














Adolescent Quality Health Services Standards

COMPONENTS	STANDARDS	INPUT	PROCESS	OUTPUT
				
	Standard 1. 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.	<p>1.1.1 Sign board with operating hours</p> <p>1.1.2. Waiting area has up to date information, education and communication materials on AH</p> <p>1.1.3. Competent HCP in health education and communication and available services [health, social and other services]</p> <p>1.1.4. Community platform members trained to conduct health education for adolescents in the community</p> <p>1.1.5. Outreach plan to promote health and increase use of services by adolescents</p>	<p>1.2.1 HCP provides age and developmentally appropriate health education and counseling to adolescents and inform them of services available</p> <p>1.2.2. Outreach activities implemented</p>	<p>1.3.1. Adolescents are knowledgeable about health</p> <p>1.3.2. Adolescents are aware of services available, when and how to obtain them</p>
	Standard 2. The health facility implements systems to ensure that parents, guardians and other community members and community organizations recognize the value of providing health services to adolescents and support such provision and the utilization of services by adolescents.	<p>2.1.1. HCP have competencies and support materials to communicate with parents, guardians and community members and organizations about the value of providing services to adolescents</p> <p>2.1.2 Updated list of agencies and organizations to increase community support.</p> <p>2.1.3 Outreach plan to increase gatekeepers support for adolescents</p>	<p>2.2.1. Behavior oriented communication strategies and materials and plan service provision with adolescents, gatekeepers and community organizations</p> <p>2.2.2 HCP inform parents/guardians the value of providing services to adolescents [at the health facility]</p> <p>2.2.3 HCP and outreach persons inform parents/guardians the value of providing services</p> <p>HCP</p> <p>2.2.4 Outreach persons (mobile clinics and community health workers) inform youth organizations the value of providing services to adolescents</p>	<p>2.2.3 Gatekeepers and community organizations support the provision of services to adolescents</p>
	Standard 3. 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.1	<p>3.1.1 Policies that define the required package of health information, counselling, diagnostic, treatment and care services and enable its provision.</p> <p>3.1.2 Policies and procedures for services provided in health facility, community and schools</p> <p>3.1.3 Policies and procedures on referral system</p>	<p>3.2.1 HCP provide package of health information, counseling, diagnostic, treatment and care at the health facility and community as per policies and procedures</p> <p>3.2.2 Referral and counterreferral as per policy and procedures</p>	<p>3.3.1 Adolescents' needs met at health facility including referral based on needs</p>

	<p>Standard 4. Health-care providers demonstrate the technical competence required to provide effective health services to adolescents. Both healthcare providers and support staff respect, protect and fulfill adolescents' rights to information, privacy, confidentiality, non-discrimination, non-judgemental attitude and respect.</p>	<p>4.1.1 HCP and support staff of required profile available</p> <p>4.1.2 HCP and support staff have technical competencies</p> <p>4.1.3 HCP trained or sensitized on the value of respecting the rights of adolescents to information, privacy, confidentiality and services provided in a respectful, non judgemental and non discriminatory manner</p> <p>4.1.4 Providers obligations and adolescents rights clearly displayed in the facility</p> <p>4.1.5 Updated guidelines, protocols and algorithms for decision making in clinical care are available</p> <p>4.1.6 Supportive supervision system in place to improve providers performance</p> <p>4.1.7 Continuous professional education system in place- lifelong learning</p>	<p>4.2.1 HCP follow evidence based guidelines and protocols</p> <p>4.2.2 HCP relate to adolescents in a friendly manner and respect their rights to information, privacy, confidentiality, non discrimination, non judgemental attitude and respectful care</p>	<p>4.3.1 Adolescents receive quality health services</p> <p>4.3.2 Adolescents receive services in a friendly, supportive, respectful, non discriminatory and non judgemental manner and know their rights in health care</p> <p>4.3.3 Adolescents receive accurate, age appropriate and clear information to facilitate informed choice</p>
	<p>Facility characteristics</p> <p>Standard 5. 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.</p>	<p>5.1.1 Policy in place on welcoming and clean environment, minimized waiting time and convenient operating hours and flexible appointment procedures</p> <p>5.1.2 Basic utilities available [electricity, water, sanitation and waste disposal]</p> <p>5.1.3 Policies and procedures to protect privacy and confidentiality. HCP and support staff know the policy and their own roles and responsibilities</p> <p>5.1.4 Supply chain management in place for medicine and supplies required for the delivery of package of services</p> <p>5.1.5 Supply chain management of required medical equipment</p>	<p>5.2.1 Consultation hours are convenient to (A) with or without an appointment</p> <p>5.2.2 Privacy and confidentiality is protected</p> <p>5.2.3 Medicines and supplies in adequate amount</p> <p>4.4. Medical equipment available and functioning</p>	<p>5.3.1 Convenient operating hours, appointment procedures and waiting time</p> <p>5.3.2 Welcoming and clean environment</p> <p>5.3.3 Privacy and confidentiality respected during consultations</p> <p>5.3.4 Medical equipment, medicines and supplies and technology available and effective</p>
	<p>Equity and nondiscrimination</p> <p>Standard 6. The health facility provides quality services to all adolescents irrespective of their ability to pay, age, sex, marital status, education level, ethnic origin, sexual orientation or other characteristics.</p>	<p>6.1.1 Policies and procedures for the provision of services irrespective of ability to pay, age, sex, marital status, schooling, race/ethnicity, sexual orientation or other characteristics</p> <p>6.1.2 Policies and procedures for services not requiring out of pocket payment</p> <p>6.1.3 HCP and support staff know of the policies and implement them</p> <p>6.1.4 Policy commitment to provide services without discrimination and remedial actions displayed prominently</p> <p>6.1.5 Providers know who are vulnerable groups in their communities</p>	<p>6.2.1 Friendly, non judgemental and respectful attitude of providers and staff towards (A) irrespective of age, sex, marital status, sexual orientation, cultural background, ethnic origin, disability or any other reason</p> <p>6.2.2 Services are provided without discrimination</p> <p>6.2.3 Vulnerable groups of adolescents are involved in planning, monitoring and evaluation of services and provision</p>	<p>6.8. Reports by facility are submitted regularly, disaggregated by age, sex, and motive of consultation or utilization of services</p> <p>6.9. Report on quality improvement actions included in reports</p> <p>70. Providers and support staff feel supported by supervisors and motivated to comply with standards</p>

	<p>Data and quality improvement</p> <p>Standard 7. The health facility collects, analyses and uses data on service utilization and quality of care, disaggregated by age and sex, to support quality improvement. Health facility staff is supported to participate in continuous quality improvement.</p>	<p>59. Data collection system in place, disaggregation by age, sex, and other socio demographic characteristics</p> <p>60. Providers trained to collect and analyze data to inform quality improvement actions</p> <p>61. Tools and mechanisms for self monitoring of quality of services in place</p> <p>62. Mechanisms for support supervision in place linked to improvement priorities</p> <p>63. Reward and recognition of highly performing providers and support staff mechanisms in place</p>	<p>64. Data collected on services provided and disaggregated by age, sex; regular self assessment of quality of care done</p> <p>65. Providers and support staff used data for planning and quality improvement</p> <p>66. Support supervision done in critical areas identified during self assessments</p> <p>67. Good performance is recognized and rewarded</p>	<p>68. Reports by facility are submitted regularly, disaggregated by age, sex, and motive of consultation or utilization of services</p> <p>69. Report on quality improvement actions included in reports</p> <p>70. Providers and support staff feel supported by supervisors and motivated to comply with standards</p>
	<p>Standard 8. Adolescents are involved 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.</p>	<p>8.1.1 Governance structure of the health facility includes adolescents</p> <p>8.1.2 Policy to engage (A) in service, planning, monitoring and evaluation</p> <p>8.1.3 Providers are aware of laws and regulations that govern informed consent and the consent process is clearly defined with policies, procedures in line with laws and regulations</p>		<p>8.3.1 Adolescents are involved in planning, monitoring and evaluation of services</p> <p>8.3.2 Adolescents are involved in decisions regarding their own care</p> <p>8.3.3 adolescents are involved in certain aspects of health service provision</p>
	<p>Standard 9. Adolescents are screened for most common issues affecting adolescents: STIs, mental health [anxiety, depression], intentional injury, unintentional injury, other forms of violence, access to education, BMI, hearing, vision, tanner stages, psychosocial, physical activity, oral health, puberty, genetical problems, addictions, vaccination</p>	<p>9.1.1 Adolescents screening tool developed and implemented with respective policy and procedures</p>	<p>9.2.1. Providers and support staff knowledgeable and trained in the use of the adolescents screening tool</p>	<p>9.3.1 Adolescents screened for most common issues affecting adolescents</p>