Adolescent Friendly Health Services

Training Course in Sexual and Reproductive Health Research
Geneva, February 2009

World Health Organization

Adolescents are a diverse population group.
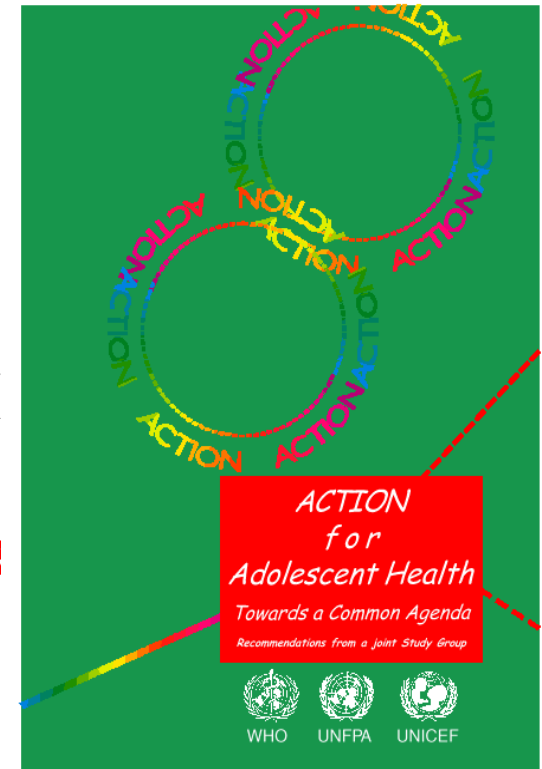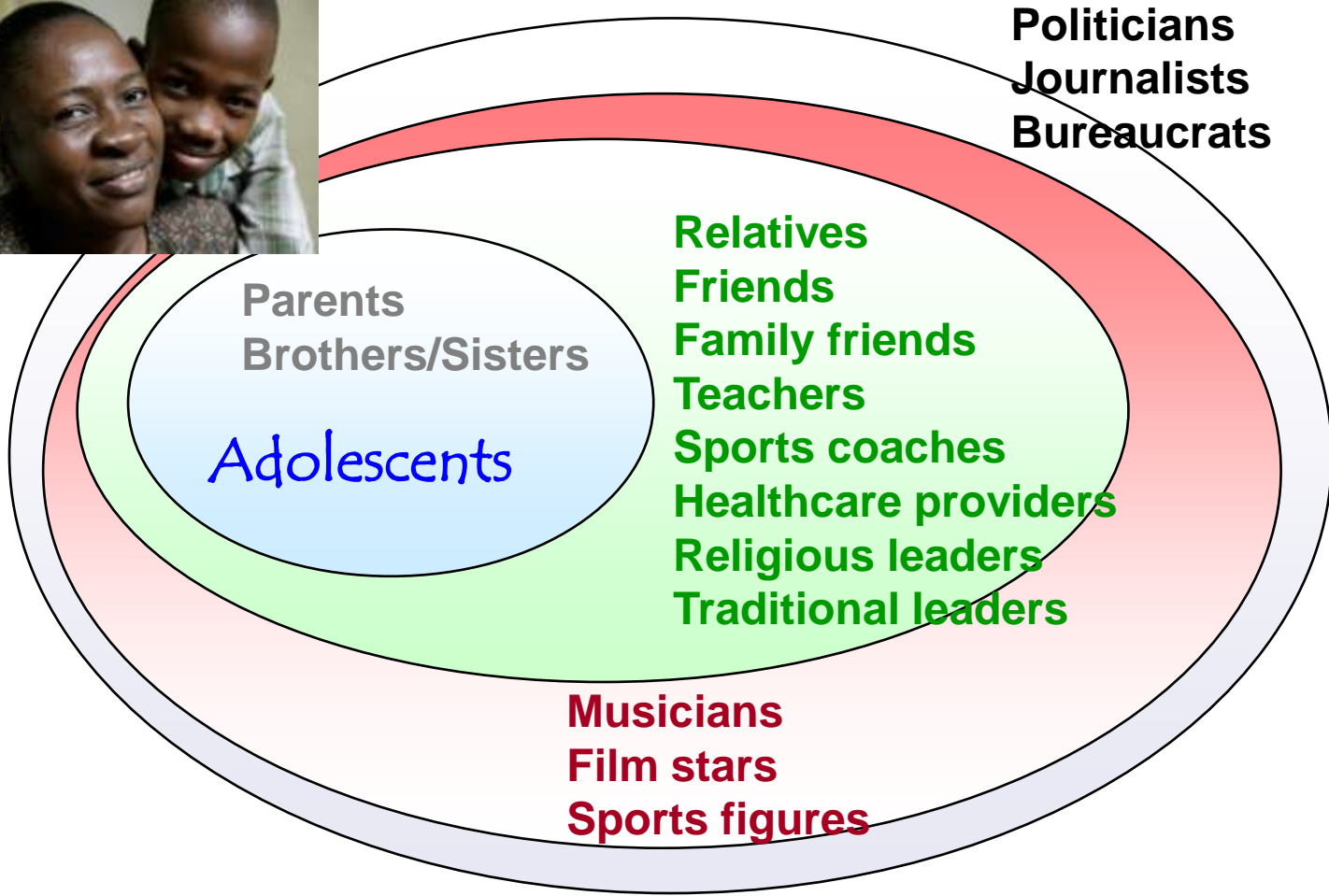
Different needs

Changing needs

What do adolescents need to grow & develop in good health?

- **Information & skills**

  (they are still developing)

- **Safe & supportive environment**

  (they live in an adult world

- **Health & counselling services**

  (they need a safety net)

ACTION for Adolescent Health
Towards a Common Agenda
Recommendations from a joint Study Group

WHO   UNFPA   UNICEF

Who needs to contribute to the health & development of adolescents ?

Politicians
Journalists
Bureaucrats

Parents
Brothers/Sisters

Adolescents

Relatives
Friends
Family friends
Teachers
Sports coaches
Healthcare providers
Religious leaders
Traditional leaders

Musicians
Film stars
Sports figures

What is the special contribution that health workers & health services could make to the health & development of adolescents?

1. Service provision

- **Helping well adolescents stay well.**
- **Helping ill adolescents get back to good health.**

2. Change agent

Helping influential people in the community understand & respond to the needs of adolescents.

"...When health services are not made available & accessible to adolescents, the result is countless missed opportunities for **preventing health problems, & promptly detecting & effectively treating them."**

The adolescent view point: Implications for access & prevention. Journal of the American Medical Association, 1995.

When adolescents face health problems, whom do they turn to for help ?

Help-seeking & health care-seeking

Whom would you turn to for help ?

Help-seeking & health care-seeking:

Strongly influenced by the environment.

Two key considerations:

- **Could the act of health-care seeking get the adolescent into trouble ?**

- **Who decides when and where to seek health-care – the adolescent on his/her parent ?**

Source: G Barker G, A Olukoya, P Aggleton. Young people, social support and help-seeking. *International Journal of Adolescent Medical Health.* 2005, 17, 4, 315-336.

What are the factors that make it difficult for adolescents to obtain the health services they need ?

Are adolescents able to obtain the health services they need ?

Not available

Many barriers

to the provision & utilization of health services by adolescents !

Not accessible

No acceptable

Not equitable
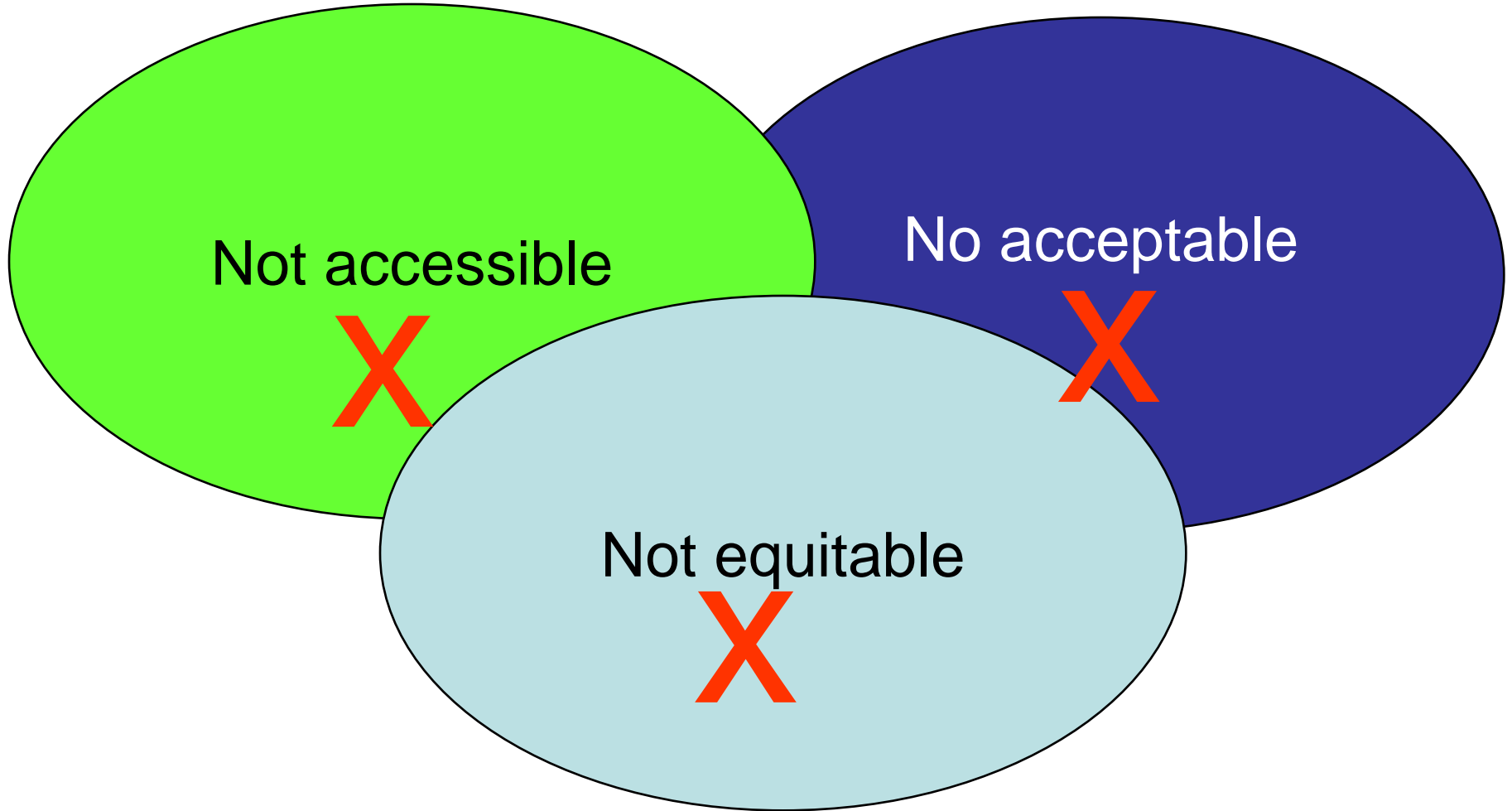
Barriers depend on:

- the nature of the problem,
- the circumstances of the person.
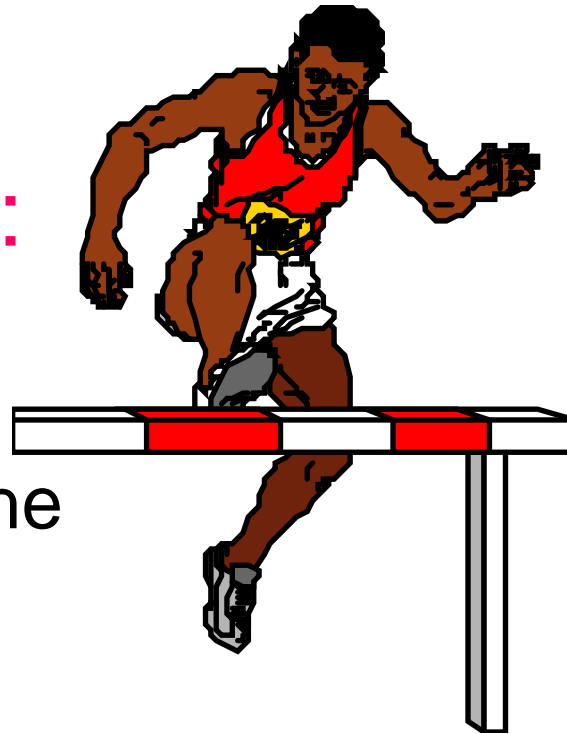
Source: K L Dehle, G Riedner. STI among adolescents: The need for adequate health services. Reproductive Health Matters. 2001; 9, 17, 170-183.

What do adolescents perceive as " friendly" health services ?

Different groups of adolescents, from different parts of the world say:

- they want to be treated with respect.
- they want to be sure that their confidentiality will be maintained.

Source: Global Consultation on Adolescent Friendly Health Services – A consensus statement. WHO. 2001.

What is being done
to make health services
adolescent "*friendly*" ?

Initiatives in many different settings

- Hospitals
- Public, private and NGO clinics
- Pharmacies
- Youth centres
- Educational institutions
- Work places
- Shopping centres
- Refugee camps
- On the street
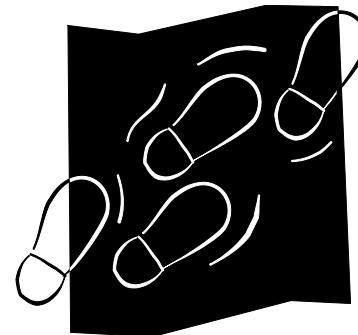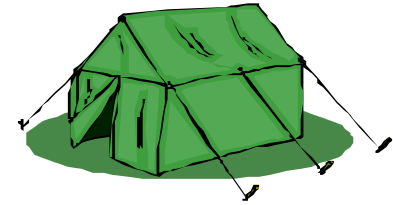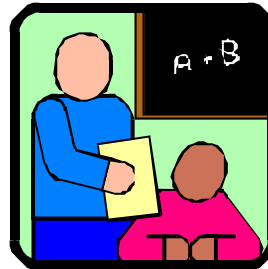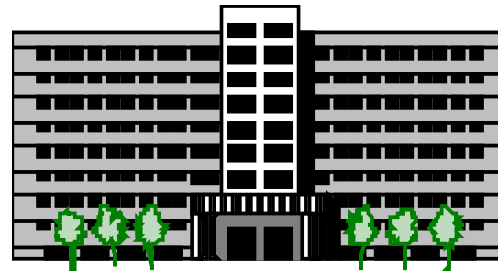
Is there evidence of the effectiveness of actions to improve the provision & utilization of health services (in relation to adolescents)?

•**The evidence for the effectiveness of interventions to increase young people's use of health services was sufficient to recommend that interventions that include training for service providers, making improvements to clinics and using activities in communities should be widely implemented with careful monitoring of quality and coverage**, and those that involve other sectors should also be cautiously implemented, provided they include a strong evaluation component.

•Operations research is also required to understand the content of the interventions and their mechanisms of action.

Dick B, Ferguson J, Chandra-Mouli V, Brabin L, Chatterjee S, Ross DA. A review of the evidence for interventions to increase young people's use of health services in developing countries.
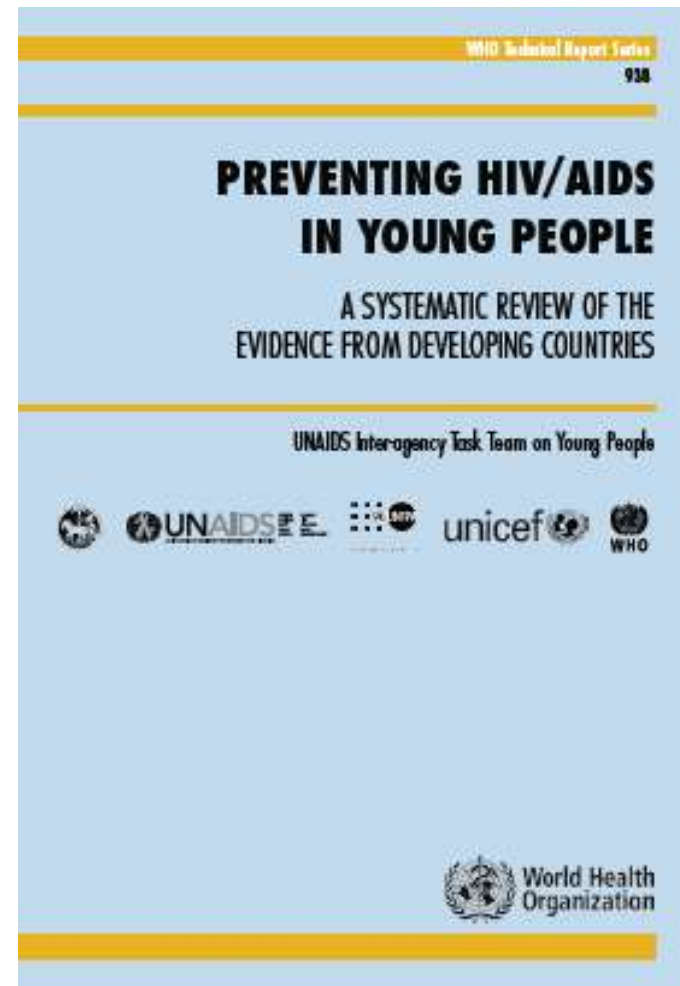
• In this paper, we present key models of youth-friendly health service provision & review the evidence for the effect of such model's on young people's health.

• Unfortunately, little evidence is available, since many of these initiatives have not been appropriately assessed. Appropriate controlled assessments of the effect of youth-friendly health service models on youth people's health outcomes should be the focus of future research agendas.

• **Enough is known that a priority for the future is to ensure that each country, state & locality has a policy & support to encourage provision of innovative & well-assessed youth-friendly health services**."

Tylee A, Haller D M, Graham T, Churchill R, Sanci L. Youth-friendly primary-care services: how are we doing & what more needs to be done. www.thelancet.com. Volume 369, May 5 2007.

No magic bullet nor universal blue-print.

Alternative approaches to contraceptive Information/services provision, Mexico

Legend:
- Male
- Female

X-axis categories: CYP, Youth Centre, CBD
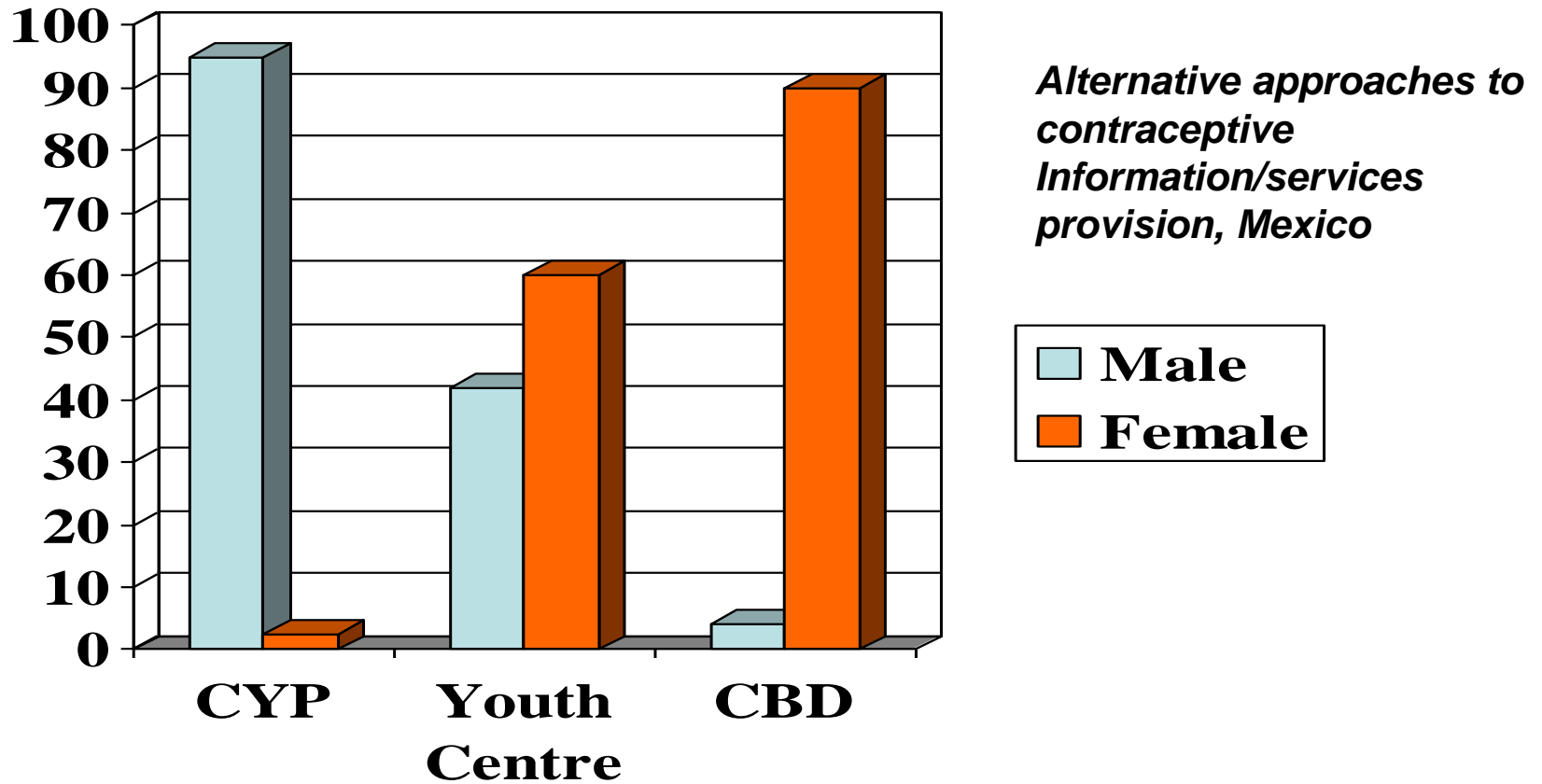
CYP: Community youth programme
CBD: Community based distribution

Even if health services are accessible & acceptable, not all groups of adolescents can obtain the health services they need.
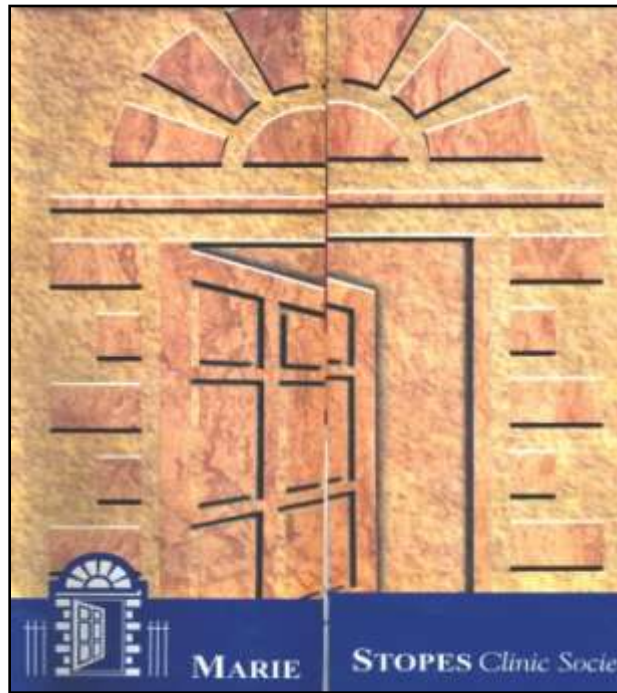
# of Adolescents served by Health Card Scheme over the years

Year	Value
98	18951
99	33093
00	72137
01	92514
02	92668
03	112999
04	106856
05	86706
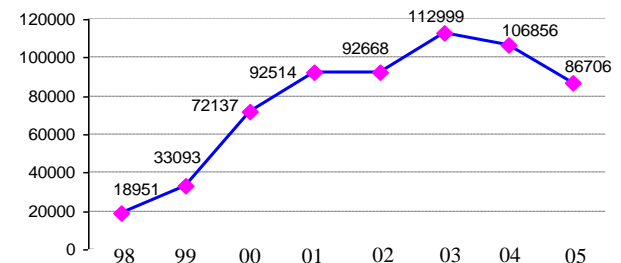
Reaching garment workers with health services:
Marie Stopes Clinic Society, Bangladesh.

What is our understanding of the 'reality on the ground' ?
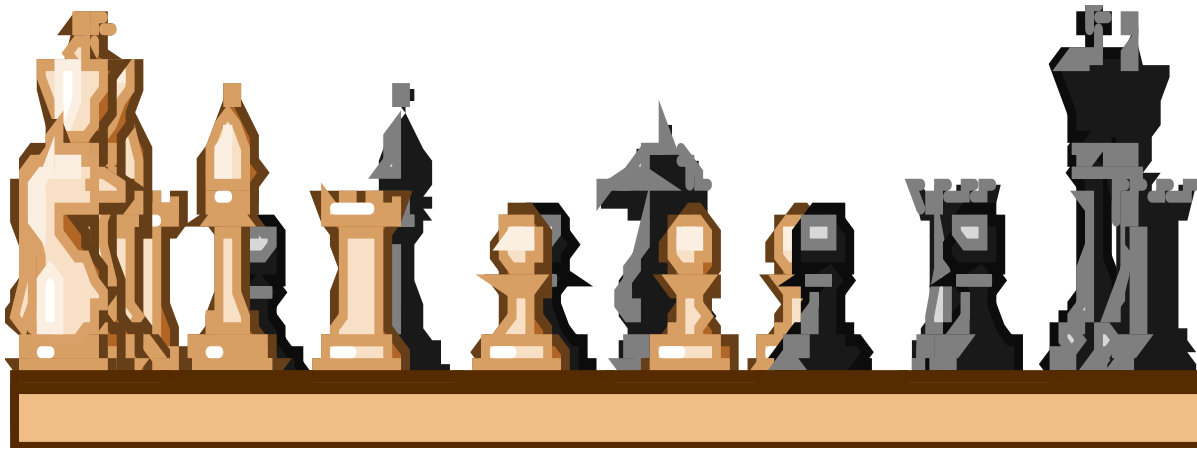
- A wide range of players
- Often with very different objectives
- Operating in a variety of settings

- Providing health services to adolescents/young people !

- ...range of players
- ...often with very different objectives
- Operating in a variety of settings

- *Providing health services to adolescents/young people !*

Often small scale & time limited...

What do we want to see happen in communities across every country?

Adolescents being able and willing to obtain the health services they need.
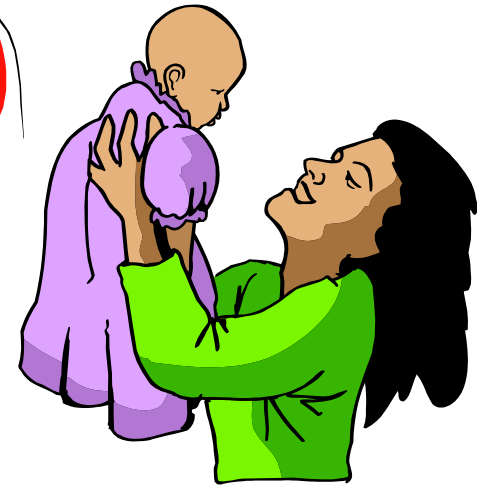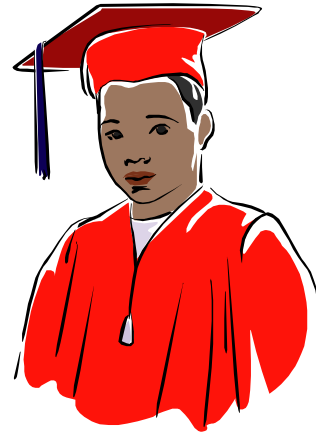
Community members being aware of the health service needs of different groups of adolescents, & supporting their provision.

Schools

Mass media
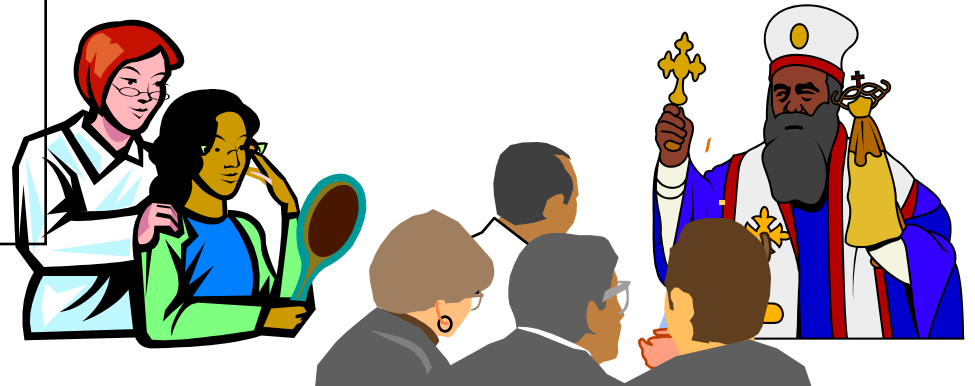
Civil Society (Community Organizations)

Service providers being non judgemental & considerate in their dealings with adolescents; & delivering the required services in the right way.

Points of health-service delivery applying procedures that enable adolescents to obtain the health services they need; being appealing & 'friendly' to adolescents; & providing the health services that adolescents need.

What is our recommended approach to reaching adolescents with the health services they need ?

Making _all_ health workers 'adolescent friendly'

Not a speciality.
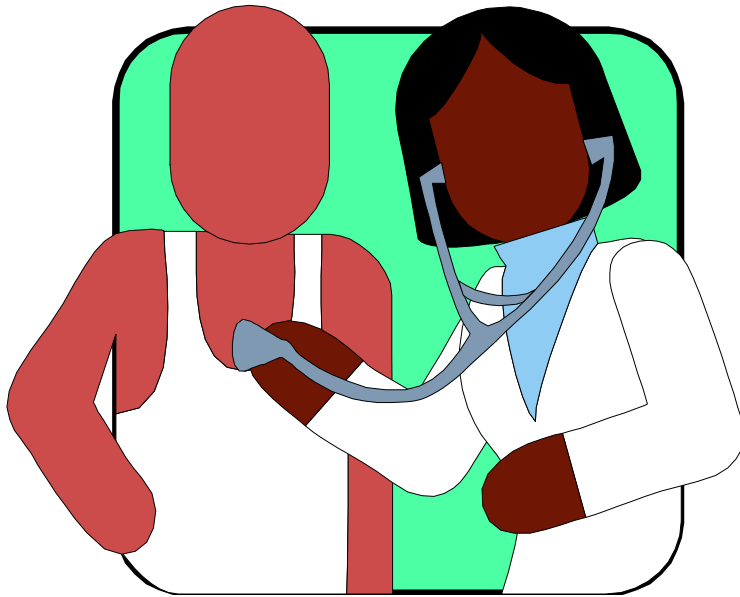
Who ?

Trained & registered health workers providing preventive & curative clinical services to children, adolescents & adults

What ?
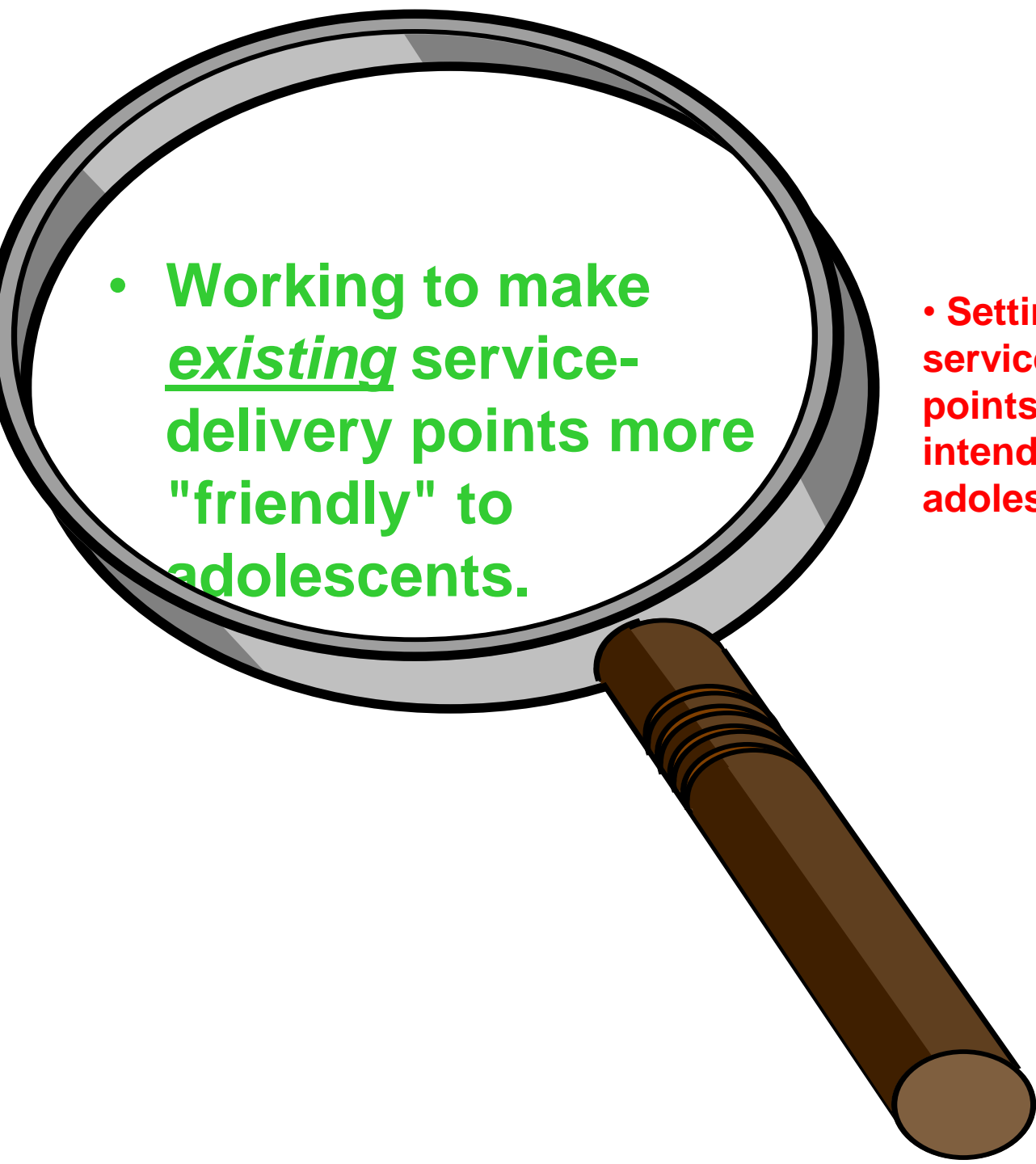
- Why should I be concerned about adolescents ?

- What do I need to know & do differently if the patient who walks into my clinic is _16,_ not 6 or 36?

- What could I do outside my clinic, to help other influential people in my community understand & respond to the needs of adolescents?

A three-pronged approach to ensuring that health workers make the contribution that they need to.

1. **Building their abilities to respond to their adolescent patients effectively & with sensitivity**
2. **Enabling them to perform to the best of their abilities**
3. **Motivating them to perform to the best of the abilities**

- **Working to make *existing* service-delivery points more "friendly" to adolescents.**

- **Setting up *new* service-delivery points exclusively intended for adolescents.**

Setting out to do more than <u>just</u> make health services *"friendly".*

Utilization

Striving to ensure that adolescents **are able & willing to** obtain the health services they need.

Provision

Striving to ensure that the services that adolescents need are **in fact being provided & are being provided in the right manner.**
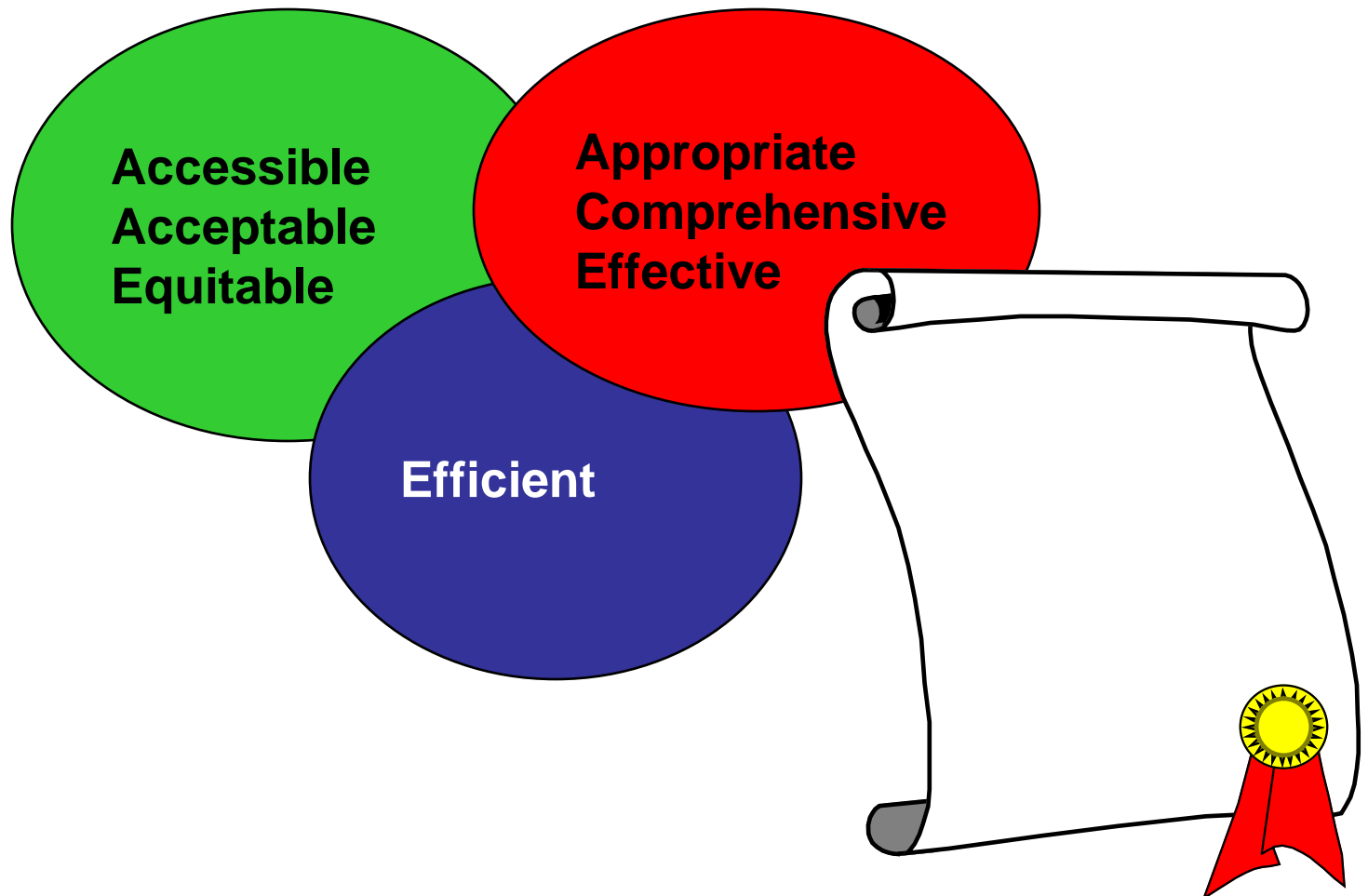
Using a quality framework
for health-service provision to adolescents.

Utilisation

Provision

Accessible
Acceptable
Equitable

Appropriate
Comprehensive
Effective

Efficient

Using a standards-driven quality improvement approach

What is a standard ?

A standard is a statement of required quality.

How can standard-driven quality improvement contribute to our work ?

1. By setting clear goals for the quality of different aspects of the functioning of service-delivery points.

2. By providing the basis for assessing the achievement of these goals.

3. By providing the basis for identifying what needs to be done to achieve the goals.
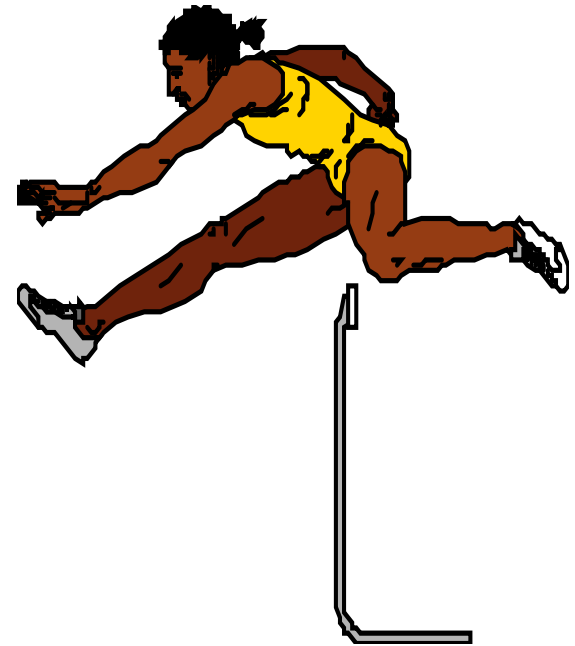
Standards-driven quality improvement

1. Standards set clear goals.
They make explicit the definition of quality required
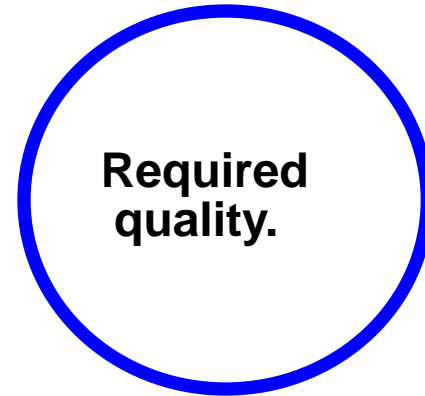
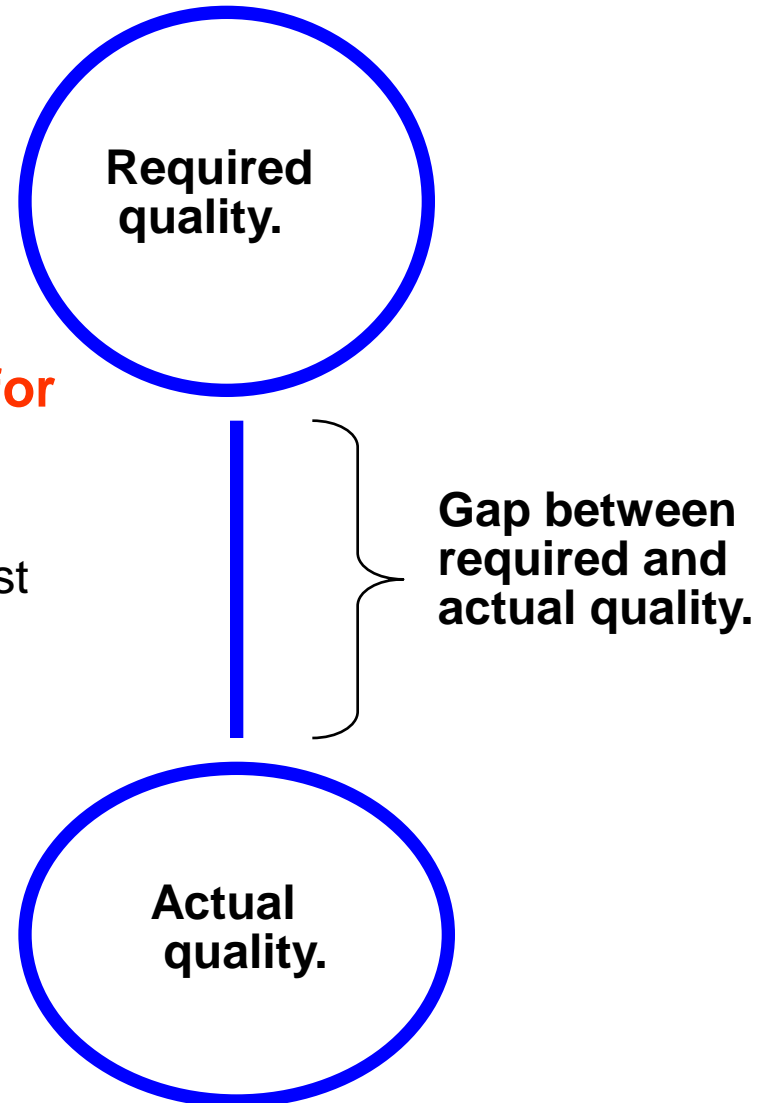**Required quality.**

Standards-driven quality improvement

1. Standards set clear goals.
They make explicit the definition of quality required

2. Standards provide the basis for assessing the achievement of goals.
They provide a clear reference against which quality can be assessed (& compared).

Required quality.

Gap between required and actual quality.

Actual quality.

Standards-driven quality improvement

1. Standards set clear goals.
They make explicit the definition of quality required

Required quality.

2. Standards provide the basis for assessing whether goals have been achieved.
They provide a clear reference against which quality can be assessed/compared.

Gap between required and actual quality.

3. Standards provide the basis for identifying what needs to be done to achieve the goals.
They provide an entry point for identifying why the goals were not achieved, and what actions need to be taken for the goals to be achieved.

Actual quality.
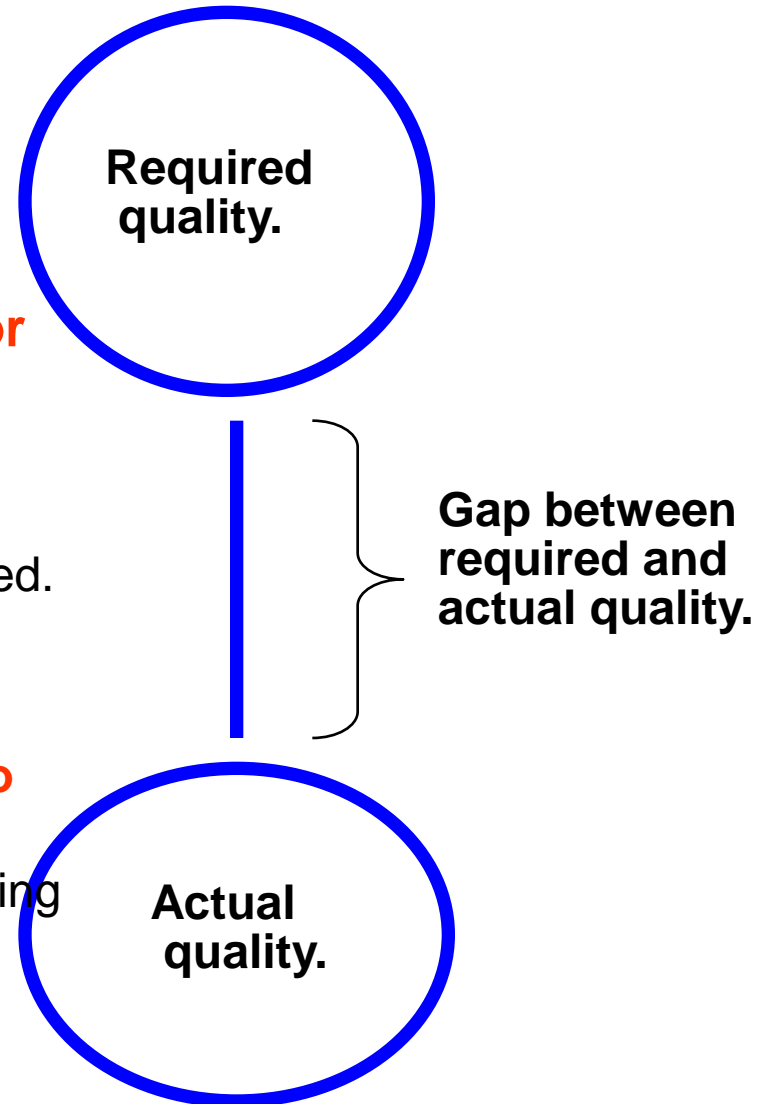
Working to expand the coverage of health services, alongside efforts to improve quality

What is coverage ?

The proportion of a given population that is able to/willing to/has in fact obtained the health services *that they need.*
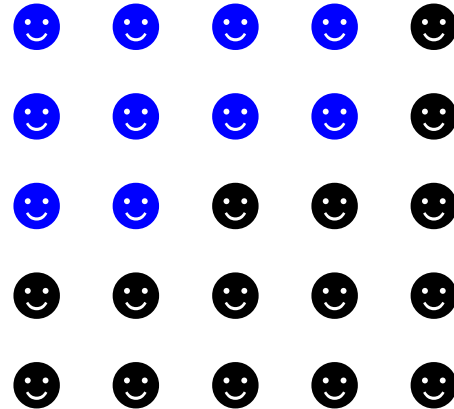
Why is a focus on coverage relevant to our work ?

1. By pressing for clarification on what proportion of the adolescents in a community need a specific health service.

2. By providing the basis for determining what proportion of them are in fact obtaining the health services they need.
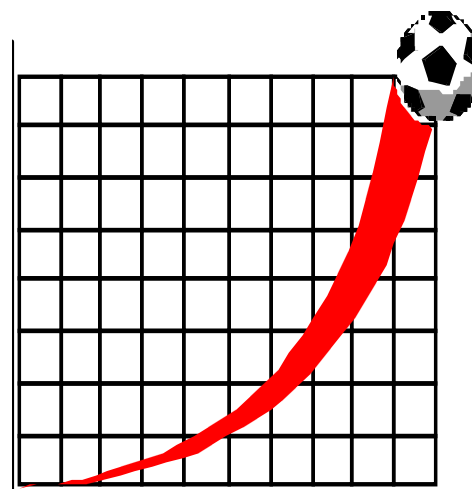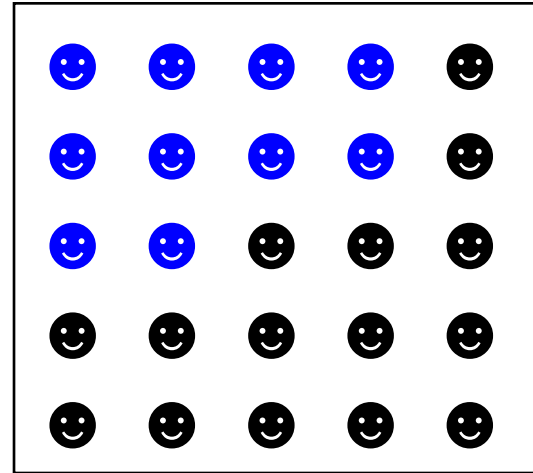
Expanding the coverage of health services.

1. Clarifying what proportion of adolescents in a community need a specific health service.

Expanding the coverage of health services.

1. Clarifying what proportion of adolescents in a community need a specific health service.

2. Determining what proportion of these adolescents are in fact obtaining the health services they need.

Expanding the coverage of health services.

1. Clarifying what proportion of adolescents in a community need a specific health service.
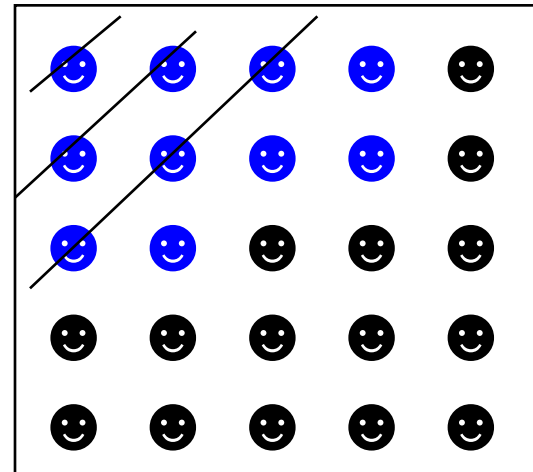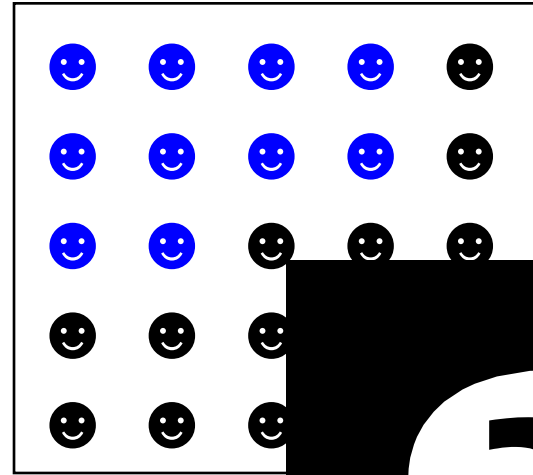
2. Determining what proportion of these adolescents are in fact obtaining the health services they need.
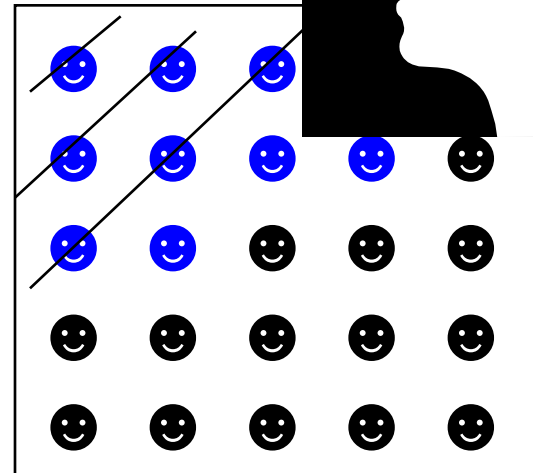
Different but complementary actions at national, district & local levels.
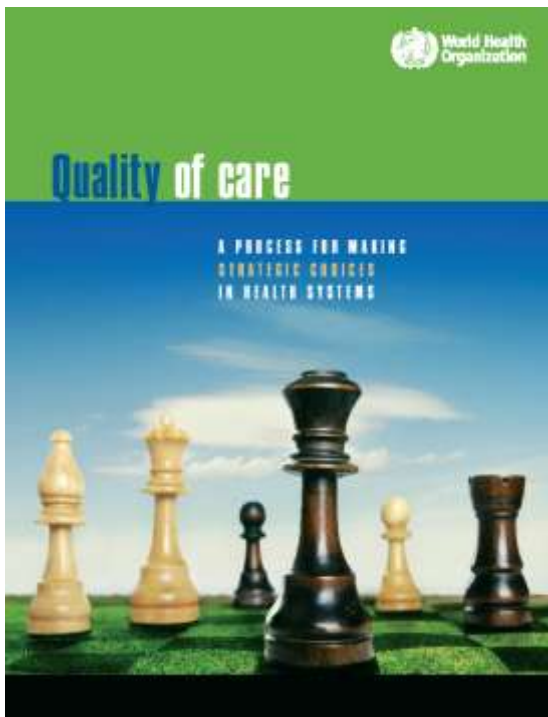
National level

- Providing directions
- Providing methods & tools
- Providing human & material support

District level

- **Acting as a bridge between the national level & the district.**
- **Playing a facilitating role in the district**
- **Supporting the service delivery points**
- **Supporting community action**

Local level

Scaling up: Deliberate efforts to increase the impact of health service innovations successfully tested in pilot or experimental projects so as to benefit more people and to foster policy and program development on a lasting basis.