

Abortion Care Quality Tool

A practical global standard for measuring abortion care quality

Measurement of the quality of abortion care is essential to improving services. But measurement of abortion care quality has not previously been standardized, and existing tools are not all practical for use by those with the greatest need to measure abortion care quality. To address this gap, in 2017, Metrics for Management, Ibis Reproductive Health, and Ipas, launched the 4-year [Abortion Service Quality Initiative](#), to develop a tool that was client-centered, simple, effective, and universally applicable.

The result of this collaborative research, the [Abortion Care Quality \(ACQ\) Tool](#), is the first ever global standard for measuring the quality of abortion services in low- and middle-income countries. The ACQTool is a short set of indicators developed by an international panel of experts, through extensive testing, to provide an accurate assessment of the quality of abortion care an individual has received during and after their abortion experience. Critically, the ACQTool looks beyond the safety of the immediate procedure, assessing how well the client's actual needs and values for their abortion care have been met, across seven primary domains:

1. Referral Services
2. Supplies, Medicines, and Equipment
3. Access
4. Technical Competence
5. Decision Making
6. Information Provision
7. Client-Provider Interactions

Using the ACQTool

ACQTool survey questions are available in paper form and electronically, and all surveys are available for download in both PDF and Excel formats. Survey questions can be administered alone or integrated into organizations' existing data collection platforms. Indicator calculation and data analysis of survey responses can then be performed using our Stata statistical software code.

The ACQTool is also available as an XLSForm, which can be uploaded and deployed in your KoBoToolbox account. Survey responses are captured using KoBoToolbox's platform, which allows for both online and offline data collection. Collected data can then be downloaded and site-level indicators can be calculated and visualized using our custom Excel performance dashboard.

ACQTool analysis results enable users to understand the quality of clients' abortion services using a maximum of 29 validated, field-tested indicators that were shown to be associated with 12 critical abortion outcomes. ACQTool indicators were tested in health facilities, pharmacies, and hotlines, but may also be used in evaluating abortion care in other service delivery models, such as in telemedicine or drug dispensing outlets. Results can help providers, ministries of health, donors, and other stakeholders improve services and make informed decisions about service quality and needs. The ACQTool can provide insights into service across multiple sites, build an evidence base for expanding services, assist policy makers and funders in decision making, and enable facilities to target training and capacity building efficiently.

Access the ACQTool [here](#).