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# 22 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.

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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.

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## THE EVIDENCE PROJECT

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## 22-ITEM QUALITY OF CARE QUESTIONNAIRE

<b>PROCESS QUALITY STATEMENTS</b>				
<b>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.”</b>				
<b>Circle the response, do not leave blank</b>				
No.	QUESTIONS AND FILTERS	CODING CATEGORIES	CODE	SKIP
101	Were you treated well by the provider?	Yes No	01 02	
102	Did the provider allow you to ask questions?	Yes No	01 02	
103	Did the provider answer all your questions to your satisfaction?	Yes No	01 02	
104	During your consultation with the provider, do you think other clients could <u>see</u> you?	Yes No	01 02	
105	During your consultation with the provider, do you think other clients could <u>hear what you said</u> ?	Yes No	01 02	
106	Do you believe that the information that you shared about yourself with the provider will be kept confidential?	Yes No	01 02	
107	Did the provider ask about whether you would like to have a/another child?	Yes No	01 02	
108	Did the provider ask about when you would like to a/another child?	Yes No	01 02	
109	Did the provider ask about your previous family planning experience?	Yes No	01 02	
110	Did the provider ask about your family planning method preference?	Yes No	01 02	
111	Did the provider provide information about different family planning methods?	Yes No	01 02	
112	Did the provider talk about the methods that protect against HIV/AIDS and STIs?	Yes No	01 02	
113	Did the provider strongly encourage/recommend one method over others?	Yes No	01 02	
114	Did the provider talk about how to use the method you selected?	Yes No	01 02	
115	Did the provider talk about how the method you selected works?	Yes No	01 02	

116	Did the provider talk about possible side effects or problems with the method you selected?	Yes No	01 02	
117	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	
118	Did the provider talk about warning signs/severe adverse effects associated with the method you selected?	Yes No	01 02	
119	Did the provider tell you when to return to the health facility for a follow-up visit?	Yes No	01 02	
120	Did the provider talk about the possibility of switching to another method if the method you selected was not suitable?	Yes No	01 02	
121	Did the provider tell you about other sources of family planning supply?	Yes No	01 02	
122	Did the provider give you an appointment card for follow-up visit?	Yes No	01 02	

## DATA COLLECTION MANUAL : 22 QUESTIONS ON QUALITY OF CARE

<b>QUALITY OF CARE STATEMENTS</b>	
Preamble	Say <b>“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.”</b>
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"> <li>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.</li> <li>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 family planning methods to meet the clients’ needs.</li> <li>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).</li> <li>4) Continuity of contraceptive use and care: includes information given to clients about when to return for follow-up, other sources of family planning supply, and the possibility of switching to another method if the current one becomes unsuitable.</li> </ol> <p>Method selection, effective use, and continuity of contraceptive use and care reflect the information exchange between the provider and the client.</p>
<b>Notes :</b>	

<b>Question 101</b>	<b>Were you treated well by the provider?</b>
<b>Instructions</b>	<p>The purpose this question is to assess whether the respondent felt that she was treated well by the provider. This is how she generally would assess the provider's behavior towards her throughout the consultation. This questions falls under the respectful care domain.</p> <p>This is a yes/no question only. There is no don't know response.</p>
<b>Notes :</b>	

<b>Question 102</b>	<b>Did the provider allow you to ask questions?</b>
<b>Instructions</b>	<p>The purpose of this question is to understand whether the provider gave the respondent an opportunity to ask any question(s) during the consultation.</p> <p>Some providers may not ask clients if they have any questions and just provide information without a discussion or an exchange of information. One aspect of information exchange is allowing clients to ask questions about the information that has been given to her especially if there is something that is not clear or needs to be explained again. Even if the client felt like she did not have any questions, the provider should still ask to confirm. This questions falls under the respectful care domain.</p> <p>This is a yes/no question only. There is no don't know response.</p>
<b>Notes :</b>	

<b>Question 103</b>	<b>Did the provider answer all your questions to your satisfaction?</b>
<b>Instructions</b>	<p>The purpose of this question is to understand whether the client was satisfied with the information that provider gave in response to her questions. This applies to all of the questions she may have asked during the consultation. There are three response options for this question:</p> <p>1) Yes 2) No</p> <p>Circle Yes if the provider answered ALL of the clients questions to her satisfaction. If the provider answered some questions to her satisfaction, but not other questions, then circle No. This question falls under the respectful care domain.</p>
<b>Notes :</b>	

<b>Question 104</b>	<b>During your consultation with the provider, do you think other clients could see you?</b>
<b>Instructions</b>	<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 yes/no question only. There is no don't know response.</p>
<b>Notes :</b>	

<b>Question 105</b>	<b>During your consultation with the provider, do you think other clients could hear what you said?</b>
<b>Instructions</b>	<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 yes/no question only. There is no don't know response.</p>
<b>Notes :</b>	

<b>Question 106</b>	<b>Do you believe that the information that you shared about yourself with the provider will be kept confidential?</b>
<b>Instructions</b>	<p>The purpose of this question is to understand whether respondents feel like their information will remain confidential by the provider and that the provider will not share the information that they discussed or any information about the respondent with anyone else. This includes members of the respondents' family, other clients seeking services at the facility, and other providers/nurses or hospital staff who not involved in the respondents care. This questions falls under the respectful care domain.</p> <p>This is a yes/no question only. There is no don't know response.</p>
<b>Notes :</b>	

<b>Question 107</b>	<b>Did the provider ask about whether you would like to have a/another child?</b>
<b>Instructions</b>	<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 yes/no question only. There is no don't know response.</p>
<b>Notes :</b>	

<b>Question 108</b>	<b>Did the provider ask about when you would like to a/another child?</b>
<b>Instructions</b>	<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 yes/no question only. There is no don't know response.</p>
<b>Notes :</b>	



<b>Question 109</b>	<b>Did the provider ask about your previous family planning experience?</b>
<b>Instructions</b>	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.  This is a yes/no question only. There is no don't know response.
<b>Notes :</b>	

<b>Question 110</b>	<b>Did the provider ask about your family planning method preference?</b>
<b>Instructions</b>	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 family planning method in mind, seeking the respondent's preferences is an important piece to family planning counseling. This falls under the method selection domain.  This is a yes/no question only. There is no don't know response.
<b>Notes:</b>	

<b>Question 111</b>	<b>Did the provider provide information about different family planning methods?</b>
<b>Instructions</b>	<p>This is an important question because it demonstrates if the provider offered information about various family planning methods. Being given information on different methods allows the respondent to make a choice, even if she comes to the consultation with a method in mind. This falls under the method selection domain.</p> <p>This is a yes/no question only. There is no don't know response.</p>
<b>Notes :</b>	

<b>Question 112</b>	<b>Did the provider talk about the methods that protect against HIV/AIDS and STIs?</b>
<b>Instructions</b>	<p>The purpose of this question is to understand whether the provider intergrated HIV and STI information into family planning counseling.</p> <p>Only condoms protect against HIV transmission and STIs in addition to pregnancy. All other modern contraceptive methods do not prevent against HIV and STIs. In order to protect against HIV and STIs, a family planning client would need to also use condoms in addition to their family planning method. This falls under the method selection domain.</p> <p>This is a yes/no question only. There is no don't know response.</p>
<b>Notes :</b>	

<b>Question 113</b>	<b>Did the provider strongly encourage/recommend one method over others?</b>
<b>Instructions</b>	<p>The purpose of this question is to understand if the provider was encouraging or promoting one family planning method over others. Providers certainly may suggest a family planning method given the respondents fertility desires and preferences and past experiences with family planning. But if they were more strongly encouraging almost to the point of pushing, that is what the question is trying to ascertain. This falls under the method selection domain.</p> <p>This is a yes/no question only. There is no don't know response.</p>
<b>Notes :</b>	

<b>Question 114</b>	<b>Did the provider talk about how to use the method you selected?</b>
<b>Instructions</b>	<p>The purpose of this question is to understand if the provider told the respondent how to use the method that she selected during the consultation. This question is specifically about the family planning method that the respondent selected.</p> <p>The expectation is that the provider told her how to use her chosen method. For example, to take one pill every day at the same time, what to do if you miss a dose or how to use the different colored pills in the packet. This question falls under the effective use of selected method domain.</p> <p>This is a yes/no question only. There is no don't know response.</p>
<b>Notes :</b>	

<b>Question 115</b>	<b>Did the provider talk about how the method you selected works?</b>
<b>Instructions</b>	<p>The purpose of this question is understand whether the provider discussed how the method that the respondent selected works. This includes its efficacy, how long it prevents pregnancy and biological aspects of how the method prevents ovulation. This question falls under the effective use of selected method domain.</p> <p>This is a yes/no question only. There is no don't know response.</p>
<b>Notes:</b>	

<b>Question 116</b>	<b>Did the provider talk about possible side effects or problems with the method you selected?</b>
<b>Instructions</b>	<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> <p>This is a yes/no question only. There is no don't know response.</p>
<b>Notes :</b>	

<b>Question 117</b>	<b>Did the provider tell you what to do if you experience any side effects or problems with the method you selected?</b>
<b>Instructions</b>	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.  This is a yes/no question only. There is no don't know response.
<b>Notes:</b>	

<b>Question 118</b>	<b>Did the provider talk about warning signs/severe adverse effects associated with the method you selected?</b>
<b>Instructions</b>	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.  This is a yes/no question only. There is no don't know response.
<b>Notes :</b>	

<b>Question 119</b>	<b>Did the provider tell you when to return to the health facility for a follow-up visit?</b>
<b>Instructions</b>	<p>For most family planning methods, there is a time when the respondent should return to the facility for follow-up care. This might be more relevant for injectable users since they need to return to the facility for a re-injection 3 months later and less applicable for pill users since they can get resupply from pharmacies. For implant and IUD users, this would include information for when the respondent needs to return for removal. This question falls under the continuity of contraceptive use and care domain.</p> <p>This is a yes/no question only. There is no don't know response.</p>
<b>Notes:</b>	

<b>Question 120</b>	<b>Did the provider talk about the possibility of switching to another method if the method you selected was not suitable?</b>
<b>Instructions</b>	<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 domain.</p> <p>This is a yes/no question only. There is no don't know response.</p>
<b>Notes :</b>	

<b>Question 121</b>	<b>Did the provider tell you about other sources of family planning supply?</b>
<b>Instructions</b>	<p>There are different places where respondents can get resupply of their family planning method. For example, pill/condom users might be able to get them from a community health workers or a pharmacy. An injectable user could go to a private clinic. The purpose of this question is to understand if the provider told the respondent about other locations or places (other than the current location) where they could go to obtain family planning services. This questions falls under the continuity of contraceptive use and care domain.</p> <p>This is a yes/no question only. There is no don't know response.</p>
<b>Notes :</b>	

<b>Question 122</b>	<b>Did the provider give you an appointment card for follow-up visit?</b>
<b>Instructions</b>	<p>Typically providers provide women with appointment cards to remind them about their follow-up visit. This may be standard practice in some health facilities and not in others. If a respondent received a reminder appointment card for their next visit then mark "yes". Otherwise mark "no". This questions falls under the continuity of contraceptive use and care domain.</p> <p>This is a yes/no question only. There is no don't know response.</p>
<b>Notes :</b>	