

FACILITY MAKEOVERS

What Is It?

Assessing and improving the physical environment of clinics or other facilities that provide family planning services. During the makeover, facilities are renovated, refurbished and equipped for optimal family planning service provision.

What Are the Benefits?

- Renovating facilities that are in disrepair or poorly equipped encourages clients to seek family planning services at the facilities
- Ensuring basic equipment and supplies and creating a friendly, clean environment enables providers to work properly



Exterior

Before



Counseling Room

Before



Waiting Room

Before



Insertion Room

Before



Exterior

After



Counseling Room

After



Waiting Room

After



Insertion Room

After

The Nigerian Urban Reproductive Health Initiative (NURHI) did a series of 72-hour facility makeovers, starting on Fridays after business hours and finishing by Monday mornings to avoid service disruptions. Seeing a dramatic change in a short time created excitement among the community and inspired clients to seek services.

How to Implement?

Step 1: Meet with relevant government and private sector officials

Convene joint meetings with all relevant government officials, including Ministry of Health, local government, Medical Directors, family planning providers, and providers at integration points (e.g. labor ward, antenatal clinic, post-natal clinic, post-abortion care units, immunization units, and HIV units) to notify them of the planned makeovers and discuss details of the activity. Decide whether and how to work with the private sector.

Step 2: Develop facility selection criteria

Agree on how facilities will be selected for makeovers. Conducting assessments avoids incorrect assumptions about the state of family planning facilities and their use and highlights areas that need to be strengthened.

Step 3: Assess extent of repairs needed

Visit health facilities and conduct assessments to identify items needing repair and supplies needing replacement.

Step 4: Work with facility staff to prioritize repairs

With health facility staff, prepare a prioritized list of renovations, repairs and improvements for each facility.

Step 5: Prepare a plan with budget, tasks and timeline

Prepare a budget, timeline, action plan and task team for each facility makeover. A [detailed checklist](#) can facilitate coordination of the process, organization of tasks including the opening event, and assembly of all materials required.

Step 6: Implement facility makeover

To avoid interrupting weekday services, repairs, renovations, and equipment and material installation are carried out throughout the weekend, beginning at the clinic's close of business on a Friday. By Monday morning, the clinic reopens in a renewed state, ready to provide optimal family planning services.

Step 7: Reveal makeover in public event

Hold a community event when the makeover is complete to reveal the improvements; invite a prominent leader to officially reopen the facility. Use the opportunity to promote the services offered at the facility and encourage community leaders to show their support for family planning.



The 72-hour makeover is a dream come true. The place I was before was like a cave. Everything was jam packed. Sometimes my clients had to wait outside. They had no seating places at all. But now, I have everything that an ideal family planning room is supposed to have.

Maruna Diko

Family Planning Provider, Bwari Gen Hospital, Nigeria

What Is the Evidence?

Improving family planning facilities was “critical for technical quality and infection prevention, privacy for women, cleanliness and to make the clinic a place that both providers and clients would be willing to spend time in.” (Retrospective Comparative Review, page 43)

In Nigeria, “NURHI viewed the decrepit facilities as an indicator of the ideas and feelings ... of stakeholders, policy makers, the larger community, and service providers, specifically that they lacked motivation for and did not value family planning. The solution therefore involved advocacy with local stakeholders, engagement with facility administrators, participation of facility staff in the renovation process (coined as the ‘72-Hour Clinic Makeover’), and a launch of a ‘new and improved’ family planning facility that built support for the providers in their community. It is important to note that the facility renovations generally entailed a coat of fresh paint, scrubbing, connecting a sink to the hospital’s water line, and making sure contraceptive commodities and equipment were on hand—not, in most cases, major costs or construction.” ([Krenn et al., 2014](#))

Watch a Makeover in Action

Nigeria's 72-Hour Clinic Makeover: <https://youtu.be/YgjV5zQdjx>

Helpful Tips

- Some facilities will need more work than others; make separate action plans for each facility.
- If resources are limited, consider doing a basic makeover that includes cleaning and repairs to make existing equipment functional.
- Involve the community in the makeover to encourage a sense of ownership of the facility.
- Facility makeovers can be done over time, but the benefit of a quick makeover is that communities can see a dramatic change over the course of just a few days.
- Prepare all supplies and equipment before the makeover begins if you are doing a quick makeover, so you can complete it within the allotted time frame.
- After the makeover, commit to refreshing the facility on an ongoing basis so the tasks are more manageable.

Considerations

- A major facility makeover requires considerable effort. To prevent the need for another major makeover in the future, continually monitor the facility to ensure equipment and supplies are functioning and available.
- Facility makeovers are only one component of ensuring quality family planning services. You will also need to train providers, ensure strong logistics systems, and strengthen leadership and management.

Tools Related to This Approach

- [72-Hour Makeover Checklist](#)

To find out more, please visit TCI University at tciurbanhealth.org.

