



**METRICS FOR MANAGEMENT**

## **CASE STUDY:** Abortion Care Quality Tool (ACQTool)

**Location:** Argentina, Bangladesh, Ethiopia & Nigeria | **Funding:** The David & Lucille Packard Foundation & Children's Investment Fund Foundation

### **THE CHALLENGE**

High-quality abortion care is fundamental to reproductive autonomy, health, and human rights. Ensuring high-quality care includes, but is not limited to, providing sufficient, accurate information on what to expect, how to recognize warning signs, and where and when to access follow up care. Assessing the quality of care across public and private facilities can be a significant challenge.

### **THE SOLUTION**

We used the Abortion Care Quality Tool (ACQTool), with a set of 29 indicators, across four countries to assess abortion care service. The indicators were distilled from over 1,000 variations in use, combining data from clients with expert opinion. Developed by M4M, Ibis Reproductive Health, and Ipas, the ACQTool was used to assess the quality of service individuals received throughout their experience.

The ACQTool is unique in that it uses a patient-centered, rights-based approach to evaluation.

The study confirmed that access to information is vital for pharmacies – often the first point of contact for patients – to deliver quality care, improve client experiences, and keep the costs down. For clients, feeling prepared and knowing what to expect is key to a positive abortion experience.

The ACQTool ensured quality measurement, which provided a basis for improvement in care.



**CLIENT-CENTERED**



**SIMPLE AND EFFECTIVE**



**GLOBAL INDICATORS**

*Photo source: ACQTool website, <https://acqtool.org>*

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