

Table 5 Quality assurance framework for the issue of a lack of a holistic approach

Problem	Lack of a holistic approach					
Current situation	82.7% of clients indicated health professionals did not address their psychological and social concerns; 38.5% of clients indicated health professional did not discuss their reasons for induced abortion					
Priority criteria	Problem frequent, quality-related; solution would lead to enhancing continuity of care					
Objective	Improve the health professionals' awareness of the need to address clients' psychological and social concerns					
Activities	<i>Responsible member(s)</i>	<i>Start needed</i>	<i>Additional resources</i>	<i>Indicator</i>	<i>Source</i>	<i>Standard</i>
Implement a screening approach to identify and refer clients needing psychological support	Nurses	June 2005	No	No. of clients referred to the psychologist/no. of clients eligible for psychological support	Referral sheets	80%
Identify and assist clients requiring social help	Physicians, psychologists, midwives	June 2005	No	Level of satisfaction with health professionals awareness of clients' social concerns	Client satisfaction	80%