WOMEN’S EXPERIENCE USING A CERTIFIED NETWORK OF IUD PROVIDERS: CLIENT SATISFACTION IN EL SALVADOR, GUATEMALA AND NICARAGUA, 2008-2010

BY: BENJAMIN NIETO-ANDRADE, JOSE ENRIQUE MARTINEZ, ET AL.

Presented by Meg Galas
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Background (1/2)

PSI implements a Family Planning program in El Salvador, Guatemala and Nicaragua to reduce unintended pregnancies by increasing access to modern contraception, with special emphasis long acting reversible contraceptive methods (LARC), especially the IUD.
% WRA using IUDs is low, and varies by country:
  - El Salvador: 0.9%
  - Guatemala: 1.9%
  - Nicaragua: 2.5%

Barriers to IUD use include:
  - Negative perceptions, myths and misconceptions
  - Lack of service availability
  - Lack of trained providers
  - Low quality service provision
Program Intervention

- PSI/PASMO aimed to address these barriers and increase use of IUDs through
  - Establishing a private social franchise network, *Red Segura*
  - Training network providers to insert IUDs
  - Improve quality of IUD service provision
  - Improve consumer perceptions of IUDs

- Emphasis on counseling
Program Results

- To date a total of 1,200 providers were trained and 42,000 WRA had received an IUD in the region, 3000 of which were PPIUD.

- PSI conducted a client satisfaction survey in Jan-Feb 2011 to:
  - Evaluate Red Segura
  - Identify levels of client satisfaction with the IUD
Study Objectives and Design

- Understand client experiences with PSI-certified IUD providers

- 450 women, ages 18-49 (150 per country)
- Women had IUD inserted 3 months or more prior to survey
- Sample selected from provider records, randomly, distributed proportionally by municipality
FINDINGS
Counseling prior to IUD insertion

(sample 2, n=451)

- Received counselling including IUD: 91.4%
- Received private counselling: 84.0%
- Received group counselling: 13.7%
- Consider the information useful: 93.8%
- Had already made up their mind before arriving: 77.2%
- Chose the IUD by herself: 91.1%
- Chose the IUD in conjunction with her partner: 6.9%
Service evaluation
(sample 2, n=451)

Physical clinic space was considered good/very good: 89.4%

Waiting time was considered good/very good: 94.9%
Service evaluation
(sample 2, n=451)

- Felt comfortable: 96.7%
- Was treated with respect: 99.6%
- Had privacy during insertion: 98.9%
- Overall performance: 91.6%
Problems after insertion
(sample 2, n=451)

- Had some kind of problem: 24.8%
- Had excessive bleeding: 11.5%
- Had excessive pain: 8.2%
- Had discomfort: 3.5%
- Had fever: 1.8%
- Had infection: 4.5%
- Had pain during sex: 4.5%
Willingness to continue using IUD (sample 2, n=451)

- Willingness to continue using: 90.9%
- Would recommend IUD to another woman: 95.0%
Summary of Findings

- Overall, women reported a positive experience with the PSI program.
- Satisfaction with the experience immediately prior, during and months after insertion was positive.
- More than 90% of women reported the intention to continuing using the IUD
- 95% would recommend the IUD to other women.
Program Recommendations

- Increase **confidentiality** during counseling: Reduce % of women receiving group counseling

- Assure that women who decide to remove an IUD will **be offered an alternative method of contraception**.

- **Continue** to provide high quality services, to train providers and to address barriers to IUD use.