

## Client Feedback on IPV Assessment in Reproductive Health Settings

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### Measuring client feedback

- Anonymous 2 page client satisfaction, feedback survey for administration within programs
- VA was the only state to implement this tool in Year 2 of Project Connect
- Easy to implement; approximately one week at a site where clients are asked to complete and place in a closed box

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### Measuring client feedback

- ▶ Client perspectives on this initiative could guide quality improvement efforts as this initiative is disseminated across the state's reproductive health programs.
- ▶ Incentive for programs/sites - counts as evidence of conducting quality improvement in context of health care reform

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## Measuring client feedback

- ▶ Two large health districts with three family planning clinics participated in this pilot.
- ▶ Clients attending each of the clinics during a one week period were asked to complete an anonymous 2 page survey about whether their provider spoke to them about healthy relationships, assessed for DV/SA/RC , offered them resource information, and whether they perceive the clinic to be a resource for themselves and their friends.

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## Measuring client feedback (examples)

- Today, did your provider talk with you about healthy and unhealthy relationships?
- Today, did your provider give you a card about domestic and sexual violence?
- Today, did your health care provider talk to you about if your partner pressures you to get pregnant?
- Today, did your health care provider talk to you about what resources exist for people in abusive relationships?
- I would bring a friend here if s/he is in an abusive relationship
- My healthcare provider would know what to do if I were in an unhealthy relationship

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## Results from Family Planning

| Family Planning Clients (n=135)  |                               |
|--|-------------------------------|
| <b>Receipt and Impact of Safety Card</b>   |                               |
| Did your health care provider give you a card about domestic and sexual violence?                                | N (%) Yes                     |
| Did receiving this card let you know how to help someone being hurt by a partner?                                | 89 (65.9)                     |
| Did receiving this card let you know how to help someone being hurt by a partner?                                | 73 (54.1)                     |
| <b>Discussion with Provider ("Today, did your health care provider talk to you about:")</b>                      |                               |
| Healthy and unhealthy relationships?   | 111 (82.2)                    |
| What is and is not "confidential"?   | 89 (65.9)                     |
| How being treated badly in your relationships can affect your health?  | 77 (57.0)                     |
| If your partner makes you have sex when you don't want to?   | 46 (34.1)                     |
| If your partner pressures you to get pregnant when you don't want to be?   | 44 (32.6)                     |
| Forms of birth control that a partner cannot mess with?  | 60 (44.4)                     |
| Having emergency contraception available to prevent pregnancy?   | 82 (60.7)                     |
| What resources exist for people in abusive relationships?  | 55 (40.7)                     |
| <b>Satisfaction with Integrated Services</b>   |                               |
| Health care providers should talk about unhealthy relationships to people who come to this clinic/health center. | N (%) Agree or Strongly Agree |
| I would bring a friend here if s/he is in an abusive relationship.   | 74 (54.8)                     |
| My healthcare provider would know what to do if I were in an unhealthy relationship.                             | 92 (68.1)                     |
| I feel safe coming here (to this clinic/health center).  | 84 (62.2)                     |
| I feel safe coming here (to this clinic/health center).  | 86 (71.1)                     |

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## Results from Family Planning (English and Spanish)

| Family Planning Clients (n=135)<br>Comparison of Findings between English-speaking and Spanish-speaking Clients* |                               |                               |
|--|-------------------------------|-------------------------------|
|  | English                       | Spanish                       |
| Discussion with Provider ("Today, did your health care provider talk to you about?")                             | N (% Yes)                     | N (% Yes)                     |
| What is and is not "confidential?"   | 57 (76.0)                     | 33 (61.1)                     |
| If your partner makes you have sex when you don't want to?   | 34 (45.3)                     | 12 (21.8)                     |
| If your partner pressures you to get pregnant when you don't want to be?   | 33 (44.0)                     | 12 (21.1)                     |
| Forms of birth control that a partner cannot mess with?  | 43 (57.3)                     | 15 (30.6)                     |
| Having emergency contraception available to prevent pregnancy?   | 47 (67.1)                     | 34 (75.6)                     |
| What resources exist for people in abusive relationships?  | 39 (55.7)                     | 16 (43.2)                     |
| Satisfaction with Integrated Services  | N (% Agree or Strongly Agree) | N (% Agree or Strongly Agree) |
| Health care providers should talk about unhealthy relationships to people who come to this clinic/health center. | 44 (61.6)                     | 29 (74.4)                     |

\*Only key differences reported

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