

References

Overview of Quality of Care in Reproductive Health: Definitions and Measurements of Quality

- Carla AbouZahr et al., "Quality Health Care for Women: A Global Challenge," *Health Care for Women International* 17 (1996): 449-67.
- Jane T. Bertrand, personal communication, March 2002.
- Jane T. Bertrand et al., "Access, Quality of Care, and Medical Barriers in Family Planning Programs," *International Family Planning Perspectives* 21, no. 2 (1995): 64-9, 74.
- Lori DiPrete Brown et al., "Quality Assurance of Health Care in Developing Countries," Quality Assurance Methodology Refinement Series (Bethesda, MD: Quality Assurance Project, 2000).
- Judith Bruce, "Fundamental Elements of Quality of Care: A Simple Framework," *Studies in Family Planning* 21, no. 2 (1990): 61-91.
- C.D. Calla, "Translating Concepts of Total Quality Management to Improve Quality of Health Care in Family Planning Service Delivery Programs in Developing Countries" (Population Technical Assistance Project, 1991). Quoted in Adrienne J. Kols and Jill E. Sherman, "Family Planning Programs: Improving Quality," *Population Reports* 26, no. 3 (Baltimore: Johns Hopkins University School of Public Health, Population Information Program, 1998).
- Soledad Díaz, "Quality is Client-Oriented," *Planned Parenthood Challenges* 2 (1994): 31-33.
- EngenderHealth, *COPE: Client-Oriented Provider-Efficient Services: A Process and Tools for Quality Improvement in Family Planning and Other Reproductive Health Services* (New York: EngenderHealth, 1995).
- Family Planning Service Expansion and Technical Support (SEATS II)/John Snow, Inc., *Mainstreaming Quality Improvement in Family Planning and Reproductive Health Services Delivery: Context and Case Studies* (Washington, DC: U.S. Agency for International Development, 2000).
- Anita Hardon et al., *Monitoring Family Planning and Reproductive Rights* (New York: Zed Books, 2001).
- Carlos Huezo and Soledad Díaz, "Quality of Care in Family Planning: Clients' Rights and Providers' Needs," *Advances in Contraception* 9, no. 2 (1993): 129-39.
- Anrudh K. Jain, "Fertility Reduction and the Quality of Family Planning Services," *Studies in Family Planning* 20, no. 1 (1989): 1-16.
- International Planned Parenthood Federation, Western Hemisphere Region (IPPF/WHR), "Manual to Evaluate Quality of Care From a Gender Perspective" (New York: IPPF/WHR, 2000).
- Bonnie J. Kay et al., "The Bangladesh Women's Health Coalition," *Quality/Calidad/Qualité*, no. 3 (New York: Population Council, 1991): 1-24. Quoted in Adrienne J. Kols and Jill E. Sherman, "Family Planning Programs: Improving Quality," *Population Reports* 26, no. 3 (Baltimore: Johns Hopkins University School of Public Health, Population Information Program, 1998).
- Adrienne J. Kols and Jill E. Sherman, "Family Planning Programs: Improving Quality," *Population Reports* 26, no. 3 (Baltimore: Johns Hopkins University School of Public Health, Population Information Program, 1998).

- Michael A. Koenig et al., "The Influence of Quality of Care Upon Contraceptive Use in Rural Bangladesh," *Studies in Family Planning* 28, no. 4 (1997): 278-89.
- Robert E. Lande, "Performance Improvement," *Population Reports*, Series J, no. 52 (Baltimore: Johns Hopkins University School of Public Health, Population Information Program, 2002).
- Management Sciences for Health, "Using CQI to Strengthen Family Planning Programs," *The Manager* 2, no. 1 (1993): 1, 20.
- MEASURE *Evaluation*, "Quick Investigation of Quality (QIQ): A User's Guide for Monitoring Quality of Care in Family Planning." MEASURE *Evaluation* Manual Series, no. 2 (Chapel Hill, NC: Carolina Population Center, University of North Carolina at Chapel Hill, 2001).
- MEASURE *Evaluation*, "Service Provision Assessment: Abstract," accessed online at www.cpc.unc.edu/measure/cmnht/t6_abstract.html, on April 29, 2002.
- G. Mora et al., "Quality of Care in Women's Reproductive Health: A Framework for Latin America and the Caribbean," draft (Washington, DC: Pan American Health Organization, 1993).
- Thomas A. Mroz et al., "Quality, Accessibility, and Contraceptive Use in Rural Tanzania," *Demography* 36, no. 1 (1999): 23-40.
- I.H. Reerink and R. Sauerborn, "Quality of Primary Health Care in Developing Countries," *International Journal for Quality in Health Care* 8, no. 2 (1996): 131-39.
- Quality Assurance Project, "Overview of Quality Assurance in Latin America," accessed online at www.qaproject.org/lac.html, on April 29, 2002.
- James D. Shelton, "The Provider Perspective: Human After All," *International Family Planning Perspectives* 27, no. 3 (2001): 152-61.
- Ilene Speizer and Kenneth A. Bollen, "How Well Do Perceptions of Family Planning Service Quality Correspond to Objective Measures? Evidence From Tanzania," *Studies in Family Planning* 31, no. 2 (2000): 163-77.
- James A. Wolff et al., eds., *The Family Planning Manager: Basic Skills and Tools for Managing Family Planning Programs* (Bloomfield, CT: Management Sciences for Health, Kumarian Press, 1996).

Client-Centered Quality: Clients' Perspectives and Barriers to Receiving Care

- Carla AbouZahr et al., "Quality Health Care for Women: A Global Challenge," *Health Care for Women International* 17 (1996): 449-67.
- Philip B. Adongo et al., "Qualitative Research on Perceptions Toward Health Services and Contraceptives," *Survey Research Indonesia* (Jakarta and Baltimore: Johns Hopkins University School of Public Health, Population Information Program, 1996).
- Philip B. Adongo et al., "Cultural Factors Constraining the Introduction of Family Planning Among the Kassena-Nankana of Northern Ghana," *Social Science and Medicine* 45, no. 12 (1997): 1789-804.
- Jane T. Bertrand et al., "Access, Quality of Care, and Medical Barriers in Family Planning Programs," *International Family Planning Perspectives* 21, no. 2 (1995): 64-69, 74.
- Anne Biddlecom and Bolaji M. Fapohunda, "Covert Contraceptive Use: Prevalence, Motivations, and Consequences," *Studies in Family Planning* 29, no. 4 (1998): 360-72.
- John Bongaarts and Judith Bruce, "The Causes of Unmet Need for Contraception and the Social Content of Services," *Studies in Family Planning* 26, no. 2 (1995): 57-75.
- Rodolfo A. Bulatao, *The Value of Family Planning in Developing Countries* (Santa Monica, CA: RAND, 1998.)

- Communication Impact!*, "Egypt's Gold Star Quality Program Wins Clients and Communities," accessed online at www.jhuccp.org/centerpubs/impact/number4/index.stm, on Jan. 4, 2002.
- Marilou Costello et al., "A Client-Centered Approach to Family Planning: The Davao Project," *Studies in Family Planning* 32, no. 4 (2001): 302-14.
- Niki Cotten et al. "Early Discontinuation of Contraceptive Use in Niger and the Gambia," *International Family Planning Perspectives* 18, no. 4 (1992): 145-49. Quoted in Michael A. Koenig et al., "The Influence of Quality of Care Upon Contraceptive Use in Rural Bangladesh," *Studies in Family Planning* 28, no. 4 (1997): 278-89.
- Thomas L. Delbanco and Jennifer Daley, "Through the Patient's Eyes: Strategies Toward More Successful Contraception," *Obstetrics and Gynecology* 88, no. 3 Suppl. (1996): S41-47
- Family Planning Service Expansion and Technical Support (SEATS II)/John Snow, Inc., *Mainstreaming Quality Improvement in Family Planning and Reproductive Health Services Delivery: Context and Case Studies* (Washington, DC: U.S. Agency for International Development, 2000).
- Slim Haddad and Pierre Fournier, "Quality, Cost, and Utilization of Health Services in Developing Countries: A Longitudinal Study in Zaire," *Social Science and Medicine* 40, no. 6 (1995): 743-53.
- Lori Heise et al., "Sexual Coercion and Reproductive Health: A Focus on Research," accessed online at www.popcouncil.org/gfd/scoer/c1_b.html, on Dec. 22, 2001.
- S.R. Hodgins, "Contraceptive Discontinuation in Togo and Women's Experience with Method Use and Services" (Ph.D. diss., Department of Health Behavior and Health Education, University of North Carolina at Chapel Hill School of Public Health, 2000).
- Lisa Howard-Grabman, "Building Bridges for Quality: *Puentes* Project, Peru" (Baltimore: Johns Hopkins University School of Public Health, Population Information Program and Save the Children, 2000a).
- Lisa Howard-Grabman, "Bridging the Gap Between Communities and Service Providers: Developing Accountability Through Community Mobilization Approaches," *International Development Studies Bulletin* 31, no. 11 (2000b): 88-96.
- Lisa Howard-Grabman, personal communication, June 2001.
- Irwanto et al., "In the Shadow of Men: Reproductive Decision-Making and Women's Psychological Well-Being in Indonesia" (Research Triangle Park, NC: Women's Studies Project, Family Health International, 1997).
- Edward Kelley and Maina Boucar, "Helping District Teams Measure and Act on Client Satisfaction Data in Niger," *Operations Research Results* 1, no. 1 (Bethesda, MD: U.S. Agency for International Development, Quality Assurance Project, 2000).
- Diana T. Kenny, "Determinants of Patient Satisfaction With the Medical Consultation," *Psychology and Health* 10, no. 5 (1995): 427-37. Quoted in Barbara Barnett and Jane Stein, *Women's Voices, Women's Lives: The Impact of Family Planning* (Research Triangle Park, NC: Women's Studies Project, Family Health International 1998).
- Young Mi Kim et al., "Self-Assessment and Peer Review: Improving Indonesian Service Providers' Communication with Clients," *International Family Planning Perspectives* 26, no. 1 (2000): 4-12.
- Young Mi Kim et al., "Client Communication Behaviors With Health Care Providers in Indonesia," *Patient Education and Counseling* 45, no. 1 (2001): 59-68.
- Michael A. Koenig et al., "The Influence of Quality of Care Upon Contraceptive Use in Rural Bangladesh," *Studies in Family Planning* 28, no. 4 (1997): 278-89.
- Adrienne J. Kols and Jill E. Sherman, "Family Planning Programs: Improving Quality," *Population*

- Reports* 26, no. 3 (Baltimore: Johns Hopkins University School of Public Health, Population Information Program, 1998).
- Flora L.K. Makundi, "Quality of Care and Accessibility of Family Planning Services in Tanzania: Providers', Clients', and Non-Users' Perspectives" (paper delivered at the annual meeting of the Population Association of America, Washington, DC, March 29-31, 2001).
- Maria Isabel Matamala, "Gender-Related Indicators for the Evaluation of Quality of Care in Reproductive Health Services," *Reproductive Health Matters* 6, no. 11 (1998): 10-21.
- Salah Mawajdeh et al., "The Assessment of Quality of Care in Prenatal Services in Irbid, North Jordan: Women's Perspectives," in *The Female Client and the Health-Care Provider*, ed. Janet Hatcher Roberts and Carol Vlassoff (Ottawa, Canada: International Development Research Centre, 1995).
- Barbara Mensch et al., "Using Situation Analysis Data to Assess the Function of Family Planning Clinics in Nigeria, Tanzania, and Zimbabwe," *Studies in Family Planning* 25, no. 1 (1994): 18-31.
- National Institute of Statistics, Directorate General for Health (Cambodia) and ORC Macro, *Cambodia Demographic and Health Survey 2000* (Phnom Penh, Cambodia: National Institute of Statistics, Directorate General for Health, and Calverton, MD: ORC Macro, 2001).
- Lewis Ndhlovu, *Quality of Care of Family Planning Service Delivery of Kenya: Clients' and Providers' Perspectives, Final Report* (Nairobi, Kenya: Division of Family Health, Ministry of Health, and New York: Population Council, 1995).
- J. Ndulo et al., "Quality of Care in Sexually Transmitted Diseases in Zambia: Patients' Perspectives," *East African Medical Journal* 72, no. 10 (1995): 641-44.
- Siti Pariani et al., "Does Choice Make a Difference to Contraceptive Use? Evidence From East Java," *Studies in Family Planning* 22, no. 6 (1991): 384-90.
- Population Council, "Barriers to Contraceptive Use Among Pakistani Couples," *Population Briefs* 3, no. 3 (1997).
- Population Council, Africa Operations Research and Technical Assistance Project II (Africa OR/TA Project II), *Quality of Care in Family Planning Service Delivery in Kenya: Clients' and Providers' Perspectives* (Nairobi, Kenya: Population Council, Africa OR/TA Project II, 1995).
- John Ross et al., "Contraceptive Method Choice in Developing Countries," *International Family Planning Perspectives* 28, no. 1 (2002): 32-40.
- Naomi Rutenberg and S.C. Watkins, "The Buzz Outside the Clinics: Conversations and Contraception in Nyanza Province, Kenya," *Studies in Family Planning* 28, no. 4 (1997): 290-307. Quoted in Ushma D. Upadhyay, "Informed Choice in Family Planning: Helping People Decide," *Population Reports* 29, no. 1 (Baltimore: Johns Hopkins University School of Public Health, Population Information Program, 2001).
- Bharati Sadasivam, *Female Staff, Sensitive Care: Indonesian Clinics Draw Clients*, UNICEF Feature No. 00152.IDS (New York: UNICEF, 1995).
- Sidney Ruth Schuler and Zakir Hossain, "Family Planning Clinics Through Women's Eyes and Voices: A Case Study from Rural Bangladesh," *International Family Planning Perspectives* 24, no. 4 (1998): 170-75.
- Sidney Ruth Schuler et al., "The Persistence of a Service Delivery 'Culture': Findings From a Qualitative Study in Bangladesh," *International Family Planning Perspectives* 27, no. 4 (2001): 194-200.
- Sharon Stash, "Explanations of Unmet Need for Contraception in Chitwan, Nepal," *Studies in Family Planning* 30, no. 4 (1999): 267-87.

- Douglas Storey et al., "Impact of the Integrated Radio Communication Project in Nepal, 1994-1997," *Journal of Health Communication* 4, no. 4 (1999): 271-94.
- Anthony Tan et al., *Improvements in Knowledge of Norplant Implants Acceptors: An Intervention Study in West Sumatra and West Java, Indonesia* (Indonesia: Padjajaran University, National Family Planning Coordinating Board, Asia, and New York: Population Council, Near East OR/TA Project, 1995).
- John W. Townsend, "Effective Family Planning Service Components: Global Lessons From Operations Research," in *Operations Research: Helping Family Planning Programs Work Better*, ed. Myrna Seidman and Marjorie C. Horn (New York: Wiley-Liss, 1991).
- U.S. Centers for Disease Control and Prevention, *Reproductive Surveys 1991-1999*. Quoted in Ushma D. Upadhyay, "Informed Choice in Family Planning: Helping People Decide," *Population Reports* 29, no. 1 (Baltimore: Johns Hopkins University School of Public Health, Population Information Program, 2001).
- Ushma D. Upadhyay, "Informed Choice in Family Planning: Helping People Decide," *Population Reports* 29, no. 1 (Baltimore: Johns Hopkins University School of Public Health, Population Information Program, 2001).
- C. Velasco et al., "Calidad en los Servicios de Anticoncepción de El Alto, Bolivia," accessed online at www.fhi.org/en/wsp/wssyn/syn4.html, on Dec. 10, 2001.
- Hernán Vera, "The Client's View of High-Quality Care in Santiago, Chile," *Studies in Family Planning* 24, no. 1 (1993): 40-49.
- Andrea Whittaker, "Quality of Care for Women in Northeast Thailand: Intersections of Class, Gender, and Ethnicity," *Health Care for Women International* 17, no. 5 (1996): 435-47.
- Timothy W. Williams et al., "Measuring Family Planning Service Quality Through Client Satisfaction Exit Interviews," *International Family Planning Perspectives* 26, no. 2 (2000): 63-71.
- Glenn C. Wong et al., "Seeking Women's Voices: Setting the Context for Women's Health Interventions in Two Rural Counties in Yunnan, China," *Social Science and Medicine* 41, no. 8 (1995): 1147-57.
- World Health Organization (WHO), "Improving Access to Quality Care in Family Planning: Medical Eligibility Criteria for Initiating and Continuing Use of Contraceptive Methods" (Geneva: WHO, 1996). Quoted in Adrienne J. Kols and Jill E. Sherman, "Family Planning Programs: Improving Quality," *Population Reports* 26, no. 3 (Baltimore: Johns Hopkins University School of Public Health, Population Information Program, 1998).

Providers and Quality of Care

- A.M. Ahmed et al., "The National Guidelines for Supervision Checklist: A Tool for Monitoring Supervision Activities at District Level in Tanzania," *Annali di Igiene* 6 (1994): 161-66.
- Beverly Ben Salem and Karen J. Beattie, "Facilitative Supervision: A Vital Link in Quality Reproductive Health Service Delivery," *AVSC Working Papers*, no. 10 (New York: EngenderHealth, 1996).
- Kim Best, "Medical Barriers Often Unnecessary," *Network* 21, no. 3 (2002): 4-15.
- Jagdish C. Bhatia, "A Qualitative Study of Family Planning (Welfare) Services at the Primary Health Centre (PHC) Level in the State of Karnataka" (Bangalore, India: Indian Institute of Management, 1995).
- P. Combarry et al., "Study of the Effects of Technical Supervision Training on CBD Supervisors'

- Performance in Seven Regions of Ghana," *Technical Reports*, no. 7 (Chapel Hill, NC: INTRAH, 1999).
- Consortium on Implementing Best Practices, "The IBP Initiative: Implementing Best Practices in Reproductive Health" (Geneva: World Health Organization, 2001).
- Family Planning Logistics Management/John Snow, Inc., *Programs That Deliver: Logistics' Contributions to Better Health in Developing Countries* (Arlington, VA: Family Planning Logistics Management/John Snow, Inc., 2000).
- Family Planning Service Expansion and Technical Support (SEATS II)/John Snow, Inc., "Mainstreaming Quality Improvement in Family Planning and Reproductive Health Services Delivery: Context and Case Studies" (Arlington, VA: Family Planning Logistics Management/John Snow, Inc., 2000).
- Elisabeth Faxelid et al., "Quality of STD Care in an Urban Zambian Setting: The Providers' Perspective," *International Journal of Nursing Studies* 34, no. 5 (1997): 353-57.
- Varun Gauri, "Are Incentives Everything? Payment Mechanisms for Health Care Providers in Developing Countries," *World Bank Working Papers*, no. 2624 (Washington, DC: World Bank, 2001).
- Nicole Haberland et al., "Unrealized Quality and Missed Opportunities in Family Planning Services," in *Clinic-Based Family Planning and Reproductive Health Services in Africa: Findings From Situation Analysis Studies*, ed. Kate Miller et al. (New York: Population Council, 1998).
- M. Halawa et al., "Assessing the Impact of a Family Planning Nurse Training Program in Egypt," *Population Research and Policy Review* 14, no. 4 (1995): 395-409.
- Karen Hardee et al., "Assessing Family Planning Service-Delivery Practices: The Case of Private Physicians in Jamaica," *Studies in Family Planning* 26, no. 6 (1995): 338-49.
- Carlos Huezo, "Improving the Quality of Care by Improving the Motivation of Service Providers: A Study Based in Uganda and Bangladesh" (paper presented at MAQ Mini-University, Washington, DC, April 20, 2001).
- M.L. Jacobson et al., "Individual and Group Supervision of Community Health Workers in Kenya: A Comparison," *Journal of Health Administration Education* 5, no. 1 (1987): 83-94.
- Victoria Jennings et al., "Analyzing the Organizational Context for a Positive Client-Provider Interaction: A Leadership Challenge for Reproductive Health," *MAQ Papers* 1, no. 1 (Washington, DC: U.S. Agency for International Development, 2000).
- M.E. Khan et al., *Quality of Family Planning Services from Provider's Perspective: Observations From a Qualitative Study in Sitapur District, Uttar Pradesh* (New Delhi, India: Population Council, 1995).
- Young Mi Kim et al., "Improving the Quality of Service Delivery in Nigeria," *Studies in Family Planning* 23, no. 2 (1992): 118-27.
- Young Mi Kim et al., "Self-Assessment and Peer Review: Improving Indonesian Service Providers' Communication with Clients," *International Family Planning Perspectives* 26, no. 1 (2000): 4-12.
- Young Mi Kim et al., "The Quality of Supervisor-Provider Interactions in Zimbabwe," *Operations Research Results* 1, no. 5 (Bethesda, MD: Quality Assurance Project, 2000).
- E. Knebel et al., "The Use of Manual Job Aids by Health Care Providers: What Do We Know?" *QA Issue Papers*, no. 1 (Bethesda, MD: Quality Assurance Project, 2000).
- Robert E. Lande, "Performance Improvement," *Population Reports*, Series J, no. 52 (Baltimore: Johns Hopkins University School of Public Health, Population Information Program, 2002).
- Federico R. León, *Peru PCI-QoC Project Bulletin*, no. 6 (Lima, Peru: Population Council, 2001).

- Federico León et al., "Quality of Care and User Outcomes in the Province of Santa, Peru: Two Diagnostic Studies with Focus on Providers and Users" (Lima, Peru: Population Council, Ministry of Health, Chavín Health Region, La Caleta Health Network, E. Guzmán Barrón Health Networks, and U.S. Agency for International Development/Peru, 1997).
- Federico León et al., "Developing Algorithmic Instruments to Help Providers and Users to Implement the New Reproductive Health Care Guidelines" (Mexico City: Population Council, 1998).
- Kobchitt Limpaphayom et al., "The Effectiveness of Model-Based Training in Accelerating IUD Skill Acquisition: A Study of Midwives in Thailand," *British Journal of Family Planning* 23 (1997): 58-61.
- Pamela Lynam et al., "Using Self-Assessment to Improve the Quality of Family Planning Clinic Services," *Studies in Family Planning* 24, no. 4 (1993): 252-60.
- Kate Miller et al., eds., *Clinic-Based Family Planning and Reproductive Health Services in Africa: Findings From Situation Analysis Studies* (New York: Population Council, 1998).
- Kate Miller et al., "How Providers Restrict Access to Family Planning Methods: Results From Five African Countries," in *Clinic-Based Family Planning and Reproductive Health Services in Africa: Findings From Situation Analysis Studies*, ed. Kate Miller et al. (New York: Population Council, 1998).
- Kirsten Moore and Judith F. Helzner, *What's Sex Got to Do With It? Challenges for Incorporating Sexuality Into Family Planning Programs* (New York: Population Council, and International Planned Parenthood Federation, Western Hemisphere Region, 1996).
- Michelle Munro, "Health Sector Reform in Zambia: Benefits and Constraints for Service Delivery," in *The Implications of Health Sector Reform for Reproductive Health and Rights*, ed. Jodi Jacobson and Judith Bruce (Washington, DC: Center for Health and Gender Equity, 1998).
- Lewis Ndhlovu, *Quality of Care in Family Planning Service Delivery in Kenya: Clients' and Providers' Perspectives* (Nairobi, Kenya: Population Council Africa OR/TA Project, 1995).
- Lewis Ndhlovu, "Determinants of Quality of Family Planning Services: A Case Study of Kenya," in *Client-Based Family Planning Services in Africa: Findings From Situation Analysis Studies*, ed. Kate Miller et al. (New York: Population Council, 1998): 107-24.
- Katie Paine et al., *The Impact of Family Planning Services on the Safety and Efficacy of Contraceptive Use: A Literature Review for the WHO* (London: Health Promotion Research Unit, London School of Hygiene and Tropical Medicine, 1998).
- Population Council, "Quality of Family Planning Services," *Programme Briefs* (Nairobi, Kenya: Africa OR/TA Project, 1998).
- Sidney Ruth Schuler and Zakir Hossain, "Family Planning Clinics Through Women's Eyes and Voices: A Case Study from Rural Bangladesh," *International Family Planning Perspectives* 24, no. 4 (1998): 170-75, 205.
- James D. Shelton, "The Provider Perspective: Human After All," *International Family Planning Perspectives* 27, no. 3 (2001): 152-53, 161.
- James D. Shelton et al., "Medical Barriers to Access to Family Planning," *Lancet* 340, no. 8831 (1992): 1334-35.
- Paula Tavrow et al., "Quality of Care: An Assessment of Family Planning Providers' Attitudes and Client-Provider Interactions in Malawi" (Blantyre, Malawi: University of Malawi's Centre for Social Research, 1995).
- United Nations Population Fund (UNFPA), "Quality of Family Planning Services," *Evaluation Reports*,

no. 8 (New York: UNFPA, 1994).

Joseph Valadez et al., "Supervision of Primary Health Care in Costa Rica: Time Well Spent?" *Health Policy and Planning* 5, no. 2 (1990): 118-25.

Joseph Valadez et al., "Assessing Family Planning Service-Delivery Skills in Kenya," *Studies in Family Planning* 28, no. 2 (1997): 143-50.

Ricardo Vernon et al., "A Test of Alternative Supervision Strategies for Family Planning Services in Guatemala," *Studies in Family Planning* 25, no. 4 (1994): 232-38.

Frontiers in Reproductive Health (FRONTIERS) is a global research program conducted by the Population Council. The program's objective is to improve the delivery of family planning and reproductive health services in developing countries. FRONTIERS focuses on operations research (OR), which uses systemic research techniques to improve service delivery and influence related policies. FRONTIERS is conducting nearly 100 research projects in Africa, Asia, Eastern Europe, and Latin America.

The Population Council, an international, nonprofit, nongovernmental organization established in 1952, seeks to improve the well-being and reproductive health of current and future generations around the world and to help achieve a humane, equitable, and sustainable balance between people and resources.

MEASURE *Communication* produces global and country-specific materials (in print, video, and electronic formats), provides technical assistance and training to developing country institutions for improved communication of research findings to policymakers and other nontechnical audiences, facilitates media networks, and expands the use of new technologies and new formats for effective communication.

The Population Reference Bureau is the leader in providing timely and objective information on U.S. and international population trends and their implications.

This work has been funded by the U.S. Agency for International Development (USAID) through FRONTIERS and MEASURE *Communication*, through Cooperative Agreements No. HRN-A-00-98-00012-00 and HRN-A-00-98-000001-00, respectively.



POPULATION REFERENCE BUREAU
MEASURE *Communication*
1875 Connecticut Ave., NW, Suite 520, Washington, DC 20009 USA
Tel.: (202) 483-1100
Fax: (202) 328-3937
E-mail: measure@prb.org or popref@prb.org
Website: www.measurecommunication.org or www.prb.org

PRB



POPULATION COUNCIL
4301 Connecticut Ave., NW, Suite 280, Washington, DC 20008 USA
Tel.: (202) 237-9400
Fax: (202) 237-8410
E-mail: frontiers@pcdc.org
Website: www.popcouncil.org/frontiers/frontiers.html