

CLIENT-SERVICE PROVIDER INFLUENCE ON CONTRACEPTIVE DISCONTINUATION IN RURAL BANGLADESH: A QUALITATIVE ANALYSIS

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BACKGROUND

- Client-service provider interaction is a crucial entry point to ensure quality FP services.
- In Bangladesh, 79% of women with 2 children report wanting no more children, and 54% of women ages 15-49 are using modern methods.
- Despite a CPR of 62%, 1/3 of all contraceptive users discontinue within 12 months (BDHS 2014).
- 49% of modern contraceptive users obtain method from public sector; 20% from government fieldworkers.



METHODS

- In-depth interviews (IDIs) using semi-structured interview guide
- Carried out in Khulna and Sylhet divisions of Bangladesh
- Total study sample included 61 married women, 15-39 years old
- Women were purposively sampled to include 'contraceptive switchers' and 'contraceptive discontinuers,' and range of contraceptive methods
- IDIs were audio recorded, transcribed in Bangla, and translated into English
- Codebook iteratively developed by two researchers
- Thematic analysis using ATLAS.ti 7
- This analysis focuses on the 16 contraceptive discontinuers in the study sample:

Discontinuer Type	Khulna	Sylhet	Total
Pill Discontinuer	3	2	5
Injectable Discontinuer	3	2	5
Implant Discontinuer	2	2	4
IUD Discontinuer	0	2	2
Total	8	8	16

FOR MORE INFORMATION

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FWAs play an important role in providing a range of family planning services and impacting contraceptive use



Irregular interaction with service providers leads clients to seek support from multiple sources, both formal and informal



Clients who discontinue contraceptive methods are influenced by multiple service providers

RESULTS

Female Welfare Assistants (FWAs) and access to 'doorstep delivery' continue to play an important role in women's contraceptive decision-making.

- FWAs as source of FP methods has declined over time (from 38% to 11%) (Source: BDHS)
- FWA advice on method selection, counseling and referral for long-term and permanent methods has key implications for continuation

Irregular contact with FWAs limits client access to counseling.

"Now a days FWA did not visit us regularly. She comes once after two months. So when we face any problem we cannot share it immediately with her. She should visit us regularly."
–31 year old, Sylhet

- In case of side effects, many clients sought advice from family and community members

"I discussed it with one of my sister-in-law. Later on, I discussed my problem with a neighbor."
–26 year old injectable discontinuer, Khulna

FWAs play an important mediator role with the health system for long-term and permanent contraceptive method users.

- Concerns about adoption of particular methods and treatment at health facilities can be addressed by FWAs

"I never face any problem with service provider... [FWA] is also good. She told us about different methods when she visited us. When I took copper-T, Maya Di accompanied me. She also with me when I removed it. She also told me to keep the IUD for at least one year. But I removed it on my own decision."

Contraceptive discontinuers may engage with multiple service providers who may introduce conflicting messages and offer varying experiences of quality.

"Beside [FWA] and the female doctor, I also talked to that health worker who gave me injection. He is a male health worker sits in Community Clinic."
–22 year old, discontinuer of injectable, Khulna

CONCLUSION

Role of community level service providers should be supported and leveraged:

Many contraceptive users have conflicted attitudes about contraceptive methods due to social and community pressure, and myths and misperceptions about contraceptive methods. In the context of rural Bangladesh, where many women have limited education and are from low income groups, **community level service providers such as FWAs play a critical role in disseminating appropriate information and services at the grassroots level.**

However, this study finds that **many women who face adverse consequences or side effects after using contraceptive methods may be more likely to discontinue** those methods due to inappropriate counseling and irregular interaction with service providers.

The importance of responsive and consistent services from service providers must be highlighted to reduce discontinuation of contraceptive methods and to ensure that high quality family planning services are received by women in Bangladesh.