

# Health Facility Strengthening through 72-hour Clinic Makeover

The 72-Hour Magic Plus is a collaborative, geography-led approach to provide a conducive environment for family planning service provision to urban poor communities. Facility refurbishments encourage community health-seeking behaviors alongside proven approaches to increase family planning demand and utilization.

## Key Outcomes:

- Increased uptake of family planning and contraceptive services at the facility
- Improved motivation for facility staff
- Improved ambiance for family planning service provision for both the clients and the service providers
- Improved utilization of other services at the clinic



A facility pre-makeover



Clients receiving services post-makeover

## Steps - Pre-Makeover

1

### Planning

involves political leadership, technical leadership, community gatekeepers and opinion leaders to identify facilities for the make-over.

2

### Select

the team(s) to carry out the makeovers.

## At Facility Level

1

### Select

intervention areas and conduct a performance improvement assessment to identify gaps. Involve the management teams and develop a scope of work and improvement plan.



## Discuss

the makeover plan and prepare a budget and resources for the makeover.



## Involve

the community to get their input on the makeover and identify those who can avail and support the makeover.

## During the Makeover



## Implement

facility makeover during a weekend as per agreed action plan.

## Post-Makeover



## Unveil

the facility with a commissioning ceremony and mobilize clients to the facility for services.

## Useful Tips

- Use regular supportive supervision visits to support the facility's functionality
- Use primary and secondary data sources to ensure utilization of the facility
- Use the commissioning as an opportunity to engage family planning champions to voice their support for family planning