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Reference Guides for Health Care Organizations Seeking Accreditation for High-quality, Gender-sensitive Reproductive Health Services—Appendixes

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APPENDIXES TO

Reference Guides

For Health Care Organizations
Seeking Accreditation
for High-Quality, Gender-Sensitive
Reproductive Health Services

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Ignacio Carreño, and John Bratt

Washington, DC, 2009



Appendix I Definitions

Accreditation of quality services with a gender perspective

The review process by which a health institution or clinic demonstrates its capability to provide high-quality, gender-sensitive services.

Accreditation certificate

A plaque, similar to those found in hotels and restaurants, with text or a symbol recognizing the quality of care provided by the institution or health clinic, which can be placed at the main entrance.

Action plan

After the internal self-assessment, the health institution or clinic develops an action plan to address its compliance with specific standards or indicators of quality services and gender sensitivity. Technical experts and administrators develop the plan to identify and carry out necessary activities.

Clinic

A health center, clinic, or hospital that provides health services to the population at any level (primary, secondary, or tertiary).

Costs

Amount of money paid or work performed to carry out activities related to facility evaluations, development of action plans, and certification ceremonies. Financial costs include all resources used by the health program, no matter who pays for them.

Evaluation Committee

A group of staff members designated to evaluate the health institution's or clinic's institutional policies, premises, and services.

External evaluation

An evaluation carried out by a committee outside the health institution or clinic that is seeking accreditation as a high-quality, gender-sensitive institution.

Gender

The way in which men's and women's roles, attitudes, values, and relationships are socially and culturally constructed and hierarchically organized. These constructs can lead to social inequalities based on the biological (sex) differences between men and women.

Gender sensitivity

The recognition that biological, social, and cultural differences between men and women should not be used to justify inequality in social or professional relationships. This view promotes equal

opportunities and equal policies and practices, as well as women's participation in decisionmaking regarding their own sexual and reproductive health.

Internal evaluation

Evaluation made by a committee consisting of staff members from the health institution or clinic that seeks accreditation for providing high-quality, gender-sensitive services.

Institution

An organization that manages or gives technical assistance to clinics providing health services to the population.

Multidisciplinary team

A working group of professionals from different disciplines.

Quality of care

Care that takes into account clients' feelings, experiences, and needs in an effort to help them solve their health problems. Quality of care also acknowledges clients' rights to respectful treatment and facilitates the free exchange of questions and ideas.

Self-assessment

An internal assessment that formally reviews an institution's compliance with quality and gender indicators as part of the accreditation process.

Self-training

The individual learning process entailed in the certification process. Each member of the health institution's or clinic's staff will undertake a training process on their own to incorporate the concepts of quality care and gender sensitivity in their work and lives.

Standards

Set of indicators that help evaluate and verify the incorporation of quality of care and gender sensitivity into health programs.

Appendix II.1 Action Plan Clinics

Date _____ / _____ /20__

Institution _____ Health Clinic _____

	Standard	Activities	Person(s) Responsible	Date	Resources
I	Institutional Policies and Practices				
I.1	There is a statement that promotes women's empowerment.				
I.2	There is a statement that prohibits gender-based discrimination in the organization.				
I.3	There is a statement that prohibits gender-based discrimination in personnel promotion and remuneration.				
I.4	There is a statement that prohibits the abuse of power in the workplace.				

Standard		Activities	Person(s) Responsible	Date	Resources
I.5	At least 80 percent of personnel feel that the institution's director or manager is receptive to their opinions and suggestions.				
I.6	At least 80 percent of personnel feel that their recommendations or suggestions are put into practice.				
I.7	At least 80 percent of personnel feel motivated to give opinions and make suggestions.				
I.8	At least 80 percent of personnel feel that the institution promotes an environment of cooperation and teamwork.				
I.9	At least 80 percent of personnel feel that the institution understands if an employee must leave work for family reasons.				
I.10	Less than 20 percent of personnel feel that a particular gender is given preferential treatment.				
I.11	At least 50 percent of sexual and reproductive health consultations are provided to couples.				

Standard		Activities	Person(s) Responsible	Date	Resources
I.12	There is a statement that establishes the delivery of counseling services as a routine procedure.				
I.13	There are no reproductive health services that require the partner's consent.				
I.14	There is a range of contraceptive methods available, according to the family planning norms established by the institution for each type of clinic.				
II	Provider Practices				
II.1	At least 80 percent of providers greet the clients.				
II.2	At least 80 percent of providers wear a visible identification badge.				
II.3	At least 80 percent of providers address clients respectfully.				
II.4	At least 80 percent of providers discuss sexual and reproductive health issues during initial consultations.				

Standard		Activities	Person(s) Responsible	Date	Resources
II.5	At least 80 percent of providers address the client's sexual health.				
II.6	Less than 20 percent of providers feel that there are social and medical barriers to talking about sexual and reproductive health issues.				
II.7	At least 80 percent of providers use educational materials to reinforce information given to clients.				
II.8	At least 80 percent of providers communicate with clients using simple language.				
II.9	At least 80 percent of providers carefully explain to clients the details of their diagnosis.				

Standard		Activities	Person(s) Responsible	Date	Resources
II.10	At least 80 percent of providers carefully explain to clients the details of their treatment.				
II.11	At least 80 percent of providers make eye contact with the client while they explain the diagnosis or treatment.				
II.12	At least 80 percent of providers ask clients whether they have questions.				
II.13	At least 80 percent of providers respond to clients' questions.				
II.14	At least 80 percent of providers explain to clients what they are going to do during a physical or pelvic exam.				
II.15	At least 80 percent of providers give the client educational materials to reinforce information they have provided.				
II.16	Less than 20 percent of providers say there is a waiting time of more than a half hour between the time they arrive at the clinic and the time they start giving services.				

Standard		Activities	Person(s) Responsible	Date	Resources
II.17	Less than 20 percent of clients say that they have waited more than half an hour for services.				
II.18	At least 80 percent of personnel know what sexual and reproductive health services are offered by the clinic.				
II.19	At least 80 percent of providers do not allow any interruptions when they are attending a client.				
II.20	At least 80 percent of providers know and promote the dual protection method.				
II.21	At least 80 percent of providers know how to perform the Pap smear and promote it in the clinic.				
II.22	At least 80 percent of providers know and promote periodic breast self-examination.				
III	Provider and Personnel Knowledge				
III.1	At least 80 percent of providers and other personnel know the definition of sexual and reproductive health.				

Standard		Activities	Person(s) Responsible	Date	Resources
III.2	At least 80 percent of personnel know what contraceptive methods are provided in the clinic.				
III.3	At least 80 percent of personnel know the definition of gender as a social construction.				
IV	Client Comfort				
IV.1	Less than 20 percent of clients report gender-related difficulties in obtaining services.				
IV.2	Resources are available to entertain children who come with clients to the clinic.				
V	Client Satisfaction				
V.1	Clinics have feedback mechanisms to assess clients' satisfaction with the services they receive.				
V.2	The clinic is clean and comfortable.				
V.3	Equipment is available and in good condition.				

Standard		Activities	Person(s) Responsible	Date	Resources
V.4	The clinic maintains conditions that ensure and safeguard clients' privacy.				
V.5	There are enough seats available for clients in waiting areas.				
V.6	At least 80 percent of clients feel comfortable talking to the provider.				
V.7	At least 80 percent of clients feel comfortable asking questions and clarifying concerns with providers.				
V.8	At least 80 percent of clients consider that the consultation time is sufficient.				
V.9	At least 80 percent of clients say that they were well treated by the clinic staff.				
V.10	At least 80 percent of clients were able to consult with a male or female provider, according to their preference.				
V.11	At least 80 percent of clients feel that clinic hours are adapted to their gender-related needs.				

	Standard	Activities	Person(s) Responsible	Date	Resources
VI	Use of Gender-Sensitive Language				
VI.1	The clinic's staff uses nondiscriminatory language with clients.				
VI.2	The clinic's staff uses gender-neutral language.				
VII	Information, Education, and Communication (IEC) and Training				
VII.1	There are IEC and training materials with information on sexual and reproductive rights, clients' rights, and women's rights.				
VII.2	There are IEC and training materials with information on sexual and reproductive health issues.				
VII.3	There is a highly visible display with information on the clinic's services, schedules, and prices.				
VII.4	Educational activities are carried out in the client waiting areas.				
VIII	Monitoring and Assessment				

Standard		Activities	Person(s) Responsible	Date	Resources
VIII.1	There is a mechanism for systematically incorporating programmatic changes based on clients' suggestions.				

Appendix II.2 Action Plan Institutions

Date _____ / _____ /20__

Institution _____

Health Clinic _____

Standard		Activities	Person(s) Responsible	Date	Resources
I	Institutional Policies and Practices				
I.1	There is a statement that promotes women's empowerment.				
I.2	There is a statement that prohibits gender-based discrimination in the organization.				
I.3	There is a statement that prohibits gender-based discrimination in personnel promotion and remuneration.				
I.4	There is a statement that prohibits the abuse of power in the workplace.				

Standard		Activities	Person(s) Responsible	Date	Resources
I.5	At least 80 percent of personnel feel that the institution's director or manager is receptive to their opinions and suggestions.				
I.6	At least 80 percent of personnel feel that their recommendations or suggestions are put into practice.				
I.7	At least 80 percent of personnel feel motivated to give opinions and make suggestions.				
I.8	At least 80 percent of personnel feel that the institution promotes an environment of cooperation and teamwork.				
I.9	At least 80 percent of personnel feel that the institution understands if an employee must leave work for family reasons.				
I.10	Less than 20 percent of personnel feel that a particular gender is given preferential treatment.				
I.11	At least 50 percent of sexual and reproductive health consultations are provided to couples.				

Standard		Activities	Person(s) Responsible	Date	Resources
I.12	There is a statement that establishes the delivery of counseling services as a routine procedure.				
I.13	There are no reproductive health services that require the partner's consent.				
I.14	There is a range of contraceptive methods available, according to the family planning norms established by the institution for each type of clinic.				
III	Provider and Personnel Knowledge				
III.1	At least 80 percent of providers and other personnel know the definition of sexual and reproductive health.				
III.2	At least 80 percent of personnel know what contraceptive methods are provided in the clinic.				
III.3	At least 80 percent of personnel know the definition of gender as a social construction.				
V	Personnel Satisfaction				

Standard		Activities	Person(s) Responsible	Date	Resources
V.2	The institution is clean and comfortable.				
VI	Use of Gender-Sensitive Language				
VI.1	The clinic's staff uses nondiscriminatory language with clients.				
VI.2	The clinic's staff uses gender-neutral language.				
VII	Information, Education, and Communication (IEC) and Training				
VII.1	There are IEC and training materials with information on sexual and reproductive rights, clients' rights, and women's rights.				
VII.2	There are IEC and training materials with information on sexual and reproductive health issues.				

Appendix III

Instructions for Completing the Checklist for the Integrated Delivery of Sexual and Reproductive Health Services

Use this checklist to determine which sex and reproductive health services a female client may need in addition to the reason for her visit to the clinic today, and offer her those services. Using the checklist takes no more than five minutes. For example, if the woman came for prenatal care (red column), in addition to providing that service, offer postpartum services (question 2), child nutrition and development (question 3), STI/HIV counseling (question 5), a Pap Smear (question 6), a tuberculosis referral (question 7), dental services (question 8), anti-tetanus vaccine (question 9), and additional services the clinic provides (question 10).

Follow these steps to use the screening list:

1. Ask the woman her age. Use this list ***only*** if she is between 15 and 49 years old, or is accompanied by a child under the age of five.
2. Ask the woman her reason for coming to the clinic today.
3. Each color column has the name of a consultation reason. According to her answer, ask the questions in descending order following the color code. In case the woman came for a service different from those coded by colors (for example, outpatient visit, malaria, Chagas, heart disease), ask ***all*** the questions from number 1 to 10 in descending order.
 - a. Ask the question that matches the color of the reason for the woman's consultation. If the woman's answer is YES, offer the services described in the box at the right. If the answer is NO, move down to the next question matching the color of the reason for the woman's visit. ***Do not ask questions that have white boxes.*** For example, If the woman came for a postpartum visit, do not ask question 2; start with question 3.
 - b. Once you determine all the services the woman needs and offer them, write down the desired services in a *Coupon for Needed Services* (or another type of marker). Hand this coupon to the woman and explain that she can receive those services today or make another appointment.
 - c. Show the woman to the consultation room where she can obtain the index service, the one for which she came to the clinic. The services detected in the list will be provided to her after she has received the index service.

Checklist for the Integrated Delivery of Sexual and Reproductive Health Services

Reason for consultation								QUESTION	SERVICES THAT CAN BE PROVIDED
Prenatal Care	Postpartum	Contraception	Pap smear	Dentistry	Child nutrition & development	STI/HIV	Tuberculosis		
1								Are you pregnant? YES →	<ul style="list-style-type: none"> ➤ Document the mother's history ➤ Prenatal check-up
2								Have you had a baby in the past 2 months? YES →	<ul style="list-style-type: none"> ➤ Postpartum <ul style="list-style-type: none"> – Teach her how to breastfeed – Ask whether she got a dose of ferrous sulphate – Ask whether she received a single dose of vitamin A ➤ Offer the following services as well:
3								Do you have children under the age of 5? YES →	<ul style="list-style-type: none"> ➤ Document child's/children's history ➤ Child nutrition and development <ul style="list-style-type: none"> – Find out about ARI warning signs, ADD and treatment ➤ Check whether vaccination is on schedule ➤ Check whether children need to see the dentist
4								Do you plan to have (more) children in the future? NO ↓	<ul style="list-style-type: none"> ➤ Contraception (teach her how to determine fertile days through the use of natural methods)
								Are you using a contraceptive method? NO ↓	<ul style="list-style-type: none"> ➤ Contraception (verify satisfaction with the method, discomfort, side effects, correct use)
4								Do you want to use a contraceptive method?	<ul style="list-style-type: none"> ➤ Contraception <ul style="list-style-type: none"> – Determine reproductive goals – Counsel on contraceptive options – Provide her with the method she chooses
5								Do you have secretions or discomfort in your private parts? YES →	<ul style="list-style-type: none"> ➤ Outpatient visit – STI <ul style="list-style-type: none"> – Counsel on prevention of STIs – Refer her to treatment with her partner
6								Determine the need for a Pap smear (ask how long since last Pap smear) <u>X amount of time</u>	<ul style="list-style-type: none"> ➤ Do a pap smear if considered necessary
7								Do you have a cough that does not heal, or have you ever had blood when coughing? YES →	<ul style="list-style-type: none"> ➤ Refer to outpatient visit for tuberculosis <ul style="list-style-type: none"> – Find out whether other family members have these symptoms
8								Determine the need to provide dental services (ask when last dentist visit was) <u>X amount of time</u>	<ul style="list-style-type: none"> ➤ Refer to the dentist if considered necessary
9								Determine the need to offer an anti-tetanus vaccine	<ul style="list-style-type: none"> ➤ Refer to anti-tetanus vaccination if considered necessary
10								Is there any other service you would like to receive today or on a following visit? YES →	<ul style="list-style-type: none"> ➤ Offer the desired service, or give her an appointment. Describe other services offered by the clinic to women and children (e.g, pregnancy tests, X-rays, ultrasound, laboratory tests)

Appendix IV.1 Form 1—Clinic Review of Documents

The objective of this review is to determine the degree to which gender concerns have been integrated into the policies and structure of this clinic. It consists of a review of institutional documents, protocols, policies, and procedures to determine the current state of the clinic with regard to providing gender-sensitive services.

1. Reviewer _____
2. Evaluation coordinator _____ 3. Position in the institution _____
4. Institution _____
5. Clinic _____ 6. Level of care
 - Primary
 - Secondary
 - Tertiary
 - Specialty
7. Municipality _____
8. Department _____
9. Date ____/____/____ (day/month/year)

OFFICIAL DOCUMENTS

Note: Statements can be found in any of the institution's official documents, such as incorporation deeds, policies and procedures manual, internal regulations, personnel contracts, client service forms, and other documents.

N°	Question	Answer		Pass	Std
		Yes	No		
10	Is there a statement that forbids gender-based discrimination?	Yes	No		I.2
11	Is there a statement that forbids gender-based discrimination in personnel promotion and remuneration?	Yes	No		I.3
12	Is there a statement that forbids the abuse of power in the clinic (sexual harassment or sexual abuse)?	Yes	No		I.4
13	Have surveys been conducted over the past five years regarding clients' satisfaction with services and clinic hours?	Yes	No		V.1

Nº	Question	Answer		Pass	Std
14	Is there a statement that promotes the empowerment of women?	Yes	No		I.1
15	Is spousal consent required for the delivery of any kind of service? (Write down the services that require consent.)	Yes	No		I.13
16	Does the clinic have mechanisms to collect client suggestions?	Yes	No	NO↓ 18	
17	Are clients' suggestions used to make programmatic changes?	Yes	No		VIII.1
18	Is there a statement that establishes the delivery of counseling services as a routine procedure?	Yes	No		I.12

INFORMATION, EDUCATION, AND COMMUNICATION (IEC) AND TRAINING MATERIALS

Nº	Question	Answer		Pass	Std
19	Are there IEC materials on sexual and reproductive health?	Yes	No		VII.2
Do IEC materials include information on:					
20	Sexual and reproductive rights?	Yes	No		
21	Women's rights?	Yes	No		
22	Clients' rights?	Yes	No	24	
23	FILL OUT LATER: Is there at least one poster, flyer, or other IEC material with information on each kind of right? (BASED ON QUESTIONS 20 – 22)	Yes	No		VII.1
24	Are there IEC materials (e.g., brochures, flyers, leaflets) that use discriminatory language?	Yes	No		VI.1
25	Do all IEC materials (e.g., brochures, posters, flyers, leaflets) use gender-neutral language?	Yes	No		VI.2

CONTRACEPTIVE METHOD SUPPLY

Nº	Question	Answer		Pass	Std
26	Does the number of IUDs in stock in the warehouse at this time comply with the guidelines set by the clinic?	Yes	No		

Nº	Question	Answer		Pass	Std
27	Does the number of pills in stock in the warehouse at this time comply with the guidelines set by the clinic?	Yes	No		
28	Does the number of condoms in stock in the warehouse at this time comply with the guidelines set by the clinic?	Yes	No		
29	Does the number of injectable contraceptives in stock in the warehouse at this time comply with the guidelines set by the clinic?	Yes	No		
30	Does the quantity of materials on the rhythm method (bead necklaces, calendars, leaflets) in stock in the warehouse at this time comply with the guidelines set by the clinic?	Yes	No	32	
31	FILL OUT LATER: Is there a range of contraceptive methods available according to the guidelines set by the clinic? (BASED ON QUESTIONS 26 – 30)	Yes	No		I.14

PARTNER PARTICIPATION IN CONSULTATIONS

Nº	Question	Answer		Pass	Std
32	What is the percentage of women who attend consultations alone?		%		
33	What is the percentage of men who attend consultations alone?		%		
34	What is the percentage of couples who attend consultations?		%	END	
35	FILL OUT LATER: Is the percentage of couples who participate in consultations larger than the percentage of men or women who go alone? (BASED ON QUESTIONS 32 – 34)	Yes	No	END	I.11

OBSERVATIONS

Appendix IV.1 Form 2—Clinic Observation of General Conditions

The objective of this observation is to determine whether the clinic's infrastructure and equipment are clean and in working condition and whether the appropriate materials are displayed in the public areas. This observation consists of walking through different areas in the clinic without entering consultation or private counseling rooms.

GENERAL INFORMATION (FILL IN THIS SECTION BEFORE DOING THE OBSERVATION.)

1. Observer _____
2. Evaluation coordinator _____ 3. Position in the institution _____
4. Institution _____
5. Clinic _____ 6. Level of care Primary
 Secondary
 Tertiary
 Specialty
7. Municipality _____ 8. Department _____
9. Date ____ / ____ / ____ (day/month/year)

GENERAL CONDITIONS: AREAS AND EQUIPMENT

Nº	Question	Answer		Pass	Std
10	Are the various areas in the clinic (reception, hallways, waiting areas, toilets) clean and comfortable?	Yes	No		V.2
11	Does the clinic have equipment that functions properly?	Yes	No		V.3
12	Are there enough seats in the waiting areas?	Yes	No		V.5

PRIVACY AND CONFIDENTIALITY

Nº	Question	Answer		Pass	Std
13	Can you hear or see the client from outside the consultation rooms?	Yes	No		V.4

ENTERTAINMENT FOR CHILDREN

Nº	Question	Answer		Pass	Std
14	Are there resources (e.g., books, games) to entertain children who accompany clients?	Yes	No		IV.2

INFORMATION, EDUCATION, AND COMMUNICATION (IEC) AND TRAINING MATERIALS

Nº	Question	Answer		Pass	Std
15	Is there a visible and accessible board or other display with information on services provided, hours, and prices?	Yes	No		VII.3
16	Are educational activities for clients conducted in the waiting areas?	Yes	No		VII.4
Are there posters, flyers, or other IEC materials in view with information related to:					
17	Sexual and reproductive rights?	Yes	No		
18	Women's rights?	Yes	No		
19	Clients' rights?	Yes	No	21	
20	FILL OUT LATER: Is there at least one poster, flyer, or other IEC material on display with information on each type of right? (BASED ON QUESTIONS 17 - 19)	Yes	No		VII.1
21	Are there posters, flyers, or other IEC materials with information on sexual and reproductive health on display?	Yes	No	END	VII.2

OBSERVATIONS

Appendix IV.1
Form 3—Clinic
Observation of Consultations and Counseling Sessions

GENERAL INFORMATION (FILL IN THIS SECTION BEFORE DOING THE OBSERVATION)

1. Observer _____
2. Evaluation coordinator _____ 3. Position in the institution _____
4. Institution _____
5. Clinic _____ 6. Level of Care Primary
 Secondary
 Tertiary
 Specialty
7. Municipality _____ 8. Department _____
9. Date ____/____/____ (day/month/year)

CLIENT INFORMED CONSENT (READ WORD FOR WORD):

We are studying the quality of care provided by this establishment to their clients. Part of this study is the observation of medical consultations and sexual and reproductive health counseling sessions. I do not need to know your name; I only need to observe the interaction between you and the provider. If you decide not to participate, this in no way will affect the service you will receive. The person who will attend you already knows he or she will be observed. Would you allow me to observe your consultation?

(IF THE CLIENT DOES NOT ACCEPT, THANK HIM OR HER AND FINISH THE OBSERVATION.)

IF THE CLIENT ACCEPTS, ASK:

10. What is the main reason for your visit?
- a. Counseling on contraception
 - b. STI consultation
 - c. Ob-gyn consultation
 - 1. Contraceptive consultation
 - 2. Breast examination
 - 3. Pap smear
 - 4. STI diagnosis or treatment
 - 5. Gynecology (general)
 - 6. Pregnancy (prenatal visit)
 - 7. Postpartum
 - d. Other (Please specify, writing clearly) _____

THANK THE CLIENT FOR HIS OR HER ANSWERS AND SIT IN A CORNER OF THE CONSULTING ROOM FOR THE OBSERVATION.

GENERAL CARE

Nº	Question	Answer		Pass	Std
		Yes	No		
11	Does the provider greet the client?	Yes	No		II.1
12	Is the provider wearing a visible ID badge?	Yes	No		II.2
13	Does the provider address the client respectfully?	Yes	No		II.3
14	Does the provider use simple language (that the client understands) when providing information?	Yes	No		II.8
15	Does the provider use educational materials (brochures, flipcharts, others) to reinforce information given to clients?	Yes	No		II.7
16	Does the provider ask the client if he or she has any questions?	Yes	No		II.12
17	Does the provider answer the client's questions?	Yes	No		II.13
18	Does the provider use discriminatory language?	Yes	No		VI.1
19	Does the provider make eye contact while speaking to the client?	Yes	No		II.11
20	Does the consultation/counseling session take place in a private space?	Yes	No		V.4
21	Does the provider allow interruptions during the consultation (such as personal phone calls or conversations with other colleagues)?	Yes	No		II.19
22	Does the provider give educational materials to the client to reinforce information (brochures, leaflets, or other materials)?	Yes	No		II.15

DIAGNOSTIC AND TREATMENT

Nº	Question	Answer		Pass	Std
		Yes	No		
23	Does the client have a condition that requires receiving a Pap smear or taking a cytology sample?	Yes	No	NO↓ 27	
24	Does the provider explain diagnostic details?	Yes	No		II.9
25	Does the provider explain treatment details?	Yes	No		II.10
26	Does the provider give a step-by-step explanation of what he or she is doing or going to do during the physical examination or pelvic examination?	Yes	No		II.14

INFORMATION PROVIDED TO THE CLIENT ON SEXUAL AND REPRODUCTIVE HEALTH

Nº	Question	Answer		Pass	Std
27	Is the reason for the client's visit a sexual and reproductive health issue?	Yes	No	NO↓ END	
During the consultation, does the provider talk about:					
28	STI/HIV prevention?	Yes	No		
29	Prevention of cervical cancer?	Yes	No		
30	Prevention of breast cancer?	Yes	No		
31	Prevention of unwanted pregnancies (including characteristics of contraceptive methods)?	Yes	No	33	
32	FILL OUT LATER: Did the provider give the client information on two of these sexual and reproductive health topics? (BASED ON QUESTIONS 28 – 31)	Yes	No		II.4
33	Satisfaction or dissatisfaction in the client's sexual life?	Yes	No		
34	Abuse or violence in sexual relations?	Yes	No		
35	Does the partner collaborate in avoiding unwanted pregnancies?	Yes	No		
36	Can the client negotiate the use of condom with her partner?	Yes	No	38	
37	FILL OUT LATER: Did the provider speak about two of these subjects related to the client's sexual health? (BASED ON QUESTIONS 33 - 36)	Yes	No		II.5
38	Did the provider talk about the dual protection method (male condom provides simultaneous protection against unwanted pregnancies and STI/HIV)?	Yes	No	END	II.20

WAIT UNTIL THE CONSULTATION OR COUNSELING SESSION IS OVER TO SAY GOOD-BYE AND THANK THE CLIENT AND THE PROVIDER.

Appendix IV.1 Form 4—Clinic Client Exit Interviews

GENERAL INFORMATION (FILL IN THIS SECTION BEFORE THE INTERVIEW)

1. Interviewer _____
2. Evaluation coordinator _____
3. Position in the institution _____
4. Institution _____
5. Clinic _____
6. Level of care
 Primary
 Secondary
 Tertiary
 Specialty
7. Municipality _____
8. Department _____
9. Date ____/____/____ (day/month/year)

CLIENT INFORMED CONSENT (READ WORD FOR WORD):

We are studying the quality of care that health personnel in this clinic provide to clients. I will ask you questions regarding the interaction and treatment of the persons who attended you during your visit as well as the services you received. I do not need to know your name, and your answers will be completely confidential. If you decide not to participate, the treatment or services you will need in the future will be provided without a change. Do you agree to have this interview?

(IF THE CLIENT DOES NOT ACCEPT, THANK HIM OR HER AND END THE INTERVIEW.)

IF THE CLIENT ACCEPTS, ASK:

10. What was the main reason for your visit?
 - a. Counseling on contraception
 - b. STI counseling
 - c. Ob-gyn consultation
 1. Contraceptive consultation
 2. Breast examination
 3. Pap smear
 4. STI diagnosis or treatment
 5. Gynecology (general)
 6. Pregnancy (prenatal visit)
 7. Postpartum

d. Other (specify, write clearly) _____

IF THE MAIN REASON FOR HIS OR HER VISIT IS NOT RELATED TO A SEXUAL AND REPRODUCTIVE HEALTH SERVICE, THANK THE CLIENT FOR HIS OR HER TIME AND END THE INTERVIEW.

SEX OF THE CLIENT

Nº	Question	Answer	Pass	Std
11	Check the box for the client's sex	<input type="checkbox"/> Male <input type="checkbox"/> Female		

CLIENT COMFORT AND WAITING TIME

Nº	Question	Answer	Pass	Std
12	Is it difficult for you to come to this clinic during consultation hours?	Yes No		V.11
13	Did you have any difficulty coming to the clinic today? For example, did you have to find someone to take care of your children or request permission at work? (ONLY MARK YES IF THE DIFFICULTY IS DIRECTLY RELATED TO GENDER ISSUES.)	Yes No		IV.1
14	Did you wait more than half an hour to be attended?	Yes No		II.17
15	Did any educational activity take place in the waiting room while you waited?	Yes No		VII.4

CLIENT-PROVIDER INTERACTION AND TREATMENT

Nº	Question	Answer	Pass	Std
16	In general, during your visit today did you feel that any person in this clinic did not treat you well?	Yes No		V.9
17	Would you rather be seen by a man or a woman?	<input type="checkbox"/> Man <input type="checkbox"/> Woman <input type="checkbox"/> Either		
18	Who saw you during your visit/counseling session: a man or a woman?	<input type="checkbox"/> Man <input type="checkbox"/> Woman	20	
19	FILL OUT LATER: Was the client seen by a provider of the sex they prefer? (BASED ON QUESTIONS 17 AND 18)	Yes No		V.10
20	Did you feel comfortable speaking with the provider today?	Yes No		V.6

CLINIC CONDITIONS

Nº	Question	Answer		Pass	Std
21	Did different areas in the health clinic seem uncomfortable to you, such as hallways, consulting rooms, bathrooms?	Yes	No		
22	Did any areas in the health clinic seem dirty to you?	Yes	No	24	
23	FILL OUT LATER: Did the client find the areas in the health clinic uncomfortable or dirty? (BASED ON QUESTIONS 21 AND 22)	Yes	No		V.2

CONTENTS OF THE CONSULTATION OR COUNSELING SESSION

Nº	Question	Answer		Pass	Std
In your visit today, did the provider talk to you about:					
24	How to prevent STIs?	Yes	No		
25	How to prevent HIV infection?	Yes	No		
26	How to prevent cervical or uterine cancer?	Yes	No		
27	How to prevent breast cancer?	Yes	No		
28	How to prevent an unwanted pregnancy?	Yes	No	30	
29	FILL OUT LATER: Did the provider talk to the client about at least two of these sexual and reproductive health topics? (BASED ON QUESTIONS 24 – 28)	Yes	No		II.4
30	Did the provider ask whether you are satisfied or dissatisfied with your sexual life?	Yes	No		
31	Did the provider ask whether you have been abused or suffer violence in sexual relations?	Yes	No		
32	Did the provider ask whether your partner participates in preventing unwanted pregnancies?	Yes	No		
33	Did the provider ask whether you can negotiate the use of condoms with your partner?	Yes	No	35	
34	FILL OUT LATER: Did the provider talk to the client about at least two of these issues? (BASED ON QUESTIONS 30 TO 33)	Yes	No		II.5

N°	Question	Answer		Pass	Std
35	Did the provider who attended you today use words that were easy to understand?	Yes	No		II.8
36	Did the provider who attended you today use educational materials such as brochures or posters to help you understand the information provided?	Yes	No		II.7
37	Do you think the time the provider spent in consultation with you was sufficient?	Yes	No		V.8
38	Did you feel comfortable asking the provider questions?	Yes	No		V.7
39	Did the provider clarify your concerns and answer your questions?	Yes	No	END	II.13

THANK THE CLIENT

Appendix IV.1 Form 5—Clinic Personnel Interviews

INFORMED CONSENT TO BE READ WORD FOR WORD TO THE INTERVIEWEE:

The objective of this interview is to determine quality of care and gender sensitivity of services provided by this clinic, as well as to know institutional policies related to gender equality. Everything you say will be kept confidential. This interview will take no more than 10 minutes.

(IF THE PERSON AGREES TO BE INTERVIEWED, THEN CONTINUE; OTHERWISE, END THE INTERVIEW.)

GENERAL INFORMATION (FILL IN THIS SECTION BEFORE BEGINNING THE INTERVIEW.)

1. Interviewer _____

2. Evaluation coordinator _____

3. 3. Position in the institution _____

4. Institution _____

5. Clinic _____

6. Level of care

- Primary
- Secondary
- Tertiary
- Specialty

7. Municipality _____

8. Department _____

9. Sex of interviewee

- Male
- Female

10. Position

- Physician
- Nurse
- Counselor
- Administrative Personnel

11. Seniority _____ years in the position

INTERVIEW PERSONNEL WHO HAVE AT LEAST
ONE YEAR SENIORITY IN THE POSITION.

12. Date ____/____/____ (day/month/year)

PROCEDURES AND PRACTICES

Nº	Question	Answer		Pass	Std
The following questions refer to institutional procedures and practices:					
13	During the past year, did you make a suggestion or recommendation to the management or director?	Yes	No	NO↓ 16	
14	Did you use a written or verbal format to make your suggestion?	Yes	No	NO↓ 16	
15	Has this suggestion or recommendation been put into practice?	Yes	No		I.6
16	In general, do you think the director or manager of this clinic is receptive to personnel opinions and suggestions?	Yes	No		I.5
17	Do you feel motivated to make suggestions and give opinions?	Yes	No		I.7
18	In general, would you define the work environment as friendly, where every employee's opinion and vote count?	Yes	No		I.8
19	If you have a family situation that requires your presence, do you feel that you can openly ask your supervisor for permission to leave work?	Yes	No		I.9
20	Do you feel preferential treatment is given to employees of one sex?	Yes	No		I.10
21	Are there services for which the client needs his or her partners's consent?	Yes	No		I.13
22	Do you know whether providers wait half an hour after they arrive to start with consultations?	Yes	No		II.16

GENERAL CONCEPTS

Nº	Question	Answer		Pass	Std
Let us move to a few general concepts:					
23	What is the difference between sex and gender?			25	
24	FILL OUT LATER: Did the provider differentiate correctly between the two concepts? (BASED ON QUESTION 23)	Yes	No		III.3
25	How would you define sexual and reproductive health?			27	
26	FILL OUT LATER: Did the provider define sexual and reproductive health correctly? (BASED ON QUESTION 25)	Yes	No		III.1

Nº	Question	Answer	Pass	Std
27	What sexual and reproductive health services does the clinic provide?		29	
28	FILL OUT LATER: Did the provider correctly describe at least 80 percent of sexual and reproductive health services provided in the institution? (BASED ON QUESTION 27)	Yes No		II.18

MOVE ON TO THE FOLLOWING QUESTIONS ONLY IF THE PERSON INTERVIEWED PROVIDES SEXUAL AND REPRODUCTIVE HEALTH SERVICES AND COUNSELING.

CONTENT OF THE CONSULTATION OR COUNSELING SESSIONS

Nº	Question	Answer	Pass	Std
29	Do you feel there are cultural or medical barriers to talking about sexual and reproductive health issues during consultation/counseling?	Yes No		II.6
30	What contraceptive methods are actually delivered in this clinic?			
31	How should these methods be used, and how effective are they? Please explain each briefly.		33	
32	FILL OUT LATER: Did the provider know the contraceptive methods available in the clinic? (BASED ON QUESTIONS 30 AND 31)	Yes No		III.2
33	Do you know the dual protection method? Explain.			
34	Do you always mention the dual protection method to clients? Explain.	Yes No	36	
35	FILL OUT LATER: Did the provider know and promote the dual protection method? (BASED ON QUESTIONS 33 AND 34)	Yes No		II.20

Nº	Question	Answer		Pass	Std
36	What is a Pap smear?				
37	Should all women have a Pap smear?				
38	If so, with what frequency should women have a Pap smear?				
39	Do you always promote the Pap smear in your consultations?	Yes	No	41	
40	FILL OUT LATER: Does the provider know how to perform the Pap smear and promote it in the clinic? (BASED ON QUESTIONS 36 – 39)	Yes	No		II.21
41	What is breast self-examination?				
42	Should all women conduct a breast self-examination?				
43	How frequently should women conduct a breast self-examination?				
44	Do you always promote and explain how to do a breast self-examination?	Yes	No	END	
45	FILL OUT LATER: Does the provider know and promote periodic breast self-examination? (BASED ON QUESTIONS 41 – 44)	Yes	No	END	II.22

THANK THE INTERVIEWEE.

OBSERVATIONS

Appendix IV.2 Form 1—Institution* Review of Documents

The objective of this review is to determine the degree to which gender concerns have been integrated into the policies and structure of this institution. It consists of a review of institutional documents, protocols, policies, and procedures to determine the current state of the institution with regard to providing gender-sensitive services.

*The items in this document are a subset of items in the clinic review of documents form. Thus the numbering is not always sequential.

GENERAL INFORMATION (FILL IN THIS SECTION BEFORE DOING THE REVIEW.)

1. Reviewer _____
2. Evaluation coordinator _____
3. Position in the institution _____
4. Institution _____
7. Municipality _____ 8. Department _____
9. Date ____ / ____ / ____ (day/month/year)

OFFICIAL DOCUMENTS

Note: Statements can be found in any of the institution's official documents, such as incorporation deeds, policies and procedures manual, internal regulations, personnel contracts, and other documents.¹

Nº	Question	Answer		Pass	Std
10	Is there a statement that prohibits gender-based discrimination?	Yes	No		I.2
11	Is there a statement that prohibits gender-based discrimination in personnel promotion and remuneration?	Yes	No		I.3
12	Is there a statement that forbids the abuse of power in the clinic (sexual harassment or sexual abuse)?	Yes	No		I.4
14	Is there a statement that promotes the empowerment of women?	Yes	No		I.1

¹ The standards for institutions are a subset of all standards, but follow the numbering for clinic standards. Thus, the numbering in these tables is not always sequential.

INFORMATION, EDUCATION, AND COMMUNICATION (IEC) AND TRAINING MATERIALS

Nº	Question	Answer		Pass	Std
19	Are there IEC materials on sexual and reproductive health?	Yes	No		VII.2
Do IEC materials include information on:					
20	Sexual and reproductive rights?	Yes	No		
21	Women's rights?	Yes	No		
22	Clients' rights?	Yes	No	24	
23	FILL OUT LATER: Is there at least one poster, flyer, or other IEC material with information on each type of right? (BASED ON QUESTIONS 20 - 22)	Yes	No		VII.1
24	Are there IEC materials (e.g., leaflets, flyers, brochures, posters) that use discriminatory language?	Yes	No		VI.1
25	Do all IEC materials (e.g., leaflets, posters, flyers, brochures) use gender-neutral language?	Yes	No		VI.2

OBSERVATIONS

Appendix IV.2 Form 2—Institution* Observation of General Conditions

The objective of this observation is to determine whether the institution's infrastructure and equipment are clean and in working condition and whether the appropriate materials are displayed in the public areas. This observation consists of walking through the institution without entering consultation or private counseling rooms.

*The items in this document are a subset of items in the clinic review of documents form. Thus the numbering is not always sequential.

GENERAL INFORMATION (FILL IN THIS SECTION BEFORE DOING THE OBSERVATION.)

1. Observer _____
2. Evaluation coordinator _____ 3. Position in the institution _____
4. Institution _____
7. Municipality _____ 8. Department _____
9. Date ____/____/____ (day/month/year)

GENERAL CONDITIONS

Nº	Question	Answer		Pass	Std
10	Are the various areas of the institution (reception, hallways, offices, rooms, toilets) clean and comfortable?	Yes	No		V.2

INFORMATION, EDUCATION, AND COMMUNICATION (IEC) AND TRAINING MATERIALS¹

Nº	Question	Answer		Pass	Std
Are there posters, flyers, or other IEC materials in view with information on:					
17	Sexual and reproductive rights?	Yes	No		
18	Women's rights?	Yes	No		
19	Clients' rights?	Yes	No	21	

¹ The standards for institutions are a subset of all standards, but follow the numbering for clinic standards. Thus, the numbering in these tables is not always sequential.

N°	Question	Answer		Pass	Std
20	FILL OUT LATER: Is there at least one poster, flyer, or other IEC material visible with information on each right? (BASED ON QUESTIONS 17 - 19)	Yes	No		VII.1
21	Are there posters, flyers, or other IEC materials with information on sexual and reproductive health on display?	Yes	No	END	VII.2

Appendix IV.2 Form 5—Institutions* Personnel Interviews

INFORMED CONSENT TO BE READ WORD FOR WORD TO THE INTERVIEWEE:

The objective of this interview is to know the level in which a gender perspective has been incorporated in this institution, and to know about its gender-related policies and practices. Everything you say will be kept confidential. This interview will take no more than 10 minutes.

(IF THE PERSON AGREES TO BE INTERVIEWED, THEN CONTINUE; OTHERWISE, END THE INTERVIEW.)

*The items in this document are a subset of items in the clinic review of documents form. Thus the numbering is not always sequential.

GENERAL INFORMATION (FILL IN THIS SECTION BEFORE BEGINNING THE INTERVIEW.)

1. Interviewer _____

2. Evaluation coordinator _____ 3. Position in the institution _____

4. Institution _____

7. Municipality _____

8. Department or state _____

9. Sex of the interviewee Male
 Female

10. Position Director
 Manager
 Coordinator
 Administrative personnel

10. Seniority _____ years in the position

INTERVIEW PERSONNEL WITH MORE THAN **ONE YEAR**
IN THE INSTITUTION.

11. Date ____/____/____ (day/month/year)

PROCEDURES AND PRACTICES¹

Nº	Question	Answer	Pass	Std	
The following questions refer to institutional procedures and practices:					
13	During the past year, did you make a suggestion or recommendation to the management or director?	Yes	No	NO↓ 16	
14	Did you use a written or verbal format to make your suggestion?	Yes	No	NO↓ 16	
15	Has this suggestion or recommendation been put into practice?	Yes	No		I.6
16	In general, do you think the director or manager of this institution is receptive to personnel opinions and suggestions?	Yes	No		I.5
17	Do you feel motivated to make suggestions and give opinions?	Yes	No		I.7
18	In general, would you define the work environment as friendly, where every employee's opinion and vote count?	Yes	No		I.8
19	If you have a family situation that requires your presence, do you feel that you can openly ask your supervisor for permission to leave work?	Yes	No		I.9
20	Do you feel preferential treatment is given to employees of one sex?	Yes	No		I.10

GENERAL CONCEPTS

Nº	Question	Answer	Pass	Std
Let us move to a few general concepts:				
24	What is the difference between sex and gender?		26	
25	FILL OUT LATER: Did the interviewee know the difference between the two concepts? (BASED ON QUESTION 24)	Yes	No	III.3
26	How would you define sexual and reproductive health?		27	
27	FILL OUT LATER: Did the interviewee define sexual and reproductive health correctly? (BASED ON QUESTION 26)	Yes	No	III.1

THANK THE INTERVIEWEE

¹ The standards for institutions are a subset of all standards, but follow the numbering for clinic standards. Thus, the numbering in these tables is not always sequential.

OBSERVATIONS

Appendix V.1 and V.2 Evaluator's Checklist Standards for Clinics and Institutions

The table below shows the relationship between Bolivia's Integral Health Coordination Program (PROCOSI) standards for quality of care and gender sensitivity and the manual or electronic file (Excel workbooks, Appendix VIII) files for calculating scores on quality of care and gender sensitivity in clinics and institutions. The number adjacent to the standard refers to the question in the relevant part of the workbook). For example, in item I.1 under Institutional Policies and Practices, the number 14 appears under Form 1 (Review of Documents). This refers to question 14 in Appendix VIII, Form I on the Excel spreadsheet. Within the spreadsheet, the questions are also cross-referenced to the relevant standard number.

Some standards appear on more than one sheet within Appendix VIII. For instance, standard I.13 is evaluated in two instances—the initial document review and the personnel interviews. Thus, this checklist references the question number for both sheets within Appendix VIII (questions 15 and 21, respectively).

V.1 Standards—Clinics

Standard		Type of Form				
		1	2	3	4	5
		Review of Documents	Observation of General Conditions	Observation of Consultation/Counseling	Client Exit Interviews	Personnel Interviews
		Question Number				
I	Institutional Policies and Practices					
I.1	There is a statement that promotes women’s empowerment.	14				
I.2	There is a statement that prohibits gender-based discrimination in the organization.	10				
I.3	There is a statement that prohibits gender-based discrimination in personnel promotion and remuneration.	11				
I.4	There is a statement that prohibits the abuse of power in the workplace.	12				
I.5	At least 80 percent of personnel feel that the institution’s director or manager is receptive to their opinions and suggestions.					16
I.6	At least 80 percent of personnel feel that their recommendations or suggestions are put into practice.					15
I.7	At least 80 percent of personnel feel motivated to give opinions and make suggestions.					17
I.8	At least 80 percent of personnel feel that the institution promotes an environment of cooperation and teamwork.					18
I.9	At least 80 percent of personnel feel that the institution understands if an employee must leave work for family reasons.					19
I.10	Less than 20 percent of personnel feel that a particular gender is given preferential treatment.					20

Standard		Type of Form				
		1	2	3	4	5
		Review of Documents	Observation of General Conditions	Observation of Consultation/Counseling	Client Exit Interviews	Personnel Interviews
		Question Number				
I.11	At least 50 percent of sexual and reproductive health consultations are provided to couples.	35				
I.12	There is a statement that establishes the delivery of counseling services as a routine procedure.	18				
I.13	There are no reproductive health services that require the partner's consent.	15				21
I.14	There is a range of contraceptive methods available, according to the family planning norms established by the institution for each type of clinic.	31				
II	Provider Practices					
II.1	At least 80 percent of providers greet the clients.			11		
II.2	At least 80 percent of providers wear a visible identification badge.			12		
II.3	At least 80 percent of providers address clients respectfully.			13		
II.4	At least 80 percent of providers discuss sexual and reproductive health issues during initial consultations.			38	29	
II.5	At least 80 percent of providers address the client's sexual health.			43	34	
II.6	Less than 20 percent of providers feel that there are social and medical barriers to talking about sexual and reproductive health issues.					30
II.7	At least 80 percent of providers use educational materials to reinforce information given to clients.			15	36	

Standard		Type of Form				
		1	2	3	4	5
		Review of Documents	Observation of General Conditions	Observation of Consultation/Counseling	Client Exit Interviews	Personnel Interviews
		Question Number				
II.8	At least 80 percent of providers communicate with clients using simple language.			14	35	
II.9	At least 80 percent of providers carefully explain to clients the details of their diagnosis.			30		
II.10	At least 80 percent of providers carefully explain to clients the details of their treatment.			31		
II.11	At least 80 percent of providers make eye contact with the client while they explain the diagnosis or treatment.			21		
II.12	At least 80 percent of providers ask clients whether they have questions.			17		
II.13	At least 80 percent of providers respond to clients' questions.			18	39	
II.14	At least 80 percent of providers explain what they are going to do during a physical or pelvic exam.			32		
II.15	At least 80 percent of providers give the client educational materials to reinforce information they have provided.			26		
II.16	Less than 20 percent of providers say there is a waiting time of more than a half hour between the time they arrive at the clinic and the time they start giving services.					23
II.17	Less than 20 percent of clients say that they have waited more than half an hour for services.				14	
II.18	At least 80 percent of personnel know what sexual and reproductive health services are offered by the clinic.					29

Standard		Type of Form				
		1	2	3	4	5
		Review of Documents	Observation of General Conditions	Observation of Consultation/Counseling	Client Exit Interviews	Personnel Interviews
		Question Number				
II.19	At least 80 percent of providers do not allow any interruptions when they are attending a client.			25		
II.20	At least 80 percent of providers know and promote the dual protection method.			44		36
II.21	At least 80 percent of providers know how to perform the Pap smear and promote it in the clinic.					41
II.22	At least 80 percent of providers know and promote periodic breast self-examination.					46
III	Provider and Personnel Knowledge					
III.1	At least 80 percent of providers and other personnel know the definition of sexual and reproductive health.					27
III.2	At least 80 percent of personnel know what contraceptive methods are provided in the clinic.					33
III.3	At least 80 percent of personnel know the definition of gender as a social construction.					25
IV	Client Comfort					
IV.1	Less than 20 percent of clients report gender-related difficulties in obtaining services.				13	
IV.2	Resources are available to entertain children who come with clients to the clinic.		14			
V	Client Satisfaction					
V.1	Clinics have feedback mechanisms to assess clients' satisfaction with the services they receive.	13				

Standard		Type of Form				
		1	2	3	4	5
		Review of Documents	Observation of General Conditions	Observation of Consultation/Counseling	Client Exit Interviews	Personnel Interviews
		Question Number				
V.2	The clinic is clean and comfortable.		10		23	
V.3	Equipment is available and in good condition.		11			
V.4	The clinic maintains conditions that ensure and safeguard clients' privacy.		13	22		
V.5	There are enough seats available for clients in waiting areas.		12			
V.6	At least 80 percent of clients feel comfortable talking to the provider.				20	
V.7	At least 80 percent of clients feel comfortable asking questions and clarifying concerns with providers.				38	
V.8	At least 80 percent of clients consider that the consultation time is sufficient.				37	
V.9	At least 80 percent of clients say that they were well treated by the clinic staff.				16	
V.10	At least 80 percent of clients were able to consult with a male or female provider, according to their preference.				19	
V.11	At least 80 percent of clients feel that clinic hours are adapted to their gender-related needs.				12	
VI	Use of Gender-Sensitive Language					
VI.1	The clinic's staff uses nondiscriminatory language with clients.	24		19		
VI.2	The clinic's staff uses gender-neutral language.	25				
VII	Information, Education, and Communication (IEC) and Training					

Standard		Type of Form				
		1	2	3	4	5
		Review of Documents	Observation of General Conditions	Observation of Consultation/Counseling	Client Exit Interviews	Personnel Interviews
		Question Number				
VII.1	There are IEC and training materials with information on sexual and reproductive rights, clients' rights, and women's rights.	23	20			
VII.2	There are IEC and training materials with information on sexual and reproductive health issues.	19	21			
VII.3	There is a highly visible display with information on the clinic's services, schedules, and prices.		15			
VII.4	Educational activities are carried out in the client waiting areas.		16		15	
VIII	Monitoring and Assessment					
VIII.1	There is a mechanism for systematically incorporating programmatic changes based on clients' suggestions.	17				

V.2 Standards – Institutions

Note: The standards for institutions are a subset of all standards, but follow the numbering for clinic standards. Thus, the numbering in this list is not always sequential. Only forms 1, 2, and 5 apply to clinics. Therefore, the columns for forms 3 and 4 are grayed out.

Standard		Type of Form				
		1	2	3	4	5
		Review of Documents	Observation of General Conditions			Personnel Interviews
		Question Number				
I	Institutional Policies and Practices					
I.1	There is a statement that promotes women’s empowerment.	14				
I.2	There is a statement that prohibits gender-based discrimination in the organization.	10				
I.3	There is a statement that prohibits gender-based discrimination in personnel promotion and remuneration.	11				
I.4	There is a statement that prohibits the abuse of power in the workplace.	12				
I.5	At least 80 percent of personnel feel that the institution’s director or manager is receptive to their opinions and suggestions.					16
I.6	At least 80 percent of personnel feel that their recommendations or suggestions are put into practice.					15
I.7	At least 80 percent of personnel feel motivated to give opinions and make suggestions.					17

Standard		Type of Form				
		1	2	3	4	5
		Review of Documents	Observation of General Conditions			Personnel Interviews
		Question Number				
I.8	At least 80 percent of personnel feel that the institution promotes an environment of cooperation and teamwork.					18
I.9	At least 80 percent of personnel feel that the institution understands if an employee must leave work for family reasons.					19
I.10	Less than 20 percent of personnel feel that a particular gender is given preferential treatment.					20
III	Personnel Knowledge					
III.1	At least 80 percent of providers and other personnel know the definition of sexual and reproductive health.					27
III.3	At least 80 percent of personnel know the definition of gender as a social construction.					25
V	Personnel Satisfaction					
V.2	The institution is clean and comfortable.		10			
VI	Use of Gender-Sensitive Language					
VI.1	The staff uses nondiscriminatory language with clients.	24				
VI.2	The staff uses gender-neutral language.	25				
VII	Information, Education, and Communication (IEC) and Training					
VII.1	There are IEC and training materials with information on sexual and reproductive rights, clients' rights, and women's rights.	23	20			

		Type of Form				
		1	2	3	4	5
		Review of Documents	Observation of General Conditions			Personnel Interviews
		Question Number				
VII.2	There are IEC and training materials with information on sexual and reproductive health issues.	19	21			

Appendix VI.1, VI.2, VI.3, VI.4

Sample Timelines for Internal and External Evaluations Clinics and Institutions

VI.1 Timeline of Activities for Internal Evaluations—Clinics

	Morning	Afternoon
Evaluation Coordinator	Review of documents Observation of general conditions Supervise surveys Collect and record questionnaires	Conduct two personnel interviews Gather service statistics Supervise surveys Collect and record questionnaires
Evaluator 2	Observe one consultation Conduct at least two exit interviews	Observe one consultation Conduct at least two exit interviews
Evaluator 3	Observe one consultation Conduct at least two exit interviews	Observe one consultation Conduct at least two exit interviews

VI.2 Timeline of Activities for Internal Evaluations—Institutions

Morning or Afternoon

Evaluation Coordinator:

- Review of documents
- Observation of general conditions
- Collect and record questionnaires

Evaluator 2:

- Conduct two personnel interviews

VI.3 Timeline of Activities for External Evaluations—Clinics

	Morning	Afternoon
Evaluation Coordinator	Review of documents Observation of general conditions Collect and record questionnaires	Conduct seven personnel interviews Collect and record questionnaires
Evaluator 2	Observe two consultations Conduct one-fourth of client exit interviews	Observe one consultation
Evaluator 3	Observe one consultation Conduct one-fourth of client exit interviews	Observe two consultations Conduct one-fourth of client exit interviews

VI.4 Timeline of Activities for External Evaluations—Institutions

Morning or Afternoon

Evaluation Coordinator:

- Review of documents
- Observation of general conditions
- Supervise personnel interviews
- Collect and record questionnaires

Evaluator 2:

- Conduct seven personnel interviews

Appendix VII Sample Timetable for Evaluation Activities Institution*

General Information

Date ____/____/____ (day/month/year)

Institution_____

Clinic_____

Municipality_____

Department_____

Evaluator 1_____ Institution_____

Evaluator 2_____ Institution_____

*The items in this document are a subset of items in the clinic review of documents form. Thus the numbering is not always sequential.

Data Recordings

Form	Total	Day 1				Comp	Observations
		Morning		Afternoon			
		#	Ev	#	Ev		
1. Review of documents	1	1	Ev1				
2. Observation of general conditions	1	1	Ev1				
5. Personnel interviews	2	2	Ev2				

Table Definitions:

- Form: Type of data collection form
- Total: Total number of questionnaires to be completed per form
- Day 1: Day of the internal evaluation (This process can be held in the afternoon, if necessary.)
- Morning/
Afternoon: Time of day when data will be recorded
- #: Number of questionnaires to be completed per evaluator
- Ev: Evaluator in charge of completing questionnaires
- Comp: Confirmation of compliance (Use a check if the facility complies; use an X if it does NOT comply.)
- Observations: Important information about each activity

**CLINIC EVALUATION
GENERAL INFORMATION**

1 Type of evaluation

I=Internal; E=External

2 Evaluation coordinator

3 Position in clinic

4 Institution

5 Clinic

6 Level of care

P=Primary; S=Secondary; T=Tertiary

7 Municipality

8 Department

9 Data of data collection

NOTE: Numbering of questions matches numbers of items in the evaluation forms.

FORM 1-Clinic Review of Documents

GENERAL INFORMATION

1 Reviewers

OFFICIAL DOCUMENTS

Write Y
or N

- | | | |
|--|---|--------|
| 10 Is there a statement that prohibits gender-based discrimination? | <input style="width: 100%; height: 100%;" type="text"/> | I.2 |
| 11 Is there a statement that prohibits gender-based discrimination in personnel promotion and remuneration?
Is there a statement that prohibits abuse of power in the workplace, for example, against sexual abuse or | <input style="width: 100%; height: 100%;" type="text"/> | I.3 |
| 12 harassment?
Have studies been made in the past five years with surveys on clients' satisfaction with the services provided | <input style="width: 100%; height: 100%;" type="text"/> | I.4 |
| 13 and opening hours? | <input style="width: 100%; height: 100%;" type="text"/> | V.1 |
| 14 Is there a statement that promotes women's empowerment? | <input style="width: 100%; height: 100%;" type="text"/> | I.1 |
| 15 Is spousal consent required for any kind of service? | <input style="width: 100%; height: 100%;" type="text"/> | I.13 |
| 17 Are suggestions used to make programmatic changes? | <input style="width: 100%; height: 100%;" type="text"/> | VIII.1 |
| 18 Is there any declaration that establishes, as a routine procedure, offering counseling services? | <input style="width: 100%; height: 100%;" type="text"/> | I.12 |

INFORMATION, EDUCATION, AND COMMUNICATION (IEC) AND TRAINING

Y/N

- | | | |
|---|---|-------|
| 19 Is there IEC material on sexual and reproductive health? | <input style="width: 100%; height: 100%;" type="text"/> | VII.2 |
| 23 Do IEC materials include information on the three types of rights? | <input style="width: 100%; height: 100%;" type="text"/> | VII.1 |
| 24 Is there any kind of IEC (leaflets, posters, flyers, brochures, etc.) that contains discriminatory language? | <input style="width: 100%; height: 100%;" type="text"/> | VI.1 |
| 25 Do all IEC materials (e.g., flyers, leaflets, posters, brochures) use gender-neutral language? | <input style="width: 100%; height: 100%;" type="text"/> | VI.2 |

CONTRACEPTIVE METHOD SUPPLY

Y/N

- | | | |
|--|---|------|
| 31 Is there a range of contraceptive methods available according to norms established by the clinic? | <input style="width: 100%; height: 100%;" type="text"/> | I.14 |
|--|---|------|

EQUAL PARTICIPATION

Y/N

- | | | |
|--|---|------|
| 35 Is the percentage of couples who participate in consultations greater than the percentage of men or women who go alone? | <input style="width: 100%; height: 100%;" type="text"/> | I.11 |
|--|---|------|

NOTE: Only questions 15 and 24 accept a negative answer as favorable. The rest of the questions accept positive answers as favorable.

IMPORTANT! Fill in only the GREEN cells. Do not fill in the yellow formula and calculation cells.

FORM 2-Clinic
Observation of General Conditions

GENERAL INFORMATION

1 Observer(s)

GENERAL CONDITIONS: AREAS AND EQUIPMENT

Write Y or N

10 Are the clinic areas (hallways, consulting rooms, bathrooms) comfortable and clean?

V.2

11 Does the clinic have functioning equipment?

V.3

12 Are there enough seats available in waiting areas?

V.5

PRIVACY AND CONFIDENTIALITY

Y/N

13 Can the client be heard or seen from outside the consulting rooms?

V.4

ENTERTAINMENT FOR CHILDREN

Y/N

14 Are resources made available (e.g., books, games) for entertaining children who accompany clients?

IV.2

INFORMATION, EDUCATION, AND COMMUNICATION (IEC) AND TRAINING MATERIALS

Y/N

15 Is there visual and accessible information on the services available, fees, and prices?

VII.3

16 Is any educational activity held for clients in waiting areas?

VII.4

20 Can at least one poster, flyer, or other IEC material be seen with information on each type of right?

VII.1

21 Can posters, flyers, or other IEC material be seen with information on sexual and reproductive health?

VII.2

Note: Only question 13 accepts a negative answer as favorable. The rest of the questions accept positive answers as favorable.

IMPORTANT! Fill in only the GREEN cells. Do not fill in the yellow formula and calculation cells.

FORM 3-Clinic Observation of Consultations

GENERAL INFORMATION

1 Observer(s)

Fill in pages 1 and 2

Observation Number

1	2	3	4	5	6	7	8
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10 Main reason for visit

GENERAL CARE

Fill in Y or N

11 Does the provider greet the client?

II.1								
------	--	--	--	--	--	--	--	--

12 Does the provider wear a visible identification badge?

II.2								
------	--	--	--	--	--	--	--	--

13 Does the provider address the client respectfully?
Does the provider use simple language (that the client understands)

II.3								
------	--	--	--	--	--	--	--	--

14 when providing information?
Does the provider use illustrative material (brochures, pamphlets or other

II.8								
------	--	--	--	--	--	--	--	--

15 material) to reinforce information?

II.7								
------	--	--	--	--	--	--	--	--

16 Does the provider ask the client if he or she has questions?

II.12								
-------	--	--	--	--	--	--	--	--

17 Does the provider answer/clarify the client's questions?

II.13								
-------	--	--	--	--	--	--	--	--

18 Does the provider use discriminatory language?

VI.1								
------	--	--	--	--	--	--	--	--

19 Does the provider make eye contact while speaking to the client?

II.11								
-------	--	--	--	--	--	--	--	--

20 Does the consultation/counseling room safeguard the client's privacy?
Does the provider devote the entire consultation time to the client,

V.4								
-----	--	--	--	--	--	--	--	--

21 without interruptions (such as personal phone calls or conversations with
another colleague)?

II.19								
-------	--	--	--	--	--	--	--	--

22 Does the provider give reinforcement educational materials to the client
(brochures, leaflets, or other materials)?

II.15								
-------	--	--	--	--	--	--	--	--

Note: Only question 18 accepts a negative answer as favorable. The rest of the questions accept positive answers as favorable.

IMPORTANT! Fill in only the green cells. Do not fill in the yellow formula and calculation cells.

Observation of Consultations and Counseling Sessions

Observation Number

1 2 3 4 5 6 7 8

DIAGNOSIS AND TREATMENTS

- 24 Does the provider explain the details of the diagnosis?
- 25 Does the provider explain the details of the treatment?
Does the provider give a step-by-step explanation of what he or she is
- 26 doing during the physical examination or pelvic examination?

Write Y or N

II.9								
II.10								
II.14								

INFORMATION PROVIDED TO THE CLIENT ON SEXUAL AND REPRODUCTIVE HEALTH

- 32 Does the provider provide information to the client on two sexual and reproductive health subjects?
- 37 Did the provider talk about two subjects related to the client's sexual health?
- 38 Did the provider talk about the dual protection method?

Write Y or N

II.4								
II.5								
II.20								

IMPORTANT! Fill in only the GREEN cells. Do not fill in the yellow formula and calculation cells.

FORM 4

Client Exit Interviews

GENERAL INFORMATION

1 Interviewer(s)

Number of Interview

	1	2	3	4	5	6	7	8	9	#	#	#	#	#
10 Main reason for visit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

CLIENT COMFORT

Write Y or N

12 Is it difficult for you to attend this clinic during existing opening hours? V.11	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13 Did you have any difficulties coming to the clinic today? IV.1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14 Did you wait more than half an hour to be seen? II.17	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15 Was any educational activity held in the waiting area while you waited to be seen? VII.4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

CLIENT-PROVIDER INTERACTION AND TREATMENT

Write Y or N

16 During your visit today, did you feel that any person in this clinic did not treat you well? V.9	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19 Were you attended by a provider of the gender you prefer? V.10	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20 Did you feel comfortable speaking with the provider today? V.6	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

AREAS OF THE CLINIC

Write Y or N

23 Did you find any areas of the clinic dirty or uncomfortable? V.2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------

CONTENTS OF THE CONSULTATION OR

COUNSELING SESSION

Write Y or N

29 Did the provider speak to you about at least two sexual and reproductive health subjects? II.4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
34 Did the provider speak of at least two issues related to the client's sexual and reproductive health? II.5	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
35 Did the provider use language that was easy to understand? II.8	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
36 Did the provider use illustrative materials, such as leaflets or posters, to reinforce information? II.7	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
37 Did you feel that the time for consultation was sufficient? V.8	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
38 Did you feel comfortable asking the provider questions? V.7	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
39 Did the provider clear up concerns and answer questions? II.13	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Note: Questions 12, 13, 14, 16, and 23 accept negative answers as favorable. The rest of the questions accept positive answers as favorable.

FORM 5-Clinic Personnel Interviews

GENERAL INFORMATION

1 Interviewer

9 Sex of the interviewee M=Male, F=Female

10 Position P=Physician, N=Nurse, C=Counselor, A=Administrative Personnel

11 Seniority

Number of Interview								
1	2	3	4	5	6	7	years	

PROCEDURES AND PRACTICES

15 Have suggestions or recommendations been put into practice?
in general, do you think your establishment's director or manager is receptive

16 to the opinions and suggestions of personnel?

17 Do you feel motivated to give opinions and make suggestions?

18 In general, would you define the work environment as cooperative where
every employee has a say?

19 If you had a family situation that required your presence, do you feel you
could ask your supervisor to leave work?

20 Do you feel that preferential treatment is given to employees of any one sex?

21 Are there some services for which the client requires spousal consent?

22 Do you know whether providers wait half an hour after they arrive to start
with consultation?

1.6	1.5	1.7	1.8	1.9	I.10	I.13	II.16	

GENERAL CONCEPTS

24 Did the provider correctly differentiate the concepts of gender and sex?

26 Did the provider define sexual and reproductive health correctly?
Did the provider correctly describe at least eighty percent of sexual and

28 reproductive health services provided in the institution?

III.3	III.1	II.18						

CONTENT OF THE CONSULTATION OR COUNSELING SESSIONS

29 Do you feel that there are cultural or medical barriers to approaching sexual
and reproductive health subjects in consultations?

32 Did the provider know the contraceptive methods offered in this clinic?

35 Did the provider know about and promote the dual protection method?

40 Did the provider know to perform the Pap test and promote it in the clinic?

45 Did the provider know about and promote breast self-examination?

II.6	III.2	II.20	II.21	II.22				

Note: Questions 20, 21, 22, and 29 accept negative answers as favorable. The rest of the questions accept positive answers as favorable.

EVALUATION RESULTS -- Clinic

Institution:

Clinic:

FINAL RESULTS:

Standards

Standards		1	2	3	4	5	Has the standard been achieved?
		Review of Documents	Observation of General Conditions	Observation of Consultation	Client Exit Interviews	Personnel Interviews	
I	Institutional Policies and Practices						
I.1	There is a statement that promotes women's empowerment.						
I.2	There is a statement that prohibits gender-based discrimination in the organization.						
I.3	There is a statement that prohibits gender-based discrimination in personnel promotion and remuneration.						
I.4	There is a statement that prohibits the abuse of power in the workplace.						
I.5	At least 80 percent of personnel feel that the institution's director or manager is receptive to their opinions and suggestions.						
I.6	At least 80 percent of personnel feel that their recommendations or suggestions are put into practice.						
I.7	At least 80 percent of personnel feel motivated to give opinions and make suggestions.						
I.8	At least 80 percent of personnel feel that the institution promotes an environment of cooperation and teamwork.						
I.9	At least 80 percent of personnel feel that the institution understands if an employee must leave work for family reasons.						
I.10	Less than 20 percent of personnel feel that a particular gender is given preferential treatment.						
I.11	At least 50 percent of sexual and reproductive health consultations are provided to couples.						
I.12	There is a statement that establishes the delivery of counseling services as a routine procedure.						
I.13	There are no reproductive health services that require the partner's consent.						
I.14	There is a range of contraceptive methods available, according to the family planning norms established by the institution for each type of clinic.						
Standards		1	2	3	4	5	Has the standard been achieved?
		Review of Documents	Observation of General	Observation of Providers' Client Exit Interviews	Personnel Interviews		
II	Providers' Practices						
II.1	At least 80 percent of providers greet the clients.						
II.2	At least 80 percent of providers wear a visible identification badge.						
II.3	At least 80 percent of providers address clients respectfully.						

II.4	At least 80 percent of providers discuss sexual and reproductive health issues during initial consultations.						
II.5	At least 80 percent of providers address the client's sexual health.						
II.6	Less than 20 percent of providers feel that there are social and medical barriers to talking about sexual and reproductive health issues.						
II.7	At least 80 percent of providers use educational materials to reinforce information given to clients.						
II.8	At least 80 percent of providers communicate with clients using simple language.						
II.9	At least 80 percent of providers carefully explain to clients the details of their diagnosis.						
II.10	At least 80 percent of providers carefully explain to clients the details of their treatment.						
II.11	At least 80 percent of providers make eye contact with the client while they explain the diagnosis or treatment.						
II.12	At least 80 percent of providers ask clients whether they have questions.						
II.13	At least 80 percent of providers respond to clients' questions.						
II.14	At least 80 percent of providers explain to clients what they are going to do during a physical or pelvic exam.						
II.15	At least 80 percent of providers give the client educational materials to reinforce information they have provided.						
Standards		1	2	3	4	5	Has the standard been achieved?
		Review of Documents	Observation of General	Observation of Providers' Client Exit Interviews	Personnel Interviews		
II.16	Less than twenty percent of providers say there is a waiting time of more than a half hour between the time they arrive at the clinic and the time they start giving services.						
II.17	Less than twenty percent of clients say that they have waited more than half an hour for services.						
II.18	At least eighty percent of personnel know what sexual and reproductive health services are offered by the clinic.						
II.19	At least eighty percent of providers do not allow any interruptions when they are attending a client.						
II.20	At least eighty percent of providers know and promote the dual protection method.						
II.21	At least eighty percent of providers know how to perform the Pap smear and promote it in the clinic.						
II.22	At least eighty percent of providers know and promote periodic breast self-examination.						
III	Provider and Personnel Knowledge						
III.1	At least 80 percent of providers and other personnel know the definition of sexual and reproductive health.						
III.2	At least 80 percent of personnel know what contraceptive methods are provided in the clinic.						

III.3	At least 80 percent of personnel know the definition of gender as a social construction.							
IV Clients' Comfort								
IV.1	Less than 20 percent of clients report gender-related difficulties in obtaining services.							
IV.2	Resources are available to entertain children who come with clients to the clinic.							
V Clients' Satisfaction								
V.1	Clinics have feedback mechanisms to assess clients' satisfaction with the services they receive.							
V.2	The clinic is clean and comfortable.							
Standards		1	2	3	4	5	Has the standard been achieved?	
		Review of Documents	Observation of General	Observation of Providers' Client Exit Interviews	Personnel Interviews			
V.3	Equipment is available and in good condition.							
V.4	The clinic maintains conditions that ensure and safeguard clients' privacy.							
V.5	There are enough seats available for clients in waiting areas.							
V.6	At least 80 percent of clients feel comfortable talking to the provider.							
V.7	At least 80 percent of clients feel comfortable asking questions and clarifying concerns with providers.							
V.8	At least 80 percent of clients consider that the consultation time is sufficient.							
V.9	At least 80 percent of clients say that they were well treated by the clinic staff.							
V.10	At least 80 percent of clients were able to consult with a male or female provider, according to their preference.							
V.11	At least 80 percent of clients feel that clinic hours are adapted to their gender-related needs.							
VI Use of Gender-Sensitive Language								
VI.1	The clinic's staff uses nondiscriminatory language with clients.							
VI.2	The clinic's staff uses gender-neutral language.							
VII Information, Education, and Communication (IEC) and Training								
VII.1	There are IEC and training materials with information on sexual and reproductive rights, clients' rights, and women's rights.							
VII.2	There are IEC and training materials with information on sexual and reproductive health issues.							
VII.3	There is highly visible display with information on the clinic's services, schedules, and prices.							
VII.4	Educational activities are carried out in the client waiting areas.							
		1	2	3	4	5	rd	

Standards		Review of Documents	Observation of general aspects	Observation of provider	Exit Interviews with clients	Interviews with personnel	Has the standard been met?
VIII	Monitoring and Assessment						
VIII.1	There is a mechanism for systematically incorporating programmatic changes based on clients' suggestions.						
<p style="text-align: right;">Number of standards achieved: <input type="text"/></p> <p style="text-align: right;">Above total divided into 6 and rounded off (2dp): <input type="text"/></p> <p style="text-align: right;">Above total multiplied by 100: <input type="text"/></p>							
<p style="text-align: center;">Percentages greater than or equal to 80 percent pass</p>							
<p>IMPORTANT! Fill in only the GREEN cells. Do not fill in the yellow formula and calculation cells.</p>							

INSTITUTION EVALUATION GENERAL INFORMATION

1 Type of evaluation

I=Internal; E=External

2 Evaluation coordinator

3 Position in the institution

4 Institution

5 Municipality

6 Department

7 Date of data collection

28-Aug-07

**FORM 1-Institution
Review of Documents**

GENERAL INFORMATION

1 Reviewers

--

OFFICIAL DOCUMENTS

Write Y
or N

10 Is there a statement that prohibits gender-based discrimination?

	I.2
--	-----

11 Is there a statement that prohibits gender-based discrimination in personnel promotion and remuneration?
12 Is there a statement that prohibits abuse of power in the workplace, for example, against sexual abuse or harassment?

	I.3
--	-----

	I.4
--	-----

14 Is there a statement that promotes women's empowerment?

	I.1
--	-----

INFORMATION, EDUCATION, AND COMMUNICATION (IEC) AND TRAINING

19 Are there IEC materials on sexual and reproductive health?

	VII.2
--	-------

23 Do IEC materials include information on the three types of rights?

	VII.1
--	-------

24 language?

	VI.1
--	------

25 Do all IEC materials (e.g., flyers, leaflets, posters, brochures) use gender-neutral language?

	VI.2
--	------

Note: Question 24 accepts a negative answer as favorable. The rest of the questions accept positive answers as favorable.

IMPORTANT! Fill in only the GREEN areas. Do not fill in the yellow formula and calculation cells.

FORM 2-Institution
Observation of General Conditions

GENERAL INFORMATION

1 Observer(s)

Write Y or
N

GENERAL CONDITIONS OF AREAS

10 Are the institution's areas (hallways, consulting rooms, bathrooms) comfortable and clean?

 V.2

INFORMATION, EDUCATION, AND COMMUNICATION (IEC) AND TRAINING MATERIALS

20 Can at least one poster, flyer, or other IEC material be seen with information on each kind of right?

 VII.1

21 Can posters, flyers, or other IEC materials be seen with information on sexual and reproductive health?

 VII.2

IMPORTANT! Fill in only the GREEN cells. Do not fill in the yellow formula and calculation cells.

FORM 5-Institution Personnel Interviews

GENERAL INFORMATION

1 Interviewer

--

9 Sex of the interviewee **M**=Male, **F**=Female

10 Position **D**=Director(a), **M**=Manager, **C**=Coordinator, **A**=Administrative Personnel

11 Seniority

							years
							Interview number
1	2	3	4	5	6	7	

PROCEDURES AND PRACTICES

15 Have the suggestions or recommendations been put into practice?
in general, do you think the director or manager in your institution is receptive to

16 opinions and suggestions made by staff?

17 Do you feel motivated to give opinions and make suggestions?
in general, would you define the work environment as cooperative, where every

18 employee's opinion and vote count?

19 If you have a family situation that requires your presence, do you feel you can
openly ask your supervisor for permission to leave work?

20 Do you feel employees of one sex are given preferential treatment?

I.6

I.5

I.7

I.8

I.9

I.10

GENERAL CONCEPTS

25 Did the person interviewed make a clear distinction between the concepts of sex
and gender?

27 Did the person interviewed define sexual and reproductive health correctly?

III.3

III.1

Note: Question 20 accepts a negative answer as favorable. The rest of the questions accept positive answers as favorable.

EVALUATION RESULTS - Institution

Institution:

FINAL RESULTS:

Standards		1	2	5	Has the standard been met?
		Review of Documents	Observation of General Conditions	Personnel Interviews	
I	Institutional Policies and Practices				
I.1	There is a statement that promotes women's empowerment.				
I.2	There is a statement that prohibits gender-based discrimination in the organization.				
I.3	There is a statement that prohibits gender-based discrimination in personnel promotion and remuneration.				
I.4	There is a statement that prohibits the abuse of power in the workplace.				
I.5	At least 80 percent of personnel feel that the institution's director or manager is receptive to their opinions and suggestions.				
I.6	At least 80 percent of personnel feel that their recommendations or suggestions are put into practice.				
I.7	At least 80 percent of personnel feel motivated to give opinions and make suggestions.				
I.8	At least 80 percent of personnel feel that the institution promotes an environment of cooperation and teamwork.				
I.9	At least 80 percent of personnel feel that the institution understands if an employee must leave work for family reasons.				
I.10	Less than 20 percent of personnel feel that a particular gender is given preferential treatment.				
III	Personnel Knowledge				
III.1	At least 80 percent of providers and other personnel know the definition of sexual and reproductive health.				
III.3	At least 80 percent of personnel know the definition of gender as a social construction.				
V	Personnel Satisfaction				
V.2	The institution is clean and comfortable.				

Standards		1	2	5	Has the standard been met?
		Review of Documents	Observation of General Conditions	Personnel Interviews	
VI	Use of Gender-Sensitive Language				
VI.1	The staff uses nondiscriminatory language with clients.				
VI.2	The staff uses gender-neutral language.				
VII	Information, Education, and Communication (IEC) and Training				
VII.1	There are IEC and training materials with information on sexual and reproductive rights, clients' rights, and women's rights.				
VII.2	There are IEC and training materials with information on sexual and reproductive health issues.				
<i>Number of standards met:</i>					
<i>Previous total divided by</i>					<i>to 2nd decimal point:</i>
<i>Previous total multiplied by 100:</i>					
Percentages greater than or equal to 80 percent pass					

Appendix VIII.3 Manual Calculations -- Clinic

Institution:

Clinic:

	Standard	Instructions for Calculation	Standard met?
I	Institutional Policies and Practices		
I.1	There is a statement promoting women's empowerment.	1. Copy answer from form 1	
I.2	There is a statement prohibiting gender-based discrimination in organization.	1. Copy answer from form 1	
I.3	There is a statement prohibiting gender-based discrimination in personnel promotion and remuneration.	1. Copy answer from form 1	
I.4	There is a statement prohibiting abuse of power in workplace.	1. Copy answer from form 1	
I.5	At least 80 percent of personnel feel institution director or manager is receptive to opinions and suggestions.	1. Calculate percentage of "YES" answers in form 5	
		2. If percentage $\geq 80\%$, write "YES"; otherwise write "NO"	
I.6	At least 80 percent of personnel feel recommendations or suggestions are put into practice.	1. Calculate percentage of "YES" answers in form 5	
		2. If percentage $\geq 80\%$, write "YES"; otherwise write "NO"	
I.7	At least 80 percent of personnel feel motivated to give opinions and make suggestions.	1. Calculate percentage of "YES" answers in form 5	
		2. If percentage $\geq 80\%$, write "YES"; otherwise write "NO"	
I.8	At least 80 percent of personnel feel institution promotes environment of cooperation and teamwork.	1. Calculate percentage of "YES" answers in form 5	
		2. If percentage $\geq 80\%$, write "YES"; otherwise write "NO"	
I.9	At least 80 percent of personnel feel institution understands if employee must leave work for family reasons.	1. Calculate percentage of "YES" answers in form 5	
		2. If percentage $\geq 80\%$, write "YES"; otherwise write "NO"	

I.10	Less than 20 percent of personnel feel a particular gender is given preferential treatment.	1. Calculate percentage of "YES" answers in form 5		
		2. If percentage \leq 20%, write "YES"; otherwise write "NO"		
I.11	At least 50 percent of sexual and reproductive health consultations provided to couples.	1. Copy answer from form 1		
I.12	There is a statement establishing delivery of counseling services as routine procedure.	1. Copy answer from form 1		
I.13	There are no reproductive health services requiring partner consent.	1. Change answer on form 1 to opposite		
		2. Calculate percentage of "YES" answers in form 5		
		3. If previous result is 0%, write "YES"; otherwise write "NO"		
		4. If both answers in 1 and 3 are "YES," write "YES"; otherwise write "NO"		
I.14	Range of contraceptive methods available, according to family planning norms established by institution for each type of clinic.	1. Copy answer from form 1		
II	Provider Practices			
II.1	At least 80 percent of providers greet clients.	1. Calculate percentage of "YES" answers in form 3		
		2. If percentage \geq 80%, write "YES"; otherwise write "NO"		
II.2	At least 80 percent of providers wear visible identification badge.	1. Calculate percentage of "YES" answers in form 3		
		2. If percentage \geq 80%, write "YES"; otherwise write "NO"		
II.3	At least 80 percent of providers address clients respectfully.	1. Calculate percentage of "YES" answers in form 3		
		2. If percentage \geq 80%, write "YES"; otherwise write "NO"		
II.4	At least 80 percent of providers discuss sexual and reproductive health issues during initial consultations.	1. Calculate percentage of "YES" answers in form 3		
		2. Calculate percentage of "YES" answers in form 4		
		3. If average percentage of 1 and 2 \geq 80%, write "YES"; otherwise write "NO"		

II.5	At least 80 percent of providers address client sexual health.	1. Calculate percentage of "YES" answers in form 3		
		2. Calculate percentage of "YES" answers in form 4		
		3. If average percentages of 1 and 2 \geq 80%, write "YES"; otherwise "NO"		
II.6	Less than 20 percent of providers feel there are social and medical barriers to talking about sexual and reproductive health issues.	1. Calculate percentage of "YES" answers in form 5		
		2. If percentage \leq 20%, write "YES"; otherwise write "NO"+C65		
II.7	At least 80 percent of providers use educational materials to reinforce information given to clients.	1. Calculate percentage of "YES" answers in form 3		
		2. Calculate percentage of "YES" answers in form 4		
		3. If average percentage of 1 and 2 \geq 80%, "YES"; otherwise "NO"		
II.8	At least 80 percent of providers communicate with clients using simple language.	1. Calculate percentage of "YES" answers in form 3		
		2. Calculate percentage of "YES" answers in form 4		
		3. If average percentage of 1 and 2 \geq 80%, "YES"; otherwise "NO"		
II.9	At least 80 percent of providers carefully explain to clients details of diagnosis.	1. Calculate percentage of "YES" answers in form 3		
		2. If percentage \geq 80%, write "YES"; otherwise write "NO"		
II.10	At least 80 percent of providers carefully explain to clients details of treatment.	1. Calculate percentage of "YES" answers in form 3		
		2. If percentage \geq 80%, write "YES"; otherwise write "NO"		
II.11	At least 80 percent of providers make eye contact with client while they explain diagnosis or treatment.	1. Calculate percentage of "YES" answers in form 3		
		2. If percentage \geq 80%, write "YES"; otherwise write "NO"		
II.12	At least 80 percent of providers ask clients whether they have questions.	1. Calculate percentage of "YES" answers in form 3		
		2. If percentage \geq 80%, write "YES"; otherwise write "NO"		

II.13	At least 80 percent of providers respond to client questions.	1. Calculate percentage of "YES" answers in form 3		
		2. Calculate percentage of "YES" answers in form 4		
		3. If average percentage of 1 and 2 $\geq 80\%$, "YES"; otherwise "NO"		
II.14	At least 80 percent of providers explain to clients what they are going to do during physical or pelvic exam.	1. Calculate percentage of "YES" answers in form 3		
		2. If percentage $\geq 80\%$, write "YES"; otherwise write "NO"		
II.15	At least 80 percent of providers give client educational materials to reinforce information provided.	1. Calculate percentage of "YES" answers in form 3		
		2. If percentage $\geq 80\%$, write "YES"; otherwise write "NO"		
II.16	Less than 20 percent of providers say there is waiting time of more than a half hour between time they arrive and time they start giving services.	1. Calculate percentage of "YES" answers in form 5		
		2. If percentage $\leq 20\%$, write "YES"; otherwise write "NO"		
II.17	Less than 20 percent of clients say they have waited more than half an hour for service.	1. Calculate percentage of "YES" answers in form 4		
		2. If percentage $\leq 20\%$, write "YES"; otherwise write "NO"		
II.18	At least 80 percent of personnel know what sexual and reproductive health services are offered by clinic.	1. Calculate percentage of "YES" answers in form 5		
		2. If percentage $\geq 80\%$, write "YES"; otherwise write "NO"		
II.19	At least 80 percent of providers do not allow any interruptions when attending clients.	1. Calculate percentage of "YES" answers in form 3		
		2. If percentage $\geq 80\%$, write "YES"; otherwise write "NO"		
II.20	At least 80 percent of providers know and promote dual protection method.	1. Calculate percentage of "YES" answers in form 3		
		2. Calculate percentage of "YES" answers in form 5		
		3. If average percentage of 1 and 2 $\geq 80\%$, write "YES"; otherwise write "NO"		

II.21	At least 80 percent of providers know to perform Pap smear and promote it in clinic.	1. Calculate percentage of "YES" answers in form 5		
		2. If percentage \geq 80%, write "YES"; otherwise write "NO"		
II.22	At least 80 percent of providers know and promote periodic breast self-examination.	1. Calculate percentage of "YES" answers in form 5		
		2. If percentage \geq 80%, "YES"; otherwise write "NO"		
III	Provider and Personnel Knowledge			
III.1	At least 80 percent of providers and other personnel know definition of sexual and reproductive health.	1. Calculate percentage of "YES" answers in form 5		
		2. If percentage \geq 80%, write "YES"; otherwise write "NO"		
III.2	At least 80 percent of personnel know what contraceptive methods are provided in clinic.	1. Calculate percentage of "YES" answers in form 5		
		2. If percentage \geq 80%, write "YES"; otherwise write "NO"		
III.3	At least 80 percent of personnel know definition of gender as social construction.	1. Calculate percentage of "YES" answers in form 5		
		2. If percentage \geq 80%, write "YES"; otherwise write "NO"		
IV	Client Comfort			
IV.1	Less than 20 percent of clients report gender-related difficulties in obtaining services.	1. Calculate percentage of "YES" answers in form 4		
		2. If percentage \leq C9920%, write "YES"; otherwise write "NO"		
IV.2	Resources available to entertain children who come with clients to clinic.	1. Copy answer from form 2		
V	Client Satisfaction			
V.1	Clients have feedback mechanisms to assess client satisfaction with services received.	1. Copy answer from form 1		
V.2	Clinic is clean and comfortable.	1. Copy answer from form 2		
		2. Calculate percentage of "YES" answers in form 4		
		3. If the previous result is \leq C10820%, write "YES"; otherwise write "NO"		
		4. If both answers in 1 and 3 are "YES," write "YES"; otherwise "NO"		

V.3	Equipment is available and in good condition.	1. Copy answer from form 2		
V.4	Clinic maintains conditions ensuring and safeguarding client privacy.	1. Copy answer from form 2		
		2. Calculate percentage of "YES" answers in form 3		
		3. If the previous result is $\geq 80\%$, write "YES"; otherwise write "NO"		
		4. If both answers in 1 and 3 are "YES," write "YES"; otherwise write "NO"		
V.5	There are enough seats available for clients in waiting areas.	1. Copy answer from form 2		
V.6	At least 80 percent of clients feel comfortable talking to provider.	1. Calculate percentage of "YES" answers in form 4		
		2. If percentage $\geq 80\%$, write "YES"; otherwise write "NO"		
V.7	At least 80 percent of clients feel comfortable asking questions and clarifying concerns with providers.	1. Calculate percentage of "YES" answers in form 4		
		2. If percentage $\geq 80\%$, write "YES"; otherwise write "NO"		
V.8	At least 80 percent of clients consider consultation time sufficient.	1. Calculate percentage of "YES" answers in form 4		
		2. If percentage $\geq 80\%$, write "YES"; otherwise write "NO"		
V.9	At least 80 percent of clients say they were well treated by clinic staff.	1. Calculate percentage of "YES" answers in form 4		
		2. If previous result is $\leq 20\%$, write "YES"; otherwise write "NO"		
V.10	At least 80 percent of clients were able consult with a male or female provider, according to preference.	1. Calculate percentage of "YES" answers in form 4		
		2. If percentage $\geq 80\%$, write "YES"; otherwise write "NO"		
V.11	At least 80 percent of clients feel clinic hours are adapted to gender-related needs.	1. Calculate percentage of "YES" answers in form 4		
		2. If the previous result is $\leq 20\%$, write "YES"; otherwise write "NO"		

VI Use of Gender-Sensitive Language				
VI.1	Clinic staff uses nondiscriminatory language with clients.	1. Change answer in form 1 to opposite		
		2. Calculate percentage of "YES" answers in form 3		
		3. If previous result is 0%, write "YES"; otherwise "NO"		
		4. If both answers in 1 and 3 are "YES," write "YES"; otherwise "NO"		
VI.2	Clinic staff uses gender-neutral language.	1. Copy answer from form 1		
VII Information, Education, and Communication (IEC) and Training				
VII.1	There are IEC and training materials with information on sexual and reproductive rights, client rights, and women's rights.	1. Copy form 1 answer		
		2. Copy form 2 answer		
		3. If both answers in 1 and 2 are "YES", write "YES"; otherwise "NO"		
VII.2	There are IEC and training materials with information on sexual and reproductive health issues.	1. Copy form 1 answer		
		2. Copy form 2 answer		
		3. If both answers in 1 and 2 are "YES," write "YES"; otherwise "NO"		
VII.3	There is highly visible display with information on clinic services, schedules, and prices.	1. Copy answer from form 2		
VII.4	Educational activities are carried out in client waiting areas.	1. Copy form 2 answer		
		2. Calculate percentage of "YES" answers in form 4		
		3. If previous result is $\geq 80\%$, "YES"; otherwise "NO"		
		4. If both answers in 1 and 3 are "YES," write "YES"; otherwise "NO"		
VIII Monitoring and Assessment				
VIII.1	There is a mechanism for systematically incorporating programmatic changes based on client suggestions.	1. Copy answer from form 1		
Count number of standards with "YES" answer (a):				
Count number of standards left blank (b):				
Subtract 59 - b (c):				
Divide a/c, and round off to two decimal points (d):				
Multiply d x 100 (e):				
If e is greater or equal to 80%, write "Pass"; otherwise write "Does not pass":				

Appendix VIII.4 Manual Calculations - Institution

Institution

	Standards	Instructions for Calculations	Standard met?
I	Institutional Policies and Practices		
I.1	There is a statement promoting women's empowerment.	1. Copy answer from form 1	
I.2	There is a statement prohibiting gender-based discrimination in organization.	1. Copy answer from form 1	
I.3	There is a statement prohibiting gender-based discrimination in personnel promotion and remuneration.	1. Copy answer from form 1	
I.4	There is a statement prohibiting abuse of power in workplace.	1. Copy answer from form 1	
I.5	At least 80 percent of personnel feel institution's director or manager is receptive to opinions and suggestions.	1. Calculate percentage of "YES" answers in form 5	
		2. If percentage is $\geq 80\%$, write "YES"; otherwise write "NO"	
I.6	At least 80 percent of personnel feel recommendations or suggestions are put into practice.	1. Calculate percentage of "YES" answers in form 5	
		2. If the percentage is $\geq 80\%$, write "YES"; otherwise write "NO"	
I.7	At least 80 percent of personnel feel motivated to give opinions and make suggestions.	1. Calculate percentage of "YES" answers in form 5	
		2. If percentage is $\geq 80\%$, write "YES"; otherwise write "NO"	
I.8	At least 80 percent of personnel feel institution promotes environment of cooperation and teamwork.	1. Calculate percentage of "YES" answers in form 5	
		2. If percentage is $\geq 80\%$, write "YES"; otherwise write "NO"	
I.9	At least 80 percent of personnel feel institution understands if employee must leave work for family reasons.	1. Calculate percentage of "YES" answers in form 5	
		2. If percentage is $\geq 80\%$, write "YES"; otherwise write "NO"	
I.10	Less than 20 percent of personnel feel a particular gender is given preferential treatment.	1. Calculate percentage of "YES" answers in form 5	
		2. If percentage is $\leq 20\%$, write "YES"; otherwise write "NO"	

III Personnel Knowledge				
III.1	At least 80 percent of providers and other personnel know definition of sexual and reproductive health.	1. Calculate percentage of "YES" answers in form 5		
		2. If percentage is $\geq 80\%$, write "YES"; otherwise write "NO"		
III.3	At least 80 percent of personnel know definition of gender as a social construction.	1. Calculate percentage of "YES" answers in form 5		
		2. If percentage is $\geq 80\%$, write "YES"; otherwise write "NO"		
V Personnel Satisfaction				
V.2	Institution is clean and comfortable.	1. Copy answer from form 2		
VI Use of Gender-Sensitive Language				
VI.1	Staff uses nondiscriminatory language with clients.	1. Change answer in form 1 to the opposite		
VI.2	Staff uses gender-neutral language.	1. Copy answer from form 1		
VII Information, Education, and Communication (IEC) and Training				
VII.1	There are IEC and training materials with information on sexual and reproductive rights, client rights, and women's rights.	1. Copy answer from form 1		
		2. Copy answer from form 2		
		3. If both answers in 1 and 2 are "YES," write "YES"; otherwise write "NO"		
VII.2	There are IEC and training materials with information on sexual and reproductive health issues.	1. Copy answer from form 1		
		2. Copy answer from form 2		
		3. If both answers in 1 and 2 are "YES," write "YES"; otherwise write "NO"		
Count number of standards "YES" answer (a):				
Count number of standards left blank (b):				
Subtract $17 - b$ (c):				
Divide a/c , and round off to two decimal points (d):				
Multiply $d \times 100$ (e):				
If e is greater or equal to 80%, write "Pass"; otherwise write "Does not pass":				

Appendix IX Form 1 Costs of Changes in Institutional Policies and Practices

Institution _____

Policy or Practice _____

Purpose of Change _____

Period Covered by Activity _____

Activity A. Review of Documents

Nº	Hours worked	Monthly salary	Total cost
1			
2			
3			
4			
5			
6			
7			
8			
9			
<i>Subtotal personnel:</i>			

	Other expenses	Quantity used	Cost per unit	Total cost
1				
2				
3				
4				
5				
6				
7				
8				
9				
<i>Subtotal other expenses:</i>				

Activity B. Drafting the Proposal

Nº	Hours worked	Monthly salary	Total cost
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
<i>Subtotal personnel:</i>			

	Other expenses	Quantity used	Cost per unit	Total cost
1				
2				
3				
4				
5				
6				
7				
8				
9				
<i>Subtotal other expenses:</i>				

Activity C. Presentations and Meetings

Nº	Hours worked	Monthly salary	Total cost
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
<i>Subtotal personnel:</i>			

Nº	Other expenses	Quantity used	Cost per unit	Total cost
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
<i>Subtotal other expenses:</i>				

Grand Total:

Appendix IX Form 2 Costs of Meetings/Workshops

Name of Event _____

Person in Charge _____

Institution _____

Main Facilitator _____

Period Covered by Activity _____

Activity A. Participants

Nº	Hours worked	Monthly salary	Per diem	Transportation	Other expenses	Total cost
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
<i>Subtotal participants:</i>						

Activity B. Consultants

Nº	Fees	Per diem	Transportation	Other expenses	Total cost
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
<i>Subtotal consultants:</i>					

Activity C. Facilitators

Nº	Hours worked	Monthly salary	Transportation	Other expenses	Total cost
1					
2					
3					
4					
5					
6					
<i>Subtotal facilitators:</i>					

Activity D. Administrative Support

Nº	Hours worked	Monthly salary	Total cost
1			
2			
3			
4			
5			
6			
<i>Subtotal administrative support:</i>			

Activity E. Other expenses

Nº	Expenses	Quantity used	Cost per unit	Total cost
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				
21				
22				
23				
24				
25				
26				
27				
28				
29				
30				
<i>Subtotal other expenses:</i>				

Grand Total:

Appendix IX Form 3 Costs of Improvements in Infrastructure, Equipment, and Furniture

Institution _____

Period Covered by Activity _____

Activity A. Personnel

Nº	Hours worked	Monthly salary	Total cost
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
<i>Subtotal personnel:</i>			

Activity B. Capital Goods

Nº	Item Description	Quantity	Cost per unit	Estimated useful life	Annualization factor	Total annual cost
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
<i>Subtotal goods</i>						

Activity C. Improvements in Infrastructure

Nº	Description of Improvement	Total cost	Estimated useful life	Annualization factor	Total annual cost
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
<i>Subtotal improvements in infrastructure:</i>					

Activity D. Recurrent Expenses

Nº	Description of Expense	Quantity	Cost per unit	Total cost
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
<i>Subtotal recurrent expenses:</i>				

Grand Total:

Appendix IX Form 4

Costs of Producing and Distributing of IEC Materials

Institution _____

Period Covered by Activity _____

Activity A. Production of IEC Materials

Nº	Hours worked	Monthly salary	Total cost
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
<i>Subtotal production of IEC materials:</i>			

Nº	Other expenses	Quantity used	Cost per unit	Total cost
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
<i>Subtotal other expenses:</i>				

Activity B. Printing of IEC materials

Nº	Material	Quantity	Total Cost
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
<i>Subtotal printing of IEC materials:</i>			

Activity C. Distribution of IEC Materials

Nº	Material	Quantity	Total cost
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
<i>Subtotal distribution of IEC materials:</i>			

Grand Total:

Appendix IX Form 5

Costs to Supervise All Activities Related to Certification

Institution _____

Period Covered by Activity _____

Nº	Hours worked	Monthly salary	Total cost
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
		<i>Subtotal supervision personnel:</i>	

Nº	Other expenses	Quantity used	Cost per unit	Total cost
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
				<i>Subtotal other expenses:</i>

Grand Total:

FORM 4
Costs of Producing and Distributing of IEC Materials

Institution:

Period covered by the activity:

Important! Fill in only the GREEN areas. Do not fill in the yellow formula and calculation cells.

Activity A. Production of IEC materials

N°	Hours worked	Monthly salary	Total cost
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			

Subtotal production of IEC materials:

N°	Other expenses	Quantity used	Cost per unit	Total cost
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				

Subtotal other expenses:

FORM 4

Costs of the Production and Distribution of IEC Materials

Activity B. Printing of IEC materials

N°	Material	Quantity	Total cost
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			

Subtotal printing of IEC materials:

Activity C. Distribution of IEC materials

N°	Material	Quantity	Total cost
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			

Subtotal distribution of IEC materials:

Grand total:

Appendix X

List of IPPF Gender Manual Indicators

- I. Institutional Policies and Practices**
- I.1. Existence of declaration in institutional mission statement promoting women's empowerment
- I.2. Existence of policies prohibiting gender-based discrimination
- I.3. Existence of policies and procedures ensuring gender equality in promotion of personnel
- I.4. Existence of policies prohibiting abuse of power in institution
- I.5. Percentage of management/executive positions assigned to women
- I.6. Percentage of management positions with budgetary responsibility assigned to women
- I.7. Percentage of positions with higher salaries assigned to women
- I.8. Percentage of personnel who feel institution executives are receptive to opinions and suggestions
- I.9. Percentage of provider recommendations implemented
- I.10. Percentage of personnel who feel motivated to offer opinions/suggestions
- I.11. Percentage of personnel who feel institution has a cooperative and teamwork environment
- I.12. Percentage of providers who feel institution is receptive to explanations for leaving work when required for family reasons
- I.13. Percentage of personnel who feel institution gives preferential treatment to particular sex

- I.14 Existence of policies or protocols specifying taking into account gender conditions for service delivery
- I.15 Percentage of participation by women, men, and couples in visits for reproductive health services
- I.16 Office hours established based on gender needs
- I.17 Existence of counseling services as institutional policy
- I.18 Existence of services requiring partner consent
- I.19 Existence of range of contraceptive methods according to norms established by Ministry of Health or institution

- II. Provider Practices**
- II.1 Percentage of clients greeted
- II.2 Percentage of clients told name of provider attending them
- II.3 Percentage of clients called by first or last name
- II.4 Percentage of clients addressed in diminutive manner
- II.5 Percentage of visits/counseling sessions in which provider explores sexual and reproductive health topics
- II.6 Percentage of visits/counseling sessions in which provider explores aspects related to client sexual health
- II.7 Percentage of providers who feel reproductive health topics are not explored due to barriers
- II.8 Percentage of visits/counseling sessions in which provider used didactic material (drawings, pamphlets, flip-charts, or other material) to reinforce explanations
- II.9 Percentage of visits/counseling sessions in which provider communicated with client using simple language

- 11.10 Percentage of visits/counseling sessions in which provider explained details of diagnosis
- II.11 Percentage of visits/counseling sessions in which provider explained treatment details to client
- II.12 Percentage of visits/counseling sessions in which provider looked directly at client while explaining diagnosis or treatment
- II.13 Percentage of visits/counseling sessions in which provider asked client whether she had questions or concerns
- II.14 Percentage of visits/counseling sessions in which provider answered questions or clarified client doubts
- II.15 Percentage of visits in which provider explained what she/he was doing during pelvic exam
- II.16 Percentage of visits/counseling sessions in which provider gave client information or educational materials (pamphlets, leaflets, or others) to take home
- II.17 Percentage of providers who know lapse of time from client arrival until attendance by doctor
- II.18 Average waiting time experienced by clients
- II.19 Percentage of personnel who know definition of reproductive and sexual health
- II.20 Percentage of personnel who can identify sexual and reproductive health services offered by institution
- II.21 Percentage of clinical histories that included topics related to reproductive health services, for example, sexuality, violence and other abuses of power, sexually transmitted infections, condom use, and partner negotiation
- II.22 Percentage of visits/counseling sessions in which provider dedicated all his/her time to client without interruption

- II.23 Percentage of personnel who know and promote use of dual protection
- II.24 Percentage of personnel who know and promote Pap smears
- II.25 Percentage of personnel who know and promote breast self-examination

- III. Client Comfort**
- III.1 Percentage of clients who find office hours convenient
- III.2 Percentage of clients who have difficulties in coming to clinic for reasons related to gender
- III.3 Existence of resources to attend and entertain children in clinic
- III.4 Existence of physical space for child care in clinic

- IV. Client Satisfaction**
- IV.1 Existence of mechanisms to collect opinions of clients on office hours and general client satisfaction
- IV.2 Satisfactory infrastructure conditions
- IV.3 Equipment available and in good condition
- IV.4 Existence of conditions to ensure confidentiality, privacy, and peace of mind of client
- IV.5 Enough seats for clients in waiting area
- IV.6 Percentage of clients who report general satisfaction with services received
- IV.7 Percentage of clients who feel comfortable with conversation, with asking questions, and clearing up doubts with providers
- IV.8 Percentage of clients who report time with provider was sufficient

- IV.9 Percentage of clients who report having received good treatment from staff
- IV.10 Correlation between clients who prefer being attended by a man or a woman and gender of provider who attended to them
- V. Use of Gendered Language**
 - V.1 Use of nondiscriminatory language
 - V.2 Use of inclusive language
- VI. Information, Education, Communication (IEC), and Training**
 - VI.1 Existence of IEC and training materials with information on sexual and reproductive rights (including women's rights)
 - VI.2 Existence of IEC and training materials with information on sexual and reproductive health
 - VI.3 Visual and/or accessible information in clinic
 - VI.4 Development of educational activities for clients in waiting area
 - VI.5 Activities offered to clients as they wait
- VII. Monitoring and Evaluation**
 - VII.1 Existence of mechanism to establish programmatic changes on basis of information obtained from clients

Appendix XI

PROCOSI Standards for Quality and Gender Sensitivity

Standards for clinics

I Institutional Policies and Practices

- I.1 There is a statement that promotes women's empowerment .
- I.2 There is a statement that prohibits gender-based discrimination in the organization.
- I.3 There is a statement that prohibits gender-based discrimination in personnel promotion and remuneration.
- I.4 There is a statement that prohibits the abuse of power in the workplace.
- I.5 At least 80 percent of personnel feel that the institution's director or manager is receptive to their opinions and suggestions.
- I.6 At least 80 percent of personnel feel that their recommendations or suggestions are put into practice.
- I.7 At least 80 percent of personnel feel motivated to give opinions and make suggestions.
- I.8 At least 80 percent of personnel feel that the institution promotes an environment of cooperation and teamwork.
- I.9 At least 80 percent of personnel feel that the institution understands if an employee must leave work for family reasons.
- I.10 Less than 20 percent of personnel feel that a particular gender is given preferential treatment.
- I.11 At least 50 percent of sexual and reproductive health consultations are provided to couples.
- I.12 There is a statement that establishes the delivery of counseling services as a routine procedure.
- I.13 There are no reproductive health services that require the partner's consent.
- I.14 There is a range of contraceptive methods available, according to the family planning norms established by the institution for each type of clinic.

II Provider Practices

- II.1 At least 80 percent of providers greet the clients.
- II.2 At least 80 percent of providers wear a visible identification badge.
- II.3 At least 80 percent of providers address clients respectfully.
- II.4 At least 80 percent of providers discuss sexual and reproductive health issues during initial consultations.
- II.5 At least 80 percent of providers address the client's sexual health.
- II.6 Less than 20 percent of providers feel that there are social and medical barriers to talking about sexual and reproductive health issues.
- II.7 At least 80 percent of providers use educational materials to reinforce information given to clients.
- II.8 At least 80 percent of providers communicate with clients using simple language.
- II.9 At least 80 percent of providers carefully explain to clients the details of their diagnosis.
- II.10 At least 80 percent of providers carefully explain to clients the details of their treatment.
- II.11 At least 80 percent of providers make eye contact with the client while they explain the diagnosis or treatment.
- II.12 At least 80 percent of providers ask clients whether they have questions.
- II.13 At least 80 percent of providers respond to clients' questions.

- II.14 At least 80 percent of providers explain what they are going to do during a physical or pelvic exam.
- II.15 At least 80 percent of providers give the client educational materials to reinforce information they have provided.
- II.16 Less than 20 percent of providers say there is a waiting time of more than a half hour between the time they arrive at the clinic and the time they start giving services.
- II.17 Less than 20 percent of clients say that they have waited more than half an hour for services.
- II.18 At least 80 percent of personnel know what sexual and reproductive health services are offered by the clinic.
- II.19 At least 80 percent of providers do not allow any interruptions when they are attending a client.
- II.20 At least 80 percent of providers know and promote the dual protection method.
- II.21 At least 80 percent of providers know how to perform the Pap smear and promote it in the clinic.
- II.22 At least 80 percent of providers know and promote periodic breast self-examination.

III Provider and Personnel Knowledge

- III.1 At least 80 percent of providers and other personnel know the definition of sexual and reproductive health.
- III.2 At least 80 percent of personnel know what contraceptive methods are provided in the clinic.
- III.3 At least 80 percent of personnel know the definition of gender as a social construction.

IV Client Comfort

- IV.1 Less than 20 percent of clients report gender-related difficulties in obtaining services.
- IV.2 Resources are available to entertain children who come with clients to the clinic.

V Client Satisfaction

- V.1 Clinics have feedback mechanisms to assess clients' satisfaction with the services they receive.
- V.2 The clinic is clean and comfortable.
- V.3 Equipment is available and in good condition.
- V.4 The clinic maintains conditions that ensure and safeguard clients' privacy.
- V.5 There are enough seats available for clients in waiting areas.
- V.6 At least 80 percent of clients feel comfortable talking to the provider.
- V.7 At least 80 percent of clients feel comfortable asking questions and clarifying concerns with providers.
- V.8 At least 80 percent of clients consider that the consultation time is sufficient.
- V.9 At least 80 percent of clients say that they were well treated by the clinic staff.
- V.10 At least 80 percent of clients were able to consult with a male or female provider, according to their preference.
- V.11 At least 80 percent of clients consider that clinic hours are adapted to their gender-related needs.

VI Use of Gender-Sensitive Language

- VI.1 The clinic's staff uses nondiscriminatory language with clients.
- VI.2 The clinic's staff uses gender-neutral language.

VII Information, Education, and Communication (IEC) and Training

- VII.1 There are IEC and training materials with information on sexual and reproductive rights, clients' rights, and women's rights.

- VII.2 There are IEC and training materials with information on sexual and reproductive health issues.
- VII.3 There is a highly visible display with information on the clinic's services, schedules, and prices.
- VII.4 Educational activities are carried out in the client waiting areas.

VIII Monitoring and Assessment

- VIII.1 There is a mechanism for systematically incorporating programmatic changes based on clients' suggestions.

Standards for institutions

Note: These standards are a subset of the list of standards for clinics; thus, their numbering is not always sequential.

I Institutional Policies and Practices

- I.1 There is a statement that promotes women's empowerment .
- I.2 There is a statement that prohibits gender-based discrimination in the organization.
- I.3 There is a statement that prohibits gender-based discrimination in personnel promotion and remuneration.
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- I.5 At least 80 percent of personnel feel that the institution's director or manager is receptive to their opinions and suggestions.
- I.6 At least 80 percent of personnel feel that their recommendations or suggestions are put into practice.
- I.7 At least 80 percent of personnel feel motivated to give opinions and make suggestions.
- I.8 At least 80 percent of personnel feel that the institution promotes an environment of cooperation and teamwork.
- I.9 At least 80 percent of personnel feel that the institution understands if an employee must leave work for family reasons.
- I.10 Less than 20 percent of personnel feel that a particular gender is given preferential treatment.

III Provider and Personnel Knowledge

- III.1 At least 80 percent of providers and other personnel know the definition of sexual and reproductive health.
- III.3 At least 80 percent of personnel know the definition of gender as a social construction.

V Personnel Satisfaction

- V.2 The institution is clean and comfortable.

VI Gender-Sensitive Language

- VI.1 The staff uses nondiscriminatory language with clients.
- VI.2 The staff uses gender-neutral language.

VII Information, Education, and Communication (IEC) and Training

- VII.1 There are IEC and training materials with information on sexual and reproductive rights, clients' rights, and women's rights.
- VII.2 There are IEC and training materials with information on sexual and reproductive health issues.