Author’s response to reviews

Title: Measuring Client Satisfaction and the Quality of Family Planning Services: A Comparative Analysis of Public and Private Health Facilities in Tanzania, Kenya and Ghana

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Author's response to reviews: see over
Dear Dr. Arah:

We thank you again for providing us with feedback on our manuscript. We have responded to the remaining queries of Reviewer #2. Specifically, the reviewer requested additional justification for our statement that the three countries under study were chosen in part because they are “roughly” representative of the family planning situation in Sub-Saharan Africa (p.5). We believe that this characterization is the source of some confusion, and we have endeavored to remove it. In the article, we have now emphasized that country selection was determined principally by the availability of unique data sets - Service Provision Assessments (SPAs) of health care facilities and family planning providers. A second selection criterion (among the sample of countries that conducted SPAs) was variation in the importance of private sector family planning providers. These countries represent situations in which the market share of private sector family planning providers can be characterized as low, medium and high. In short, our three country sample was chosen based on convenience, and not a formal probability sampling procedure. We have now mentioned only that the three countries are typical (i.e., close to regional averages) in terms of family planning outcomes rather than “representative.” We hope that this eliminates any further confusion.

We thank you again for your careful review of this manuscript.
Sincerely,

[Signature]

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