

# Ensuring Quality Health Care to Satisfy Clients and Increase Coverage

## Why use this approach?

The goal of this approach is to leverage existing structures and tools within the health system to influence positive changes to close the gap between current and expected outcomes. This ensures consistency in the delivery of family planning services while strengthening the ability to produce family planning services that meet client's needs in an effective, responsive and respectful manner.



### **INTERVENTION 1: Supportive Supervision**

is an important activity that strengthens service delivery through provision of technical assistance and mentorship. It helps to ensure that service providers give optimal quality of service at the service delivery point such that side effect and complications are reduced to the barest minimum.



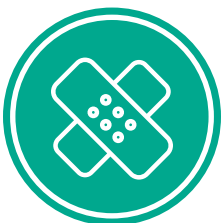
### **INTERVENTION 2: Whole Site Orientation**

is targeted at improving the knowledge and awareness of all workers in a health facility on the family planning services that are available and offered within each health facility.



### **INTERVENTION 3: On-Job-Training**

addresses gaps in quality of family planning service provision. An on-site intervention ensures hands-on practice and demonstration of techniques, thereby improving providers' confidence.



### **INTERVENTION 4: Infection Prevention**

is one of the family planning performance standards outlined in a Federal Ministry of Health document. TCI-supported facilities are provided with the government checklist and is reviewed during supportive supervision visits.



### **INTERVENTION 5: Quality Improvement Team**

is established to check the quality of family planning services in a facility. The team ensures that the facility provider is trained, services are provided consistently and commodity stockouts are checked. In addition, the team makes the proper linkages between the facility and the community, especially related to family planning service provision and uptake.



### **INTERVENTION 6: Commodity Security**

through proper understanding of the national supply chain, compliance with the national ordering and reporting process and commodity management at each level of the Ministry of Health.