

Endline Mystery Client Survey Among Network Providers

Dimpa Program

25 November, 2011

Structure

- Research Questions
- Methodology
- Findings
- Recommendations

Research Questions

- Is there an increase (over baseline) in the proportion of Dimpa network providers following standard protocols?
- Does the proportion of Dimpa network providers following standard protocols meet the benchmark?

Protocols and Benchmarks

S.No	Protocols	Benchmark
1	DMPA suggested along with other FP methods	70%
2	Screening for DMPA	
3	Key aspects discussed about DMPA	
4	QoC protocols followed	
5	Side effects of DMPA discussed	
6	Personal assurance provided	

Target Groups

- Providers belonging to Dimpa network
 - Obstetrician / Gynecologist
 - General Physician

Program and Research Areas

- Program Area:
 - 45 towns in Uttar Pradesh, Jharkhand and Uttarakhand
- Research Area:
 - Nine towns : Agra, Meerut, Varanasi, Dehradun, Saharanpur, Bulandshar, Kashipur, Sultanpur, Jamshedpur
 - Same towns as in baseline

About the Survey

- Survey implemented by Sigma
- Field work conducted
 - Endline - Sept-Oct 2011
 - Baseline - July-Aug 2009
- Mystery Client with an exit interview
- Sample Size: Baseline: 159 and Endline: 160

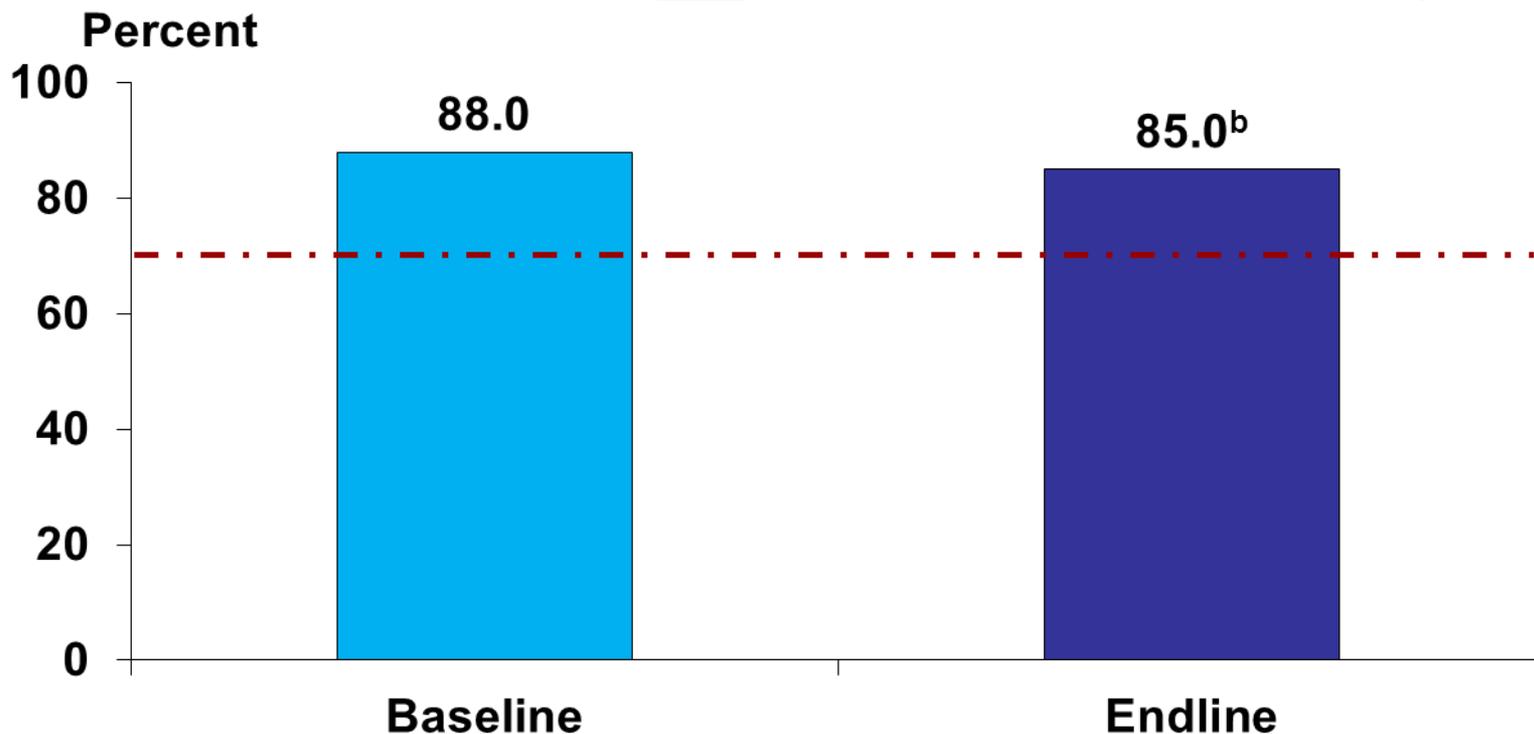
Mystery Client Scenario

- Currently married woman (22-25 years), with one child of less than six months
- Does not want to have a child in the next 2 years
- Seeking a spacing method

Key Findings

% of providers with positive attitudes towards DMPA maintained (PMP indicator)

Discussed DMPA and at least one other FP method spontaneously



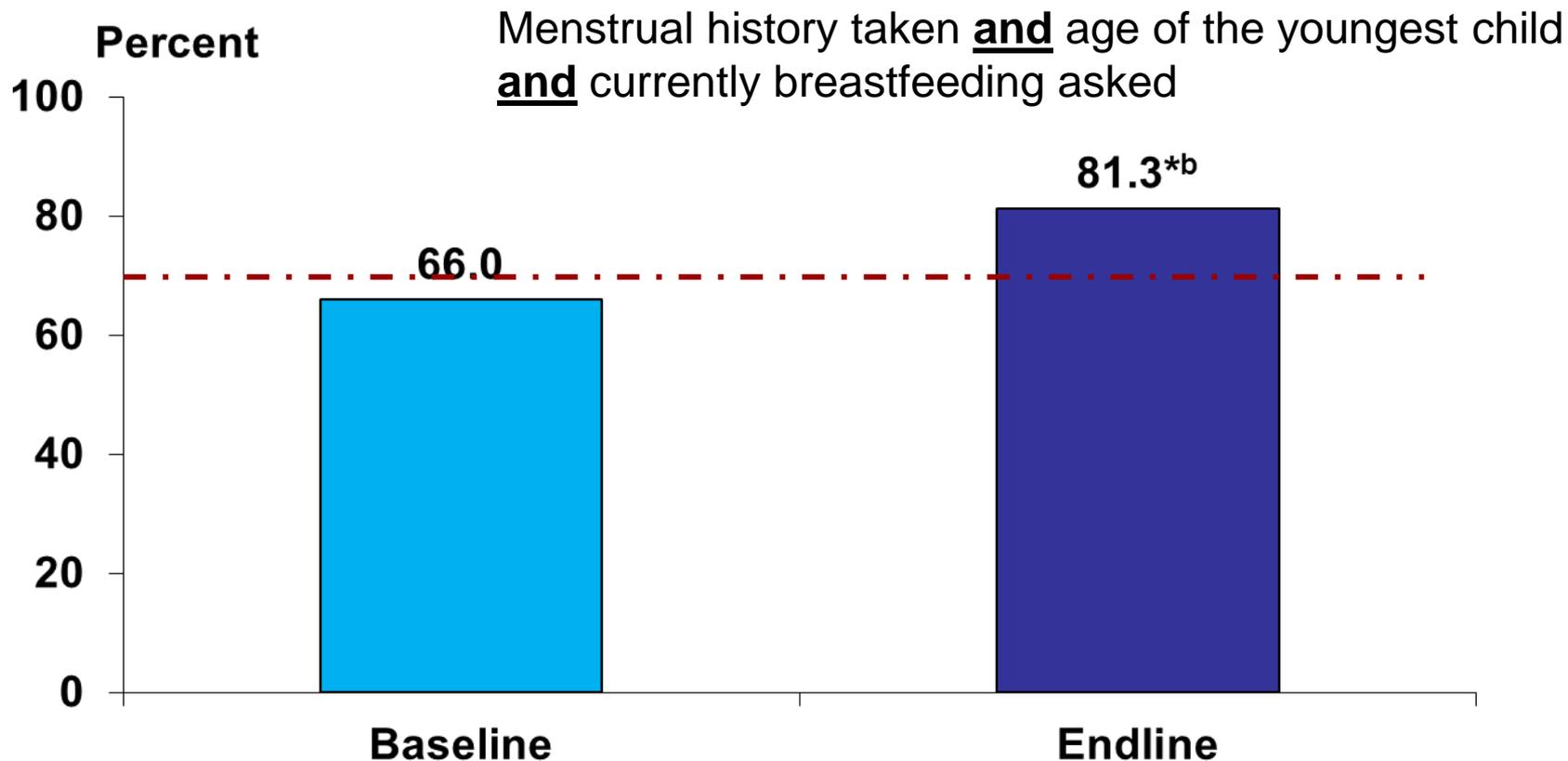
*: Significantly ($p < 0.05$) different from baseline

b: Significantly ($p < 0.05$) different from the benchmark

Baseline = 159

Endline = 160

Significant increase in % of providers screening client appropriately for DMPA



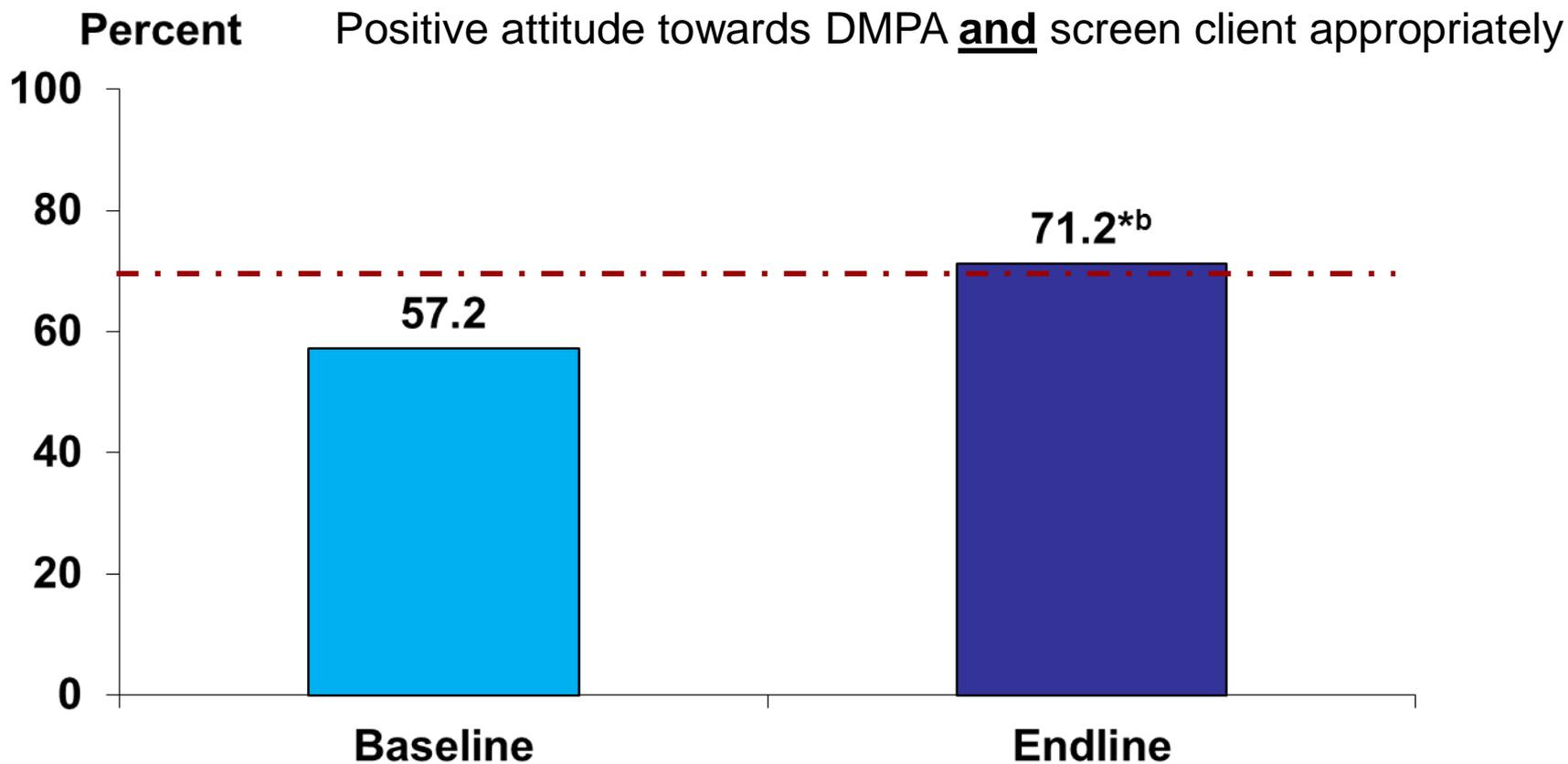
*: Significantly ($p < 0.05$) different from baseline

b: Significantly ($p < 0.05$) different from the benchmark

Baseline = 159

Endline = 160

Significant increase in % of providers adhering to prescribed QoC standards (PMP indicator)



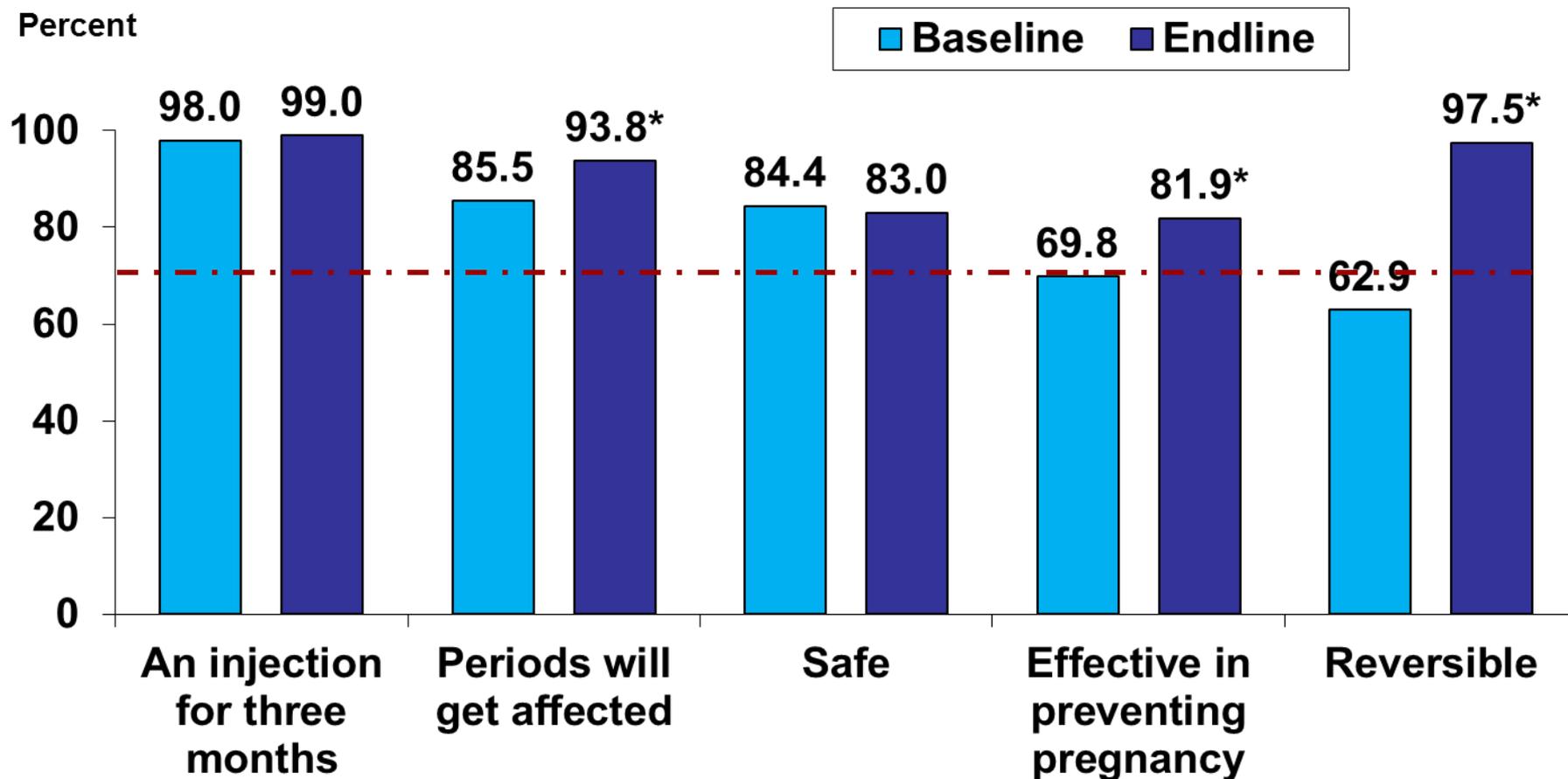
*: Significantly ($p < 0.05$) different from baseline

b: Significantly ($p < 0.05$) different from the benchmark

Baseline = 159

Endline = 160

% of providers discussing specific aspects of DMPA is high ^b



*: Significantly ($p < 0.05$) different from baseline

b: Significantly ($p < 0.05$) different from the benchmark

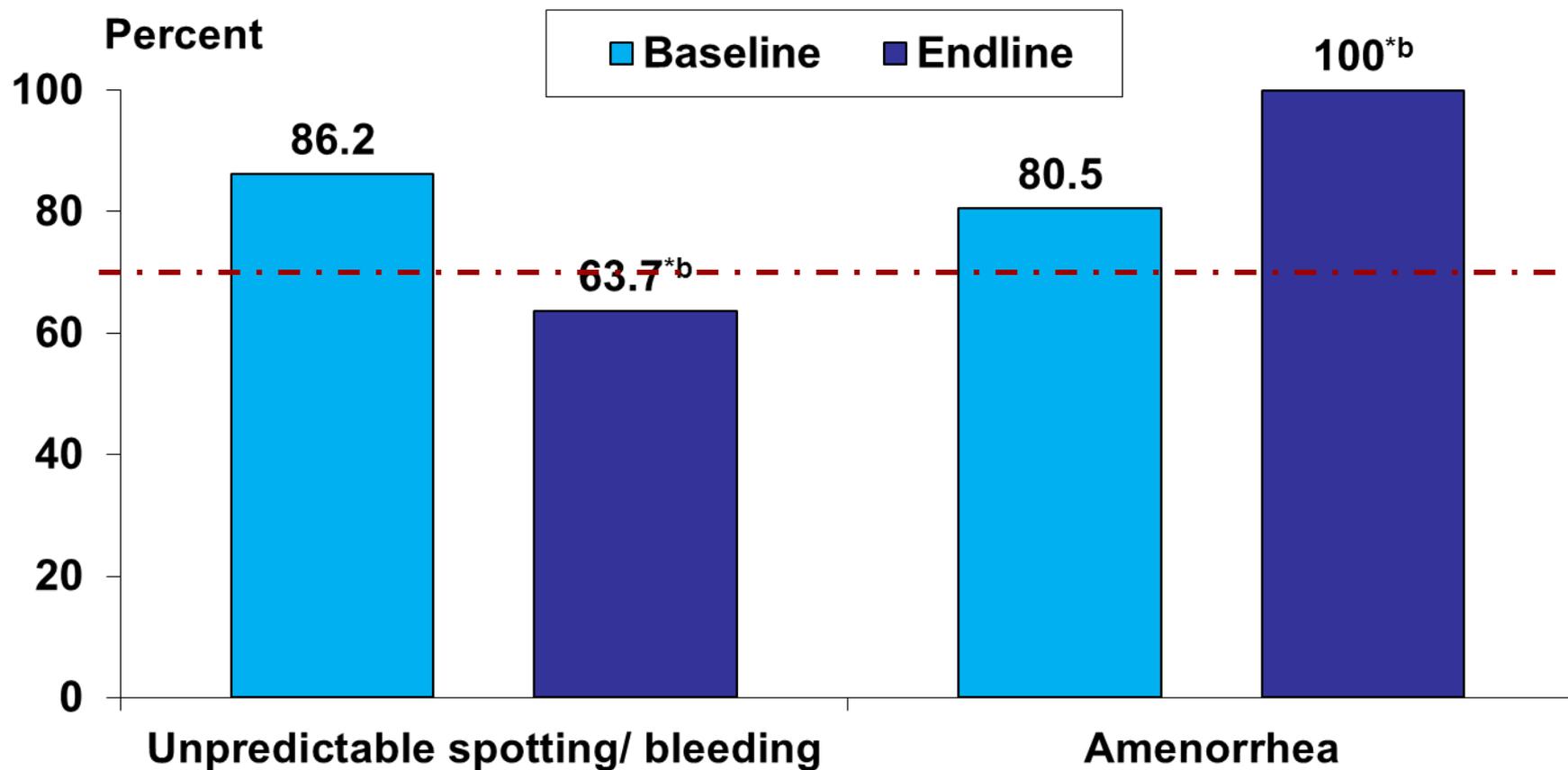
Baseline = 159 Endline = 160¹³

In Sum...

- Providers discussing DMPA along with other methods, indicating positive attitude, is high (90%), way above the benchmark (70%), and maintained during the intervention period
- Providers screening client appropriately has improved over time and significantly above the benchmark (70%)
- Providers following QoC protocols has significantly improved and it is above the benchmark (70%)
- Providers discussing all aspects of DMPA has increased significantly and it is way above the benchmark (70%)

Side Effects & Personal Assurances

% of providers discussing specific side effects of DMPA

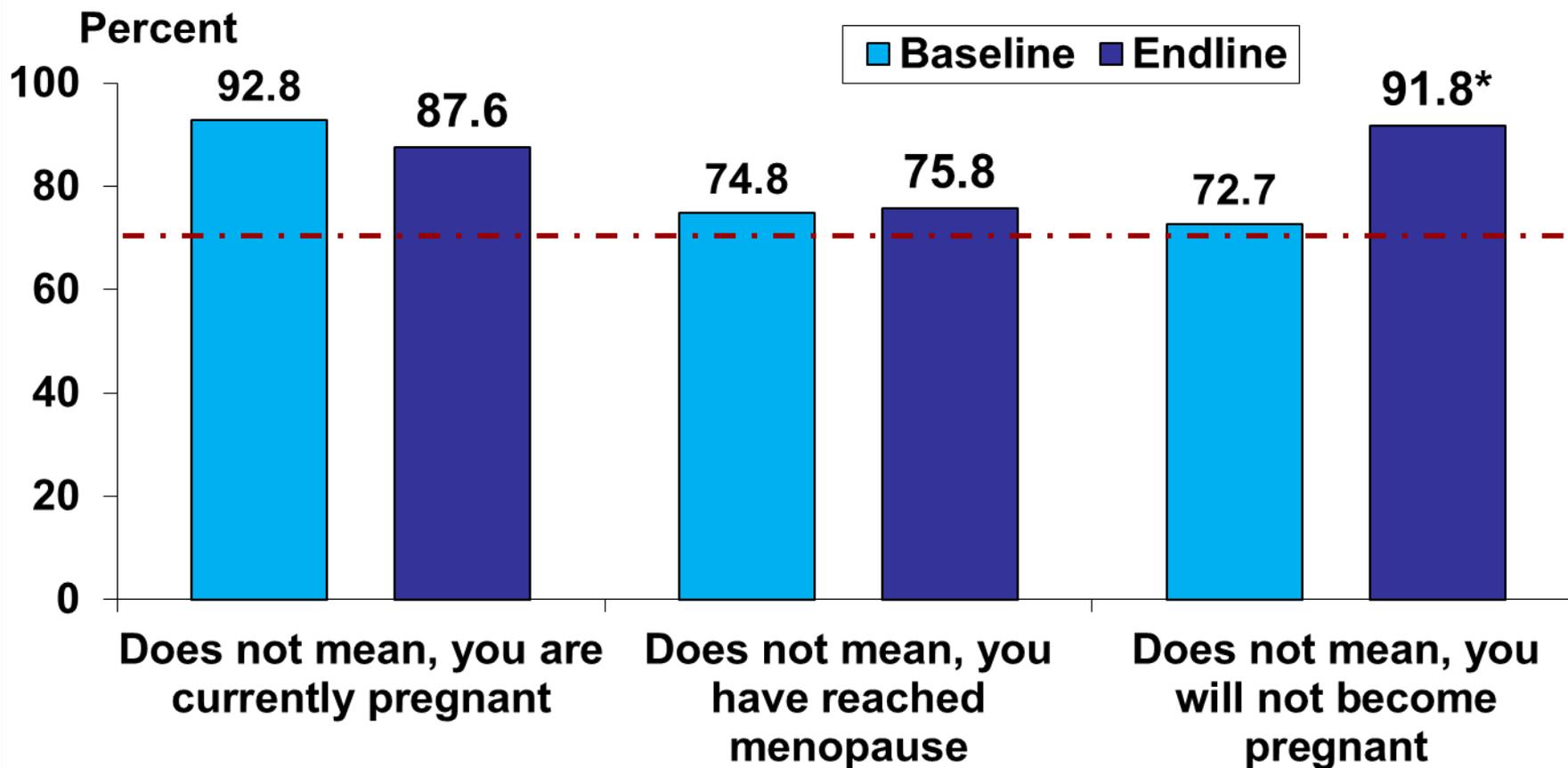


*: Significantly ($p < 0.05$) different from baseline

b: Significantly ($p < 0.05$) different from the benchmark

Baseline = 159 Endline = 160

% of providers counseling on specific apprehensions about amenorrhea is high^b



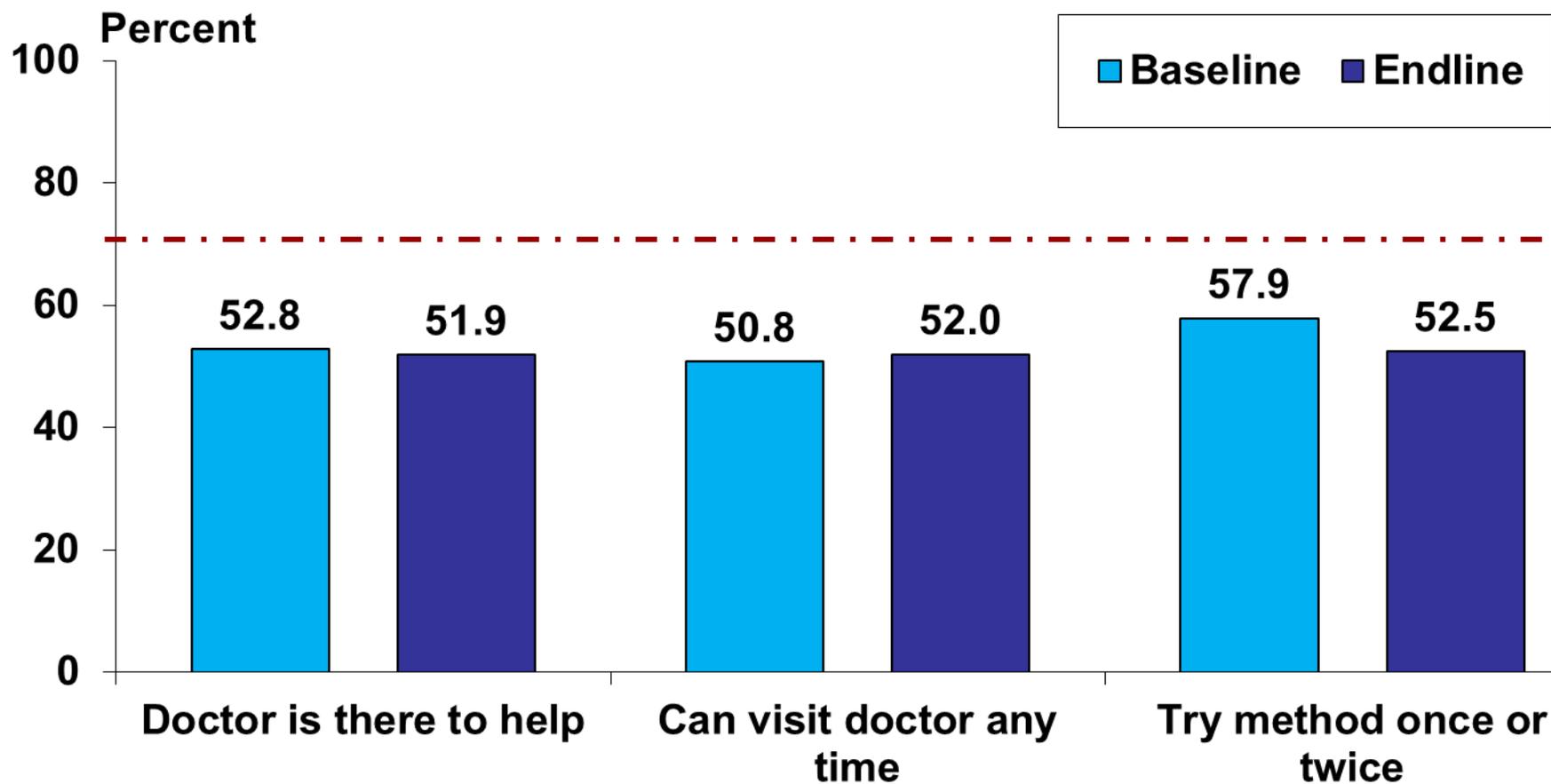
*: Significantly ($p < 0.05$) different from baseline

b: Significantly ($p < 0.05$) different from the benchmark

Baseline = 159

Endline = 160

% of providers giving personal assurances has not changed over time ^b



b: Significantly ($p < 0.05$) different from the benchmark

Baseline = 159

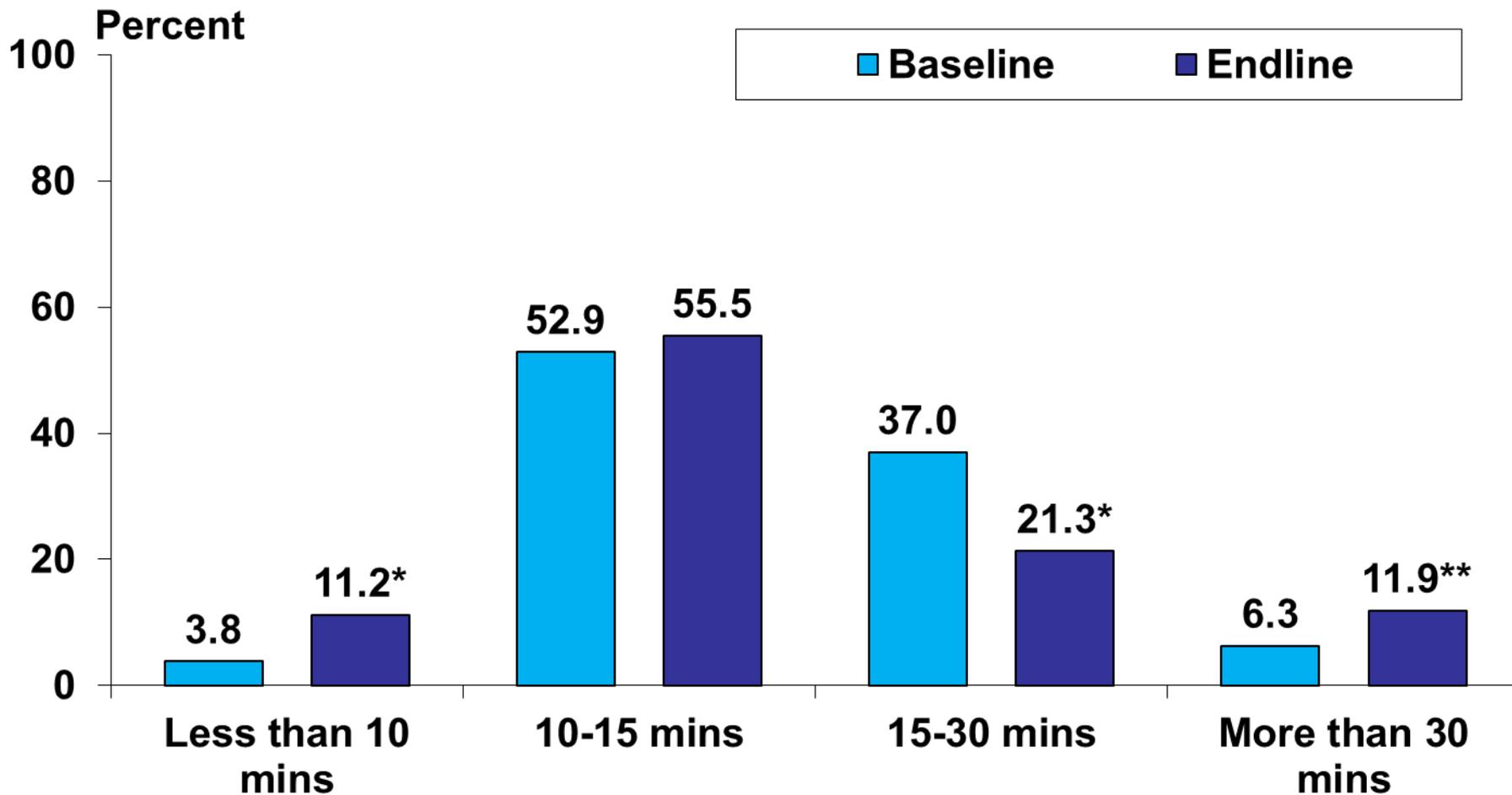
Endline = 160

In Sum...

- All providers mentioned amenorrhea as a side effect. It has improved over time and is above the benchmark
- Providers mentioning spotting / heavy bleeding has declined during the intervention period and is below the benchmark
- Counseling on specific apprehensions about amenorrhea remains high and above the benchmark
- Network providers giving personal assurances has not changed over time and it is below the benchmark

Time spent & use of program materials

Time spent by the doctor



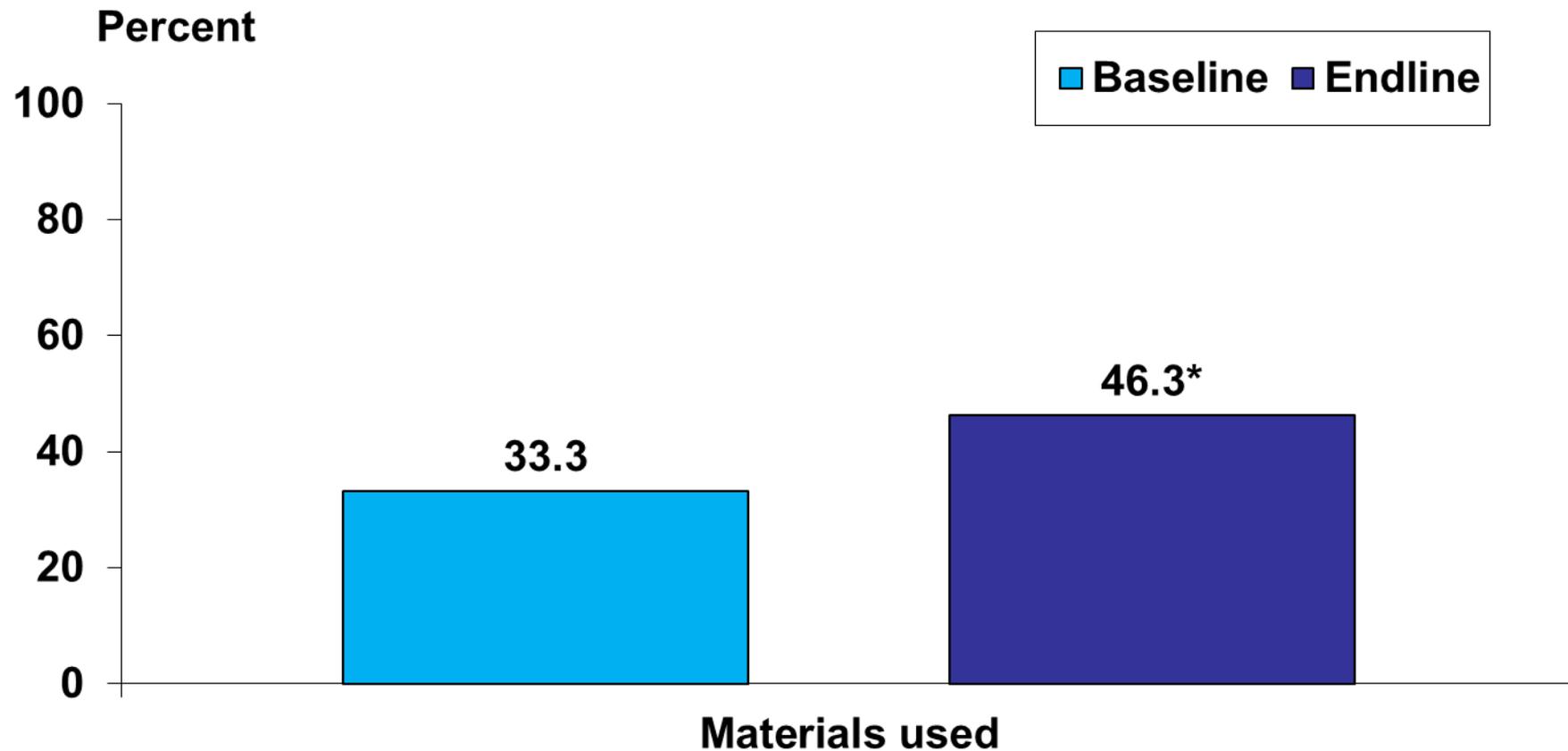
*: Significantly ($p < 0.05$) different from baseline

** : Significantly ($p < 0.10$) different from baseline

Baseline = 159

Endline = 160

Materials used (flip chart or brochure)

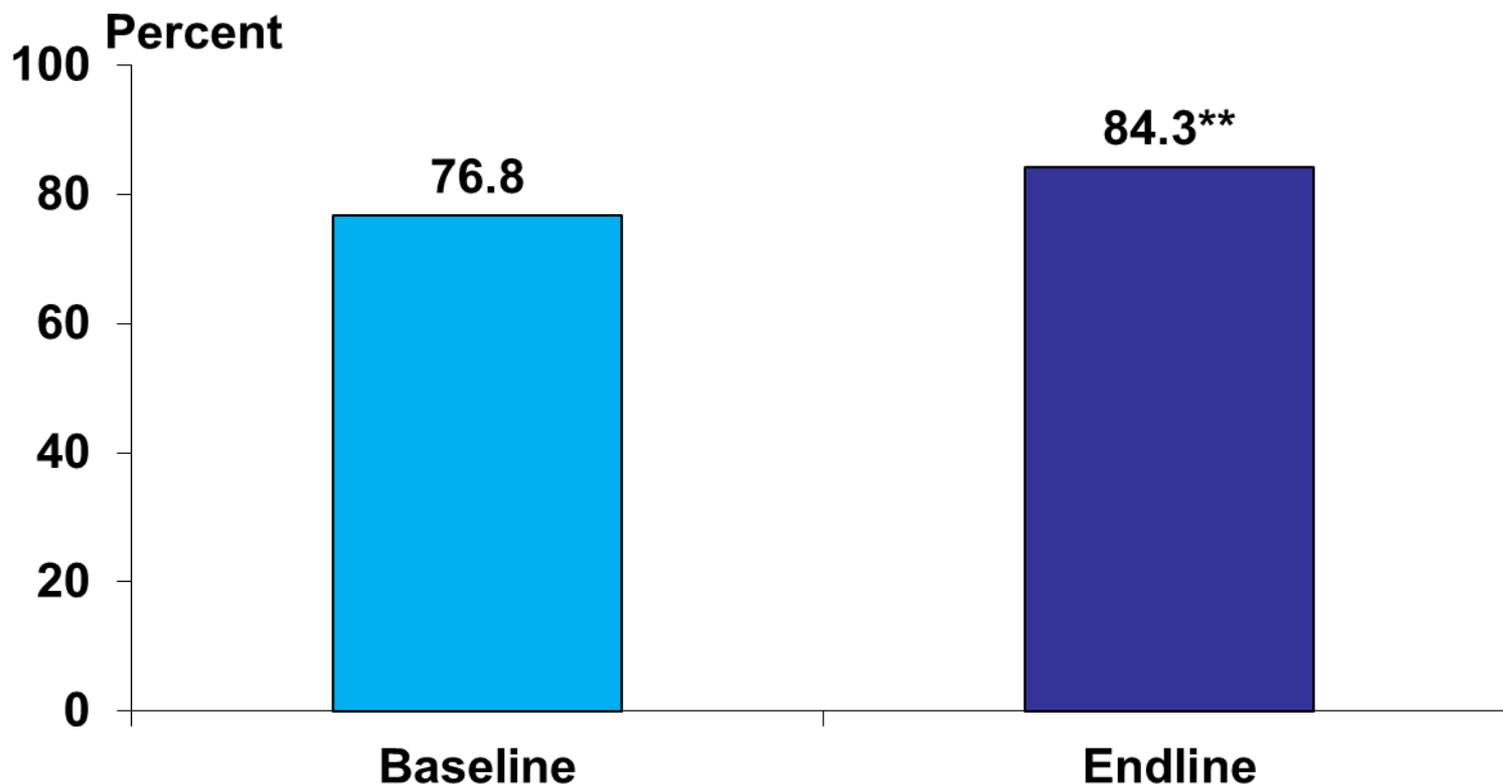


*: Significantly ($p < 0.05$) different from baseline

Baseline = 159

Endline = 160

Significant increase in % of clinics where Dimpa sign board is visible



** : Significantly ($p < 0.10$) different from baseline

Baseline =159

Endline=160

In Sum...

In Sum (1)...

- PMP indicators have been met
 - Proportion of providers having positive attitude towards DMPA is high (85%) and has been maintained
 - Significant increase among providers adhering to QoC protocols; it is above the benchmark (70%)

In Sum (2):

S.No	Protocols	Current Level	Benchmark (70%)	Change over time
1	DMPA suggested along with other methods (PMP)	85%	↑	+
2	Screening for DMPA	81.3%	↑	+
3	QoC protocols following (PMP)	71.2%	↑	+

Legend :

Benchmark : Above/Met : ↑ Below: ↓

Change over time : Increase: + , No Change: = and Decrease: -

In Sum (3) :

S.No	Protocols	Current Level	Benchmark (70%)	Change over time
4	Key aspects discussed about DMPA :			
A	An injection for 3 months	99%	↑	=
B	Periods will get affected	93.8%	↑	+
C	Safe for health	83.0%	↑	=
D	Effective for preventing pregnancies	81.9%	↑	+
E	Reversible	97.5%	↑	+

Legend :

Benchmark : Above/Met : ↑ Below: ↓

Change over time : Increase: + , No Change: = and Decrease: -

In Sum (4):

S.No	Protocols	Current Level	Benchmark (70%)	Change over time
7	Side effects of DMPA discussed			
A	Unpredictable spotting/ bleeding	63.5%	↓	-
B	Amenorrhea	100%	↑	+
8	Personal assurance provided	55%	↓	=

Legend :

Benchmark : Above/Met : ↑ Below: ↓

Change over time : Increase: + , No Change: = and Decrease: -

Recommendations

Recommendations

- QoC at network providers is at or above benchmark levels, in spite of a moderate degree of the program's efforts to engage with providers. Thus, the network support strategies are effective and of adequate intensity
- Two aspects that require further exploration and action:
 - Low mention of intermittent spotting / bleeding as a side-effect
 - Personal reassurance

Thank you