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Quality of contraceptive counselling and care - A community and healthcare providers perspective

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Outline

- Background
- Quality of care and family planning
- Providers/ Users perspectives
- Summary



Unmet need for Family Planning

- Unmet need for contraception remains high in many settings
- Additionally, many women using contraceptives are not satisfied with their method potentially putting them at risk for discontinuation without replacement with a more acceptable method, leading to unintended pregnancy.



BACKGROUND

- Quality of Care (QoC) has been identified as a key principle for ensuring human rights in the provision of contraceptive information and services
- Importance in addressing unmet need postulated
- QoC received much attention in the late 80's and 90's
- Recent resurgence of interest in family planning (FP 2020), including QoC



Human Rights Framework in the provision of family planning/contraception

- The provision of high-quality contraceptive information and services is essential to achieving the highest attainable standard of health for all, including sexual and reproductive health. It is recognized that this cannot be done without respecting, protecting and fulfilling the human rights of all individuals.



Human Rights Framework in the provision of family planning/contraception



- 9 key human rights standards were identified in the provision of contraceptive information and services:
 Non-discrimination, Availability, Accessibility, Acceptability, Quality of contraceptive information and services, Informed decision-making/Choice, Privacy and confidentiality, Participation and Accountability



Bruce-Jain Framework: Quality of Care

“the way individuals and clients are treated by the system providing services” (Bruce 1990; Jain 1989)

The framework identifies six elements of quality: (focus on clinical provision of FP)

- Choice of contraceptive methods,
- Information and counselling given to clients,
- Technical competence,
- Interpersonal relationships,
- Continuity and follow-up,
- Appropriate constellation of services

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The Link Between Quality of Care and Contraceptive Behaviour

- Good-quality care at initiation of contraceptive use is positively associated with continuation of use is important.
- Contraceptive decision-making is a complex process in which persons consider various factors,
 - including the context of their lives, both familial and personal,
 - as well as the psychological and physical ease with which they can obtain and use contraceptives

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Client and Provider Perspectives on Quality of Care: A Systematic Review.

- A systematic review was conducted to better inform quality improvement efforts in the area of family planning.
- Objective: the impact of quality improvement efforts and client provider perspectives about what constitutes quality family planning services.

Williams JR Am J Prev Med. 2015 Aug;49(2 Suppl 1):S93-S106. doi: 10.1016/j.amepre.2015.03.017.

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Client and Provider Perspectives on Quality of Care: A Systematic Review.

- Multiple databases from January 1985 through January 2015 were searched within the peer-reviewed literature that described the quality of family planning services.
- The retrieval and inclusion criteria included full-length articles published in English, which described studies occurring in a clinic-based setting to include family planning services.

Williams JR Am J Prev Med. 2015 Aug;49(2 Suppl 1):S93-S106. doi: 10.1016/j.amepre.2015.03.017.

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Client and Provider Perspectives on Quality of Care: A Systematic Review.

- Search strategies identified 16,145 articles, 16 of which met the inclusion criteria. No new intervention studies addressing the impact of quality improvement efforts on family planning outcomes were identified.
- Sixteen articles provided information relevant to client or provider perspectives about what constitutes quality family planning services.
- Clients and providers mostly identified the need for services that were accessible, client-centered, and equitable. Themes related to effectiveness, efficiency, and safety were mentioned less frequently.

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Client and Provider Perspectives on Quality of Care: A Systematic Review.

CONCLUSIONS:

- Family planning services that account for both client and provider perspectives may be more effective.
- Further research is needed to examine the impact of improved quality on provider practices, client behaviour, and health outcomes.

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Community and provider shared definitions and understandings of QoC

The importance of QoC on contraceptive behaviour has been demonstrated, and frameworks for assessing QoC from the client's perspective have been employed.

However, little is documented about community and provider shared definitions and understandings of QoC.

Community or user understandings of QoC include aspects of care and technical aspects.

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Scoping Review: QoC definitions

To map existing evidence on:

- Definitions and understandings of QoC in the delivery and utilization of FP/C services, as defined by HCP and community
- Indicators for measuring QoC which are congruent with community and HCP understandings and expectations of QoC.

Smit, J et al

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Results

- 16029 references were identified.
- 2438 remained after excluding duplicates and irrelevant references.
- Two reviewers applied the inclusion and exclusion criteria to the abstracts of these citations and 89 articles were identified for full article review, of which 19 studies were selected for the scoping review.

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Scoping Review: QoC definitions

12 studies on community/user definitions and understandings of QoC

- Span across 7 countries [7 in developed and 5 in developing countries]
- Published between 1987 and 2014.
- Methodologies: FP client interviews, computer-administered interviews and mail surveys, community-based telephonic surveys, simulated clients, clinic-based observations, focus group discussions, in-depth interviews and key informant interviews.

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Scoping Review: QoC definitions

12 studies on community/user definitions and understandings of QoC

- Ten of the 12 studies reported community or user understandings of QoC and only one of these, a telephonic survey, was community-based.
- Most definitions and understandings were those of FP clients.
- Three studies directly sought provider understandings of QoC, one of which reported on reproductive health generally, rather than on FP specifically.
- One of the 19 review studies was on community users' and health care providers' shared vision of QoC in the delivery of FP/C services.

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Scoping Review: QoC definitions

9 QoC indicator studies

- Of the 9 studies 4, (one was a multi-country study) were conducted in Africa (Tanzania, Morocco, Nigeria, Ghana, Kenya, Uganda).
- All but one were published between 1993 and 2008.
- Methodologies: situational analyses, provider self-assessments, participatory evaluations, computer-administered interviews, longitudinal surveillance, and simulated client visits.

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Scoping Review: QoC definitions

RESULTS: Definitions and Understandings: Community, User Perspectives

- **Personalised care and information exchange:**
 - Client provider relationship; friendliness; honesty and a non-judgemental attitude towards the user; privacy, confidentiality and respect
- **Technical aspects:**
 - Presence of doctor, choice & information about methods; mutual decision making; availability and access to services; provider competence
- **Facility environment**
 - Waiting room comfort & cleanliness; privacy & confidentiality; waiting times
- **Financial accessibility**
 - Higher cost associated with better quality FP/C services

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Scoping Review: QoC definitions

RESULTS: Definitions and Understandings: Health Care Providers Perspectives

- **Interpersonal**
 - low male partner participation, financial constraints, misconceptions & little community leadership support; courtesy towards patients & professional appearance
- **Organizational/technical**
 - Contraceptive supply availability, provider workload, knowledge and skills and management and supervision.

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Scoping Review: QoC indicators

Summary of Key Findings

- Indicators for assessing and measuring QoC congruent with community/provider perspectives and the Bruce-Jain Framework:
 - Interpersonal relations (e.g. cordial client-provider interaction, engagement and discussion)
 - Choice of method
 - Technical competence
 - Mechanisms to ensure continuation
 - Programme readiness
- Need to explore and develop indicators and tools that better measure understandings of QoC at a community level.
- More research needed on community/provider understandings of QoC, in particular examination of their 'shared vision'

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Community or user understanding of Quality of care in Family Planning

- It is important to understand QoC from the client's perspective taking into account cultural values, previous experiences; and perceptions of the role of the health system in the community to increase demand for services ensuring respect of individual sexual and reproductive health rights.
- It is also important that providers and the community get together and have a shared vision of quality.
- Inclusion of healthcare providers perspectives of QoC and identifying their needs and helping them to better understand and address clients' concepts of QoC is essential.
- More evidence on definitions of QoC in the delivery of FP/C services is needed to ensure community and provider voices are taken into account.

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Community or user understanding of Quality of care in Family Planning

- Increased efforts must be made to understand and motivate providers, improve their performance, and help make them partners in improving access to and quality of family planning and reproductive health care services.
- Evidence suggests that many community expectations regarding quality FP/C services, which focused largely on personalized care, could be met without major expenditure.

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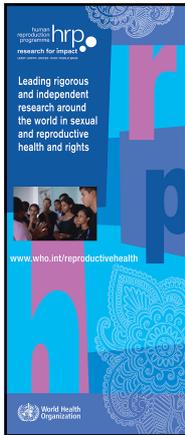


Summary

- A shared vision for improved quality of care (QoC) requires that healthcare workers and the community agree that QoC is important.
- QoC from the client's perspective takes into account cultural values, previous experiences, and perceptions of the role of the health system in the community
- Little is documented about community and provider shared definitions and understandings of QoC.
- More evidence on definitions of this shared vision of QoC in the delivery of FP/C services is needed to ensure community and provider voices are taken into account

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