

Appendix X

List of IPPF Gender Manual Indicators

- I. Institutional Policies and Practices**
- I.1. Existence of declaration in institutional mission statement promoting women's empowerment
- I.2. Existence of policies prohibiting gender-based discrimination
- I.3. Existence of policies and procedures ensuring gender equality in promotion of personnel
- I.4. Existence of policies prohibiting abuse of power in institution
- I.5. Percentage of management/executive positions assigned to women
- I.6. Percentage of management positions with budgetary responsibility assigned to women
- I.7. Percentage of positions with higher salaries assigned to women
- I.8. Percentage of personnel who feel institution executives are receptive to opinions and suggestions
- I.9. Percentage of provider recommendations implemented
- I.10. Percentage of personnel who feel motivated to offer opinions/suggestions
- I.11. Percentage of personnel who feel institution has a cooperative and teamwork environment
- I.12. Percentage of providers who feel institution is receptive to explanations for leaving work when required for family reasons
- I.13. Percentage of personnel who feel institution gives preferential treatment to particular sex

- I.14 Existence of policies or protocols specifying taking into account gender conditions for service delivery
- I.15 Percentage of participation by women, men, and couples in visits for reproductive health services
- I.16 Office hours established based on gender needs
- I.17 Existence of counseling services as institutional policy
- I.18 Existence of services requiring partner consent
- I.19 Existence of range of contraceptive methods according to norms established by Ministry of Health or institution

- II. Provider Practices**
- II.1 Percentage of clients greeted
- II.2 Percentage of clients told name of provider attending them
- II.3 Percentage of clients called by first or last name
- II.4 Percentage of clients addressed in diminutive manner
- II.5 Percentage of visits/counseling sessions in which provider explores sexual and reproductive health topics
- II.6 Percentage of visits/counseling sessions in which provider explores aspects related to client sexual health
- II.7 Percentage of providers who feel reproductive health topics are not explored due to barriers
- II.8 Percentage of visits/counseling sessions in which provider used didactic material (drawings, pamphlets, flip-charts, or other material) to reinforce explanations
- II.9 Percentage of visits/counseling sessions in which provider communicated with client using simple language

- 11.10 Percentage of visits/counseling sessions in which provider explained details of diagnosis
- II.11 Percentage of visits/counseling sessions in which provider explained treatment details to client
- II.12 Percentage of visits/counseling sessions in which provider looked directly at client while explaining diagnosis or treatment
- II.13 Percentage of visits/counseling sessions in which provider asked client whether she had questions or concerns
- II.14 Percentage of visits/counseling sessions in which provider answered questions or clarified client doubts
- II.15 Percentage of visits in which provider explained what she/he was doing during pelvic exam
- II.16 Percentage of visits/counseling sessions in which provider gave client information or educational materials (pamphlets, leaflets, or others) to take home
- II.17 Percentage of providers who know lapse of time from client arrival until attendance by doctor
- II.18 Average waiting time experienced by clients
- II.19 Percentage of personnel who know definition of reproductive and sexual health
- II.20 Percentage of personnel who can identify sexual and reproductive health services offered by institution
- II.21 Percentage of clinical histories that included topics related to reproductive health services, for example, sexuality, violence and other abuses of power, sexually transmitted infections, condom use, and partner negotiation
- II.22 Percentage of visits/counseling sessions in which provider dedicated all his/her time to client without interruption

- II.23 Percentage of personnel who know and promote use of dual protection
- II.24 Percentage of personnel who know and promote Pap smears
- II.25 Percentage of personnel who know and promote breast self-examination

- III. Client Comfort**
- III.1 Percentage of clients who find office hours convenient
- III.2 Percentage of clients who have difficulties in coming to clinic for reasons related to gender
- III.3 Existence of resources to attend and entertain children in clinic
- III.4 Existence of physical space for child care in clinic

- IV. Client Satisfaction**
- IV.1 Existence of mechanisms to collect opinions of clients on office hours and general client satisfaction
- IV.2 Satisfactory infrastructure conditions
- IV.3 Equipment available and in good condition
- IV.4 Existence of conditions to ensure confidentiality, privacy, and peace of mind of client
- IV.5 Enough seats for clients in waiting area
- IV.6 Percentage of clients who report general satisfaction with services received
- IV.7 Percentage of clients who feel comfortable with conversation, with asking questions, and clearing up doubts with providers
- IV.8 Percentage of clients who report time with provider was sufficient

- IV.9 Percentage of clients who report having received good treatment from staff
- IV.10 Correlation between clients who prefer being attended by a man or a woman and gender of provider who attended to them
- V. Use of Gendered Language**
 - V.1 Use of nondiscriminatory language
 - V.2 Use of inclusive language
- VI. Information, Education, Communication (IEC), and Training**
 - VI.1 Existence of IEC and training materials with information on sexual and reproductive rights (including women's rights)
 - VI.2 Existence of IEC and training materials with information on sexual and reproductive health
 - VI.3 Visual and/or accessible information in clinic
 - VI.4 Development of educational activities for clients in waiting area
 - VI.5 Activities offered to clients as they wait
- VII. Monitoring and Evaluation**
 - VII.1 Existence of mechanism to establish programmatic changes on basis of information obtained from clients