ACQTool Indicator Dashboard

Introducing the ACQTool Indicator Dashboard

When using the electronic data collection option through KoBoToolbox, indicator scores for your sites can be visualized using the custom Excel performance dashboard. The dashboard is embedded with all the necessary formulas to calculate indicator scores from your raw survey data, so calculating site-specific scores is as easy as adding your data to the Excel document. With our dashboard, you can quickly assess how well each of your sites performed against our indicator quality thresholds, as well as relative to one another. Indicator scores are displayed by site and are highlighted in green when meeting the predefined quality threshold; in yellow in cases in which a site is within ten percentage points of the quality threshold; and in red when more than ten percentage points below the threshold.

Understanding how indicators are calculated

ACQTool indicators are calculated from responses you collected during your client exit interviews, provider surveys, and, if applicable, site checklists. Some of the ACQTool's indicators are based on only one survey question. For instance, Indicator 8, Hours of Operation, is based on a single question posed to clients about whether the site was open and had a provider present during the site's posted hours of operation. However, many of the indicators are calculated from multiple survey questions. For example, Indicator 13, Medical Abortion Procedure Competence, for health facilities is based on provider responses to 15 different survey questions. Data sources and calculation methods for each indicator can be found in the ACQTool Indicators page.

The ACQTool Indicator Dashboard

INDICATOR NO.	DOMAIN	INDICATOR	QUALITY THRESHOLD	HEALTH FACILITY 1	HEALTH FACILITY 2	PHARMACY 1	PHARMACY 2	HOTLINE 1
1	Referral systems	Emergency Referral Systems	80%	100%	50%	70%	100%	0%
2	Supplies, Medicines, and Equipment	Equipment and Supply Availability	100%	100%	0%	100%	100%	N/A
3	Supplies, Medicines, and Equipment	Medication Availability	100%	0%	100%	0%	100%	N/A
4	Supplies, Medicines, and Equipment	Client Perceived Medication Quality	90%	75%	100%	30%	80%	100%
5	Supplies, Medicines, and Equipment	Surgical Abortion Equipment and Supply Availability	100%	100%	0%	N/A	N/A	N/A
6	Access	Equitable Pain Management Access	100%	100%	100%	N/A	N/A	N/A
7	Access	Service Cost Affordability	100%	80%	90%	100%	50%	100%
8	Access	Hours of Operation	90%	100%	100%	70%	100%	67%
9	Access	Service Refusal to Eligible Women	100%	67%	100%	100%	40%	100%
10	Technical Competence	Pain Management	90%	75%	90%	50%	50%	60%
11	Technical Competence	Appropriate Uterine Evacuation Method	100%	80%	50%	N/A	N/A	N/A
12	Technical Competence	Surgical Abortion Procedure Competence	80%	67%	50%	N/A	N/A	N/A
13	Technical Competence	Medication Abortion Procedure Competence	80%	90%	25%	100%	75%	100%
14	Technical Competence	Client Safety	90%	100%	40%	70%	100%	100%
15	Decision Making	Contraceptive Method Coercion	90%	50%	80%	100%	100%	100%
16	Decision Making	Desired Contraceptive Received	100%	50%	60%	90%	60%	N/A
17	Decision Making	Provider Quotas	80%	80%	100%	50%	70%	N/A
18	Decision Making	Personalized Care Options	100%	90%	80%	0%	0%	N/A
19	Decision Making	Provider Support for Client Decision	90%	67%	100%	25%	75%	100%
20	Information Provision	Client Communication Comfort	90%	33%	75%	100%	80%	N/A
21	Information Provision	Client Understands Process	100%	100%	50%	75%	90%	N/A
22	Information Provision	Sufficient Provider Explanation	90%	90%	40%	67%	80%	50%
23	Information Provision	Prepared if Complication Occurs	90%	60%	80%	80%	20%	90%
24	Information Provision	Knows Abortion is Complete	90%	80%	100%	70%	60%	60%
25	Information Provision	All Questions Answered	90%	75%	60%	40%	70%	100%
26	Information Provision	Client Understanding Checked	100%	20%	40%	10%	60%	70%
27	Client-Provider Interactions	Comfortable Sharing Information	90%	50%	90%	30%	90%	100%
28	Client-Provider Interactions	Confidentiality	90%	80%	60%	70%	40%	100%
29	Client-Provider Interactions	Respect	90%	50%	80%	60%	70%	80%

Why do some indicators only seem to have a score of zero or 100 percent, while others have a range of potential scores?

You will notice that some of the indicators seem to only score very low or very high. Take for instance Indicator 2, Equipment and Supply Availability.

2	Supplies, Medicines, and Equipment	Equipment and Supply Availability	100%	100%	0%	100%	100%	N/A
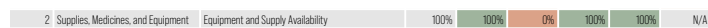
Note that all of the example sites score as either 0% or 100%. This is because this indicator is calculated from site checklist survey data. Since we recommend evaluating each site just once with the site checklist, each indicator calculated from this survey will be scored as having met the quality threshold (100%) or not met the quality threshold (0%). A score of 0% does not necessarily mean that the site was graded as unsatisfactory on every question within the indicator. Even if the site scored satisfactorily on all but one of the questions used to calculate a given indicator, the final indicator score will still be zero. You can learn which indicators are produced from site checklist survey data by reviewing our ACQTool Indicators page. This information does not apply to hotlines since they are not evaluated using a site checklist.

You might also notice that a number of indicators can have a range of possible scores. For example, Indicator 23, Prepared if Complication Occurs, has scores ranging from 20% to 90% in the demonstration dashboard.

23	Information Provision	Prepared if Complication Occurs	90%	60%	80%	80%	20%	90%

Indicators such as this are derived from either provider survey or client exit interview data. At the individual level each respondents' answers for each indicator are scored again as 100% when meeting an indicator quality threshold or as 0% when not. However, since indicators are presented at the site level, dashboard indicator scores represent the average of all the respondent scores. This means that for an indicator in which four out of five surveyed clients' responses suggested satisfactory quality, the final score for that indicator for that site would be 80%.

Why are some of my indicator scores relatively high but still considered as failing?

As mentioned earlier, the dashboard's indicator scores are pre-defined color-coded to indicate which indicators have met their predefined quality threshold; those that are within 10 percentage points of the threshold; and those that are lower than 10 points from the threshold. The ACQTool indicators' quality thresholds are quite high, and many are 100%. These thresholds were decided on by an international group of abortion quality advocates and experts with the intent of establishing a high standard for abortion service quality in order to advance the cause of improving equitable access to high quality abortion services. While an indicator score colored red or yellow suggests room for improvement, it does not imply that site staff and managers are not concerned with the quality of care that they provide. For this reason, we recommend that after initially evaluating your sites you institute quality improvement initiatives designed to address quality domains that seemed to show need for improvement and then re-evaluate the sites six months to a year later. This process can help to not only improve service quality, but also can serve to create an institutional culture that values and prioritizes ongoing quality evaluation and improvement.

Questions about indicator analysis

If you have questions when analyzing the results of an indicator, the first resource you should reference is our ACQTool Indicators page. Each indicator page will provide you with the indicator's quality domain and subdomain, definition, purpose, applicability, inclusion justification, quality threshold, data source, and calculation details.

If you still have questions, please contact us at communications@m4mgmt.org.