

# Facilitating Unrestricted Access to Quality Reproductive Health Services to Adolescents and Youth

## Why use this approach?

The Adolescent and Youth-Friendly Health Services approach provides technical support to local government to ensure that health facilities are adolescent and youth-friendly and ensuring access to quality reproductive health services, including contraceptive services. The approach will help staff to operationalize procedures, enhance their skills, facilitate the engagement of young people and implement periodic self-assessments to measure access and quality of services.



### STEP 1: Identify and assess facilities

using criteria to select facilities that are high volume where young people seek care, in communities with high number of youth population and those with a high number of unmarried/married adolescents, among other factors. Using a Performance Improvement Assessment tool, assess the health facilities as a baseline for adolescent and youth-friendly health services (AYFHS) and develop a performance improvement plan to close the gaps and improve service provision.



### STEP 2: Train service providers on AYFHS

from those identified in the facilities assessment. Selected state family planning and long-acting and reversible contraceptive master trainers are trained to serve as TCI coaches and service providers are trained on AYFHS by the TCI coach in all supported facilities to build competencies in communication.



### STEP 3: Intensify AYFHS

through Supportive Supervision using several training, coaching, mentoring, and whole site orientation approaches to improve quality of and increase access to AYFHS. Conduct Client-Provider Dialogues to address provider bias on AYFHS.



### STEP 4: Improve outlook of facilities

so that the facility environment, setting and procedures are appealing and acceptable to young people. TCI helps states to achieve this through the 72-Hour Clinic Makeover approach and through provision of youth-focused social and behavior change communication.



## STEP 5: Align efforts

between service delivery and demand generation for youth. Strengthen linkages between the community and health facility in order to ensure utilization of services, especially among those services that are also making quality improvements for adolescents and youth. These may come in the form of providing youth a community voice in decision making, including community and health staff in intergenerational dialogues, conducting youth-focused outreaches by civil society organizations, conducting in-reaches in facilities with integrated services and ensuring effective referral systems.