

Table 5-2: Examples of abortion services monitoring

Types of Services	Indicators	Information Sources	Checklists, Questionnaires and Exit Interviews
Which services should be monitored?	What will we use to measure our activities?	Where can we get this information?	What type of questions should we ask?
Infection prevention	Percentage of cases in which infection-prevention practices were fully adhered to	Observe services using performance checklists	Was no-touch technique performed? Were MVA instruments properly processed?
Management and organization of services	Average amount of time clients spend in the facility Average amount of time from arrival to procedure Hours during which services are available	Review records of clinic finances, personnel and inventory Observe and evaluate clinic flow Review client records and conduct interviews with staff	During what times of the day does client waiting time increase?
Counseling	Number and percentage of women receiving high-quality counseling services	Observe contraceptive counseling services using performance checklists Review recent cases in logbooks	Were women with special needs given appropriate referrals when necessary?
Contraceptive counseling and services	Number and types of contraceptives dispensed on site Number and percentage of women who received contraceptive counseling Number and percentage of women desiring contraception who received a method	Observe counseling services using checklists Conduct exit interviews with women Review recent cases in logbooks	How well was the woman counseled about which contraceptive methods are available? Did the woman leave with the desired method or information? Did the woman have to go to another facility to receive a contraceptive method?
Client satisfaction	Percentage of women who indicate that they received respectful care Percentage of women who agree that clinic costs are reasonable	Conduct exit interviews with women Review financial records	Did you feel that you were treated respectfully? Do you think the amount you had to pay for services was reasonable?