For example, if she does not want another child then the provider might discuss IUD (which can be used for a longer duration than injectables or pills).</p> <p>This is a a yes/no question only. There is no don't know response.</p>
Notes :	

Question 104	Did the provider ask you when you would like to have a/another child?
Instructions	<p>This is the second question related to fertility intentions that provides information about whether a provider asked the respondent when she would like to have a child (if it is her first child) or the next child (if she already has at least one child). This falls under the method selection domain.</p> <p>This is a a yes/no question only. There is no don't know response.</p>
Notes :	

Question 105	Did the provider ask about your previous family planning experience?
Instructions	<p>The purpose of this question is to see if the provider explored the respondent's previous contraceptive method use as this would indicate that the provider was obtaining a full and comprehensive history of method use from the respondent. This falls under the method selection domain.</p> <p>This is a a yes/no question only. There is no don't know response.</p>
Notes :	

Question 106	Did the provider ask about your family planning method preference?
Instructions	<p>This purpose of this question is to understand if the provider asked the respondent which family planning method she wanted or preferred to use. While they may speak about many methods during the consultation or the respondent may come to the visit with a FP method in mind, seeking the respondent's prefernces is an important piece to family planning counseling. This falls under the method selection domain.</p> <p>This is a a yes/no question only. There is no don't know response.</p>
Notes:	

Question 107	Did the provider talk about possible side effects with the method you selected?
Instructions	<p>This question is intended to understand what the provider told the respondent about their chosen method and whether that included information on potential side effects or problems associated with the method selected. We are not interested in the actual side effects that were communicated but whether or not the information on side effects were shared with the respondent. This question falls under the effective use of selected method domain.</p> <p>This question is specific to the method that the respondent selected.</p>
Notes :	

Question 108	Did the provider tell you what to do if you experience any side effects or problems with the method you selected?
Instructions	<p>The purpose of this question is to understand if the provider told the respondent what they should do if they experience any side effects or problems. These are not warning signs or severe adverse affects but side effects expected when using the method. This question falls under the effective use of selected method domain.</p> <p>This is a a yes/no question only. There is no don't know response.</p>
Notes:	

Question 109	Did the provider talk about warning signs/sever adverse effects associated with the method you selected?
Instructions	<p>This question seeks to understand if the provider discussed with the respondent the warning signs associated with her selected method. These warning signs are things that would require the respondent to seek immediate medical treatment and care. This question falls under the effective use of selected method domain.</p> <p>This is a a yes/no question only. There is no don't know response.</p>
Notes :	

Question 110	Did the provider talk about the possibility of switching to another method if the method you selected was not suitable?
Instructions	<p>This question is an important question because it shows whether the provider discussed with the respondent the ability to switch their chosen method to a different method if they were not happy with the family planning method that they selected at the time of the consultation. This question falls under the continuity of contraceptive use and care domaine</p> <p>This is a yes/no question only. There is no don't know response.</p>
Notes :	