

Gender Service Delivery Standards QUALITY ASSURANCE TOOL





JHPIEGO GENDER SERVICE DELIVERY STANDARDS

Name of Facility _____

Name of Person Completing This Tool _____

Title of Person Completing This Tool _____

Date _____

Please read the Facilitation Guide for instructions on how to use this tool, available at www.jhpiego.org/gender

PERFORMANCE STANDARD	SCORE	VERIFICATION CRITERIA	MEANS OF VERIFICATION ¹	YES	NO	N/A ²	COMMENTS
Availability & Accessibility of Services							
1. Services are equally accessible to women, men, adolescent girls and adolescent boys, and other gender identities ³		1.1. Facility offers emergency services 24 hours a day, including services for obstetric complications, physical trauma, and essential post-GBV care (emergency contraceptives, HIV post-exposure prophylaxis, and first-line support ⁴) <i>Prompt: During what hours are emergency services available? Are the following services available during these hours: post-GBV care including EC, PEP, and GBV first-line support?</i>	C + I	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
		1.2 Facilities offer some evening/weekend hours for routine services for clients (e.g. working mothers/fathers) who cannot attend during typical business hours	C + I	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
		1.3 Providers give all clients the full range of information and services they need, regardless of age, marital status, gender identity or socioeconomic status <i>Prompt: For example, would a married adult woman seeking family planning services receive the same information and services as an unmarried adolescent?</i>	C, D, S	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

¹ Means of Verification are coded in the following format: **C:** interviews with clients; **D:** Direct observation of clinical procedures and physical facilities; **I:** interviews with providers and facility managers; **R:** review of clinical and administrative records, policies and protocols; and **S:** Simulation or role play to demonstrate the interaction or communication. **Choose as appropriate.**

² N/A=Not Applicable. If N/A is checked, this verification criterion does not factor into the overall score for the standard. (e.g. if the facility gets an N/A for one verification criteria but meets all the others, this standard should still receive an overall score of 1)

³ Other gender identities can include: transgender people (people's whose personal gender identity does not correspond with their biological sex), intersex people (people born with both male and female genitalia), agender people (those who do not identify with any gender), et al.

⁴ First-line support for GBV includes basic empathetic counseling, documenting violence, conducting safety planning and providing referrals. For more information, please see Jhpiego's GBV Quality Assurance Standards, available at www.jhpiego.org/gender

	<p>1.4 Facility ensures all patients have equal access to care, regardless of sex, gender identity, sexual orientation, marital status, age, disability, race, religion, ethnicity, etc.</p> <p><i>Prompt: Have you ever heard of any patient being turned away from the facility due to the ethnic group they were from, because they were unmarried, because they were gay, or for any other reason?</i></p>	C, D + I	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<p>1.5 Facility has a referral system and an up-to-date referral directory in place for clients of any gender or age</p>	I + R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Facilities' infrastructure accommodates needs of all clients	<p>2.1 Location of health services is accessible to clients of any gender and age</p> <p><i>Prompt: How long does it take for clients to travel to the health facility? What means of transportation are available and affordable?</i></p>	C	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<p>2.2 Facility has clean restrooms available for clients of any gender with a functioning toilet, water, soap, towels, and privacy</p>	D	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<p>2.3 Facilities offer each inpatient client her/his own bed and no client is required to share a bed with another person or use the floor</p>	C, D	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. The facility maintains conditions that ensure and safeguard clients' privacy and confidentiality	<p>3.1 Facility has separate, private rooms available for confidential client counseling with auditory and visual privacy (cannot be heard or seen from outside)</p>	D	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<p>3.2 Facility offers some privacy (curtains, screen or wall) to women in labor and patients undergoing physical examinations</p>	D, I, C	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<p>3.3 Facility ensures the registration book is not accessible to anyone other than the providers/ facility managers</p> <p><i>Prompt: Who has access to this registration book?</i></p>	D + I	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	3.4 Facility keeps client records confidential and can they only be accessed by the client and her/his providers	D + I	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	3.5 Providers treat clients of all gender identities and sexual orientations equally with regard to confidentiality (nondisclosure) of health information	C, D	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Clients' agency, autonomy and well-being are respected regardless of gender	4.1 Except for clients who are dependents or minors, ⁵ providers do not require a client's spouse, partner or family member to give consent for any services <i>Prompt: Are there any services that a client needs her spouse's consent to receive?</i>	C, D, I + S	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	4.2 Providers give female clients information about their health directly (e.g. provider does not give information to male spouse, partner or guardian <i>instead</i> of to the woman herself) <i>Prompt: Have you ever seen a provider who gives information about a woman's health to her male partner instead of to her directly?</i>	C, D, I + S	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	4.3 Facility providers care to all individuals according to the facility's triage system or on a first-come, first-serve basis, regardless of whether the client is accompanied by a spouse, partner or family member <i>Prompt: How does this facility decide whom to see first? Should a woman who is accompanied by her spouse allowed to skip the line?</i>	C, D + I	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	4.4 Facility prioritizes patients for care based on urgency of the medical condition, regardless of gender <i>Prompt: Have you ever heard of a man being seen first, even if a woman is waiting with an equally serious need for care?</i>	C, D + I	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

⁵ Each country defines "minor", "child" and "dependent" differently. **Provider should follow national law**, or if none exists, minors can be considered children under the age of 12. "Dependents" refers to children or persons who are under the care of a legal guardian who is legally authorized to give consent on the client's behalf (e.g. a mentally or physically-impaired client who cannot voice consent, or a child who is too young to understand a procedure or its implications).

5. Clients have access to— and receive information about— all available contraceptive methods	5.1 Provider explains the different contraceptive methods available, checks that the client has understood, asks if s/he has a method in mind, and lets the client's needs guide the consultation	C, D, S	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	5.2 Providers are knowledgeable and communicate clearly about services and contraceptive methods available at the facility	C, D, S	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	5.3 Providers allow clients of any gender and age to voluntarily choose any available and appropriate family planning method, including permanent methods such as sterilization, regardless of the number of times a woman has been pregnant or given birth, or client's marital status <i>Prompt: If a woman requests permanent sterilization, would her marital status or the number of children she already has affect whether or not you fulfil her request?</i>	C, D, S	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	5.4 Providers respect client's choice of method if available. (If NOT available, provider offers an alternate, medically appropriate method, or a referral to a facility that offers client's preferred method)	C, D, S	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	5.5 If a client declines to use a method, provider respects her/his choice and further care is not denied <i>Prompt: What would you do if a client refuses the method you suggest?</i>	C, D, S	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	5.6 Unless required by national law, providers do not require any client (except minors or dependents) to seek their spouse, partner or family member's consent to undergo voluntary sterilization ⁶ <i>Prompt: Can a woman undergo voluntary sterilization without her spouse's consent?</i>	C, D, I + S	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

⁶ Unless required by national law. If the facility is in a country where national law requires spousal consent, check the "N/A" box for "not applicable."

	5.7 Providers never sterilize any client without her or his informed consent	C, D + I	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	5.8 Facility ensures contraceptive commodities, supplies and equipment covering a range of methods, including long acting and emergency contraception, are integrated within the essential medicine supply chain to increase continuous availability	D + R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Clients have access to emergency contraception (EC) regardless of their circumstance, gender or age	6.1 When medically indicated, provider offers any client (or their guardian in the cases of minors and dependents) EC regardless of age, marital status, AND without another person's consent <i>Prompt: if a woman has been sexually assaulted, does she need anyone's consent to obtain emergency contraceptives?</i>	C, D + I	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	6.2 If client requests EC and it is medically indicated, provider identifies whether the client has been exposed to unprotected sexual intercourse within the last 5 days (120 hours), and if yes, provider offers EC	I + S	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	6.3 Provider asks questions and records responses related to sexual behavior and need for EC in a professional and non-judgmental manner <i>Prompt: How would you ask the client about why she needs EC and what happened? What would you say if she told you she was drinking and out alone at night?</i>	C, D, I, S	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Clients can choose the gender of their provider	7.1 Facility ensures female and male providers are available at the health facility for clients who prefer a particular gender	C, D + I	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	7.2 Providers inform clients that they can choose the gender of their provider if available	C, D	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	7.3 Facility honors client's preference on the gender of their provider	C, D + I	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. There are information, education & communication (IEC) materials accessible to clients of all genders		8.1 Facility ensures materials (e.g. posters) are available in high-traffic locations in the facility such as waiting rooms, in the local language(s), and accessible to a low-literacy audience so that clients of any gender can see and understand them	D	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9. No client is denied care because s/he cannot pay fees		9.1 Providers never detain any client due to inability to pay fees	C, D + I	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
		9.2 Providers never ask any clients for fees outside of the approved policy, gifts, favors, bribes or sexual acts in exchange for care <i>Prompt: Have you ever heard of a client being asked to pay a bribe or exchange a sexual favour to receive care, or better quality care?</i>	C + I	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

PERFORMANCE STANDARD	SCORE	VERIFICATION CRITERIA	MEANS OF VERIFICATION	YES	NO	N/A	COMMENTS
Male Engagement & Family Inclusiveness							
10. The facility provides a welcoming, male and family-friendly		10.1 Providers encourage and allow women to bring a companion of any gender with them to FP, ANC, labor & delivery, HCT	C, D + I	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
		10.2 Providers encourage and allow fathers to accompany their children to clinic visits (for immunization, routine examinations, malaria treatment, etc.)	C, D + I	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

environment and services	10.3 Facility offers services to men, including vasectomy and male condoms	D + I	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	10.4 Facility conducts demand creation to increase male utilization of services (e.g. advertising services through outreach in traditionally male-dominated physical spaces such as taxi ranks, bars, sports facilities, etc.)	I	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
11. Provider offers couples/partner counselling on communication and joint-decision making	11.1 Providers have been specially trained to counsel couples on ANC, Family Planning, PMTCT and HCT, couples communication, joint decision-making on FP and birth planning	I	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	11.2 Facility offers sexual and reproductive health counseling to couples/partners, including skills building on couples'/partners' communication and negotiation	C, D + I	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	11.3 Provider asks client if s/he would like to have a companion present AND only invites a companion to be present if the client gives permission	C, D, I, S	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	11.4 Providers educate and engage male partners who may influence health-decision making in the relationship and family, on the importance of supporting female partners to seek care, and seeking care for children	C, D, I, S	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	11.5 Provider emphasizes the importance of <i>shared</i> decision-making and emphasizes s/he is not asking men to take control	C, D, I, S	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

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Provider-Client Interaction							

12. The provider establishes a cordial and respectful relationship with the client and their companion (if present) (DETAILS IN THE BOX BELOW)	12.1 Provider treats the client and her/his companion (if present) respectfully (DETAILS IN THE BOX BELOW) <i>Prompt: Can you name a few key approaches you use to treat a client respectfully, how you communicate with him or her, and ensure how you ensure privacy?</i>	C, D, S	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	12.2 Provider uses empathetic interpersonal communication skills during the entire visit	C, D, S	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	12.3 Provider assures client of confidentiality	C, D, S	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	12.4 Provider ensures necessary privacy during the visit	C, D, S	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	12.5 Provider explains to the client and companion what s/he is going to do and encourages her/him to ask questions	C, D, S	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	12.6 Provider displays non-stigmatizing, non-judgmental attitude to all clients, including unmarried clients/ adolescents seeking reproductive health services <i>Prompt: What would you say to an unmarried 15 year-old girl seeking condoms?</i>	C, D, S	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	12.7 Provider does not leave a client unattended or alone when s/he needs care <i>Prompt: Have you ever seen or heard of a client in need of care who was left unattended?</i>	C, D, S	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	12.8 Providers never physically, sexually, verbally or emotionally abuses any client <i>Prompt: Have you ever heard of a client who was physically, sexually, verbally or emotionally abused by a provider at this facility?</i>	C, D, S	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Provider gives appropriate emotional support	13.1 Provider shows compassion and addresses any feelings of denial, guilt, shame, anxiety, fear, depression and loss	C, D, S	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

for post-abortion care, and post-abortion family planning	<i>Prompt: How would you counsel a woman who has come in for post-abortion care?</i>				
	13.2 Provider treats post-abortion client in a non-judgmental, respectful and professional manner	C, D, S	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	13.3 If/when client is ready, provider gives information on post-abortion contraceptive options, including long-acting methods and emergency contraception	C, D, S	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Providers take into account gender barriers that impact health-seeking and utilization of services	14.1 During ANC, provider asks female clients if they can make the decision about whether to deliver in a facility, and if not, encourages her to bring the decision-maker to her next appointment for counseling <i>Prompt: Do you ask female clients if they can decide on their own where they will deliver? If they say they cannot, do you encourage them to bring the decision-maker, for example their spouse, for counseling?</i>	C, D, S	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	14.2 During contraceptive counseling, provider asks female clients if they are able to decide for themselves whether or not to use FP, and if not, encourages her to bring her partner to her next appointment for counseling	C, D, S	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	14.3 Provider asks if she would be at risk of GBV if her partner participates in FP. [If YES , the provider offers GBV counseling and care according to national guidelines or Jhpiego GBV Quality Assurance Standards. ⁷ If NO , trained provider is available, a referral is made to nearby GBV services.]	C, D, S	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

⁷ The Jhpiego GBV Quality Assurance Standards are a comprehensive checklist that outlines essential components of high quality post-GBV care. Available at www.Jhpiego.org/gender

	14.4 During antiretroviral therapy counseling, provider asks if there are any reasons that would prevent the client from taking HIV medication on schedule or for returning for follow up, including influence from spouse, family or others	C, D, S	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
15. Providers address myths or beliefs that impact health-seeking and utilization of services	15.1 During ANC or FP counseling, providers ask clients and their companions if they hold any beliefs that would prevent them from using FP, attending ANC, using a male or female condom, breastfeeding, delivering in a facility, seeking an HIV test, or STI treatment	C, D, S	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	15.2 Providers dispel false beliefs or myths held by clients or companions around the provision of care using scientific facts. (For example, some clients falsely believe contraception and abortion affect the ability to conceive in the future)	C, D, S	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Key aspects of a respectful relationship (DETAILS OF STANDARD 15- THIS SECTION IS NOT SCORED)

Treating the client respectfully	Interpersonal communication skills	Ensuring privacy during the visits
<ul style="list-style-type: none"> • Greet the client cordially (and companion if present) • Introduce him/herself • Call client by his/her name or appropriate title • Show concern and respect client’s culture, beliefs and ideas • Displays a non-judgmental attitude and avoids judgmental terms, instead using specific, appropriate clinical and counselling terms 	<ul style="list-style-type: none"> • Encourages client to ask questions and answers them • Listens to client • Maintains eye contact • Uses language and terminology that client understands • Speaks in the language of the client, or offers a translator • Uses open and friendly non-verbal communication expressions (smiling, facing client directly, etc.) • Uses visual-aids during counseling • Allows client to repeat the information to verify comprehension • Checks if the client has understood • Summarizes salient (important) points when necessary • Explains to the client what to expect during the clinic visit • Gives information on return visits and invites client to come back any time for any reason • Facility shows concern for clients who have missed appointments and attempts to follow up, as possible • Providers speak up against disrespectful conduct among other providers such as insults, verbal abuse or scolding of clients; • The facility has in place a policy that encourages positive communication and does not allow harsh or abusive language 	<ul style="list-style-type: none"> • Keeps the door and curtains closed • Only people/staff authorized by the client can come into the consultation/examination room or area • The client can undress/dress privately • The client remains covered during examination • If possible, the examination is witnessed by a matron authorized by the client • Provider pays special attention to privacy and confidentiality of clients seeking care for GBV or STIs • Facility and providers accommodate companions for women in labor and other clients, to the extent possible and when requested by client

PERFORMANCE STANDARD	SCORE	VERIFICATION CRITERIA	MEANS OF VERIFICATION	YES	NO	N/A	COMMENTS
Health Care Policies & Facility Management							
16. Clients and providers can enjoy an environment free of sexual or other abuse		16.1 Facility has a written zero-tolerance policy or client service charter that expressly prohibits sexual, physical or other abuse of clients and providers	I, R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
		16.2 Providers have received training and are knowledgeable about what constitutes sexual harassment or abuse	I	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
		16.3 Facility documents and acts upon any instances of abuse according to facility's policy	C + I	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
17. Policies support equal opportunities for providers of all genders for advancement and compensation for comparable work		16.1 Providers, regardless of gender, receive equal pay and benefits for equal work	I, R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
		16.2 Facility has a written non-discrimination policy	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
		16.3 Facility ensures at least 30% of the facility's leadership team is female or of a non-traditional gender identity	D, I	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
		16.4 Providers of any gender have an opportunity to be involved in the facility's planning and policy formulation	I	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
		16.5 Regardless of gender, facility ensures that providers of equal seniority and training have equal decision-making and influence <i>Prompt: Amongst this facility's leadership, do you feel that the most senior men and women have equal decision-making power and influence?</i>	I	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
		16.6 Facility gives providers of any gender equal opportunity to work the same number of hours and shifts, regardless of whether or not they have children	I	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

		16.7 Facility ensures providers of any gender have the same opportunities for training, professional development and promotion	I	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
18. Providers are trained on gender equality and human rights		18.1 Facility ensures all providers have received training on gender equality and human rights within the past two years	I	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
19. A feedback mechanism exists for clients to report their level of satisfaction, or to file complaints		19.1 Facility ensures there is a hotline, suggestion box, exit feedback form, or ombudsperson (an impartial representative) that clients can use to give anonymous and confidential feedback on their experience at the facility	D, R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
		19.2 Provider informs client of the existence of the feedback mechanism(s)	C, D	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
20. Health information systems data are regularly used for gender analyses and evaluation to improve gender-equitable service delivery		20.1 Facility disaggregates all relevant data by sex and age	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
		20.2 Facility analyzes and uses sex and age-disaggregated data to improve and tailor services offered, approaches used, and commodities stocked	I, R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

TOTAL STANDARDS:	20
TOTAL STANDARDS OBSERVED:	
TOTAL STANDARDS ACHIEVED:	