

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.