



## Methods and tools to scale up quality health service provision to adolescents

Methods and tools to support

### Systematic process

#### National level

Situation analysis / rapid programme review

Development of a health sector strategy within a multi-sectoral strategy

Development of national quality standards

Dissemination of approved national standards (to the regional / provincial level)

Development/adaptation of generic materials

Development of action plan and national scale up plan

#### District level

Orientation of district leaders

Orientation of district health management teams

District level mapping exercise

Development of a district scale up plan

Orientation of health facility managers

#### Health facility level

Orientation of health facility staff

(Self-)Assessment of quality to identify areas where quality is low

Development of a plan to improve quality

WHO/CAH developed the '4-S framework' to strengthen the health sector's response to adolescent health and development. A systematic process to scale up the provision of quality health services to adolescents is outlined above. In the following pages, the methods and tools that have been developed to accomplish each step in the process are outlined.

# National level

## Step 1 (option 1): Situation Analysis

The purpose of this step is to carry out an analysis of the health situation of adolescents in a country, and of the national responses to it. A situation analysis may address selected or all the health issues affecting adolescents. It is intended to feed into the development/revision of a national adolescent health strategy. A draft tool exists to carry out this step.

Title: Situation assessment guide

Purpose:

To provide step-by-step guidance in planning and carrying out a situation analysis of adolescent health, and in making use of the findings to strengthen the national response to adolescent health.

Users:

National public health programme managers would commission a situation assessment. The assessment itself would be carried out by an individual/organization with technical expertise in public health and preferably also in adolescent health.

## Step 1 (option 2): Rapid Programme Review

The purpose of this step is to carry out a review of how well one or more national public health programmes is addressing adolescents. The review is intended to feed into the development of the next phase of the programme, building on strengths that have been identified, and addressing areas of weaknesses. A draft tool exists for this step.

Title: Rapid programme review

Purpose:

To provide step-by-step guidance in:

- determining whether an existing public health programme — such as the national HIV programme — is addressing adolescents; and determining the strengths and weakness of the way in which it addresses adolescents;
- identifying factors that help and hinder the way in which the programme currently address/could address adolescents;
- providing guidance on the way in which the programme could be strengthened to address adolescents more effectively;
- advocating for the programme to address adolescents effectively.

Users:

National public health programme managers would commission a programme review. The assessment itself would be carried out by an individual/organization with technical expertise in public health and preferably also in adolescent health.

Status:

A draft document has been developed. It is being tested as and when opportunities arise.

## Step 2: Development/Revision of a health sector strategy within a multisectoral strategy

The purpose of this step is to support the development of a health sector strategy within the context of a multisectoral strategy addressing one or more issues.

Note: The situation analysis guide and the rapid programme review provide guidance on this.

## Step 3: Development of national quality standards

The purpose of this step is to support the development of national quality standards for health service provision to adolescents. A tool exists for this step, which is currently being edited and laid out.

**Title:** Making health services adolescent friendly: Developing national quality standards for adolescent-friendly health services

**Purpose:**

To guide the development of national quality standards for health service provision to adolescents. The national quality standards are intended to improve the quality and expand the coverage of an evidence-based package of health service interventions to adolescents.

**Users:**

National reproductive health (RH) and HIV programme managers would oversee the development of the national quality standards through a consultative decision-making process. The process itself would need to be facilitated by an individual who has been introduced to the tool and has been involved in applying it in at least one setting.

**Status:**

This document is being edited and laid out.

## Step 4: Dissemination of approved national standards (to the regional/provincial levels)

The purpose of this step is to ensure that the approved national standards reach all the key stakeholders at the national and sub-national levels.

Note: WHO/CAH is preparing a working paper on this, pulling together examples from different countries.

### Step 5.1: Development/adaptation of generic materials

The purpose of this step is to ensure that generic materials to improve the competencies and attitudes of health-care providers are suitably adapted for use in countries. We have a range of generic tools.

**Title:** Orientation programme on adolescent health for health-care providers

**Purpose:**

To orient health-care providers to the special characteristics of adolescents, and to strengthen their ability to carry out two key functions – that of responding to the special needs of their adolescent patients, and that of being an advocate and change agent on their behalf in their communities. Specifically, the tool aims to orient health-care providers in two areas:

- (i) what they need to know and do differently if the patient they are dealing with is 16, not 6 or 36;
- (ii) what they could do to help other influential people in the community to understand and respond to the needs of adolescents.

**Users:**

Health-care providers (trained and registered doctors, nurses and clinical officers) who are providing health services to children, adolescents and adults.

The Orientation programme will be conducted by facilitators with training and experience in using the tool.

**Status:**

This document has been published. It is available in English, French, Russian and Spanish.

Title: Tool to adapt the Orientation programme on adolescent health for health-care providers

Purpose:

To guide the national adaptation of the Orientation programme, as well as to guide discussion and decision-making on how it could be applied to complement the teaching and learning materials that are available and in use in countries.

Users:

It is intended for use by an individual who has been trained in the use of the tool and has supported its application in at least one setting. This individual will need to work with the national authorities responsible for building the capacity of health workers to respond to adolescents.

Status: This document is available in English.

Title: One-day course on HIV and young people to accompany the Integrated Management of Adult and Adolescent Illness

Purpose:

To provide health-care providers responsible for delivering treatment and care for people living with HIV with an orientation to the specific needs of adolescents living with HIV, and on what they need to know and do differently to respond to the special needs of this group.

Users:

Health-care providers (trained and registered doctors, nurses and clinical officers) who are providing health services to children, adolescents and adults and have already done the IMAI (Integrated Management of Adult and Adolescent Illnesses) and ART (Anti Retro Viral Therapy) training.

Status: This document is available in English.

Title: Adolescent job aid

Purpose:

To provide step-by-step guidance on dealing with adolescent patients when they present with a problem or a concern. This is a handy desk reference.

Users:

Health-care providers (trained and registered doctors, nurses and clinical officers) who are providing health services to children, adolescents and adults.

Ways and means of supporting the application of the Adolescent job aid are being developed. A key consideration is how it could be incorporated into existing capacity building programmes.

Status: This document is currently being published.

Title: Tool to adapt the generic Adolescent job aid

Purpose:

To guide the national adaptation of the generic Adolescent job aid, as well as to guide discussion and decision-making on how it could be applied to complement the teaching and learning materials that are available and in use in countries.

Users:

It is intended for use by an individual who has been trained in the use of the tool and has supported its application in at least one setting. This individual will need to work with the national authorities responsible for building the capacity of health workers to respond to adolescents.

Status: This document is currently being developed.

## Step 5.2: Development/adaptation of generic materials

The purpose of this step is to ensure that generic materials to assess the quality and coverage of health services are suitably adapted for use in the country. We have a set of generic tools.

Title: Tool to assess the quality of health service provision to adolescents

Purpose:

The quality assessment guidebook: A guide to assessing health services for adolescent clients is intended to enable programme managers to assess the quality of health service provision to adolescents, and to take appropriate action (including problem solving and action planning) where the quality is found wanting. It is intended for use in countries where agreed-upon national quality standards exist as well as in ones where they do not.

Users:

The tool will require adaptation for country-level use by an individual with expertise in measurement. Once adapted, it is intended for use by health facility managers, district health management teams, and national RH and HIV programme managers.

Status: This document is currently being printed.

Title: Tool to assess the coverage of health service provision to adolescents

Purpose:

To enable programme managers to assess the coverage of health services to adolescents, and to take appropriate action where the coverage is low.

Users: This tool is intended for use by individuals with expertise in research in conjunction with national/district level HIV and RH programme managers.

Status: A draft document is ready. It has been tested and is being revised.

A draft tool has been developed and tested. It is currently being revised.

## Step 6: Development of a national scale-up plan

The purpose of this step is to develop a plan to scale up the application of the approved standards in a phased manner. This will need to be done by the national unit that is driving the initiative.

Note: A working paper pulling together examples from different countries is being put together.

# District level

## Step 1: Informing and engaging all the relevant district leaders

The purpose of this step is to inform leaders in the district – including political leaders, heads of different government departments, religious leaders, and prominent members of civil society organizations – about the rationale for the initiative, what it seeks to do, and what it seeks to achieve; and to obtain their support for it. Depending on the country, this could be done by national health officials or by state/provincial/regional level health officials. District health officials will obviously be involved but will not be asked to take the lead in this.

Note: A working paper pulling together examples from different countries is being developed.

## Step 2: Orienting and engaging district health management teams

Once the leaders of the district have been informed and their approval for the initiative to proceed has been obtained, the district health management team needs to be fully briefed on what contribution they would be required to make. Depending on the country, this could be done by national health officials or by state/provincial/regional level health officials.

Note: A working paper pulling together examples from different countries is being developed.

## Step 3: Conducting a district-level rapid assessment and a mapping exercise

The purpose of this step is to ensure that the development of a district-level implementation and monitoring plan is based on a sound understanding of the reality on the ground in the district. A tool exists to carry out this step.

Title: District-level rapid assessment and mapping tool

Purpose:

To guide users in:

- (i) carrying out a rapid assessment of the state of health-service provision to adolescents in the district and of their utilization by adolescents;
- (ii) map the organizations that are involved, or could be involved, in providing health services to adolescents in the district.

Users:

This tool is intended for the use of district health management team staff. In some cases, the national RH/HIV programme may charge an individual/organization to assist district health management teams in its use. In other cases, it may be used by district health management team staff without external assistance.

Status: This document is available in English.

## Step 4: Developing a district-level implementation and monitoring plan

The purpose of this step is to develop a plan to implement and monitor the national quality standards. District health management teams will develop the plan.

Note: A working paper pulling together examples from different countries is being developed.



# Health facility level

## Step 1: Orienting health facility managers

In this step, the managers of health facilities in the district will be oriented on the rationale for this initiative and their role in it. Depending on the country, this could be done by the state/provincial/regional level health officials in conjunction with the district health officials. In countries where a mentoring agency has been engaged to support the district health management this task may be assigned to them.

Note: A working paper pulling together examples from different countries is being developed.

## Step 2: (Self-) Assessment of quality to identify areas where quality is low

In this step, the managers of health facilities will work with their staff to carry out a self-assessment of their health facility alongside the approved national standards using tools that have been developed for country-level use. It is very likely that they will need support to do this. District health officials could provide this support. In countries where a mentoring agency has been engaged to support the district health management this task may be assigned to them.

Note: A working paper pulling together examples from different countries is being developed.

## Step 3: Development of a plan to improve quality

In this step, the managers of health facilities will work with their staff to develop a plan to improve the quality of health-service provision. It is very likely that they will need support to do this, especially at the initial stage. District health officials could provide this support. In countries where a mentoring agency has been engaged to support the district health management this task may be assigned to them.

Note: A working paper pulling together examples from different countries is being developed.



There are sound public health, economic and human rights reasons to invest in the health of adolescents.

There is growing realization among governments about the pressing need for action.

There is increasing clarity about what needs to be done by different sectors to improve the health and development of adolescents.

The health sector has a key contribution to make as part of this broader response.

WHO's Department of Child and Adolescent Health is supporting the health sector to make the contribution that it needs to.

Join us to make a difference.

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