

Guidance Note for Documenting Learnings from the 72-hour Clinic Makeover Study Tour

Background

A conducive healthcare environment can be linked with increased uptake of family planning. The Challenge Initiative adapted the 72-hour Clinic Makeover – a high impact urban reproductive health intervention – to ensure a conducive environment where providers can offer quality family planning services and beneficiaries can have their family planning needs attended to adequately. The 72-Hour Makeover is an innovative approach to bring health facilities up to recommended national standards and create a positive environment for providing and receiving family planning services. Through the 72-hour Clinic Makeover, remodelling of selected health facilities commences at close of business on Friday evening and by Monday morning, an improved health facility is opened to the Staff and to the community.

Purpose of this guidance note: This guidance note provides relevant questions that an interviewer may ask to capture lessons and gain experience during the activities that take place when implementing a 72-hour clinic makeover. This guidance note outlines questions that could be asked during the different stages of the makeover, suggests possible respondents to those questions and outlines the activities that take place during the makeover.

The information gathered during the interviews will provide learning that can be documented for how to conduct future 72-hour clinic makeovers. This tool can be used by any group or individual interested in observing the 72-hour Clinic Makeover, these groups include but are not limited to the following: government officials, civil society organizations, non-governmental organizations, projects funded by donors.

The guidance note is useful for:

The lessons documented through the information generated is useful for groups who may want to replicate or adapt the 72-hour clinic makeover model. It will also be relevant to funders who may want to learn how the makeover process works. Possible users of this tool include but are not limited to: philanthropists, donors, government, other donor funded projects. The product of this tool can also be relevant for academic purposes.

Immediately before 72-Hour Clinic Makeover Activities			
Service Delivery			
Activities	Key Questions to Ask	Suggested interviewees	Notes/Comments
72-Hour Makeover Team Composition	<ul style="list-style-type: none"> i. What are the relevant community/facility-based groups or committees involved in the makeover and what are their roles? ii. Who are the members of the team? (Community/facility-based groups, committees and individuals) 	TCI Service Delivery Officer, TCI Service Delivery TSL, TCI SPC, Staff from State Ministry of Health/Primary Healthcare Development Board	
72-hour Clinic Makeover planning meeting	<ul style="list-style-type: none"> i. What roles would different members of the team perform? ii. When will these roles be performed? Pre-makeover, during makeover or post makeover? 	Quality Improvement Team, Facility Staff, Staff from SMOH/PHCDB, TCI Staff	
Standards, procedures and guidelines	<ul style="list-style-type: none"> i. What national, regional or state level SOPs should be used to ensure compliance with relevant standards? 	TCI staff, Staff from SMOH/PHCDB, Facility Staff	
Review of approved makeover budget	<ul style="list-style-type: none"> i. What is the scope of work to be done in the different facilities? ii. Where the approved budget is limited, what areas for makeover should be prioritized? 	TCI Staff, SMOH/PHCDB Staff, Quality Improvement Team, Facility Staff	
Final assessment of the Facilities with artisans	<ul style="list-style-type: none"> i. Are there any final changes to be made to the scope of work? ii. If yes, what are the changes to be made to the scope of work? iii. What are the timelines for the completion of work by artisans? iv. What is the process for refurbishing valuable equipment or furniture for reuse? Will this be done before the makeover or during the makeover? <p>Action required: Review checklist of work to be completed by each artisan to aid monitoring of the work*</p>	TCI staff, SMOH/PHCDB staff	
Strategic Picture Taking	<ul style="list-style-type: none"> i. What angles will best show the state of the Facility before the makeover? ii. What other changes made to the Facility will look good documented? e.g new waiting area, new equipment <p>Note: Pictures should be taken before the makeover commences and without people in the frame where possible</p>	Request for permission to take pictures*	
Vendor visit to ascertain consistency of equipment and furniture	<ul style="list-style-type: none"> i. Are the equipment and furniture to be supplied consistent with the requirements? ii. Where there is variation in the specification in equipment or furniture supplied, what action should be taken? 	Facility staff, SMOH/PHCDB, TCI staff	

	<p>Required action: Collect minimum equipment package from the Makeover team first to verify equipment that must be available at the Facility?</p> <p>Note: Where there is variation in equipment or furniture, the Facility Staff may verify the efficacy of another equipment or furniture. The vendor may be asked to supply the available equipment or furniture at reduced cost.</p>		
Open Market Visit with Artisans	<ul style="list-style-type: none"> i. What are the criteria for identifying items to be purchased in the open market versus items to be supplied by a vendor? ii. What is the mode of purchase? (Fixed price or bargain) 	TCI staff, SMoH/PHCDB staff	
Demand Generation			
Activities	Key Questions to Ask	Suggested Interviewees	Notes/Comments
Planning meeting with State/LGA/Health Facility staff	<ul style="list-style-type: none"> i. Are commodities and consumables available at the Facilities to match the expected influx of new clients? ii. Are clients expected to pay for any service in accessing family planning service? E.g Pregnancy Test iii. If yes, what is the amount? iv. What are the Facility's working hours? 	Facility Staff, State SMoH/PHCDB staff	
Mapping of Communities for Mobilization	<ul style="list-style-type: none"> i. How many catchment areas/communities are served by the Facility and what is the population? ii. What are the relevant associations in those communities and what their meeting days? <p>Required action: Social mobilization activities can be conducted at the associations' meetings</p>	PHCDB staff/SMoH staff, Facility staff, Quality Improvement Team	
Scheduling of Neighborhood Campaigns for Makeover	<ul style="list-style-type: none"> i. What materials and tools are required for the social mobilization? ii. What is the maximum distance from the health facility that should be covered? iii. Do the mobilizers go out in pairs or individually? 	TCI Demand Generation TSL, Facility Staff, SMoH/PHCDB staff	
Orientation of Social Mobilizers	<ul style="list-style-type: none"> i. What number of mobilizers are required per mapped catchment area? (This will be determined by the estimated population) <p>Note: Role play during the orientation is important</p>	TCI Demand Generation TSL, PHCDB/SMoH staff	

Actual 72-Hour Clinic Makeover			
Service Delivery			
Activities	Key Questions to Ask	Suggested Interviewees	Notes/Comments
Monitoring of the artisans during implementation	<ul style="list-style-type: none"> i. Are the artisans adhering to the agreed scope of work? ii. Did the artisans complete their tasks within the 72-hour period? 	QIT, SMoH/PHCDB staff, Facility staff	
Strategic Picture Taking during the Makeover	<ul style="list-style-type: none"> i. Pictures should be taken from the same angles as the pre-makeover pictures to show progress 	Take action pictures*	
Branding supplied equipment and furniture	<ul style="list-style-type: none"> i. How will equipment and furniture supplied to the Facility be branded? (Stickers, stencil) 	TCI staff	
Requirements for the commissioning ceremony – Dignitaries to invites, logistic requirements,	<ul style="list-style-type: none"> i. Who leads plans for the commissioning? ii. What activities are carried out during the commissioning? iii. What role does TCI play during the commissioning? iv. What is the branding and marking guideline for the plaque? v. Who will be invited to the commissioning? vi. What are the logistic requirements for the commissioning? (Seats, sound system, electricity, podium) 	SMoH/PHCDB staff, TCI staff, Quality Improvement Team	
Client-provider engagement	<ul style="list-style-type: none"> i. How did providers deal with the surge of clients? (Did they invite other service providers to help?) ii. What plans did providers make to ensure that clients are not turned back as a result of stockout? iii. What is the approach to follow up on clients that may not have received service? 	Facility staff, SMoH/PHCDB staff	
Documentation			
Documentation of significant change, testimonials and feedback	<ul style="list-style-type: none"> i. How are community voices, testimonials and feedback documented? ii. What is most significant impact of the makeover on: community, healthcare providers, technocrats, policy makers? 	TCI staff, Facility staff, SMoH/PHCDB staff, Quality Improvement Team, artisans, Clients	

Post 72-Hour Clinic Makeover			
Activities	Key Questions to Ask	Suggested Interviewees	Notes/Comments
Strategic post makeover pictures	i. Take pictures that show the result of the makeover ii. Pictures should be taken from the same angle as the pre-makeover pictures		
Hold a post-makeover review meeting with makeover team	i. What went well during the makeover? ii. What can be improved upon? iii. Who made the makeover process easier? iv. What made the makeover more difficult? v. Are their variances in budget (positive or negative) following the makeover? Note: Obtain the AAR template for use during the post makeover meeting	Entire makeover team: QIT, TCI Staff, SMOH/PHCDB	

Quick tips for sharing your experience

1. Take LOTS and LOTS of pictures to be used to develop the adobespark. The story to tell can be determined later and have someone hold these pictures. Example of adobespark is below: <https://spark.adobe.com/page/Gq8evY4eAAMPL> and <https://spark.adobe.com/page/mxt7F2ZBcuCyG/>
2. Write up your experience in the form of a blogpost. Some questions to consider include:
 - a. A description of your experience(s);
 - b. Share any “a-ha” moments;
 - c. Share what stood out about the 72-hour make over model;
 - d. Share what do you view as the “magic ingredients for this to happen”;
 - e. Share what you intend to apply when you go back to Uganda
3. At the end of each day conduct a “pause and reflect” session—for about 30 minutes to just check in on progress against the objectives and vision for the visit. Questions to ask include:
 - a. Are we on course? Are we achieving our objectives?
 - b. What “**are we**” learning from TCI Nigeria? What is TCI Nigeria learning from “**us**”?
 - c. What would be valuable to share with a wider team from what we learned today?
 - d. What do we change?
4. What are the similarities and differences between “**what we currently do**” and what the Nigeria does?
5. On the last day, conduct an after-action review. The after-action review is inserted in this document.

