

AYFS QUALITY STANDARDS

STD 1 Management systems are in place to support the effective provision of health services for young people

- AYFS team
- Adolescent health profile
- Quality improvement plan
- Staff orientation to AYFS
- AYFS discussed at staff meetings
- Youth exit interviews/focus groups
- Youth participation
- Youth records
- Youth follow-up

STD 2 - The Clinic has policies and processes that support the rights of adolescents

- Adolescent and Youth Health policy
- Staff sexual and reproductive health rights (SRHR) knowledge
- Staff maintain confidentiality

STD 3 The Appropriate adolescent health services are available and accessible

- Clinic signage (name/services/operating days times)
- Sign welcoming youth
- Clinic promotes AYH in the community
- Services times are convenient for youth
- STI screening/treatment is provided
- IEC on STI/HIV/HCT/treatment adherence/safer sex/condom use available
- HIV treatment programme available
- Pregnancy related services available
- Contraceptive information, counselling and methods available
- Staff competence in youth history taking & physical exam
- Staff knowledge of pregnancy risk in youth
- TOP referrals
- Counselling around mental health & abuse

STD 4 - The clinic has a physical environment conducive to AYFS provision

- PHC cleanliness
- Toilet cleanliness
- No bad odours
- Infection control
- Good ventilation
- Lighting
- Seating

STD 5 The clinic has drugs, supplies and equipment necessary to provide the essential services package for AYF health care

- Contraceptives available (combination pills/mini-pills/injectable/ male & female condoms/emergency contraceptive pills)
- Drugs
- Pregnancy test kits
- Forms
- Supplies (needles/syringes/gloves/handwashing soap/ specula/dildos/disinfectant cleaning fluid)
- Equipment (scales/exam lights/specula/stethoscopes/ stethoscope with meter/Hb meter)

STD 6 Information, education and communication promoting behaviour change and consistent with the AYFS essential package is provided

- Youth targeted IEC material available
- IEC in local language
- Staff provide health education to youth

STD 7 - Systems are in place to train staff to provide effective adolescent-friendly health services

- Staff training needs assessment/AYFS training plan
- Staff trained in AYFS provision

STD 8 - Adolescents receive adequate psychosocial and physical assessments

- Comprehensive patient histories
- Physical exams and investigations comply with standard guidelines & protocols
- Youth assessments performed in respectful thoughtful way
- Risk assessments done with youth
- Youth counselling provided

STD 9 Adolescents receive individualised care based on standard case management guidelines & protocols

- Up-to-date treatment guidelines/protocols and drug lists are available (oral contraceptive pills/emergency contraception/injectable/condoms/pregnancy counselling & testing/antenatal & postnatal care/pre and post TOP counselling and referral/management of STS/HIV pre & post-test counselling/ primary healthcare management of violence/ sexual abuse, mental health issues/drug & alcohol abuse)
- Staff encourage youth to express opinions, ask questions & discuss treatment options
- Staff use effective counselling skills during consultations

STD 10 The clinic provides continuity of care for adolescents

- Staff make effective referrals
- Staff issue comprehensive clear referral letters
- Staff follow up patient referrals
- The referral system includes back-referral
- Clear information is given to youth on side effects and why and when they need to return to the clinic
- Staff provide written information to youth on where to go for follow-up and /or emergency care, warning signs of complication, & risk associated with their medication

