

YFS CHARACTERISTICS AND CORRESPONDING QUESTIONS:  
VERSION TWO FOR FIELD TEST

**EQUITABLE:**

1. Policies and procedures are in place that do not restrict the provision of health services to adolescents on any terms.
  - a. *Adolescent client tool:*
    - i. Have you ever come to this clinic and not been able to receive a particular type of service?
      1. If so, do you know why you couldn't receive the service?
    - ii. Are there any services offered at this facility that you think certain adolescents might not be able to receive?
      1. If so, explain (the services AND the characteristics of the adolescents)
      2. How do you know that such an adolescent might not receive that service (s)?
  - b. *Health care provider tool:*
    - i. Are there certain policies or procedures at this facility that might restrict the provision of health services to some groups of adolescents (i.e., those who are below a certain age, those who are not married, or those belonging to a certain group, such as commercial sex workers)?
      1. If so, could you describe what they say or do that restricts the adolescents from receiving a service?
    - ii. Can you think of an example when an adolescent might be denied a service?
  - c. *Manager tool:*
    - i. Are there certain policies or procedures at this facility that might restrict the provision of health services to some groups of adolescents (i.e., those who are below a certain age, those who are not married, or those belonging to a certain group, such as commercial sex workers)?
      1. If so, could you describe what they say or do that restricts the adolescents from receiving a service?
    - ii. Can you think of an example when an adolescent might be denied a service?
  - d. *Adolescent in community tool:*
    - i. Have you or your friends been denied services at the health facility (name of facility)?
      1. Do you know why you were denied the service (i.e., was it because you were below a certain age, was unmarried, or some other reason)?

2. Health care providers treat all their adolescent clients with equal care and respect, regardless of status
  - a. *Adolescent client tool:*
    - i. Have you been treated by the health care provider in a manner that you would want to be treated?
    - ii. Did the health care provider make you feel comfortable?
  - b. *Health care provider tool:*
    - i. Are there some groups of adolescents for which you do not feel comfortable in providing a certain reproductive health care service (i.e., being a certain young age, being unmarried, etc.)?
      1. If so, could you explain why you feel uncomfortable?
3. Support staff treat all adolescent clients with equal care and respect, regardless of status
  - a. *Adolescent client tool:*
    - i. Have you been treated by the receptionist in a manner that you would want to be treated?
    - ii. Did the receptionist make you feel comfortable?
  - b. *Support staff tool:*
    - i. Are there some groups of adolescents for which you do not feel comfortable in helping to receive a certain reproductive health care service (i.e., being a certain young age, being unmarried, etc.)?
      1. If so, could you explain why you feel uncomfortable?
  - c. *Adolescent in community tool:*
    - i. Have you or your friends been denied services/sent away by receptionist or other support staff?
      1. If so, what do you think was the reason for it (i.e., was it because of your age, your marital status, the work that you do, etc.)?

**ACCESSIBLE:**

4. Policies and procedures are in place that ensure that health services are either free or affordable to adolescents
  - a. *Adolescent client tool:*
    - i. Were you asked to pay for the services you received?
      1. If yes, were you able to pay?
      2. In case you could not pay, did you receive the service anyway?
  - b. *Manager tool:*
    - i. Are adolescents charged for specific services at this facility?
      1. If yes, please list down the service and charge for the same
    - ii. Are fees for adolescents different from general client fees?
    - iii. Do you provide concessions for those who cannot afford services?

- c. *Adolescent in community tool:*
      - i. Have you or your friends been denied services/sent away by the staff at the health facility because you could not pay for a service fee?
  
- 5. Point of service delivery has convenient working hours
  - a. *Adolescent client tool:*
    - i. Do you know the days and times that the clinic is open?
    - ii. Are the days and times of the clinic convenient for you?
  - b. *Manager tool:*
    - i. What are the times and days that this facility is open?
    - ii. Are these times convenient for adolescents?
    - iii. Has the clinic made any changes in the times and days it is open to make it more convenient for adolescents?
      - 1. If so, how? (i.e., separate hours or the extending the times?)
  - c. *Adolescent in community tool:*
    - i. Do you know the days and times that the clinic is open?
    - ii. Are the days and times of the clinic convenient for you?
  
- 6. Adolescents are well informed about the range of reproductive health services available and how to obtain them
  - a. *Adolescent client tool:*
    - i. Could you tell me the reproductive health services that are offered at this clinic?
    - ii. How did you hear/learn about these services?
  - b. *Outreach worker tool:*
    - i. What type of outreach activities have been conducted in the last year to create awareness among adolescents about the availability of reproductive health services?
    - ii. Are adolescents involved in such outreach activities?
  - c. *Manager tool:*
    - i. What type of outreach activities have been conducted in the last year to create awareness among adolescents about the availability of reproductive health services?
    - ii. Are adolescents involved in such outreach activities?
  - d. *Adolescent in community tool:*
    - i. Could you tell me the reproductive health services that are offered at this clinic?
    - ii. How did you hear/learn about these services?
    - iii. Would you be able to receive all of these services at the clinic?

7. Community members engage in respectful and participative discussion with health care providers creating a shared understanding of adolescent health and development and increased support of reproductive health service provision
  - a. ***Adolescent client tool:***
    - i. Do you feel your parents/guardians would be supportive of you coming to this clinic to receive any type of reproductive health service available?
    - ii. Are there some services your parent(s)/guardians might not approve of?
      1. If so, which ones?
    - iii. Do you think other adults in the community are supportive of adolescents coming to this clinic for reproductive health services?
      1. How do you know?
  - b. ***Health care provider tool:***
    - i. Do community members support the provision of reproductive health services for adolescents?
      1. If so, do they assist you in any way? (explain how)
  - c. ***Community member tool:***
    - i. Do you know the reproductive health services that are available to adolescents at this clinic?
    - ii. Do you think that adolescents need reproductive health services?
    - iii. Are there certain reproductive health services that adolescents should not receive at the clinic?
      1. If so, which ones and why?
    - iv. What types of efforts has the clinic made to inform the community about the types of services adolescents need at this clinic?
    - v. What types of efforts have been made to inform the community about adolescent health and development?
  - d. ***Adolescent in community tool:***
    - i. Do you feel your parents/guardians would be supportive of you coming to this clinic to receive any type of reproductive health service available?
    - ii. Are there some services your parent(s)/guardians might not approve of?
      1. If so, which ones?
    - iii. Do you think other adults in the community are supportive of adolescents coming to this clinic for reproductive health services?
      1. How do you know?

8. The provision of health services by selected community members, outreach workers, and peer-to-peer educators are implemented to reach adolescents
  - a. *Adolescent client tool:*
    - i. Have you ever seen someone from the clinic providing health services in the community?
      1. If so, what type of services was he/she providing?
      2. Were adolescents involved in providing the service?
    - ii. Are you aware of any adolescents who are involved in providing services to other adolescents in the community (i.e., doing peer education work)?
      1. If yes, could you describe what they do?
  - b. *Outreach worker tool:*
    - i. Do you provide any type of services to adolescents in the community?
      1. If so, could you describe what you do?
    - ii. Are adolescents involved in providing any type of service to adolescents in the community?
      1. If so, could you describe what they do?
  - c. *Manager tool:*
    - i. What types of activities do you or your staff do to provide services to adolescents in the community?
      1. Are adolescents involved in any of these activities?
        - a. If so, could you describe what they do?
  - d. *Adolescent in community tool:*
    - i. Have you ever seen someone from the clinic providing health services in the community?
      1. If so, what type of services was he/she providing?
      2. Were adolescents involved in providing the service?
    - ii. Are you aware of any adolescents who are involved in providing services to other adolescents in the community (i.e., doing peer education work)?
      1. If yes, could you describe what they do?

**ACCEPTABLE:**

9. Policies and procedures are in place that guarantee client confidentiality
  - a. *Adolescent client tool:*
    - i. Do you believe the information you shared with the provider will be kept confidential?
    - ii. What about the receptionist or anyone else who was working there, do you think that they will keep your information confidential?
    - iii. Do you think the following is true (yes/no/not sure):
      1. If I tell a doctor something personal, others in the clinic, the school, or the community will find out.
      2. If I tell a nurse something personal, others in the clinic, the school, or the community will find out.

3. If I tell a peer educator something personal, others in the clinic, the school, or the community will find out.
- b. **Health care provider tool:**
    - i. When you see an adolescent client, how do you guarantee his/her confidentiality?
    - ii. Can you give me other examples of policies or procedures that are in place at this clinic that ensures a client's confidentiality?
    - iii. Are there any circumstances in which you would not follow any of these policies or procedures?
      1. If so, could you explain?
  - c. **Manager tool:**
    - i. Are there policies or procedures in place that ensures a client's confidentiality?
      1. If so, could you describe them?
      2. How are staff made aware of these policies and procedures?
  - d. **Observation guide:**
    - i. Do written procedures exist for protecting client confidentiality?
    - ii. How is confidentiality maintained in terms of registration, record-keeping, and disclosure of information when outsiders ask for information?
10. Point of service delivery ensures privacy
- a. **Adolescent client tool:**
    - i. When you visited the clinic, did you feel that the clinic did enough to make sure that no one could see or overhear what you were there for?
    - ii. Was the registration at the reception done in a way that no one could overhear what you were saying?
    - iii. Did anyone interrupt your discussion with the provider?
    - iv. Do you feel that others could hear your discussions with the provider outside the room?
  - b. **Health care provider tool:**
    - i. Are you ever interrupted by other staff persons when providing services to clients?
    - ii. Is it possible for other people to hear your conversations or counselling sessions with clients?
  - c. **Manager tool:**
    - i. What steps are taken to provide privacy for adolescent clients?
  - d. **Observation guide:**
    - i. In the reception area, is it possible to hear the conversations between the receptionist and the clients?
    - ii. In the waiting room, is it possible to hear the conversations between the providers and their clients?
    - iii. What are some of the ways you notice that the clinic staff have done to ensure privacy for its clients?

11. Point of service delivery ensures consultations occur in a short waiting time, with or without an appointment, and (where necessary) swift referral
- a. **Adolescent client tool:**
    - i. Have you found the waiting times to actually see the health care provider reasonable?
    - ii. Have you had to make a referral for a service that was not offered here?
      - 1. If yes, what was the process?
      - 2. Were you happy with this process?
      - 3. How long did it take for you to get a referral?
  - b. **Health care provider tool:**
    - i. What is the procedure for referrals?
    - ii. In what ways do you assist the adolescent client in seeing the referred provider?
  - c. **Support staff tool:**
    - i. How long do clients have to wait before they see a health care provider?
    - ii. Do you think this is a reasonable amount of time for adolescents to wait?
    - iii. If a referral is made, how is the process handled?
      - 1. Could you explain?
  - d. **Observation guide:**
    - i. How long is the waiting time? (time a client who registers and then finally is called to see the health care provider)
    - ii. Do you hear any complaints from adolescent clients about the waiting time?
12. Point of service delivery has appealing and clean environment
- a. **Adolescent client tool:**
    - i. Did you find the waiting room comfortable?
    - ii. Did you find all areas that you used in a clean condition?
      - 1. Toilets?
      - 2. Clinic outside surrounding?
      - 3. Reception area?
      - 4. Waiting room?
      - 5. Consultation room?
      - 6. Exam room?
  - b. **Observation guide:**
    - i. Are all areas that clients use clean?
      - 1. Toilets?
      - 2. Clinic outside surrounding?
      - 3. Reception area?
      - 4. Waiting room?
      - 5. Consultation room?
      - 6. Exam room?

- ii. Does the waiting room have adequate seating for each waiting client (i.e., no standing clients?)
- iii. Does the waiting room have lightening sufficient to read? (either natural light or electricity?)
- iv. Is the clinic well ventilated? (fresh air, no smoking?)
- v. Is there safe drinking water available for clients?

13. Point of service delivery provides information and education through a variety of channels

a. *Adolescent client tool:*

- i. What types of informational education materials on adolescent health topics were available during your visit to the health clinic?
  - 1. Were the materials useful?
  - 2. Were they easy to read?
  - 3. Did you understand them?

b. *Outreach workers tool:*

- i. What types of IEC (information, education, and communication) activities have you conducted on adolescent health in the community?

c. *Manager tool:*

- i. What types of IEC (information, education, and communication) activities are being conducted on adolescent health in the community?
- ii. What types of IEC materials do you have available for adolescents in the waiting room?

d. *Observation guide:*

- i. Are there any IEC materials or media that adolescents can read/watch while they are waiting?
- ii. Are there any signs or posters in the clinic that target adolescents?

14. Adolescents are actively involved in the assessment and provision of health services

a. *Adolescent client tool:*

- i. Are you aware of adolescents who are involved in the decision-making about how services should be delivered to adolescents?
  - 1. If so, what do/did they do?
- ii. Are you aware of any adolescents who have been consulted regarding how services should be delivered to adolescents?
- iii. Do you feel you could make a suggestion for improving the services here to the staff? Explain.

b. *Manager tool:*

- i. What opportunities do you give to adolescents to suggest/recommend changes to make services more responsive to the needs of adolescents?
- ii. Are adolescents currently involved in the decision-making about how health care services are delivered to adolescents?



1. If so, how are they?
- iii. Are adolescents currently consulted on how services should be delivered to adolescents?
- c. *Outreach worker tool:*
  - i. Are adolescents currently involved in the decision-making about how health care services are delivered to adolescents?
    1. If so, how are they?
  - ii. Are adolescents currently consulted on how services should be delivered to adolescents?

**APPROPRIATE:**

15. The required package of health care is provided to reflect and fulfil the individual needs of all adolescents either at the point of service delivery or through referral linkages

- a. *Adolescent client tool:*
  - i. Did you receive the service/treatment you need to deal with your problem or concern?
  - ii. Were you referred to other services for care?
    1. If so, what did the health care provider do to ensure that you receive the services for which you have been referred?
- b. *Health care provider tool:*
  - i. Are adolescent clients offered the following reproductive health services:
    1. provision of contraceptives, including condoms
    2. STI management
    3. HIV counselling and testing
    4. pregnancy care
    5. Other preventive health services:
      - a. Nutrition counselling
      - b. Substance abuse counselling
      - c. Violence assistance
  - ii. If some services are not available at your point of service delivery, do you know how and were to refer clients for these services?
- c. *Manager tool:*
  - i. Are adolescent clients offered the following reproductive health services:
    1. provision of contraceptives, including condoms
    2. STI management
    3. HIV counselling and testing
    4. pregnancy care
    5. Other preventive health services:
      - a. Nutrition counselling
      - b. Substance abuse counselling
      - c. Violence assistance

- ii. If some services are not available at your point of service delivery, does your staff know how and where to refer clients for these services?

**EFFECTIVE:**

16. Health care providers have the required competencies to work with adolescents

a. *Adolescent client tool:*

- i. Did you feel the health care provider had enough knowledge and skills to serve you?
- ii. Did the health care provider explain things in a way you could understand?
- iii. Did the health care provider inform you of the risks, benefits, potential complications and alternatives of the treatments and procedures?

b. *Health care provider tool:*

- i. Do you feel you have adequate knowledge and skills to provide clinical services to adolescents in the following areas:
  - 1. provision of contraceptives, including condoms
  - 2. STI management
  - 3. HIV counselling and testing
  - 4. pregnancy care
  - 5. Other preventive health services:
    - a. Nutrition counselling
    - b. Substance abuse counselling
    - c. Violence assistance
- ii. Do you feel that you are able/trained to communicate with adolescents about all the risks, benefits, and potential complications of the treatments and procedures you provide?
- iii. Do you tell them about different alternatives to such procedures/treatments?

c. *Manager tool:*

- i. What have you done to ensure that your staff has the knowledge and skills to provide the following services to adolescents:
  - 1. provision of contraceptives, including condoms
  - 2. STI management
  - 3. HIV counselling and testing
  - 4. pregnancy care
  - 5. Other preventive health services:
    - a. Nutrition counselling
    - b. Substance abuse counselling
    - c. Violence assistance
- ii. What have you done to ensure that your staff has the knowledge and skills to counsel adolescents effectively?

17. Health care providers are able to dedicate sufficient time to deal effectively with their adolescent clients
- a. *Adolescent client tool:*
    - i. Did you have enough time to ask the health provider everything you wanted to ask?
    - ii. Did the health care provider answer your questions in a relaxed manner or did he/she seem rushed and hurried to see the next client?
  - b. *Health care provider tool:*
    - i. In your opinion, do you feel you have enough time allowed for the adolescent client?
    - ii. Do you at times feel rushed to see all the clients in the waiting room?
18. The point of service delivery has the required equipment, supplies, and basic services necessary to deliver the essential care package
- a. *Adolescent client tool:*
    - i. Did the clinic have all the equipment and supplies needed to help you?
  - b. *Health care provider tool:*
    - i. Do you have all the supplies you need?
    - ii. In the last six months, have you had shortages or stock-outs of supplies that disrupted the provision of any services offered?
      - 1. If yes, please list down supplies specific to the services provided
    - iii. Do you have all the equipment you need?
    - iv. In the last six months has unavailability of equipment or non-functioning of equipment disrupted the provision of any of the services offered here?
      - 1. If yes, please list down this equipment
  - c. *Manager tool:*
    - i. Does the clinic have a system for maintaining an inventory and recording drugs and supplies?
  - d. *Observation guide:*
    - i. Does the clinic have a system for maintaining an inventory and recording drugs and supplies?
    - ii. Checklist of required equipment, supplies (list of drugs and commodities) and basic services necessary to deliver the essential care package