

Adolescent Program Case Study
Family Planning Counseling - Direct Observation

Observer:	Date:
Level of health facility (Referral hospital, regional hospital, district health center, health post, mobile health clinic, pharmacy, clinic in non-permanent facility such as youth center or school, other):	Location:
Type of facility (MoH, FP association, NGO (national , international), missionary, private):	Locality of facility (rural, urban, peri-urban):
Begin time:	End time:

Facility Infrastructure			
Observation	Yes	No	Comments
Clinic location in fairly safe zone			
Clinic has youth-friendly signage			
Clinic has youth-friendly hours (designated hours for youth-only services or extended times for youth to access, such as after school hours)			
Clinic environment acceptably clean			
Clinic areas with acceptable privacy			
Conducive waiting environment			

Exam table(s) present and maintained			
Consultation room/space with acceptable privacy			
Sufficient lighting			
<i>Direct Service Observations</i>			
Observation	Yes	No	Comments
Greets client with respect, kindness, introduces self			
Speaks language/dialect of the client			
Ensures privacy			
Reassures client that information discussed is confidential			
Explains informed consent			
Encourages client to openly discuss reason for visit			

<i>Observation of FP consultation</i>			
Observation	Yes	No	Comments
Explains fertility cycle			
Uses available FP counseling tools			
Gives brief description of at least 3 FP methods			List which methods were discussed:
Shows client samples of FP commodities (FP methods described above)			
Screens appropriately for contra-indications (openly provides information about method choice for HIV+ youth)			
Eye contact, body language, conversation encouraging questions, answers questions			
Demonstrates respect for client's choice of method			
Hand washing prior to exam			
Sterile materials available for exam/procedure			
Ensures comfort during exam/procedure, explained step by step while performing procedure			

Clear instructions for use of FP, side effects, potential risks, benefits			
Made appropriate referrals to other sectors or health facility for additional support or treatment, as appropriate			
Plan for follow up made prior to exit			
Completed the client's record card			
Completed the appropriate data collection forms			