

Appendix V.1 and V.2 Evaluator's Checklist Standards for Clinics and Institutions

The table below shows the relationship between Bolivia's Integral Health Coordination Program (PROCOSI) standards for quality of care and gender sensitivity and the manual or electronic file (Excel workbooks, Appendix VIII) files for calculating scores on quality of care and gender sensitivity in clinics and institutions. The number adjacent to the standard refers to the question in the relevant part of the workbook). For example, in item I.1 under Institutional Policies and Practices, the number 14 appears under Form 1 (Review of Documents). This refers to question 14 in Appendix VIII, Form I on the Excel spreadsheet. Within the spreadsheet, the questions are also cross-referenced to the relevant standard number.

Some standards appear on more than one sheet within Appendix VIII. For instance, standard I.13 is evaluated in two instances—the initial document review and the personnel interviews. Thus, this checklist references the question number for both sheets within Appendix VIII (questions 15 and 21, respectively).

V.1 Standards—Clinics

Standard		Type of Form				
		1	2	3	4	5
		Review of Documents	Observation of General Conditions	Observation of Consultation/Counseling	Client Exit Interviews	Personnel Interviews
		Question Number				
I	Institutional Policies and Practices					
I.1	There is a statement that promotes women’s empowerment.	14				
I.2	There is a statement that prohibits gender-based discrimination in the organization.	10				
I.3	There is a statement that prohibits gender-based discrimination in personnel promotion and remuneration.	11				
I.4	There is a statement that prohibits the abuse of power in the workplace.	12				
I.5	At least 80 percent of personnel feel that the institution’s director or manager is receptive to their opinions and suggestions.					16
I.6	At least 80 percent of personnel feel that their recommendations or suggestions are put into practice.					15
I.7	At least 80 percent of personnel feel motivated to give opinions and make suggestions.					17
I.8	At least 80 percent of personnel feel that the institution promotes an environment of cooperation and teamwork.					18
I.9	At least 80 percent of personnel feel that the institution understands if an employee must leave work for family reasons.					19
I.10	Less than 20 percent of personnel feel that a particular gender is given preferential treatment.					20

Standard		Type of Form				
		1	2	3	4	5
		Review of Documents	Observation of General Conditions	Observation of Consultation/Counseling	Client Exit Interviews	Personnel Interviews
		Question Number				
I.11	At least 50 percent of sexual and reproductive health consultations are provided to couples.	35				
I.12	There is a statement that establishes the delivery of counseling services as a routine procedure.	18				
I.13	There are no reproductive health services that require the partner's consent.	15				21
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.	31				
II	Provider Practices					
II.1	At least 80 percent of providers greet the clients.			11		
II.2	At least 80 percent of providers wear a visible identification badge.			12		
II.3	At least 80 percent of providers address clients respectfully.			13		
II.4	At least 80 percent of providers discuss sexual and reproductive health issues during initial consultations.			38	29	
II.5	At least 80 percent of providers address the client's sexual health.			43	34	
II.6	Less than 20 percent of providers feel that there are social and medical barriers to talking about sexual and reproductive health issues.					30
II.7	At least 80 percent of providers use educational materials to reinforce information given to clients.			15	36	

Standard		Type of Form				
		1	2	3	4	5
		Review of Documents	Observation of General Conditions	Observation of Consultation/Counseling	Client Exit Interviews	Personnel Interviews
		Question Number				
II.8	At least 80 percent of providers communicate with clients using simple language.			14	35	
II.9	At least 80 percent of providers carefully explain to clients the details of their diagnosis.			30		
II.10	At least 80 percent of providers carefully explain to clients the details of their treatment.			31		
II.11	At least 80 percent of providers make eye contact with the client while they explain the diagnosis or treatment.			21		
II.12	At least 80 percent of providers ask clients whether they have questions.			17		
II.13	At least 80 percent of providers respond to clients' questions.			18	39	
II.14	At least 80 percent of providers explain what they are going to do during a physical or pelvic exam.			32		
II.15	At least 80 percent of providers give the client educational materials to reinforce information they have provided.			26		
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.					23
II.17	Less than 20 percent of clients say that they have waited more than half an hour for services.				14	
II.18	At least 80 percent of personnel know what sexual and reproductive health services are offered by the clinic.					29

Standard		Type of Form				
		1	2	3	4	5
		Review of Documents	Observation of General Conditions	Observation of Consultation/Counseling	Client Exit Interviews	Personnel Interviews
		Question Number				
II.19	At least 80 percent of providers do not allow any interruptions when they are attending a client.			25		
II.20	At least 80 percent of providers know and promote the dual protection method.			44		36
II.21	At least 80 percent of providers know how to perform the Pap smear and promote it in the clinic.					41
II.22	At least 80 percent of providers know and promote periodic breast self-examination.					46
III	Provider and Personnel Knowledge					
III.1	At least 80 percent of providers and other personnel know the definition of sexual and reproductive health.					27
III.2	At least 80 percent of personnel know what contraceptive methods are provided in the clinic.					33
III.3	At least 80 percent of personnel know the definition of gender as a social construction.					25
IV	Client Comfort					
IV.1	Less than 20 percent of clients report gender-related difficulties in obtaining services.				13	
IV.2	Resources are available to entertain children who come with clients to the clinic.		14			
V	Client Satisfaction					
V.1	Clinics have feedback mechanisms to assess clients' satisfaction with the services they receive.	13				

Standard		Type of Form				
		1	2	3	4	5
		Review of Documents	Observation of General Conditions	Observation of Consultation/Counseling	Client Exit Interviews	Personnel Interviews
		Question Number				
V.2	The clinic is clean and comfortable.		10		23	
V.3	Equipment is available and in good condition.		11			
V.4	The clinic maintains conditions that ensure and safeguard clients' privacy.		13	22		
V.5	There are enough seats available for clients in waiting areas.		12			
V.6	At least 80 percent of clients feel comfortable talking to the provider.				20	
V.7	At least 80 percent of clients feel comfortable asking questions and clarifying concerns with providers.				38	
V.8	At least 80 percent of clients consider that the consultation time is sufficient.				37	
V.9	At least 80 percent of clients say that they were well treated by the clinic staff.				16	
V.10	At least 80 percent of clients were able to consult with a male or female provider, according to their preference.				19	
V.11	At least 80 percent of clients feel that clinic hours are adapted to their gender-related needs.				12	
VI	Use of Gender-Sensitive Language					
VI.1	The clinic's staff uses nondiscriminatory language with clients.	24		19		
VI.2	The clinic's staff uses gender-neutral language.	25				
VII	Information, Education, and Communication (IEC) and Training					

Standard		Type of Form				
		1	2	3	4	5
		Review of Documents	Observation of General Conditions	Observation of Consultation/Counseling	Client Exit Interviews	Personnel Interviews
		Question Number				
VII.1	There are IEC and training materials with information on sexual and reproductive rights, clients' rights, and women's rights.	23	20			
VII.2	There are IEC and training materials with information on sexual and reproductive health issues.	19	21			
VII.3	There is a highly visible display with information on the clinic's services, schedules, and prices.		15			
VII.4	Educational activities are carried out in the client waiting areas.		16		15	
VIII	Monitoring and Assessment					
VIII.1	There is a mechanism for systematically incorporating programmatic changes based on clients' suggestions.	17				

V.2 Standards – Institutions

Note: The standards for institutions are a subset of all standards, but follow the numbering for clinic standards. Thus, the numbering in this list is not always sequential. Only forms 1, 2, and 5 apply to clinics. Therefore, the columns for forms 3 and 4 are grayed out.

Standard		Type of Form				
		1	2	3	4	5
		Review of Documents	Observation of General Conditions			Personnel Interviews
		Question Number				
I	Institutional Policies and Practices					
I.1	There is a statement that promotes women’s empowerment.	14				
I.2	There is a statement that prohibits gender-based discrimination in the organization.	10				
I.3	There is a statement that prohibits gender-based discrimination in personnel promotion and remuneration.	11				
I.4	There is a statement that prohibits the abuse of power in the workplace.	12				
I.5	At least 80 percent of personnel feel that the institution’s director or manager is receptive to their opinions and suggestions.					16
I.6	At least 80 percent of personnel feel that their recommendations or suggestions are put into practice.					15
I.7	At least 80 percent of personnel feel motivated to give opinions and make suggestions.					17

Standard		Type of Form				
		1	2	3	4	5
		Review of Documents	Observation of General Conditions			Personnel Interviews
		Question Number				
I.8	At least 80 percent of personnel feel that the institution promotes an environment of cooperation and teamwork.					18
I.9	At least 80 percent of personnel feel that the institution understands if an employee must leave work for family reasons.					19
I.10	Less than 20 percent of personnel feel that a particular gender is given preferential treatment.					20
III	Personnel Knowledge					
III.1	At least 80 percent of providers and other personnel know the definition of sexual and reproductive health.					27
III.3	At least 80 percent of personnel know the definition of gender as a social construction.					25
V	Personnel Satisfaction					
V.2	The institution is clean and comfortable.		10			
VI	Use of Gender-Sensitive Language					
VI.1	The staff uses nondiscriminatory language with clients.	24				
VI.2	The staff uses gender-neutral language.	25				
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.	23	20			

		Type of Form				
		1	2	3	4	5
		Review of Documents	Observation of General Conditions			Personnel Interviews
		Question Number				
VII.2	There are IEC and training materials with information on sexual and reproductive health issues.	19	21			