

Improving Family Planning Clinics Rapidly to Avoid Disruption in Services

Why use this approach?

This approach improves the physical environment of family planning clinics in a 72 hour time frame. The process engages community and local artisans and vendors to restore the community's confidence in the facility and its services. It also ensures that basic equipment and supplies are available in a friendly clean environment for both clients and the service providers.



WEEK 1: Engage stakeholders

through planning meetings with the State/LGA/health facility officials, in addition to the State and/or LGA Health Educator who are part of the SBCC Committee. The assessment, planning and implementation of the 72-Hour Clinic Makeover is carried out with the State health regulatory agencies, management of the facility and Ward Development Committee (WDC) to ensure community involvement and commitment in the "makeover process."

Engage community

to see how they can assist during and prior to the makeover weekend. Community members may volunteer to supervise the artisans during implementation or mobilize people to clean the facility environment. Community members can generate a pool of artisans and vendors from the catchment area of the makeover site.



WEEK 2: Conduct makeover assessment

to identify the scope of work for the artisans and confirm equipment functionality. As a result, artisans are invited to the facility during the assessment to jointly work with the government and the TCI team to determine the scope of work. The artisans are oriented on the expected quality of work by sharing with them photos from previous makeovers.

Secure renovation work quotations

from the artisans following determination of the scope of work. These quotations cover all the areas requiring makeover in the health facility.

Develop scope of work and budget

and prepare an action plan and timeline for each facility makeover. In addition to renovation costs, include budget for social mobilization activities. Secure approval for the makeover budget.



WEEK 3:

Procure equipment and furniture

and communicate in advance when you expect the vendors to deliver the equipment and furniture for the makeover. Determine where, when and to whom the deliveries should be made. Branding arrangements should be made at this point as well.



WEEK 4:

Implement facility makeover

throughout the weekend to avoid interrupting weekday services, beginning at the clinic's close of business on a Friday. By Monday morning, the clinic reopens in a renewed state.

Mobilize the community

to create awareness about the makeover in the communities around the designated health facility. Conduct sensitization and referrals to the facility. The social mobilization is conducted through neighborhood campaigns, community sensitization exercises and other community events.

Reveal the makeover

through a public commissioning when the makeover is complete to reveal the improvements and 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.