

Table 1 Distribution of patient satisfaction level in different phases of the study and the interventions for health facility staff carried out at each phase

Study phase	Level of patient satisfaction		
	Dissatisfied	Somewhat satisfied	Satisfied
	%	%	%
Phase I (baseline) Intervention: Workshop on concepts of quality of care	36.0	29.7	34.4
Phase II Intervention: Workshop on counselling skills, interpersonal communication and confidence building	25.5	40.1	34.4
Phase III Intervention: Workshop on gender and health	21.9	22.5	55.6
Phase IV	4.9	13.0	82.0

$\chi^2 = 257.762, P < 0.001.$