

Appendix VIII.3 Manual Calculations -- Clinic

Institution:

Clinic:

	Standard	Instructions for Calculation	Standard met?
I	Institutional Policies and Practices		
I.1	There is a statement promoting women's empowerment.	1. Copy answer from form 1	
I.2	There is a statement prohibiting gender-based discrimination in organization.	1. Copy answer from form 1	
I.3	There is a statement prohibiting gender-based discrimination in personnel promotion and remuneration.	1. Copy answer from form 1	
I.4	There is a statement prohibiting abuse of power in workplace.	1. Copy answer from form 1	
I.5	At least 80 percent of personnel feel institution director or manager is receptive to opinions and suggestions.	1. Calculate percentage of "YES" answers in form 5	
		2. If percentage \geq 80%, write "YES"; otherwise write "NO"	
I.6	At least 80 percent of personnel feel recommendations or suggestions are put into practice.	1. Calculate percentage of "YES" answers in form 5	
		2. If percentage \geq 80%, write "YES"; otherwise write "NO"	
I.7	At least 80 percent of personnel feel motivated to give opinions and make suggestions.	1. Calculate percentage of "YES" answers in form 5	
		2. If percentage \geq 80%, write "YES"; otherwise write "NO"	
I.8	At least 80 percent of personnel feel institution promotes environment of cooperation and teamwork.	1. Calculate percentage of "YES" answers in form 5	
		2. If percentage \geq 80%, write "YES"; otherwise write "NO"	
I.9	At least 80 percent of personnel feel institution understands if employee must leave work for family reasons.	1. Calculate percentage of "YES" answers in form 5	
		2. If percentage \geq 80%, write "YES"; otherwise write "NO"	

I.10	Less than 20 percent of personnel feel a particular gender is given preferential treatment.	1. Calculate percentage of "YES" answers in form 5		
		2. If percentage \leq 20%, write "YES"; otherwise write "NO"		
I.11	At least 50 percent of sexual and reproductive health consultations provided to couples.	1. Copy answer from form 1		
I.12	There is a statement establishing delivery of counseling services as routine procedure.	1. Copy answer from form 1		
I.13	There are no reproductive health services requiring partner consent.	1. Change answer on form 1 to opposite		
		2. Calculate percentage of "YES" answers in form 5		
		3. If previous result is 0%, write "YES"; otherwise write "NO"		
		4. If both answers in 1 and 3 are "YES," write "YES"; otherwise write "NO"		
I.14	Range of contraceptive methods available, according to family planning norms established by institution for each type of clinic.	1. Copy answer from form 1		
II	Provider Practices			
II.1	At least 80 percent of providers greet clients.	1. Calculate percentage of "YES" answers in form 3		
		2. If percentage \geq 80%, write "YES"; otherwise write "NO"		
II.2	At least 80 percent of providers wear visible identification badge.	1. Calculate percentage of "YES" answers in form 3		
		2. If percentage \geq 80%, write "YES"; otherwise write "NO"		
II.3	At least 80 percent of providers address clients respectfully.	1. Calculate percentage of "YES" answers in form 3		
		2. If percentage \geq 80%, write "YES"; otherwise write "NO"		
II.4	At least 80 percent of providers discuss sexual and reproductive health issues during initial consultations.	1. Calculate percentage of "YES" answers in form 3		
		2. Calculate percentage of "YES" answers in form 4		
		3. If average percentage of 1 and 2 \geq 80%, write "YES"; otherwise write "NO"		

II.5	At least 80 percent of providers address client sexual health.	1. Calculate percentage of "YES" answers in form 3		
		2. Calculate percentage of "YES" answers in form 4		
		3. If average percentages of 1 and 2 \geq 80%, write "YES"; otherwise "NO"		
II.6	Less than 20 percent of providers feel there are social and medical barriers to talking about sexual and reproductive health issues.	1. Calculate percentage of "YES" answers in form 5		
		2. If percentage \leq 20%, write "YES"; otherwise write "NO"+C65		
II.7	At least 80 percent of providers use educational materials to reinforce information given to clients.	1. Calculate percentage of "YES" answers in form 3		
		2. Calculate percentage of "YES" answers in form 4		
		3. If average percentage of 1 and 2 \geq 80%, "YES"; otherwise "NO"		
II.8	At least 80 percent of providers communicate with clients using simple language.	1. Calculate percentage of "YES" answers in form 3		
		2. Calculate percentage of "YES" answers in form 4		
		3. If average percentage of 1 and 2 \geq 80%, "YES"; otherwise "NO"		
II.9	At least 80 percent of providers carefully explain to clients details of diagnosis.	1. Calculate percentage of "YES" answers in form 3		
		2. If percentage \geq 80%, write "YES"; otherwise write "NO"		
II.10	At least 80 percent of providers carefully explain to clients details of treatment.	1. Calculate percentage of "YES" answers in form 3		
		2. If percentage \geq 80%, write "YES"; otherwise write "NO"		
II.11	At least 80 percent of providers make eye contact with client while they explain diagnosis or treatment.	1. Calculate percentage of "YES" answers in form 3		
		2. If percentage \geq 80%, write "YES"; otherwise write "NO"		
II.12	At least 80 percent of providers ask clients whether they have questions.	1. Calculate percentage of "YES" answers in form 3		
		2. If percentage \geq 80%, write "YES"; otherwise write "NO"		

II.13	At least 80 percent of providers respond to client questions.	1. Calculate percentage of "YES" answers in form 3		
		2. Calculate percentage of "YES" answers in form 4		
		3. If average percentage of 1 and 2 $\geq 80\%$, "YES"; otherwise "NO"		
II.14	At least 80 percent of providers explain to clients what they are going to do during physical or pelvic exam.	1. Calculate percentage of "YES" answers in form 3		
		2. If percentage $\geq 80\%$, write "YES"; otherwise write "NO"		
II.15	At least 80 percent of providers give client educational materials to reinforce information provided.	1. Calculate percentage of "YES" answers in form 3		
		2. If percentage $\geq 80\%$, write "YES"; otherwise write "NO"		
II.16	Less than 20 percent of providers say there is waiting time of more than a half hour between time they arrive and time they start giving services.	1. Calculate percentage of "YES" answers in form 5		
		2. If percentage $\leq 20\%$, write "YES"; otherwise write "NO"		
II.17	Less than 20 percent of clients say they have waited more than half an hour for service.	1. Calculate percentage of "YES" answers in form 4		
		2. If percentage $\leq 20\%$, write "YES"; otherwise write "NO"		
II.18	At least 80 percent of personnel know what sexual and reproductive health services are offered by clinic.	1. Calculate percentage of "YES" answers in form 5		
		2. If percentage $\geq 80\%$, write "YES"; otherwise write "NO"		
II.19	At least 80 percent of providers do not allow any interruptions when attending clients.	1. Calculate percentage of "YES" answers in form 3		
		2. If percentage $\geq 80\%$, write "YES"; otherwise write "NO"		
II.20	At least 80 percent of providers know and promote dual protection method.	1. Calculate percentage of "YES" answers in form 3		
		2. Calculate percentage of "YES" answers in form 5		
		3. If average percentage of 1 and 2 $\geq 80\%$, write "YES"; otherwise write "NO"		

II.21	At least 80 percent of providers know to perform Pap smear and promote it in clinic.	1. Calculate percentage of "YES" answers in form 5		
		2. If percentage $\geq 80\%$, write "YES"; otherwise write "NO"		
II.22	At least 80 percent of providers know and promote periodic breast self-examination.	1. Calculate percentage of "YES" answers in form 5		
		2. If percentage $\geq 80\%$, "YES"; otherwise write "NO"		
III	Provider and Personnel Knowledge			
III.1	At least 80 percent of providers and other personnel know definition of sexual and reproductive health.	1. Calculate percentage of "YES" answers in form 5		
		2. If percentage $\geq 80\%$, write "YES"; otherwise write "NO"		
III.2	At least 80 percent of personnel know what contraceptive methods are provided in clinic.	1. Calculate percentage of "YES" answers in form 5		
		2. If percentage $\geq 80\%$, write "YES"; otherwise write "NO"		
III.3	At least 80 percent of personnel know definition of gender as social construction.	1. Calculate percentage of "YES" answers in form 5		
		2. If percentage $\geq 80\%$, write "YES"; otherwise write "NO"		
IV	Client Comfort			
IV.1	Less than 20 percent of clients report gender-related difficulties in obtaining services.	1. Calculate percentage of "YES" answers in form 4		
		2. If percentage $\leq 920\%$, write "YES"; otherwise write "NO"		
IV.2	Resources available to entertain children who come with clients to clinic.	1. Copy answer from form 2		
V	Client Satisfaction			
V.1	Clients have feedback mechanisms to assess client satisfaction with services received.	1. Copy answer from form 1		
V.2	Clinic is clean and comfortable.	1. Copy answer from form 2		
		2. Calculate percentage of "YES" answers in form 4		
		3. If the previous result is $\leq 820\%$, write "YES"; otherwise write "NO"		
		4. If both answers in 1 and 3 are "YES," write "YES"; otherwise "NO"		

V.3	Equipment is available and in good condition.	1. Copy answer from form 2		
V.4	Clinic maintains conditions ensuring and safeguarding client privacy.	1. Copy answer from form 2		
		2. Calculate percentage of "YES" answers in form 3		
		3. If the previous result is $\geq 80\%$, write "YES"; otherwise write "NO"		
		4. If both answers in 1 and 3 are "YES," write "YES"; otherwise write "NO"		
V.5	There are enough seats available for clients in waiting areas.	1. Copy answer from form 2		
V.6	At least 80 percent of clients feel comfortable talking to provider.	1. Calculate percentage of "YES" answers in form 4		
		2. If percentage $\geq 80\%$, write "YES"; otherwise write "NO"		
V.7	At least 80 percent of clients feel comfortable asking questions and clarifying concerns with providers.	1. Calculate percentage of "YES" answers in form 4		
		2. If percentage $\geq 80\%$, write "YES"; otherwise write "NO"		
V.8	At least 80 percent of clients consider consultation time sufficient.	1. Calculate percentage of "YES" answers in form 4		
		2. If percentage $\geq 80\%$, write "YES"; otherwise write "NO"		
V.9	At least 80 percent of clients say they were well treated by clinic staff.	1. Calculate percentage of "YES" answers in form 4		
		2. If previous result is $\leq 20\%$, write "YES"; otherwise write "NO"		
V.10	At least 80 percent of clients were able consult with a male or female provider, according to preference.	1. Calculate percentage of "YES" answers in form 4		
		2. If percentage $\geq 80\%$, write "YES"; otherwise write "NO"		
V.11	At least 80 percent of clients feel clinic hours are adapted to gender-related needs.	1. Calculate percentage of "YES" answers in form 4		
		2. If the previous result is $\leq 20\%$, write "YES"; otherwise write "NO"		

VI Use of Gender-Sensitive Language				
VI.1	Clinic staff uses nondiscriminatory language with clients.	1. Change answer in form 1 to opposite		
		2. Calculate percentage of "YES" answers in form 3		
		3. If previous result is 0%, write "YES"; otherwise "NO"		
		4. If both answers in 1 and 3 are "YES," write "YES"; otherwise "NO"		
VI.2	Clinic staff uses gender-neutral language.	1. Copy answer from form 1		
VII Information, Education, and Communication (IEC) and Training				
VII.1	There are IEC and training materials with information on sexual and reproductive rights, client rights, and women's rights.	1. Copy form 1 answer		
		2. Copy form 2 answer		
		3. If both answers in 1 and 2 are "YES", write "YES"; otherwise "NO"		
VII.2	There are IEC and training materials with information on sexual and reproductive health issues.	1. Copy form 1 answer		
		2. Copy form 2 answer		
		3. If both answers in 1 and 2 are "YES," write "YES"; otherwise "NO"		
VII.3	There is highly visible display with information on clinic services, schedules, and prices.	1. Copy answer from form 2		
VII.4	Educational activities are carried out in client waiting areas.	1. Copy form 2 answer		
		2. Calculate percentage of "YES" answers in form 4		
		3. If previous result is $\geq 80\%$, "YES"; otherwise "NO"		
		4. If both answers in 1 and 3 are "YES," write "YES"; otherwise "NO"		
VIII Monitoring and Assessment				
VIII.1	There is a mechanism for systematically incorporating programmatic changes based on client suggestions.	1. Copy answer from form 1		
Count number of standards with "YES" answer (a):				
Count number of standards left blank (b):				
Subtract $59 - b$ (c):				
Divide a/c, and round off to two decimal points (d):				
Multiply $d \times 100$ (e):				
If e is greater or equal to 80%, write "Pass"; otherwise write "Does not pass":				