

Appendix XI

PROCOSI Standards for Quality and Gender Sensitivity

Standards for clinics

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.
- 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.
- 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.
- 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.
- 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 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.
- 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.
- 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.
- 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 consider that clinic hours are adapted to their gender-related needs.

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

- VIII.1 There is a mechanism for systematically incorporating programmatic changes based on clients' suggestions.

Standards for institutions

Note: These standards are a subset of the list of standards for clinics; thus, their numbering is not always sequential.

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- 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.

III Provider and Personnel Knowledge

- III.1 At least 80 percent of providers and other personnel know the definition of sexual and reproductive health.
- III.3 At least 80 percent of personnel know the definition of gender as a social construction.

V Personnel Satisfaction

- V.2 The institution is clean and comfortable.

VI Gender-Sensitive Language

- VI.1 The staff uses nondiscriminatory language with clients.
- VI.2 The 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.