

**Table 5 Comparison of Gold Star and non-Gold Star facilities on selected indicators of provider adherence to standard practices in counselling and examination of family planning clients**

| <b>Indicator</b>                     | <b>Total %</b><br><b>(n = 1930)</b> | <b>Gold Star %</b><br><b>(n = 436)</b> | <b>Non-Gold Star %</b><br><b>(n = 1493)</b> | <b>P-value</b> |
|--------------------------------------|-------------------------------------|--|---|----------------|
| Ensured visual privacy               | 74.5                                | 85.2                                   | 71.4  | < 0.001        |
| Ensured auditory privacy             | 73.9                                | 84.9                                   | 70.7  | < 0.001        |
| Assured about confidentiality        | 20.0                                | 32.3                                   | 16.4  | < 0.001        |
| Reviewed individual client card      | 65.9                                | 72.9                                   | 63.9  | < 0.001        |
| Wrote on individual client card      | 75.9                                | 83.2                                   | 73.7  | < 0.001        |
| Used visual aids during consultation | 7.3                                 | 10.9                                   | 6.3   | < 0.001        |
| Discussed next visit                 | 78.3                                | 76.9                                   | 78.8  | 0.399          |

*n = number of provider-client interactions.*