

Facility Makeovers

Facility makeovers involve renovating, remodeling and improving the facility itself as well as refurbishing equipment. It is not considered a capital investment. A makeover is a way to improve the appearance of a health care facility – with very little resources – to provide improved quality family planning services to the urban poor.



WEEK 1: **Engage stakeholders**

Convene joint introductory meetings with all relevant government officials, including the Ministry of Health and local government officials to introduce them to the activity and entailed processes, discuss proposed timelines, and start planning, identify staff, and introduce the assessment process.

Select sites

Identify high-volume sites and agree with government stakeholders on how facilities among the high-volume sites will be selected for makeovers. Facilities can be prioritized based on existing and potential client volume and poor infrastructure. After sites are selected, meet with medical directors, family planning providers, and providers at integration points of the selected sites at the facility and introduce them to the activity and what all is required.



WEEK 2: **Conduct assessment**

Visit health facilities and conduct the assessment in the first week, to identify items needing repair and supplies needing replacement. With health facility staff, prepare a prioritized list of renovations, repairs, and improvements for each facility. Where possible, use Greenstar's baseline evaluation forms to record and share the findings. Prepare a brief one-pager on the key highlights per facility to communicate to policymakers.

Identify local artisans & vendors

Concurrently, engage with local stakeholders to generate a pool from the catchment area.



WEEK 3: Develop an admin committee

that will supervise the makeover, coordinate with artisans and evaluate the progress of the scope of work (SOW).

Orient artisans

on the types of family planning services offered at the facility, the planned renovations as determined by the baseline assessment and the expected quality of work by sharing photos from previous makeovers conducted at other facilities.

Develop an SOW & budget for the makeover

Based on the findings from the baseline assessment, prepare an action plan and timeline for each facility makeover (i.e., batching the facilities for a makeover).



WEEK 4: Procure equipment & furniture

Communicate in advance when you expect the vendors to deliver the equipment and furniture needed 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 5: Implement facility makeover

Ensure that the service providers have approved the plan and there is a backup plan for delivering services while the renovations are taking place.

Reveal makeover in a public event

Hold public commissioning when the makeover is complete 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.

Tips

- Some facilities will need more than others; make separate action plans for each.
- If resources are limited, consider doing a basic makeover that includes cleaning and repairs to make existing equipment functional.
- Involve the community in the makeover to encourage a sense of ownership of the facility.
- Batch facilities for makeovers by proximity to ease the burden on those involved in the process as well as allow the opportunity for multiple sites to be commissioned (reopened) on the same day.
- Prepare all supplies and equipment before the makeover begins so you can complete it within the allotted timeframe.
- After the makeover, commit to refreshing the facility on an ongoing basis so the tasks are more manageable.