

Quality of Care Indicators

Service Provision Assessment (SPA) Surveys collect data from health facilities to assess service readiness and quality of care. Surveys include facility audits, observations of client consultations, and interviews with providers and clients.

This fact sheet summarizes the key quality of care indicators in the areas of antenatal care, family planning, and sick child care, across the recent SPA surveys in Haiti, Senegal, Kenya, Namibia, Rwanda, and Uganda. Data can be compared across countries or, as in the Kenya example, by type of facility, managing authority, and subnational region, as well as over time for trend analysis.

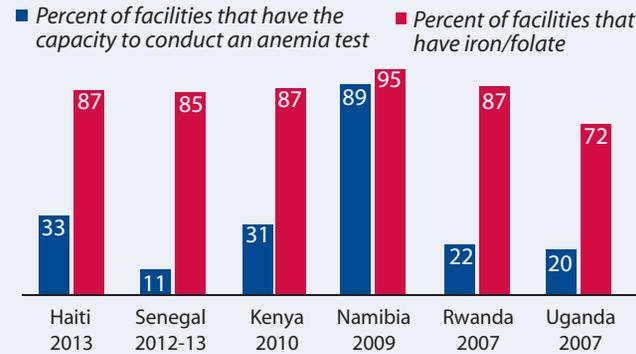
The sample for SPA surveys is selected for representativeness across facility types and regions.

Survey Sample Size

Number of facilities and clients by service area

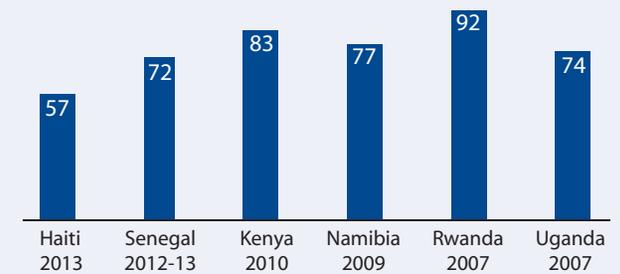
Survey	Antenatal care		Family planning		Sick child	
	facilities	clients	facilities	clients	facilities	clients
Haiti 2013	832	1620	737	1302	531	2442
Senegal 2012-13	324	NA	307	968	285	1306
Kenya 2010	509	1409	588	1010	435	1945
Namibia 2009	303	722	356	983	328	1544
Rwanda 2007	432	148	383	678	376	1687
Uganda 2007	347	373	395	85	310	762
Kenya 2004	364	952	322	529	331	1341

Availability of Anemia Testing and Folate in Antenatal Care



Availability of Vaccines

Percent of facilities that have all 4 basic child vaccines (BCG, DPT/pentavalent, polio, and measles)



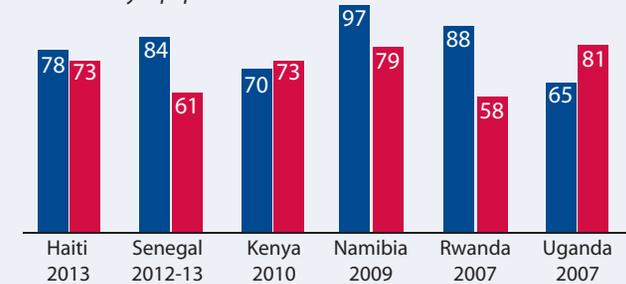
ANC Clients Receiving Anemia Testing and Folate

■ Percent of ANC clients who were tested for anemia when the facility had the test capacity ■ Percent of ANC clients who received iron/folate when the facility had iron/folate



Appropriate Care of Sick Children

■ Percent of sick children who had their temperature measured when the facility had the necessary equipment ■ Percent of children with dehydration who received appropriate treatment



Family Planning Counseling

Percent of FP clients who reported that the provider counselled about side effects of the method used



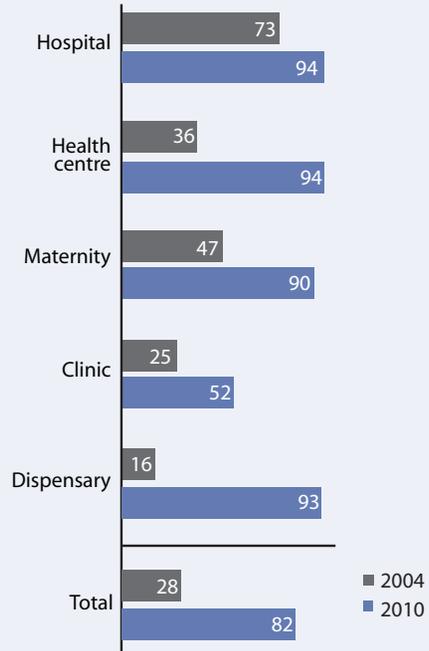
Malaria Treatment in Children

Percent of children in observed consultations who tested positive for malaria (by RDT or microscopy according to provider report) and who were prescribed ACT



Kenya SPA

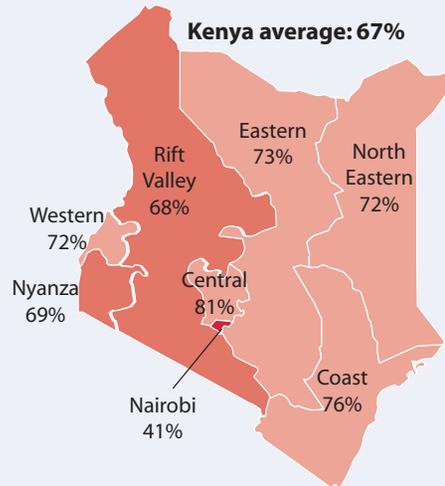
Kenya SPA 2004 and 2010: Trends in Availability of Modern Methods of FP by Facility Type



Percentage of facilities that have at least 5 modern methods available (N=690 in 2010, N= 322 in 2004)

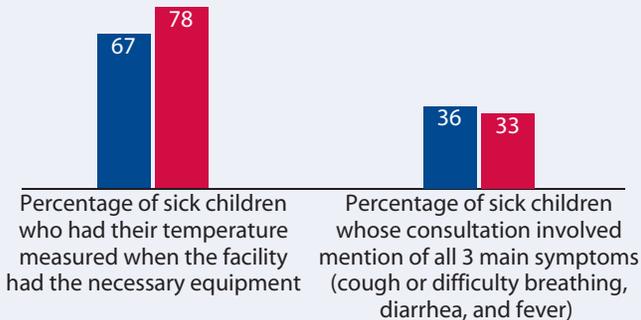
KSPA 2010: Pregnant Women Receiving IPTp to Prevent Malaria

Percentage of IPTp eligible women who received a dose of SP during ANC consultation (N=1,385)



KSPA 2010: Appropriate Care of Sick Children by Managing Authority

■ Public ■ Private



For additional information on the results of the Service Provision Assessment Surveys, please contact

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The Service Provision Assessment Surveys are implemented by ICF International through The Demographic and Health Surveys (DHS) Program funded by the United States Agency for International Development (USAID).

Cover photo: © 2003 Amelie Sow-Dia, Courtesy of Photoshare, a health post in Senegal

Quality of Care Indicators

Data from Service Provision Assessment (SPA) Surveys



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from the Service Provision Assessment (SPA) Surveys

	Haiti 2013	Senegal 2012-13	Kenya 2010	Namibia 2009	Rwanda 2007	Uganda 2007	Kenya 2004
Antenatal Care							
Health facilities that have the capacity to conduct anemia test ¹ (% among facilities providing antenatal care)	33	11	31	89	22	20	33
Health facilities that have iron/folate (% among facilities providing antenatal care)	87	85	87	95	87	72	96
 Health facilities that have sulfadoxine + pyrimethamine (SP) (% among facilities providing antenatal care)	1	62	86	74	64	84	96
ANC clients who were tested for anemia when the facility had the test capacity (% among ANC clients observed at facilities with hemoglobin test capacity)	43	NA	43	53	42	19	41
ANC clients who received iron/folate when the facility had iron/folate (% among health facilities that have iron/folate)	72	NA	56	80	48	80	66
ANC clients who were counseled about danger signs of pregnancy (% of ANC clients observed)	18	NA	39	44	72	47	35
ANC clients at least 8 months pregnant who were counseled about family planning use after delivery (% among observed ANC clients at least 8 months pregnant)	10	NA	21	22	38	21	14
 IPTp eligible women ² who received a dose of SP during the consultation (% among ANC clients in their 2nd and 3rd trimester)	2	NA	67	14	67	63	44
ANC clients who were very satisfied with the ANC services received (% among ANC clients observed)	91	NA	83	76	NA	NA	NA
Family Planning							
FP facilities that have at least 5 modern methods ³ available (% of health facilities offering FP services)	29	47	82	85	41	8	28
Female FP clients whose consultations were assured privacy and confidentiality (% of female FP clients whose consultations were observed)	9	51	39	41	57	55	35
First-visit FP clients who were asked about risk history (% among first-visit FP clients whose consultations were observed)	3	15	6	3	56	15	27
First-visit FP clients who were counseled about sexually transmitted infections (STIs) ⁴ (% among first-visit FP clients whose consultations were observed)	28	22	33	55	16	64	36
Pill or injectable users who had their blood pressure and weight measured (% among observed FP clients who received pills or injectables during the visit)	67	95	85	87	90	58	69
FP clients who reported that the provider counselled about side effect of the method used (% among interviewed FP clients)	56	69	59	46	54	73	51
FP clients who were very satisfied with the services received (% among FP clients interviewed)	97	84	86	80	NA	NA	NA
Child Health							
Health facilities that have all four basic child vaccines ⁵ (% among health facilities that offer child vaccination services and report that they stock vaccines)	57	72	83	77	92	74	85
 Health facilities that have Rapid Diagnostic Tests (RDTs) and/or microscopy (% among those that offer outpatient curative care for sick children)	42	85	46	96	36	27	47
 Health facilities that have artemisinin-combination therapies (ACTs) (% among those that offer outpatient curative care for sick children)	NA	64	81	76	78	78	NA
Sick children who had their weight measured when the facility had the necessary equipment (% sick children observed at facilities with a child scale)	79	29	51	91	71	48	28
Sick children who had their temperature measured when the facility had the necessary equipment (% among sick children observed at facilities with a thermometer)	78	84	70	97	88	65	60
Sick children whose consultation involved mention or discussion about all three main symptoms ⁶ (% among sick children observed)	29	37	35	49	18	52	18
Sick children whose care taker was given essential advice for the period of illness ⁷ (% among sick children observed)	0	1	14	13	8	17	5
Children with dehydration who received appropriate treatment (% among children observed who were diagnosed to have dehydration in all facilities)	73	61	73	79	58	81	78
 Children in observed consultations who tested positive for malaria (by RDT or microscopy according to provider report) and who were prescribed ACT (% , figures in parentheses based on fewer than 50 cases)	NA	(70)	59	(30)	25	79	NA
Care takers who were very satisfied with the services received (% among care takers interviewed)	91	82	77	75	NA	NA	NA
Infrastructure							
Regular water supply (% of all facilities with a year round supply of water by tap or within 500 meters of the facility)	79	90	46	57	33	31	26
Regular electricity supply or generator (% of all facilities with electricity routinely available during service hours, or a backup generator with fuel available on the day of the visit)	65	55	25	55	63	24	47

NA- Not applicable; data were not collected. 1- Able to conduct the anemia test on-site and functioning equipment and reagents needed to conduct the test are observed on-site on the day of the survey in the area where ANC tests are conducted or anywhere in the facility where lab testing is routinely conducted; 2-Pregnant women in their 2nd or 3rd trimester are IPTp eligible; 3- Facility provides, prescribes, or counsels clients on any of the following: contraceptive pills, injectables, implants, male condoms, female condoms, emergency pills, standard days method, female sterilization, and male sterilization. The facility also has valid products observed on-site if it is pills, injectables, implants, male condoms, female condoms, and emergency pills; 4- Provider discussed any of the following: risks of STIs, using condoms to prevent STIs, using condoms as dual method; 5- BCG, DPT/Pentavalent, polio, and measles); 6- Cough or difficulty breathing, fever, diarrhea; 7- Give the sick child extra fluids during the illness, continue feeding the sick child, and watch for signs and symptoms for immediate return to a health provider.