

Client Experience Study



Provide conducted the first ever study to assess whether clients with a positive pregnancy test are more or less satisfied with their care when they discuss all pregnancy options with their provider.

Read our recently published article on the study, [Patient-reported experience with discussion of all options during pregnancy options counseling in the U.S. South](#), in the international reproductive health journal *Contraception*.

Conducted with patients at family planning clinics in the South, the study deepened our understanding about what clients prefer with regards to pregnancy options counseling and abortion referral and found:

- Clients were significantly more satisfied with their pregnancy counseling experience when their provider discussed all options, including abortion.
- This was true for clients who planned to continue their pregnancy as well as for those who didn't.
- Significant racial disparities exist in options counseling and referral. Black clients were less likely to receive information about abortion and more likely to leave the clinic with an unmet need for abortion referral.
- Clients viewed providers as more professional and competent when they offered all options in an unbiased, respectful, non-judgmental way.

“ I like how she was willing to give me all the information but also understood my choice. We went into conversation about how I felt about it, and she made me feel more comfortable. That's what I liked about the conversation...her telling me the three options. ”

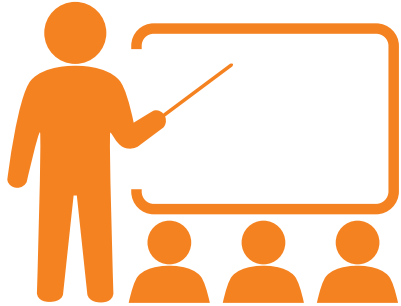
“ I would prefer them to offer discussing it with me. If you're looking at abortion for instance, you're able to discuss it with somebody that doesn't make you feel judgment. ”

“ Abortion is not an easy subject. Having somebody just say openly, “Are you considering adoption? Are you considering abortion?” will be easier on a lot of girls who are very unsure and worried about what people are going to say. ”

The Client Experience Study highlights why it is important to **offer all options to every client, every time.**

Provide's [Abortion Referrals Training](#) has a dramatic impact on providers' willingness and ability to incorporate abortion into their counseling and referral practices.

The Impact of Provide's Abortion Referrals Training



Provide's Training

Immediately increases providers' confidence and willingness to discuss and refer for all pregnancy options.



Changes Practice

Providers are three times more likely to discuss and twice as likely to refer for abortion care.



Improves Client Experience

Clients are 80% more likely to give their provider a perfect score on all measures of counseling satisfaction.

LEARN MORE: [PROVIDECARE.ORG/CLIENT-EXPERIENCE-STUDY](https://providecare.org/client-experience-study)

"I was never really opposed to abortion referrals, but I didn't feel like I could confidently give one, or even discuss much with a client. The training helped build my confidence and knowledge."

— Domestic Violence & Sexual Assault Program Director

[Join our email list](#) to learn more about the study and stay informed about upcoming events and publications.