

Health Facility Adolescent and Youth Friendly Services Checklist.



Name of Health Facility:

District:

Region:

Date of Visit:

Instructions:

Purpose: The overall purpose of this standard checklist is to improve quality of care and health systems responsiveness to the needs of adolescents and youth. The checklist will guide district health teams, health workers, stakeholders, program managers and other service providers in assessing quality of services provided to adolescents and youth at health facility level. The findings will provide guidance to the health facility managers to design and implement appropriate services for the adolescents and youth.

Format

The checklist has 8 standards as per WHO/MOH UG recommendations and each standard, has a number of criteria to be assessed.

Scoring

Please indicate Zero (0) if the criteria is not met, One (1) if the criteria is met and N/A if it's not applicable in that setting. Summarize the total points at the bottom of the tool. To obtain the percentage score, the denominator is the total standard criteria (47) divided by total facility score multiplied by 100%.

Frequency

The health facility assessment will be conducted on a quarterly basis. This will ensure that health facilities have time to implement the action plans and improve performance in subsequent cycles. The findings will be shared during Facility supportive supervision, Monthly PIT meetings, DHT meetings, QIT Meetings and health Facility meetings.

Users

The following officers can use the checklist; TCI Geography focal managers, QIT members, DHT members, PIT members, Facility in-charges and SKS Coaches

Grading.

The health facilities will be graded as **Platinum** if it scores $\geq 95\%$, **Gold**=94-80, **Silver**=79-70%.

Action plan:

Each health facility will be required to develop action plans for the criteria with a score of zero (0).

General Instruction: Please indicate 0 for No, 1 for yes and N/A for not applicable in the score column according to the assessment findings.				
NO	Standard Criteria	Score	MOVs	Comments.
Standard 1: Adolescents health literacy: The health facility implements systems to ensure that adolescents are knowledgeable about their own health, and they know where and when to obtain health services.				
1	The health facility has a signboard that mentions operating hours and the list of all services available including adolescent & youth responsive health services.		Observation	
2	There are signages within the facility that show directions to different service delivery points.		Observations	
3	The health facility has in the waiting area or adolescent space up-to-date IEC materials, which are culturally & socially sensitive and age appropriate specifically developed for adolescents including those with disabilities.		Check if IEC materials are displayed including brochures, leaflets etc.	
4	Health-care providers have competencies to provide health education to adolescents and to communicate about health and available services (health, social and other services).		Interview providers, WSO reports	
Standard 2: Community support				
The health facility implements systems to ensure that parents, teachers, caretakers/guardians and other community members and CBOs recognize the value of providing health services to adolescents and support such provision and the utilization of services by adolescents.				
5	The health facility has Peer educators and village health teams that are trained to conduct health education outreaches and referrals for adolescents to service delivery points.		ADH register, HMIS, outreach reports.	
6	The health facility has a referral directory with an updated list of partners/ agencies with locations and contacts for adolescent health services in place.		Copy of Referral directory	
7	The health facility has met its plan for community engagement activities and/ or involvement of outreach workers in activities to increase participation of the community members, gatekeepers including religious and cultural leader's support for adolescents' use of services.		Dialogue minutes, meeting reports	
8	The health facility has met its plan for outreach activities to promote health and increase adolescents' use of services.		Observations/interviews	
9	Health-care providers and outreach workers (peer educators, VHTs,) inform parents/ guardians and teachers during school meetings about the value of providing health services to adolescents & youth.		Interview providers, meeting reports	
10	Health facility engages community gatekeepers and community support groups in the design and implementation of adolescents and youth activities.		Interview providers, HUMC reports, meeting reports.	

Standard 3: Appropriate package of services.

The health facility provides a package of information, counselling, diagnostic, treatment and care services that fulfils the needs of all adolescents. Services are provided in the facility and through referral linkages and outreach.

11	Policies and guidelines are available at the health facilities, define the required package of health information, counseling, diagnostic, treatment, care services, and enable its provision.		Review available policies and guidelines.	
12	Guidelines and standard operating procedures are in place that describe the referral system within and outside the health sector, including provisions for transition care for adolescents and youth with Chronic conditions.		Review the referral guidelines.	
13	Health care providers provide the required package of health information, counseling, diagnostic, treatment and care services in the facility and /or in community settings, in line with policies and Procedures.		Interviews/review service registers.	
14	Service providers refer adolescents to the appropriate service and level of care according to Local policies and procedures, and follow the policies for transition care.		Interviews/review records of referrals	
15	The health facility provides a package of health services including; contraceptive services, post abortion care, ECPs, condoms and STI/RTI treatment as per level of care that fulfils the needs of all adolescents & youth.		Interviews/review service registers.	

Standard 4: Providers' competencies Health-care providers should demonstrate the technical competence required to provide quality health services to adolescents and youth.

16	Health facility has health-care providers & support staff of the required service level as per the national staffing norms and guidelines.		Interview in charge/ facility managers.	
17	Health care providers are trained/oriented on AYFHS including importance of respecting the rights of AYs and providing services in a respectful, non-judgmental and non-discriminatory manner.		WSO/Training reports, interview providers, incharges/managers	
18	Health facility has support staff who were oriented in adolescent/youth friendly health services.		WSO reports/ interviews	
19	Client's charter translated in the local language clearly spelling out adolescents & youth rights and obligations displayed in the health facility.		Observations	
20	Health facility has updated tools (guidelines, protocols, algorithms and job aids) that cover topics of clinical care in line with the package of services in place.		Observation, interview providers	

21	A system of mentorship and supportive supervision is in place to improve health-care providers' performance.		Supervision reports/books	
Standard 5 Facility Characteristics. The health facility has convenient operating hours, a welcoming and clean environment and maintains privacy and confidentiality. It has the equipment, medicines, supplies and technology needed to ensure effective service provision to adolescents & youth.				
22	The health facility has a designated adolescent and youth health day/corner/space or service delivery area in place.		Interviews/document reviews	
23	A guideline to minimize waiting times and ensure convenient operating hours and flexible appointment procedures is in place.		Observation/Records	
24	Service providers are aware of the minimum standard hours that the client/patient should wait before receiving services.		Interview providers	
25	The facility has basic amenities (electricity, water, sanitation and waste disposal) including separate Lavatories for females and males.		Observations	
26	Health facility has mechanisms to receive feedback from adolescents and youth on the quality of the services provided. <i>E.g. use of suggestion box, client exit interviews etc.</i>		Observations	
27	The health facility has adequate essential supplies and equipments for provision of adolescent and youth health services.		Interviews.	
28	The health facility has a welcoming and clean environment.		Observations	
29	The consultation/examination room ensures privacy both audio and visual, there is at least a curtain, if not a door to ensure that, the adolescents, and youth/provider interactions are not seen or heard.		Observations	
30	Client's records are maintained securely and that providers and support staff are trained not to reveal the client history to ANYONE else without the Client's permission.		Interviews/observations	
Standard 6: Equity and non-discrimination. The health facility provides quality services to all adolescents irrespective of their ability to pay, age, sex, marital status, education level, ethnic origin, or other characteristics.				
31	Policies, guidelines and procedures are in place stating the obligation of facility staff to provide services to all adolescents irrespective of their social demographic characteristics.		Document reviews	
32	The health facility has disability inclusive amenities, equipments and assistive devices (hearing aids, Ramps, lavatories, beds, stretchers, walkways etc.)		Observation, interview providers	
33	The health facility has health workers with skills and knowledge to handle the adolescents and youth with special needs.		Document reviews	

34	Health-care providers provide services to all adolescents without discrimination, in line with policies and procedures.		Interviews	
35	The health facility engages vulnerable group(s) of adolescents in the planning, monitoring and evaluation of health services, as well as in certain aspects of health-service provision.		Interviews	
Standards 7: Data and Quality improvement. The health facility collects, analyses and uses data on service utilization and quality of care, disaggregated by age and sex, to support quality improvement				
36	A functional system is in place to collect data on service utilization that is disaggregated by age, sex and other socio-demographic characteristics as relevant.		Review HMIS records, interview providers.	
37	Materials that aids documentation of information including filing cabinet, files and computers are in place so that data are securely kept by the Health facilities		Observations	
38	District and national HMIS department conduct routine data quality assessment.		Interviews/review DQA reports.	
39	Health facility regularly updates data on health service utilization by adolescents & youth and, is displayed on the adolescent spaces.		Observation of service charts, interviews with providers.	
40	Health-care providers and support staff use data on service utilization and quality of care for action planning and implementation of quality improvement initiatives.		Interview providers, incharges/managers.	
41	The health facility has a functional Quality improvement (QI) Team(s) implementing adolescent health Services in place.		Interviews/review QIT reports/CHMT reports/QIT meeting minutes.	
42	The health facility has a well-documented and complete adolescent friendly health services register in use.		Observation	
Standards 8: Adolescent's Participation Adolescents are engaged in the planning, monitoring and evaluation of health services and in decisions regarding their own care as well as in certain appropriate aspects of service provision.				
43	The governance structure of the facility includes young people.		Interview/document review.	
44	The health facility engages adolescents and youth in service planning, monitoring and evaluation.		Document review/observation	
45	A peer education system in place to support delivery of adolescent and youth health services		Interviews/records review.	

46	The health facility carries out regular activities to identify adolescents' expectations about the services and to assess their experience of care, and it involves adolescents in the planning, monitoring and evaluation of health services.		Interviews/document review	
47	The health facility carries out activities to build adolescents and youth capacity in certain aspects of health-service provision.		Interviews/records review	
TOTAL SCORES.				

Calculations: The denominator is the total standard criteria (47) divided by total facility score multiplied by 100% (Total assessment score x 100)

No of standard criteria

Grading of facilities.

Score (%)	Grading (Level)	Recommendations.
95-100	Platinum	Minimal improvements required.
80- 94	Gold	Minor improvements required
60-79	Silver	Major improvements required
60 below	N/A	Require performance improvement

Action Plans

Identified gaps.	Follow-up actions recommended	Responsible officer	Timeline.

Name and signature of the Assessor.			
Name		Signature:	Date:
Name and signature of the facility in-charge/supervisor.			
Name		Signature	Date:

