

Assessment of quality of care provided by the Government Family Planning Clinic and field services in the DPDHS area Colombo.

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Study recommends infrastructure improvement in family planning clinics, regular in-service training of the service providers on family planning and counseling and steps to improve domiciliary follow-up care. Divisional and district administration should pay attention to maintain adequate cleanliness in the clinics, make sure all the necessary instruments for IUD insertion are available in the clinic, regularly update the knowledge of the service providers; especially the PHMM and introduce quality oriented supervision. To improve FP counseling it is important to train the service providers on counseling, identifying a place with privacy for this purpose in the clinic, and reorganize poly/combine clinics so as to give more time and opportunity for the service providers to counsel the clients. Study also recommends development of IEC materials, screening checklists, and must know information to PHMM and make these available at field level. Routine evaluation of the quality of the FP services by the divisional and district managers using quality indicators, and incorporation of few quality indicators to the routine information system will be useful in monitoring the quality of the service regularly. Obtaining the views of the clients, service providers and the service managers are also important to improve the quality of the FP service delivery.