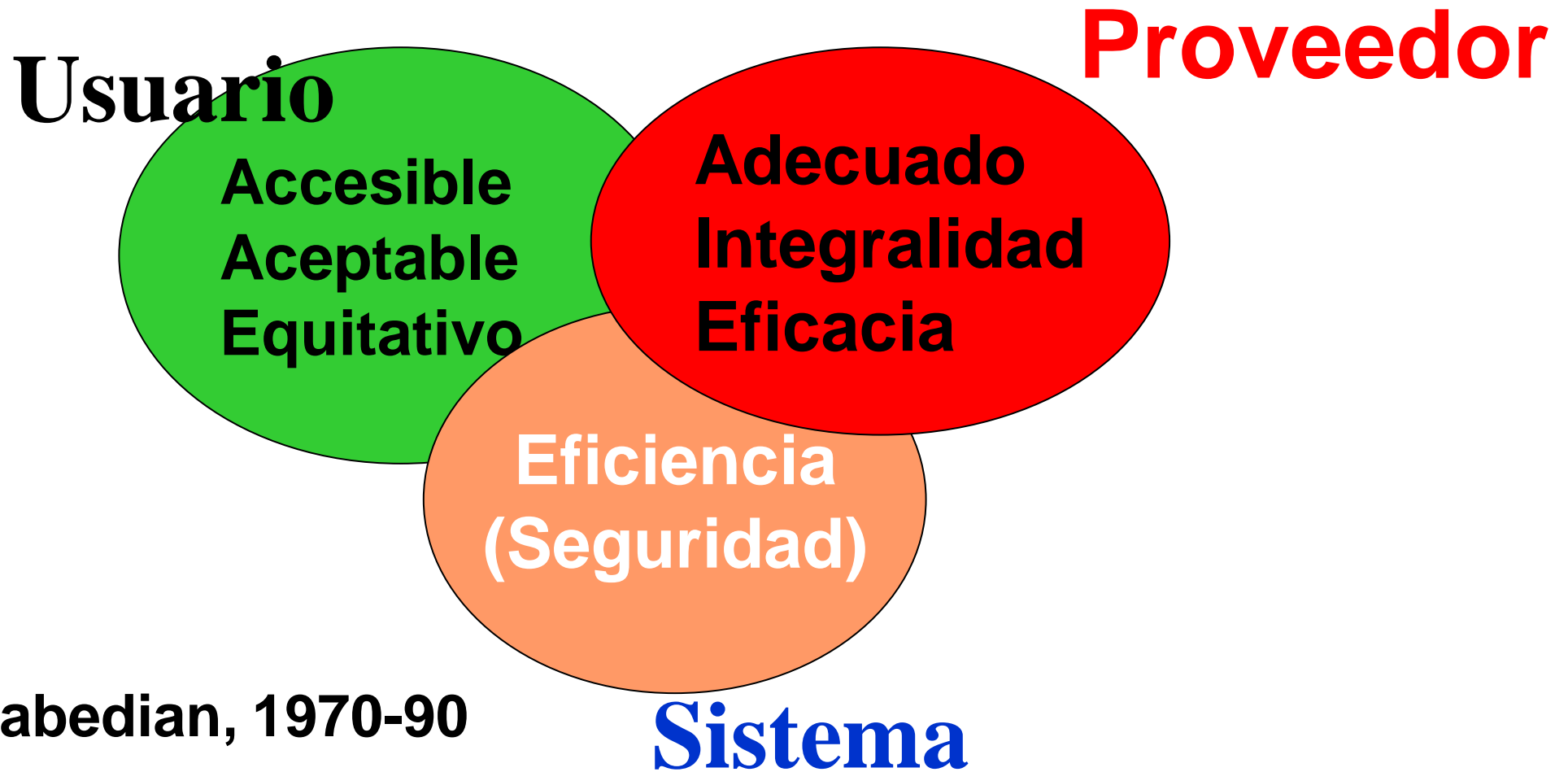

La provision de servicios para
adolescentes y jovenes
Estandares, Calidad y Cobertura



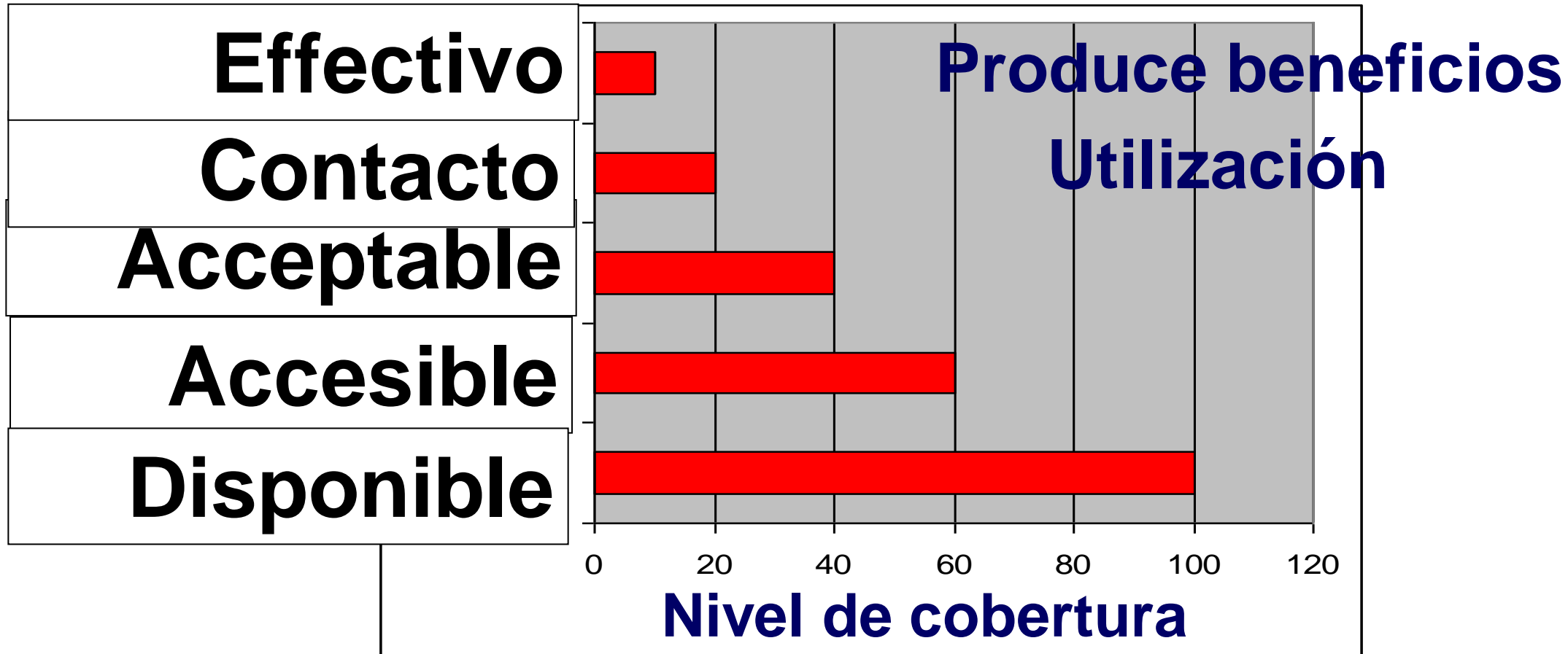
World Health
Organization

Modelo Conceptual de Calidad



Cobertura de servicios de salud

Marco Conceptual de Tanahashi



Tanahashi, 1978. 56(2):295-303.

Abordaje sistematico de ir a escala con servicios

Nivel Nacional

Nivel de Distrito

Nivel de Establecimiento

Situation analysis / rapid programme review

Development of a health sector strategy within a multi-sectoral strategy

Development of national quality standards

Dissemination of approved national standards (to the regional / provincial

Development/adaptation of generic materials

Development of action plan & national scale up plan

Orientation of district leaders

Orientation of district health management

District level mapping exercise

Development of a district scale up plan

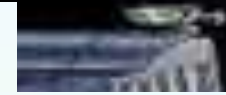
Orientation of health facility managers

Orientation of health facility staff

(Self-)Assessment of quality to identify areas where quality is low

Development of a plan to improve quality





Estándares de calidad

→ Paquete de intervenciones

- Adolescente
- RH: Prestadores de atención clínica
- RH: de apoyo
- Establecimiento de salud: entorno físico y procedimientos
- Gerencia
- Generar apoyo y demanda en la comunidad

Standard 4. “Existe un entorno propicio en la comunidad para que los adolescentes buscar a utilizar los servicios de salud que necesitan y para que los profesionales de salud proporcionen los servicios necesarios”

Crterios de Insumo	Crterios de Proceso	Crterios de Resultado
I4.1. -A plan of activities (including community assemblies, meetings with parents, group meetings and school visits,) to be carried out in the community to inform community members about the benefits and availability of services to adolescents is in place.	P4.1. - Activities as per the plan are carried out	O4.1 Community members are aware of provision of services and convinced about the benefits of providing adolescents with health information and services.
I4.2. -Procedures to communicate with all adults visiting the health facility the benefits and availability of services to adolescents are in place.	P4.2. -Service providers communicate effectively about the value of providing health services to adolescents and the type of services available in their interactions with adult patients.	
I4.3. -Plan to provide some health services and commodities to adolescents by selected community members, NGOs, outreach workers and adolescents themselves are in place.	P4.3. -Activities as mentioned in the plan are carried out	O4.2 Adolescents receive services from NGOs, selected community members, outreach workers and other adolescents
I4.4. -A plan to carry out advocacy for support to provision of services for adolescents from the Local Development Plan (LDP) exists.	P4.4. -Activities in the plan to seek support from the Local Development Plan (LDP) are carried out.	

Construir herramientas de monitoreo de calidad

Data collection instrument

Adolescent client tool

Health-care provider tool

Support staff tool

Health facility manager tool

Outreach worker tool

Community member tool

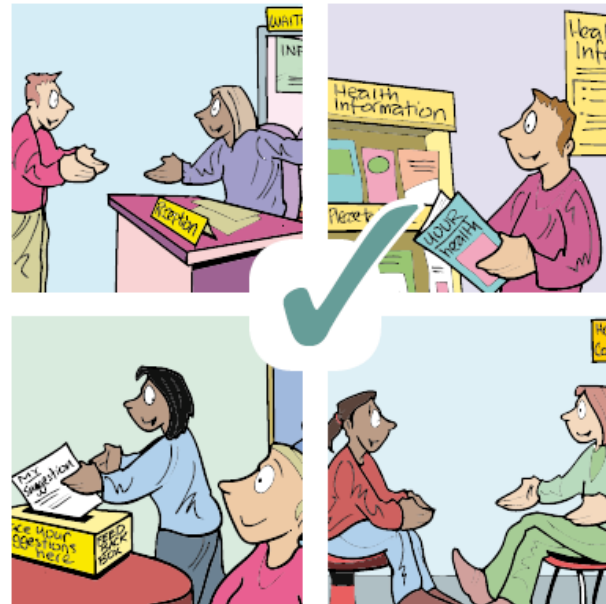
Adolescent-in-community tool

Observation guide

Quality Assessment

GUIDEBOOK

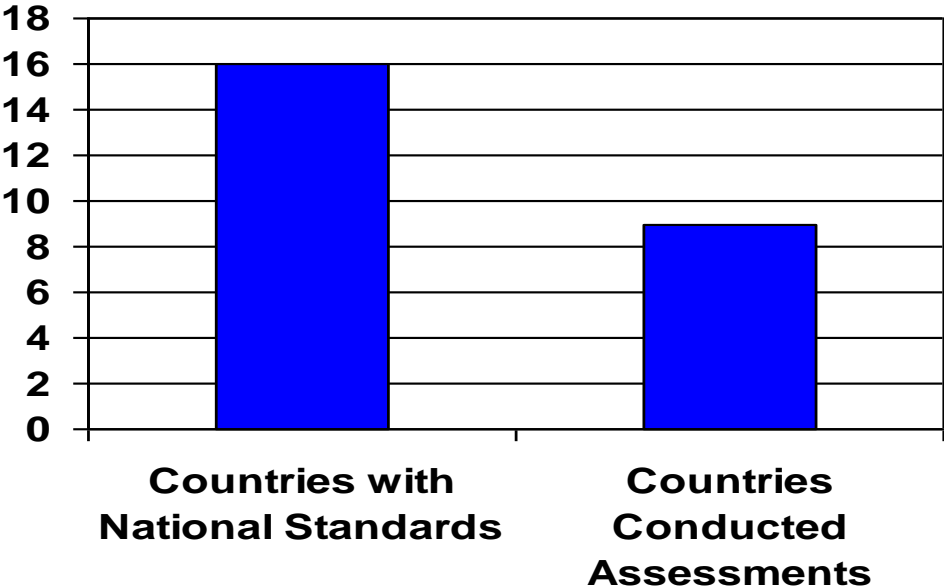
A guide to assessing health services for adolescent clients



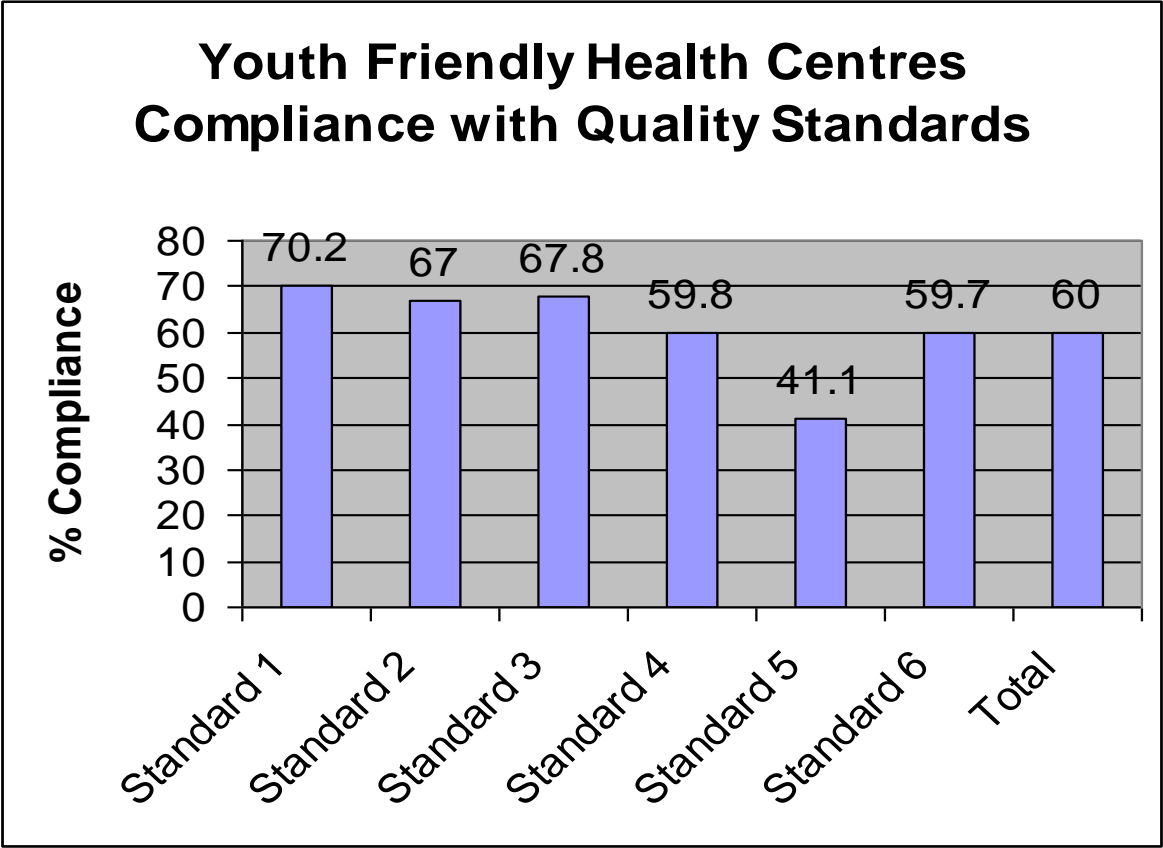
- Dimensiones y características de calidad
- Triangulación
- Plan de mejora

Paises focales con Estándares Nacionales & evaluaciones de calidad de servicios para adoelscentes

National Standards/Quality Assessments



Youth Friendly Health Centres Compliance with Quality Standards



Baltag V et al., eds. *The Republic of Moldova: youth-friendly health services in 2009*. This assessment

Cobertura

- Disponibilidad de servicios para adolescentes
 - SAM → SARA → (MACRO)
- Conocimientos, percepciones y conductos de uso de servicios de salud
 - Encuesta de hogar/poblacional

Jóvenes con vida sexualmente activa que utilizan los servicios de salud amigable según sexo y grupos de edad

Grupos	Ha tenido relaciones sexuales.	Utilizaron SSA en el último año.	Han tenido mas de una pareja	Utilizaron un SSA en el último año
Hombres	224	30 (13%)	98	18 (18%)
15-19	108	13	46	7
20-24	116	17	52	11
Mujeres	165	38 (23%)	30	5 (16%)
15-19	60	15	10	0
20-24	105	23	20	5
Total	389	68	128	23

WHO MNCAH assessment tools and approaches

	Provision of care	P	CO	Experience of care	P	User
<i>Maternal</i>	<ul style="list-style-type: none"> ● EMOC ● Maternal death and morbidity reviews 	✓	✓ ✓	<ul style="list-style-type: none"> ● IFC / PCA 	✓	✓
<i>Newborn and Child</i>	<ul style="list-style-type: none"> ● Health Facility Survey ● Hospital Assessment ● Community health worker quality assessment 	✓ ✓ ✓	✓ ✓ ✓	<ul style="list-style-type: none"> ● Health Facility Survey ● Hospital Assessment ● Community health worker quality assessment 		✓
<i>Adolescent</i>	<ul style="list-style-type: none"> ● Quality of adolescent health services 	✓	✓	<ul style="list-style-type: none"> ● Quality of adolescent health services (community) 	✓	✓
<i>MNCH (HS)</i>	<ul style="list-style-type: none"> ● SARA (SAM) ● SPR (MNCAH) 	✓ ✓		<ul style="list-style-type: none"> ● MNCH household survey 	✓	✓

P – provision CO - Case Observation



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Development/adaptation of generic materials

Development of action plan & national scale up plan

Orientation of district leaders

Orientation of health

<http://www.expandnet.net/WHO-Adolescents.html>

Orientation of health facility managers



World Health Organization