

Reproductive health course

Measuring Quality Coverage and Cost of Services for Adolescents

**Child and Adolescent
Health and Development**



CAH






Objectives of the session

- Introduce a framework for what to measure when implementing ASRH programmes
- Understand the concepts and linkages between quality, coverage and cost of interventions
- Be introduced to ways of measuring quality coverage & cost by looking at health services for young people





Using a logic model (MAPM) to identify what we need to monitor, and when

INTERVENTIONS (policies and activities)	DETERMINANTS (the risk & protective factors)	BEHAVIOURAL OUTCOMES	HEALTH AND DEVELOPMENT OUTCOMES
<i>PROCESS</i>	<i>INTERMEDIATE OUTCOMES</i>	<i>LONG-TERM OUTCOMES</i>	<i>IMPACT</i>
Regular monitoring and process evaluations ▶ ongoing	Intermediate outcome evaluation ▶ every 2-3 years	Long-term outcome evaluation ▶ every 4-5 years	Monitoring/ impact evaluation ▶ every 5-7 years





Monitoring ASRH

INTERVENTIONS (policies and activities)	DETERMINANTS (the risk and protective factors)	BEHAVIOURS	HEALTH AND DEVELOPMENT OUTCOMES
<p>Number of health workers trained to provide services to adolescent girls and boys</p> <p>Quality Coverage Cost</p> <p><i>Ongoing monitoring</i></p>	<p>% of health facilities that have trained service providers and a quality improvement process to make the services more "adolescent-friendly"</p> <p><i>Evaluate after 2-3 years</i></p>	<p>% of sexually active adolescent girls and boys (10-19 years) who use condoms</p> <p>% who visit health facilities for contraceptive advice and commodities</p> <p><i>Evaluate after 4-5 years</i></p>	<p>Decrease unwanted adolescent pregnancy</p> <p><i>ASFR 15-19</i></p> <p><i>Evaluate after 5-7 years</i></p>





Measuring

Quality

Scaling up

Cost

Coverage



CAH





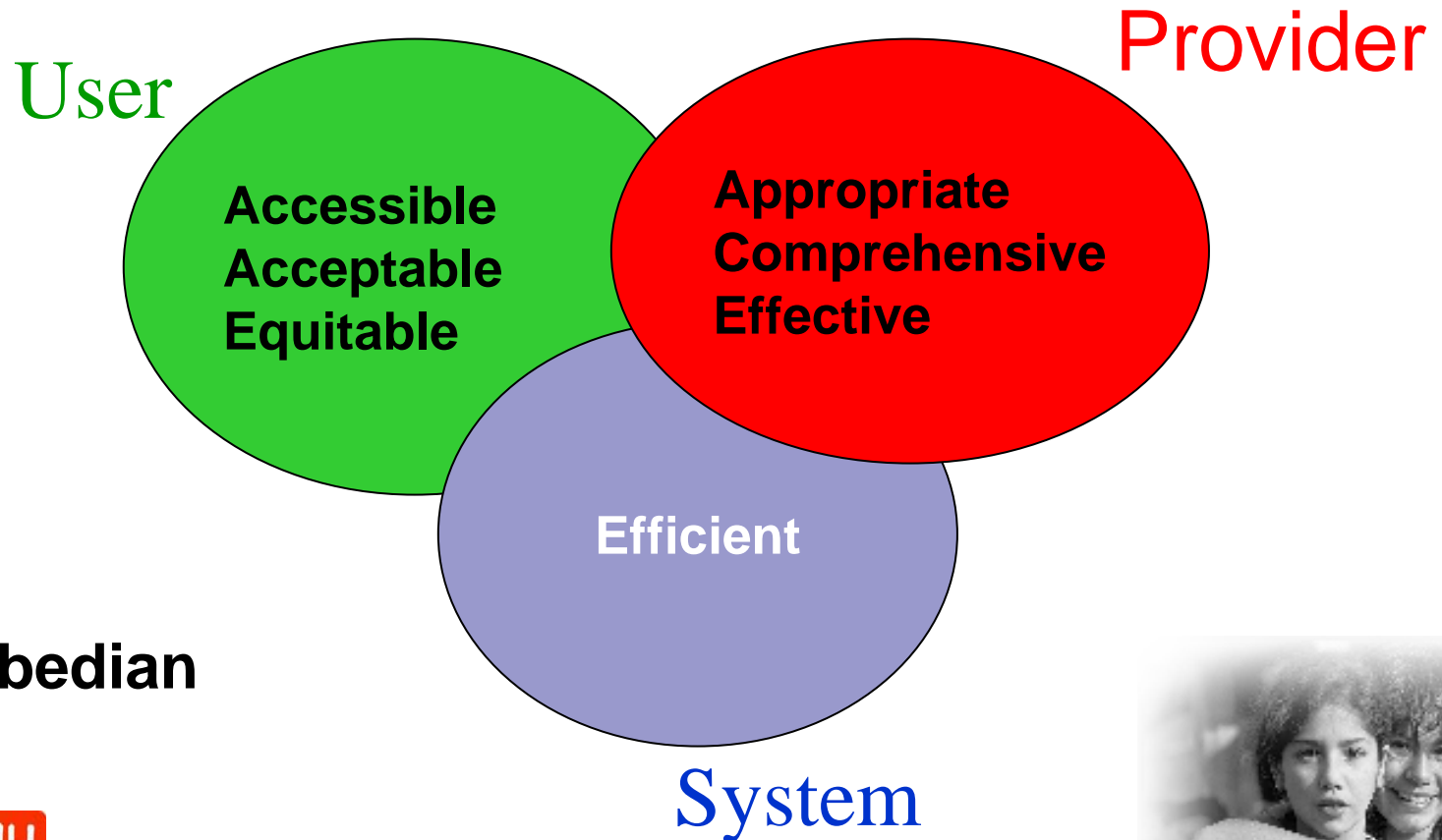
What do we mean by Quality?

- A definition: "what corresponds to agreed up criteria" (**production**)
- A definition: "what corresponds to the needs and wants of clients (**marketing**)"
- Who's criteria?
 - Care providers (producers): protocols
 - Users (clients) of care: satisfaction
- WHO uses characteristics identified at Global Consultation on AFHS (2000)





Quality conceptual model



Donobedian



CAH





Characteristics of adolescent friendly health services (page 27)





Measuring Quality

- triangulating different viewpoints -

Quality Dimension & Characteristics	Health Care provider interview tool	Manager interview tool	Observation guide
Equitable			
1 Policies and procedures are in place that do not restrict the provision of health services on any terms	Are there policies or procedures in place restricting the provision of health services to adolescents (e.g. age, marital status)? (74)	Are there policies or procedures in place restricting the provision of health services to adolescents (e.g. age, marital status)? (74)	Indicate policies and procedures that restrict the provision of health services and how they restrict it





Group work Assignment

- How did authors of article operationalized and measured quality?
- How did they carry out data analysis?
- Key findings, conclusions and recommendations.

Time: 15 Min



CAH



Facility characteristics	Facility observation		Staff interview		Client survey	
	Project %	Control %	Project %	Control %	Project %	Control %
Information about services for adolescents is posted in public areas	57	7				
	$\chi^2=18.7, p=0.000$					
Information about facility working hours is posted at the entrance	78	36				
	$\chi^2=14.2, p=0.000$					
Facility has a separate/private waiting area for adolescents	47	0			55	18
	$\chi^2=18.9, p=0.000$				$\chi^2=117.39, p=0.000$	
Waiting area is comfortably furnished and convenient	72	19	61	42	77	50
	$\chi^2=13.7, p=0.000$		$\chi^2=3.3, p=0.194$		$\chi^2=65.95, p=0.000$	
There are IEC materials in waiting area	72	6	84	96	92	74
	$\chi^2=20.6, p=0.000$		$\chi^2=2.2, p=0.136$		$\chi^2=53.35, p=0.000$	

Russia

Client satisfaction

Quality indicators	Youth clinic						
	Barnaul AFC	YUNIKS	Biisk AFC	YMC	Our Clinic	Yuventus	Novosibirsk AFC
Total client assessment score (Mean):	33 (2.8)	46 (3.8)	43 (3.6)	40 (3.3)	49 (4.1)	42 (3.5)	30 (2.5)
Confidentiality and privacy Possibility of visiting the YC without family consent	4	5	5	5	5	4	3
Clients' confidence that no one will know of clinic visit	3	4	4	4	4	4	2
Satisfied with privacy and confidentiality after visit	3	2	4	3	4	3	3
Clients informed about:	2	4	3	3	3	3	2
• Working hours	3	4	3	3	5	4	2
• Test and examinations	3	4	4	4	4	4	4
• Results of examinations	2	5	4	4	3	4	3
• Treatment prescribed	2	5	3	3	4	4	2
• Recommendations	3	4	3	4	5	3	3
Availability of information Materials in waiting area	3	4	3	4	5	3	3
Accessibility of services	1	2	4	1	5	2	1
Affordability of paid services	3	2	1	2	2	3	2
Equal access for both sexes	4	5	5	4	5	4	3

Levels:

1 < 30 %

2= 30-49%

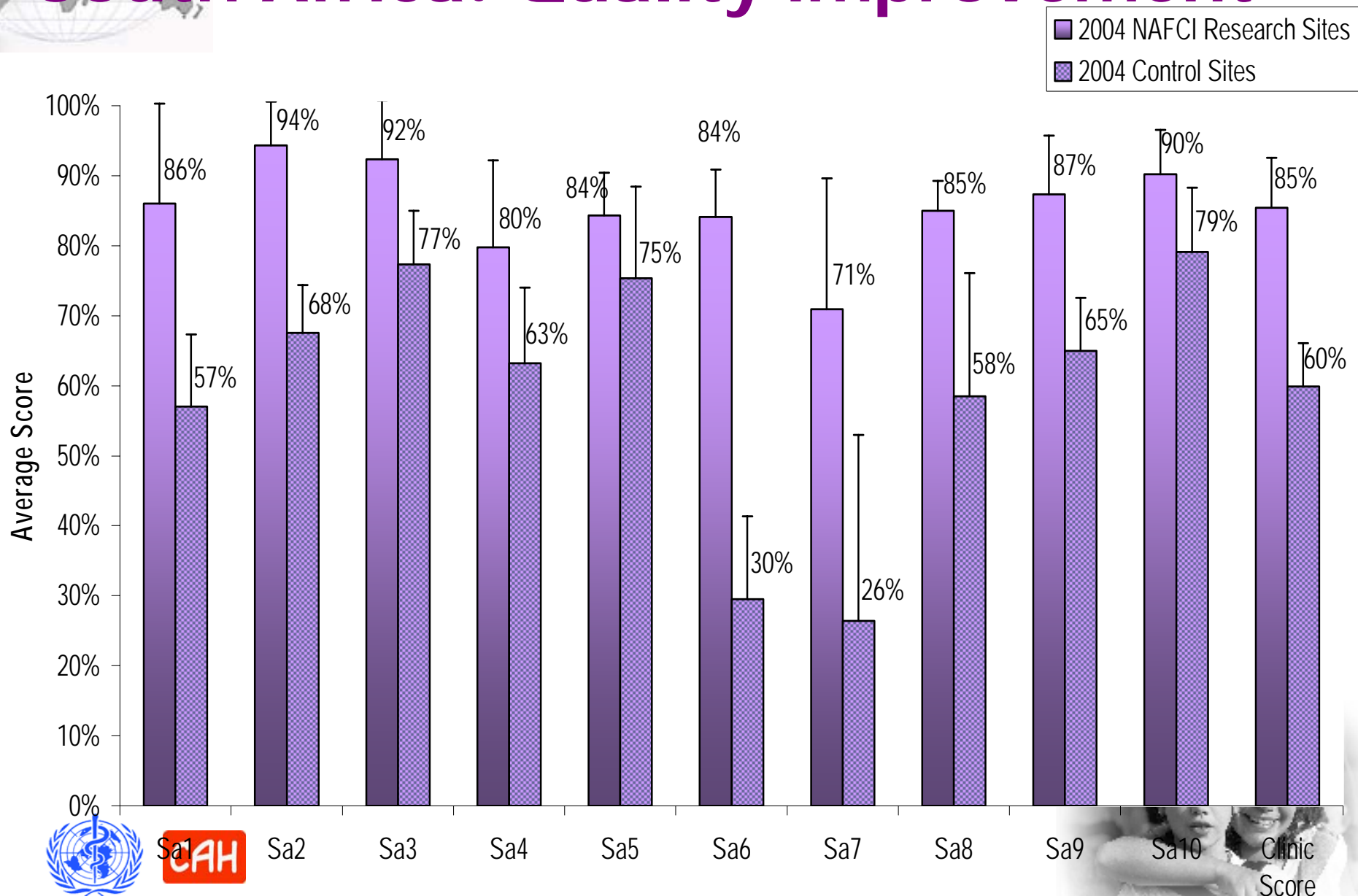
3 = 50-69%

4 = 70-89%

5 = > 90%

affirmative answers.

South Africa: Quality improvement





Coverage

