

ANNEX H: How-To Guide for Using ASRH Health Facility Checklist

This is a tool referenced in the [Facility Quality Improvement Tools](#) section of Chapter 6: ASRH Services & Interventions. The ASRH Health Facility Checklist ([Annex I](#)) can serve as a proxy for assessing the quality of ASRH services provided in the facility; however, organizations should be using quality standard checklists on a regular basis as well.

Purpose: This checklist is for SRH managers and health facilities managers to use to assess how responsive the clinic or facility is in meeting the SRH needs of adolescents. This checklist can also be used for supervision visits to monitor the progress of next steps and action plans following the initial facility assessment, as well as to inform program design and initial budgeting for a new project.

Limitation: This tool has not been tested for use with rigorous research. It is intended for SRH managers to use for gaining a sense of ASRH service gaps, but only captures observations made during one point in time—thus is subject to reporting bias.

Timeline: At the onset of the humanitarian response, monitoring (using the checklist) should be completed monthly for the first three months of programming and quarterly thereafter in the initial year of site set-up. In subsequent years, monitoring can be completed on a bi-annual basis.

Instructions: SRH managers and/or health facility managers must answer all questions on the form to know their facility's score for the assessment, propose recommendations, and implement the appropriate actions. For all questions, you will mark a "✓" in the "yes" or "no" column, depending on your answer. Some questions have follow-up questions if you answer "yes", which you will provide the answer for in the comments section.

Scoring: For every "yes", mark one point. Add together all of the points from each of the three sections to see your total score and what level of SRH care you are providing to adolescents at your facility.

Minimum: 16–24 points

The facility provides the minimum level of requirements for addressing the SRH needs of adolescents. The facility must aim higher to meet the holistic needs of adolescents and take additional efforts to involve adolescents in programming.

Good: 25 - 34 points

The facility provides a good level of SRH information and services, in addition to involving adolescents in some of the facility operations.

Exceptional: 35 - 44 points

The facility provides an exceptional level of SRH information and services. Adolescents are highly involved in facility operations, accountability measures, and SRH outreach efforts.

Section-specific guidance: Below are instructions and examples for certain questions on the facility checklist that might require additional guidance or explanation to fill out the survey.

Health Facility Characteristics:

Question #9 on accountability/compliance mechanisms: We are talking about transparent, confidential mechanisms for adolescents to submit complaints or feedback, which includes having a form available for adolescents to fill out and submit anonymously on their experience at the facility/clinic; having a hotline available for adolescents to call in to provide feedback or complaints; and/or a voluntary exit interview with a staff member that does not record the person's name or any identifying information.

Provider Characteristics:

Question #1 on provider training on ASRH: The checklist is asking if your service providers/facility staff members have been trained on how to counsel/talk to adolescents—which is different from how you counsel or provide services to adults. If there is no special training or guidance provided to staff on how to talk to adolescents, please answer “no” to this question.

Question #3 on respectful care: For this question the SRH manager or health facility manager should have discussions with service providers and ask questions to understand if staff provide all information to adolescents, regardless of age, and do not attempt to influence adolescents into making certain choices based on the provider's experiences/attitudes. Respect for adolescents and their choices means that staff are providing comprehensive counseling, speaking about all the choices available to adolescents, and delivering the services that the adolescent requests (even if the adolescent's choice is not what the provider thinks the adolescent should do).

Question #6 on allowing sufficient time for adolescent appointments: For this question, the SRH manager or health facility manager should have discussions with service providers about how much time they allow for their appointments. Does the provider only allow a few minutes for counseling with adolescents? Or do they allow for flexibility in their appointment times so that they can answer questions from patients, particularly adolescents?

Program Characteristics:

Question #2 on community mobilization activities: When discussing youth volunteers, the checklist is asking if there are adolescents, youth, or young people available at the facility to talk to adolescents so that they have someone who is close to their age and can relate to their experiences. These youth do not have to be formal peer educators or counselors.

Source: Adapted from [ASRH Toolkit for Humanitarian Settings](#) (UNFPA, Save the Children, 2012).