

Concept of Family Planning services

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Elements of 'Quality of Care' in family planning

- Choice of method
- Interpersonal communication (verbal & non verbal)
- Technical Competence
- Information
- Follow-up
- Appropriate constellation of services

Choice of method

- **Offering the right to the client to choose the method means giving confidence to the individual.**
- **He/she feels more comfortable in using the method for which he/she has been provided with clear, accurate and specific information and which is the best for his/her needs.**

Good interpersonal communication (verbal & non verbal)

- **It helps in conveying the right message and to build a rapport with the client.**
- **The language should be simple enough, without any technical terms so to put him/her at ease.**
- **It is a tool to get acquainted to the client's knowledge, attitude, perceptions and feelings about the subject.**

Technical Competence

- **Quality needs command on the subject.**
- **It is inevitable to acquire all the essential knowledge and to polish one's technical competence regarding family planning services.**

Information

- **Providing all the necessary information to the client helps him/her in using the selected method correctly, without any fear.**
- **Right information will certainly clear the myths and rumors about the subject and will improve the adopting rate among the potential clients.**

Follow-up

- **Correct and continuous follow up of the users is indispensable to monitor the possible complications with the use of contraceptives.**
- **It ensures eventually an improved continuation rate among the users.**

Appropriate constellation of services

- **Adding family planning services along with the routine ones under the same roof may attract more clientele.**
- **The clients do not have to go to some other service specialized in family planning only.**
- **Clients discuss their problems with more openness with their own physician in a friendly ambiance.**

Indicators

QUALITY OF CARE

- **Number of contraceptive methods available at a specific outlet**
- **Percentage of counseling sessions with new acceptors in which provider discusses all methods**
- **Percentage of client visits during which provider demonstrates skill at clinical procedures, including asepsis**
- **Percentage of clients reporting “sufficient time” with provider**
- **Percentage of clients informed of timing and sources for re-supply/revisit**
- **Percentage of clients who perceive that hours/days are convenient and the range of services provided is adequate.**

Quality Post Abortion Care Services

It is a public health strategy to reduce maternal mortality and morbidity.

The three levels of Post abortion care are:

- **Emergency treatment services for incomplete abortion and related complications to reduce morbidity & mortality.**
- **Post abortion family planning to prevent unwanted pregnancy.**
- **Links between emergency abortion treatment services and comprehensive reproductive health services to improve overall health.**

Key Elements of Post Abortion Counseling

- **Informed choice**
- **Two way communication**
- **Problem solving focus**
- **Decision making information**
- **Consider patient's emotional & physical state**
- **Reasons of unwanted pregnancy**
- **Discuss woman's return to fertility**
- **Selection of an interim period**
- **Discussion of long term methods**
- **Decision about permanent methods**

Quality Treatment of RTIs & STIs

- **RTIs and STIs constitute a major health problem because of the complications they cause & the facilitation to HIV transmission.**
- **Provider should be able to deal RTIs/STIs with the syndromic approach which is internationally recommended and universally adopted to deal with such patients.**
- **Early diagnosis, Prompt treatment or referral, Appropriate counseling, Treatment of associated complications of RTIs & STIs.**

RTI/STI counseling

- **resolve the current RTI/STI**
- **prevent further ones**
- **give emotional support to change sexual behavior**
- **help client cope with the feeling of shame, guilt and embarrassment**

GATHER

Approach to Counseling

- **G**reet the client in a friendly and respectful manner
- **A**sk the client about FP/RH needs
- **T**ell the client about different methods/services
- **H**elp the client to make her own decision about which method/service to use
- **E**xplain to the client how to use the method/service she has chosen
- **R**eturn visit and follow-ups of client scheduled

Rights of Clients

- **Information** about all the methods / services available.
- **Knowledge** of not only the benefits but also the risks / side effects of all the contraceptive methods / RH services to make an independent decision.
- **Outlets** providing FP/ RH services should carry a logo / indicative sign on a prominent place. They should also provide a comfortable clean environment to the clients where they will be treated with respect, attention and courtesy.
- **Access** to get the FP/RH services regardless of his/her sex, race, religion, color and socio-economic status. FP services should be available to people in their closest vicinity.

Rights of Clients

contd...

- **Choice** to practice FP or RH service should be absolutely voluntary and free. A competent provider will help the client to make a decision and will not pressurize the client to make certain choice for a certain method/service.
- **Privacy** for FP/ RH counseling where the client would feel open and frank with the provider.
- **Continuity** to obtain the FP/RH services without any break or discontinuation to avoid the after effects and the give-ups of the service.
- **Opinion** about the subject, method used and the service provided. This feedback is always helpful for the provider to improve one's service delivery.

Provider's needs

- **Training** will certainly help the provider to do a better counseling. It is needed to polish one's skills to pass the right information, to help the client in decision making, to explain the use of a specific method, to screen the client etc.
- **Information** about all the FP methods/RH services. Moreover, other information about the local community like social, cultural and religious beliefs is always helpful in dealing with the FP clients.
- **Update** about the FP methods and about the new developments in the reproductive health.
- **Outlet** adequately equipped for a trained provider is an essential requirement for the FP/RH services. There should be a logo / sign to show the availability of FP services in that particular outlet.

Provider's needs contd...

- **Supplies** continuous & adequate - needed at the provider's outlet to ensure an all time good service for the users and other potential clients.
- **Backup & referral** for the complicated cases should be there, where and when needed.
- **Feedback** about the services provided in a certain outlet helps the provider to amend and ameliorate his/her services.
- **Acknowledgement** in the shape of certification or some incentives to be encouraged to continue with the same motivation and involvement.