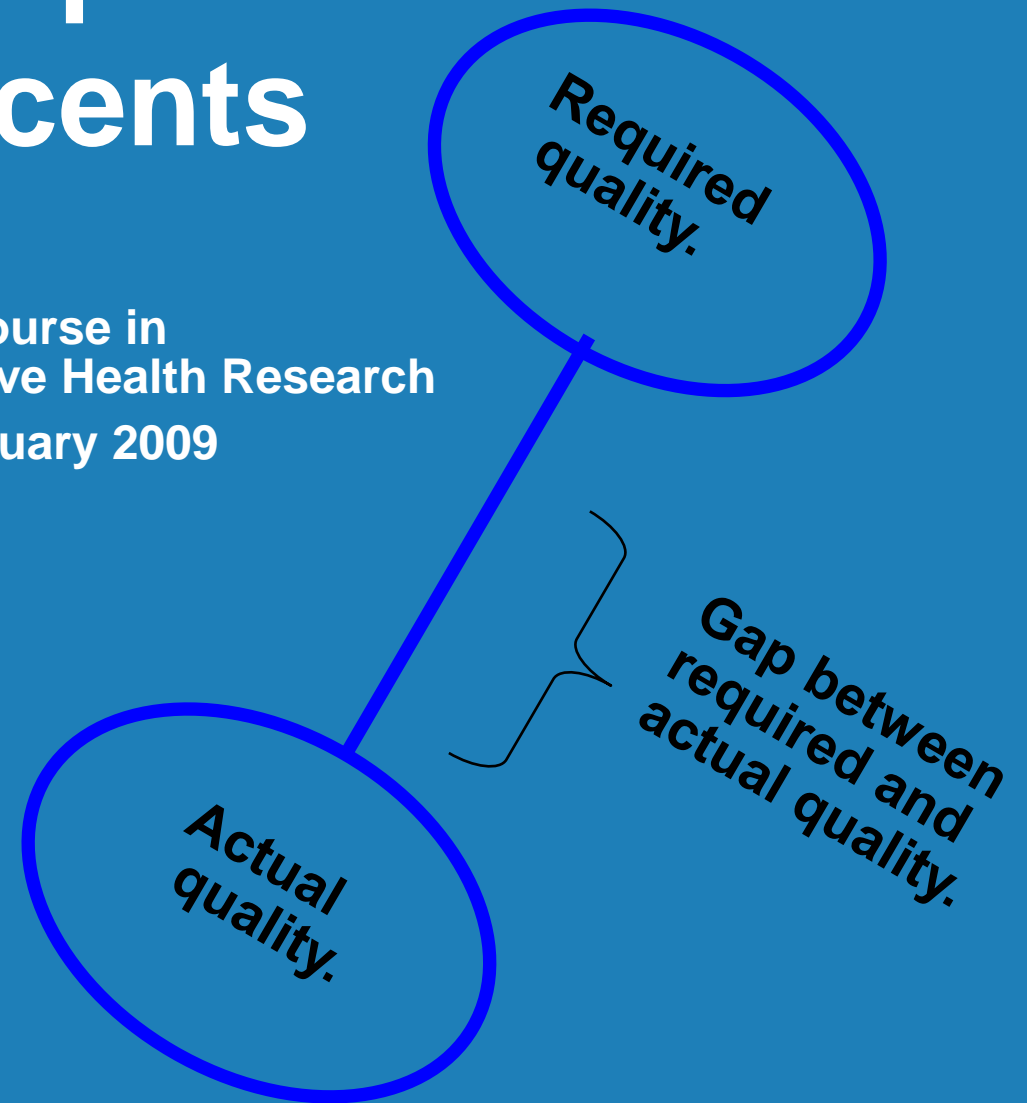


Measurement of quality of health services provided for adolescents

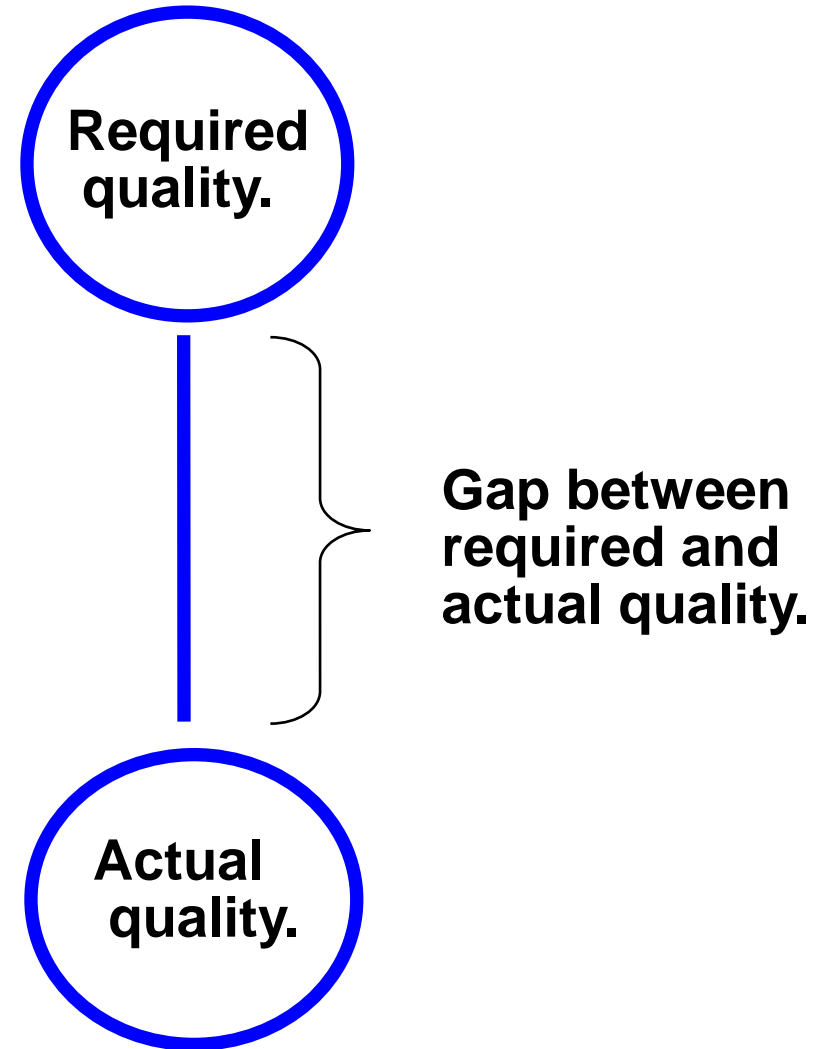
Training Course in
Sexual and Reproductive Health Research
Geneva, February 2009



Standards-driven quality improvement

Standards provide the basis for assessing the achievement of goals.

They provide a clear reference against which quality can be assessed (& compared).



**Systematic approach to
improving adolescents' access
to health services**

Systematic approach to improving AFHS (1)

1. Situation analysis

2. Development of national AFHS Standards

3. Development of materials

4. Development of action plan

PLAN

7. Dissemination of results

ACT

5. Implementation of standards at the district level

DO

CHECK

6. Monitoring and Evaluation



World Health Organization

Systematic approach to improving AFHS (2)

1. Situation analysis
Short programme review
Development of multi-sectoral strategy (within HIV/RH strategy or stand alone)
2. Development of national AFHS Standards
Agreement and approval of AFHS standards
Identification and addressing of policy barriers to service use

Systematic approach to improving AFHS (3)

- 3. Development/ adaptation of materials**
 - Adaptation of generic tools to improve the attitudes & competencies of health workers
 - Development of tools to support sub-national implementation & monitoring
- 4. Development of action plan**
 - Institutionalize actions
 - Integrate into existing work plans & budgets
 - Identify providers of technical support

Systematic approach to improving AFHS (4)

4. Development of action plan (cont.)

Selection of districts
Orientation of district leaders, district health management teams, health facility managers

5. Implementation of standards at the district level

Dissemination of standards & tools
Capacity building
Introduction of tools to improve performance
Generate community support & demand

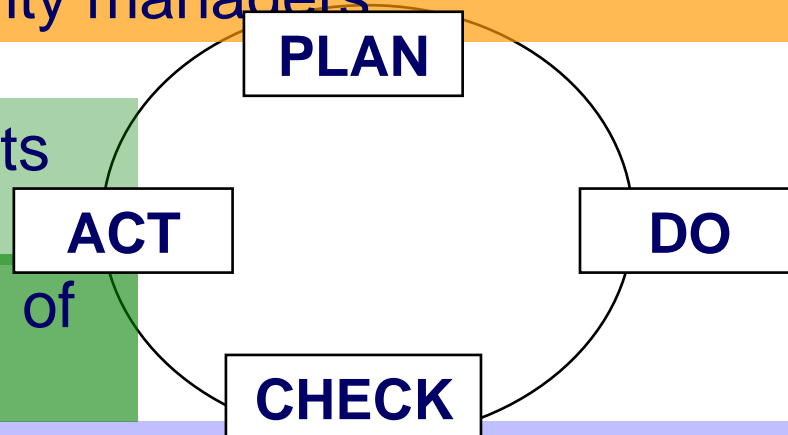
6. Monitor implementation quality and coverage

Evaluation of effectiveness
Supervision
Self assessment

7. Dissemination of results

Sharing of information
Revision and adaptation of action plans

Extension of intervention area
Scaling up



Introduction to Moldova's approach to quality measurement

MOLDOVA STANDARDS

- **Standard 1.** Young people know when and where to ask for health services.
- **Standard 2.** Young people have easy access to the health services they need; they also find them acceptable.
- **Standard 3.** Health service providers maintain the confidentiality and respect the privacy of young people.
- **Standard 4.** Health service providers mobilize the community (to promote youth friendly health services)
- **Standard 5.** Health service providers provide health services effectively, in line with the basic or extended package.
- **Standard 6.** All young people have equal access to health services.



Criteria to meet the standard

Example:

Standard 3:

Health service providers maintain the confidentiality and respect the privacy of young people.

Input criteria	Process criteria	Output criteria
I1. The institution has clear procedures to ensure the confidentiality and privacy of young people except in specific situations which are stipulated in the law.	P1. -	O1. The confidentiality of young people is ensured. O2. The privacy of young people is respected.
I2. Health service providers are aware of the procedures on confidentiality and privacy of young people.	P2. Health service providers ensure the confidentiality and respect the privacy of young people in line with the procedures.	
I3. Auxiliary staff are aware of the procedures on confidentiality and privacy of young people.	P3. Auxiliary staff ensure the confidentiality and respect the privacy of young people in line with the procedures.	
I4.1 The staff responsible for establishing, maintaining and retrieving the records are aware of the procedures on ensuring the confidentiality and privacy of young people: - in codifying the records, - in holding the records safely.	P4. The staff responsible for establishing, maintaining and retrieving the records follow these procedures.	
I5. The premises of the institution - the reception, waiting area, consultation and examination room - are organised to ensure the privacy of young people (and specifically to prevent the presence of those who do not need to be present).	P5. Health service providers and support staff follow the procedures on ensuring the privacy of young people in the consultation and examination room.	

Limited monitoring (1)

MOLDOVA IDENTIFIED A SHORT LIST OF CRITERIA TO MONITOR:

- The following two considerations were used when choosing criteria for limited monitoring:
 - The criteria contribute substantially to achieving the standard
 - The criteria could be monitored using a limited set of tools:
 - health facility manager interview
 - health facility staff interview
 - adolescent client interview
 - observation and record review)

Limited monitoring (2)

- Example: Standard 3
- Criteria chosen for limited monitoring:
 - I4 and P4
 - I5 and P5

I4. The staff responsible for establishing, maintaining and retrieving the records are aware of the procedures on ensuring the confidentiality (and privacy) of young people:

- in codifying the records,
- in holding the records safely.

P4. The staff responsible for establishing, maintaining and retrieving the records follow these procedures.

I5. The premises of the institution - the reception, waiting area, consultation and examination room - are organized to ensure the privacy of young people (and specifically to prevent the presence of those who do not need to be present).

P5. Health service providers and support staff follow the procedures on ensuring the privacy of young people in the consultation and examination room.

Measuring Quality

- triangulating different viewpoints -

Quality Dimension, Standard and Criteria	Health worker interview tool	Client exit interview	Observation/ record review
Acceptable - Standard 3: Health service providers maintain the confidentiality and respect the privacy of young people.			
<p>P5. Health service providers and support staff follow the procedures on ensuring the privacy of young people in the consultation and examination room.</p>	<p>Are you ever interrupted by other staff persons when providing services to adolescent clients?</p> <p>Is it possible for other people to hear your conversations or counseling sessions with adolescent clients?</p>	<p>Did anyone interrupt your discussion with the health care provider?</p> <p>When you visited the health facility, did you feel that other people could see you and hear you, and know what you came for?</p>	<p>In the reception area, is it possible to hear the Conversations between the receptionist and the adolescent clients?</p> <p>Note if privacy of young people is observed.</p>

<i>Facility characteristics</i>	Facility observation		Staff interview		Client survey	
	Project %	Control %	Project%	Control %	Project%	Control %
Facility has a separate/private waiting area for adolescents	47	0			55	18
	Sign				Sign	

-
- Thank you

