

## Adolescent Health Norms and Standards: Checklist for Healthcare Provider

| No.                             | Standard  | Yes (✓) or No (X) |
|---------------------------------|---|-------------------|
| <b>Facility inventory</b>       |   |                   |
| 1                               | Signboard visible in language understood by adolescent on opening hours   |                   |
| 2                               | Informational materials for adolescent, including video or TV, in the waiting area  |                   |
| 3                               | Curtains in doors and on windows so that nobody can see adolescent clients during the examination   |                   |
| 4                               | The waiting area is comfortable to seat   |                   |
| 5                               | Drinking water available  |                   |
| 6                               | The waiting area is clean   |                   |
| 7                               | Consultation area is clean  |                   |
| 8                               | Restrooms clean   |                   |
| 9                               | Toilets functional  |                   |
| 10                              | Display rights of adolescents to information, non-judgmental attitude and respectful care   |                   |
| 11                              | Display policy on confidentiality and privacy   |                   |
| 12                              | Display policy commitment of the health facility to provide health services to all adolescents without discrimination and to take remedial actions                    |                   |
| 13                              | Display policy on free or affordable service  |                   |
| 14                              | A reasonably short waiting time   |                   |
| 15                              | Support staff are friendly and treat adolescent with respect  |                   |
| <b>For healthcare providers</b> |   |                   |
| 1                               | Healthcare provider spends some time alone with adolescent when needed (when an adolescent was accompanied by someone else, for example, parent/ guardian, sister)    |                   |
| 2                               | Healthcare provider informs adolescent about the availability of health, social services and other services available   |                   |
| 3                               | List of services available to adolescent  |                   |
| 4                               | No denial of services to adolescent   |                   |
| 5                               | If the adolescent needs certain services that are not provided in the facility, healthcare provider informs adolescent where to get them                              |                   |
| 6                               | Inform adolescent on how to prevent diseases and how to remain healthy  |                   |
| 7                               | Ask adolescent about his/her conditions at home   |                   |
| 8                               | Ask adolescent questions about relationships with adults  |                   |
| 9                               | Ask adolescent questions about sexual relationships<br>(This question should only be asked to adolescent aged>??)   |                   |
| 10                              | Ask adolescent questions about school   |                   |
| 11                              | Ask adolescent questions about his/her eating habits  |                   |
| 12                              | Ask the adolescent questions about sports or other physical activity  |                   |
| 13                              | Ask the adolescent questions about smoking, alcohol and drug use  |                   |
| 14                              | Ask the adolescent questions about how happy he/she feels, or other questions about his/her mood or mental health<br>(If not happy, consider psychosocial assessment) |                   |
| 15                              | Treat adolescent in a friendly manner   |                   |
| 16                              | Be respectful of adolescent's needs   |                   |
| 17                              | Assurance that no one else enters the room during consultation with adolescent without his/her consent  |                   |
| 18                              | Assurance that no information will be disclosed to anyone (parents/other) without adolescent's permission?  |                   |



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| 19  | Provide information that is clear and can be understood by adolescent  |  |
| 20  | Explain basics of prenatal care  |  |
| 21  | Inform adolescents on basic knowledge of HIV   |  |
| 22  | Inform adolescent on where to get tested for HIV and other STIs  |  |
| 23  | Inform adolescent girl on what care to take each month during the menstrual cycle  |  |
| 24  | Ask if adolescent agree with the treatment, procedure or solution that is proposed   |  |
| 25  | Involve adolescent in the decision regarding his/her care – for example, express opinions or preferences for the care provided, and listen to adolescent’s opinion and consider her/her feedback |  |
| 26  | Involve adolescents in providing certain services, for example, health education for peers, counselling  |  |
| 27  | Involve adolescents in planning, designing and implementing good quality health care in their community  |  |
| 28  | Involve adolescents in conducting surveys to help facility staff better plan health services and improve the quality of services   |  |
| <b>For health facility managers: Training</b>                             |  |  |
| 1   | Make sure the number of staff is sufficient  |  |
| 2   | Train staff in the provision of health-care services to adolescents specifically<br>( __ Doctor, __ Nurse, __ Midwife, __ Counsellor, __ Outreach worker, __ Support staff)                      |  |
| 3   | Train staff in communication skills to talk to adolescents   |  |
| 4   | Train staff in communication skills to talk to adult visitors/community members  |  |
| 5   | Train staff on the policy of privacy and confidentiality   |  |
| 6   | Train staff on clinical case management  |  |
| 7   | Orientation on the importance of respecting the rights of adolescents to information and health care that is provided in a respectful, non-judgemental and non-discriminatory manner             |  |
| 8   | Train staff on the policy on free or affordable service provision for adolescents  |  |
| 9   | Train staff data collection, analysis and use for quality improvement in adolescent health care  |  |
| 10  | Orientation in adolescent health care  |  |
| 11  | Train staff in supportive supervision for adolescent health care   |  |
| <b>For health facility managers: Job description, Guidelines and SOPs</b> |  |  |
| 1   | Job descriptions for each category of staff employed in the facility   |  |
| 2   | Job descriptions of staff include a focus on adolescent health care  |  |
| <b>For health facility managers: Guidelines and SOPs</b>                  |  |  |
| 1   | Clinical case management guidelines for adolescent health care   |  |
| 2   | Job aids/algorithms for adolescent health care   |  |
| 3   | Referral guidelines  |  |
| 4   | SOPs for which services should be provided in the facility and which in the community  |  |
| 5   | Policy/SOPs for a planned transition from paediatric to adult care   |  |
| 6   | Guidelines/SOPs on protecting the privacy and confidentiality of adolescents*  |  |
| 7   | Guidelines/SOPs on informed consent  |  |
| 8   | Guidelines/SOPs with staff responsibilities on making the health facility welcoming, convenient and clean  |  |
| 9   | SOPs on how to minimize the waiting time for adolescent clients  |  |
| 10  | SOPs on how to provide services to adolescents with, or without, an appointment  |  |
| 11  | Guidelines/SOPs on how to provide free, or affordable, services to adolescents   |  |
| 12  | Guidelines/SOPs on how to provide equitable services to all adolescents irrespective of their ability to pay, age, sex, marital status and other characteristics                                 |  |
| 13  | Guidelines/SOPs on self-monitoring of the quality of care provided to adolescents  |  |



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| 14   | SOPs on how to involve adolescents in the planning, monitoring and evaluation of health services and service provision   |  |
| 15   | Guidelines/SOPs on how to reward and recognize highly performing staff   |  |
| 16   | Guidelines/SOPs on supportive supervision in adolescent health care  |  |
| 17   | Tools for supportive supervision in adolescent health care   |  |
| 18   | Conduct supportive supervision visits regularly with a focus on adolescent health care   |  |
| 19   | Conduct self-assessment regularly<br>To identify adolescents' expectations about the services in the facility<br>To find out about adolescents' experience of care<br>To assess the quality of health-care services<br>To establish action plans for improvements<br>To inform priorities for supportive supervision |  |
| <b>For health facility managers: Procedures to ensure privacy, confidentiality and the security of medical information</b> |  |  |
| 1  | Information on the identity of the adolescent and the presenting issue are gathered in confidence during the registration  |  |
| 2  | Staff do not disclose any information given to or received from an adolescent to third parties, such as family members, school teachers or employers, without the adolescent's consent   |  |
| 3  | Case records are kept in a secure place, accessible only to authorized personnel   |  |
| 4  | Measures are implemented to prevent unauthorized access to electronically stored information   |  |
| 5  | Curtains in windows and doors and a screen separating the consultation area from the examination area  |  |
| 6  | A system in place in the facility to collect data on cause-specific service utilization by adolescents that is disaggregated by age and sex  |  |
| 7  | Report to the district include data on cause-specific service utilization by adolescents that is disaggregated by age and sex  |  |
| 8  | Report to the district on quality of care have a focus on adolescents  |  |
| <b>For health facility managers: there are systems in place for the following</b>  |  |  |
| 1  | Procurement and stock management of the medicines and supplies necessary to deliver the required package of services to adolescents  |  |
| 2  | Safe use of the equipment necessary to deliver the required package of services to adolescents   |  |
| 3  | Basic amenities (electricity, water, sanitation and waste disposal)  |  |
| <b>For health facility managers: the facility has a documented plan</b>  |  |  |
| 1  | To inform adults, when they visit the health facility, during community meetings and through community organizations, about the value of providing services to adolescents   |  |
| 2  | To inform adolescents in the community (in schools, clubs, community meetings) about their health and the services available   |  |
| 3  | For provision of health services to adolescents in community settings  |  |
| 4  | For actions to improve the quality of care in the facility based on the results of the last self-assessment  |  |
| <b>For health facility managers: budget</b>  |  |  |
| 1  | Continuous professional education activities in adolescent health care for facility staff  |  |
| 2  | Training of community health workers in adolescent health care   |  |

