

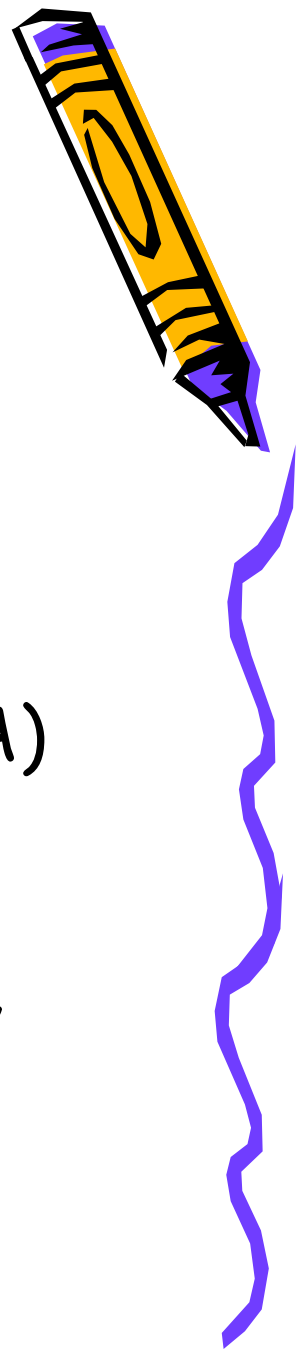


Quality Assessment of Youth Friendly Health Services in Serbia

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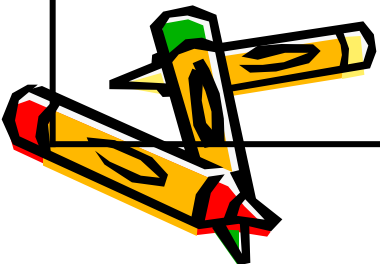
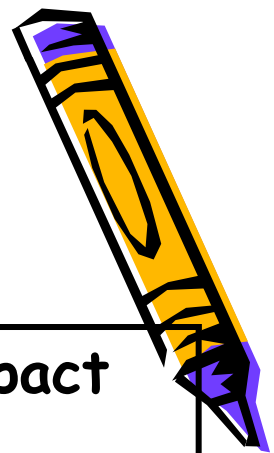
What has been done so far?

- 2002: Capacity building of primary health care (PHC) for YFHS (UNICEF, USAID)
- 2006: National Youth Health Strategy - standards, staff training, financing (CIDA)
- Currently: 42 YFHS in PHC in Serbia
- In progress: national standards (UNICEF, UNFPA, CIDA)



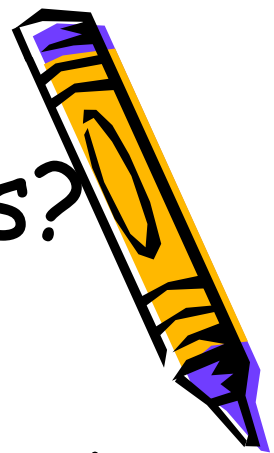
What do we believe?

Intervention	Determinant	Outcomes	Impact
YFHS -Providers -Policies -Procedures -Facilities	Quality - responding to needs -Accessible -Acceptable -Equitable -Appropriate -Comprehensive -Effective -Efficient	Increased utilization of YFHS by young people	Improved health state of young people



What do we know from others?

- WHO Framework for AFHS assessment
- Comparable results with other studies (Russia, Iceland, Mongolia, Zambia, South Africa)
- Specificities:
 - Culture
 - Society
 - Gender
 - Health system organisation and financing
- Reinforced by nine principles of YFS in Serbia



What do we want to do?

Goal:

- Improve quality of existing YFHS in Serbia

Objectives:

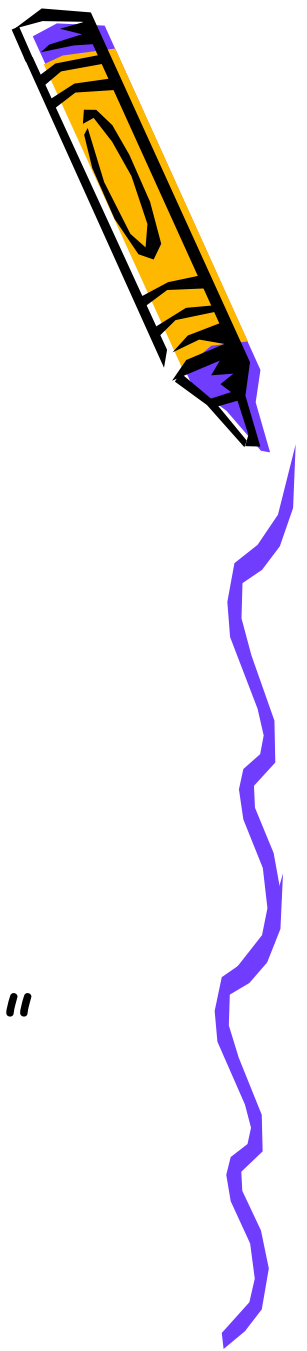
By end of study, clearly state the extent to which the existing services:

- Have youth friendly policies, procedures, providers, support staff and facilities
- Contain youth participation, community based, outreach and peer programmes
- Are promoted through a community dialogue
- Are appropriate, comprehensive, effective and efficient

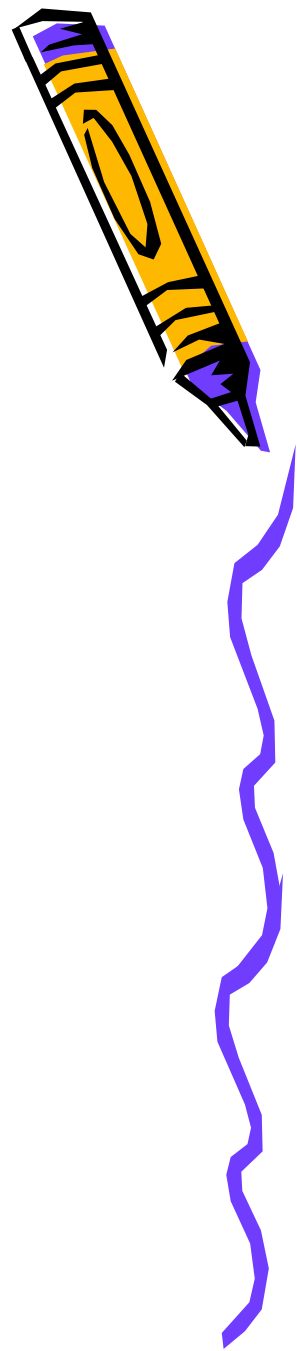


How shall we do it?

- "Check list" of service standards
- Client exit questionnaire
- "Mystery clients"
- Interviews:
 - Providers
 - Health insurance fund
- Scoring services against "standards" and ranking them



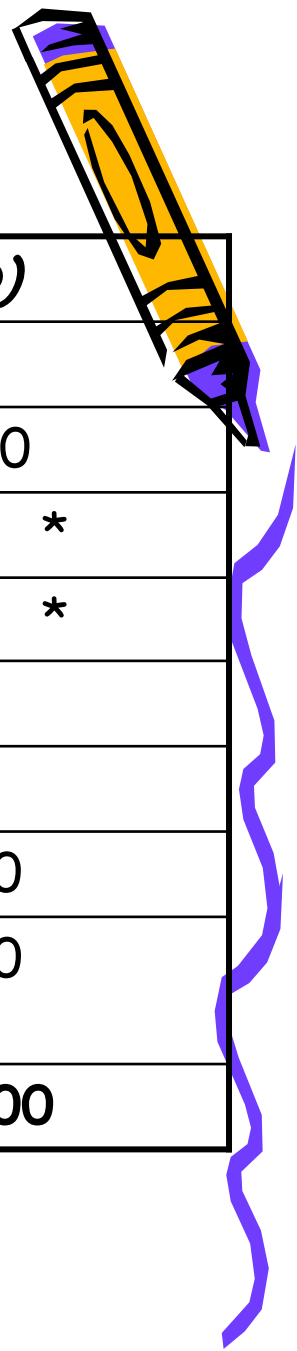
Where shall we do it?



- Option 1: in all 42 YFHS in Serbia
 - Research teams, youth researchers
- Option 2: In 10 selected YFHS in Serbia
 - 1 researcher, no youth researchers



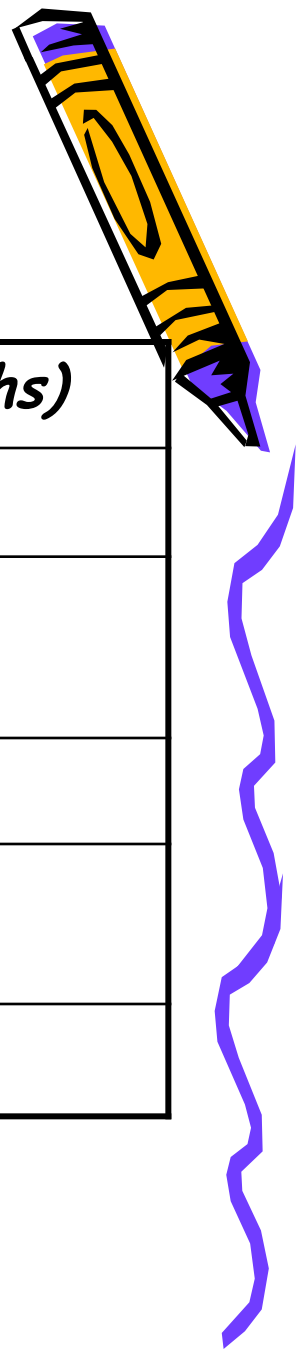
How much will it cost?



<i>Item</i>	<i>Cost (USD)</i>	
Protocol and tools development	200	200
Coordinator's fee	3000	5000
Researchers' fees	8000	*
Youth investigators	6000	*
Travel costs	1600	400
Printing questionnaires	500	500
Data input and analysis	1000	1000
Report dissemination, WS and Press conference	1500	1500
TOTAL	21 800	8 600



How long will it take?

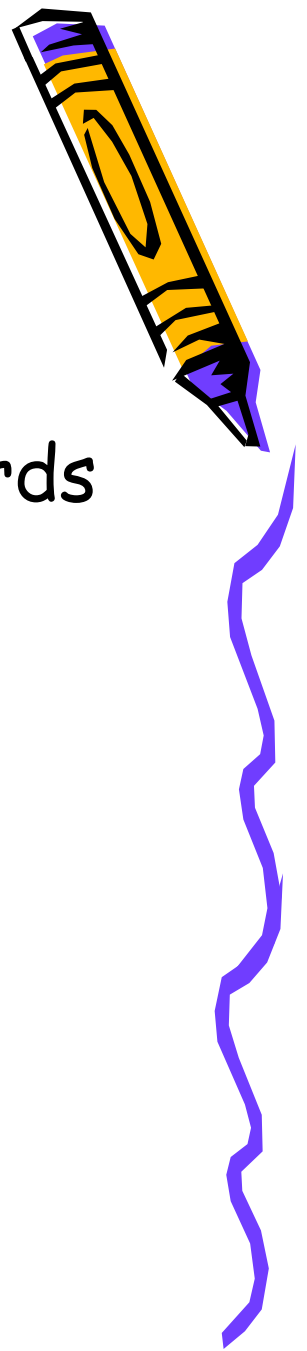


<i>Action</i>	<i>Time (months)</i>
Developing a research protocol	Month 1
Selection and training of researchers, mystery clients and data analysts	Month 2-3
Field research/Data entry	Month 3-5
Data analysis/Report writing and printing	Month 6-8
Report launching and dissemination	Month 9



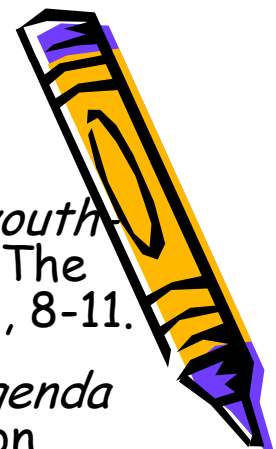
What will we do with the results?

- Refining and adoption of national standards
- Training and curriculum changes (undergraduate, specialist; in service; multidisciplinary)
- Informing health reform (certification, payment, service organisation)
- Relevance to CIDA health projects



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