

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.				

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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.				

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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.				

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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.				

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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.				