



ASSESSMENT OF STANDARD AND QUALITY PROVISION OF ADOLESCENTS AND YOUTH- FRIENDLY SRHR/HIV SERVICES.

#YPLUSKENYA



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Background

Providing SRHR and HIV services to adolescents and young people remains a core advocacy issue for Y+ Kenya. Kenya's Ministry of Health developed national guidelines for the provision of Adolescents Youth-Friendly services in 2005. Research has shown that adolescent and youth-friendly services increase young people's demand and uptake of SRHR/HIV services. Based on this information Y+ Kenya having identified one facility that offers Youth Friendly services saw it important to undertake an assessment to identify if the facility is actually Youth Friendly and adheres to the National Guidelines provided by the MOH. Additionally, it was deemed important to acquire insight from the recipients of care (AYP) on the youth-friendliness of health care facilities, workers, and service provision, in order to improve services and hold the government accountable to provide youth-friendly services.

What did we do

Y+ Kenya developed an AYFS assessment tool with the Aidsfonds team to be administered to adolescents and young people (AYP) utilizing services at the Youthzone - Youth Friendly center to get insights into the youth-friendliness of the HIV and SRHR services provided.

The assessment tool was administered by the Youthwise impact peer mentors who were capacity built on administering the tool and are familiar with the adolescents and young people visiting these facilities. In this assessment we focused on the following areas to assess different characteristics of an AYFS center which are subdivided into:

Equity

Assessing fairness and impartiality of (Community Health Workers)CHWs providing services to all AYP seeking services at Youthzone.



Accessibility

Assessing factors that make the Youthzone and services provided there accessible to the AYP.



Acceptability

Assessing whether services provided at Youthzone are accepted by the AYP and whether AYP are involved in the quality improvement of services provided.



Quality of services

Assessing the standard of services provided at Youthzone.



Availability

Assessing the availability of services and commodities that are obtained at Youthzone.



Attitudes

Assessing Health Care Providers and Peer Educators behaviour and support towards AYP accessing services.



Who we talked to

The Peer Mentors administered the tool to 60 AYPLHIV accessing services at Youthzone using google forms. AYPLHIV were mobilized from the Youthzone facility attendees. Participants were free to choose what questions they answered and to give any further insights on the responses they gave. Of the 60 respondents, 50%(30) were female, 46.6%(28) were male and 3.3%(2) identified as of another gender. 6 respondents were aged between 16-19, 34 respondents were aged between 20-24 and 20 respondents were aged between 25-29.



WHAT DID YOUNG PEOPLE SHARE?

EQUITY

47 respondents shared that there is a facility dashboard at the waiting area while 13 shared that there wasn't one with most of the 13 expressing that they had no idea what a facility dashboard is.

49 respondents shared that service providers gave them the same level of time, care, treatment, and consideration.

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“Normally it depends on the kind of services I want because different services take different times. I am also free to ask questions that will help me most of the time. They always give the same attention, even when you have or need extra care or have questions or concerns that need to be addressed. In my opinion, the service providers are fair in administering to the AYPs”

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WHAT DID YOUNG PEOPLE SHARE?

ACCESSIBILITY

50 respondents shared that the cost of services are affordable. However some respondents also shared that when referred to laboratory services they were charged up to 2000Ksh.

55 respondents shared that services provided fulfill the needs of adolescents and youth

43 of the respondents shared that before they visited the facilities they were already aware of the services and informed of the benefits and availability of adolescents and youth friendly services at Youthzone.

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“I have never come to the center and lacked medicine or just a peer educator to talk to. Sometimes, that is all I need to be honest.”

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“ Before Covid, services were being provided from Monday to Saturday after covid it became Monday to Friday until 4 pm only which may not be convenient”

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WHAT DID YOUNG PEOPLE SHARE?

ACCESSIBILITY

Respondents shared they knew it from social media and from the family care center where they received services before with their parents/guardians however they did not know that it was a youth friendly center.

50 respondents shared that there are signs and labels available.

55 respondents shared that AYP are well-informed about the range of available services and how to obtain them during their visit.

47 respondents shared that the Youthzone is conveniently located for ease of access to adolescent and youth clients with most sharing that its not in the crowded area of the facility so there is more confidentiality and privacy for the AYPLHIV. Importantly is that they shared that the facility is additionally very secure.



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“The rooms are properly labeled and also there are signs that give directions to the facility from the main hospital entrance so a person doesn't get lost during the first visit.”

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“During my first visit, the service hours and types of services were well explained. You're also reminded of such services in consequent visits.

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WHAT DID YOUNG PEOPLE SHARE?

ACCEPTABILITY



53 respondents shared that service providers spend adequate time with them with most of them sharing that depending on the service needed service providers are able to give them extra time to ask questions and address their concerns.

51 respondents shared that service providers at Youthzone are respectful and non-judgmental to adolescent and youth. Additionally all the 60 respondents shared that service providers and peer educators guarantee adolescent and youth privacy and confidentiality. However they shared that when referred to other services then the privacy and confidentiality may need to be breached.

Only 37 respondents shared that they are actively involved in designing, assessing and providing services. All other respondents shared that mostly they may not be involved in design but are definitely involved in implementation and providing services at Youthzone with a small number expressing that they sometimes share opinions for improvement and after a few months they may be implemented.

48 respondents agreed that they are invited to give feedback on how youth friendly services provision could be improved however there is no suggestion box for continuity of their suggestions for improvement of the services.



WHAT DID YOUNG PEOPLE SHARE?

ACCEPTABILITY

47 respondents shared that they can decide which services they would like to make use of during their visit.

55 respondents confirmed that Service providers are friendly and responsive to adolescents and youth with 49 respondents further sharing that depending on the service availability referrals and follow-ups are usually done in a short and reasonable time frame. They also expressed that they are mostly referred for lab services, ANC, and Reproductive health services within the facility.

55 respondents felt that Youthzone has comfortable and secure surroundings for adolescents and young people and is appealing and clean with figures.

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“Aside from the mandatory doctors visit, the AYPs can decide whether they are comfortable talking to a peer educator or not and even choose one they have the most rapport with”

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WHAT DID YOUNG PEOPLE SHARE?

QUALITY OF SERVICES

57 respondents shared that service providers have the required competencies to work with and provide adolescents and youth with all the services required and address any other concerns and needs. They additionally agree that the service providers are well trained to provide youth friendly services.

50 respondents affirmed that the service delivery point has the relevant and appropriate equipment, supplies, and technology to provide services. However, they also expressed that for any lab services there is nothing at Youthzone and they have to go to the main laboratory.

55 respondents shared that the service providers use evidence-based protocols and guidelines to provide services. The rest shared that they are not aware of the guidelines and cannot give feedback as they are not aware.

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“They are very professional and administer the services with skills and precision. You can easily tell they know what they are doing”

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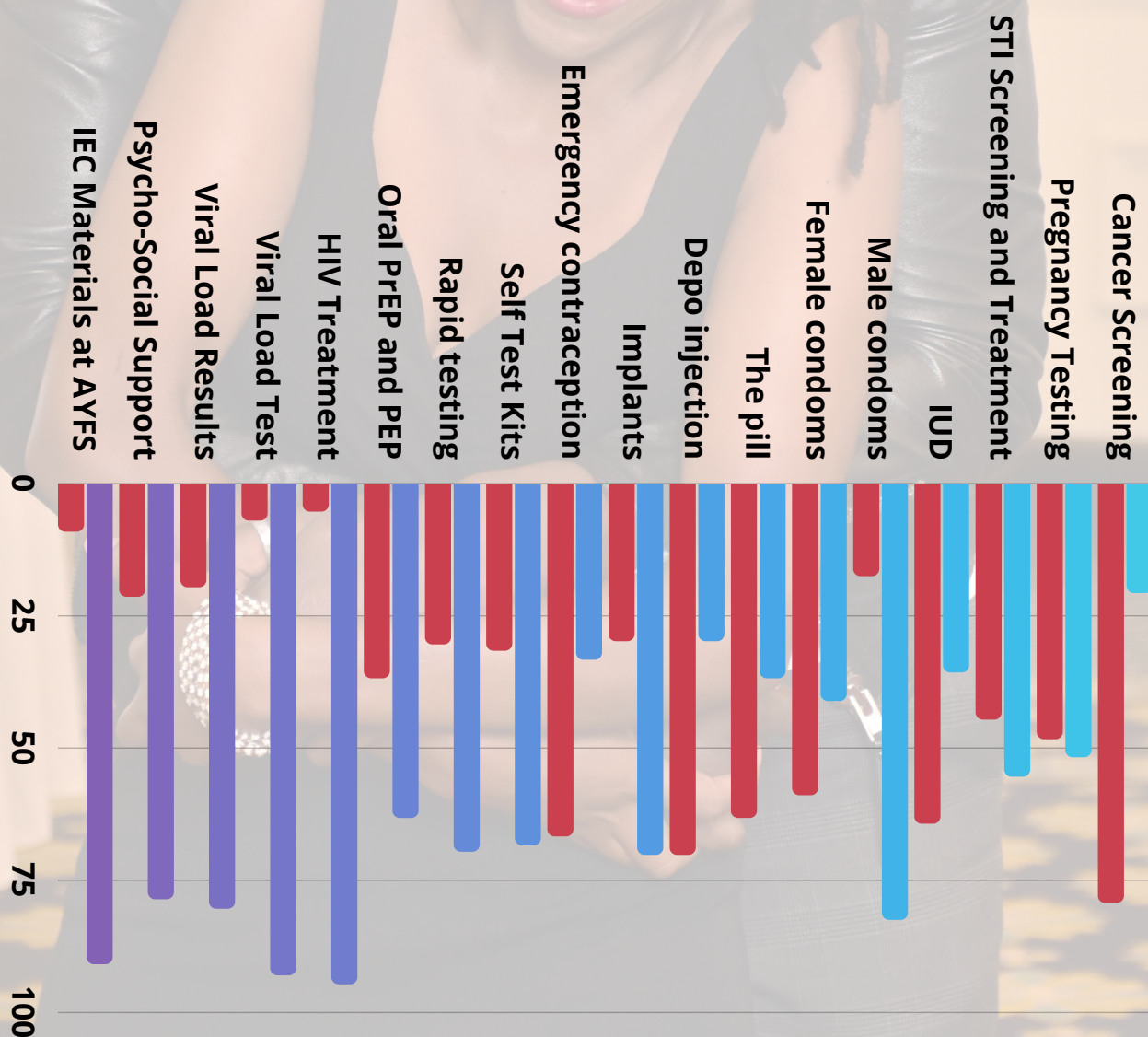


WHAT DID YOUNG PEOPLE SHARE?

AVAILABILITY



On the availability of the following HIV and SRHR services in the last year, the following were the responses.





WHAT DID YOUNG PEOPLE SHARE?

ATTITUDES



52 respondents shared that they are greeted with a smile when they come to Youthzone.

All respondents felt that health care providers and Peer Educators show me that they believe I can live a full and happy life, have healthy relationships, and have a family of my own.

56 respondents shared that Health providers/Peer Educators provided them with answers that are positive and give hope and that even when they are busy they still set out time to talk to the AYP. Furthermore the Health care providers/ Peer Educators explain things clearly and make sure they understand everything and therefore make informed choices while respecting their privacy and confidentiality even amongst themselves.

49 respondents shared that the Health care providers/Peer Educators make appointments quick and smoothly so that they are not waiting around. However, this changes when they are referred to services outside Youthzone.

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“The health care providers are themselves role models which give me hope of living a full and happy life”

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“ The smile makes me feel welcomed and accepted in Youth Zone”.

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WHAT DID YOUNG PEOPLE SHARE?

ATTITUDES



56 respondents expressed that usually their appointments once made are on a first come first serve basis with no priorities given to others. With their appointments made after 3 months unless they want extra services, they can just come with no appointments.

47 respondents affirmed that they did not feel that the health care providers have ever behaved inappropriately with any of them.

55 respondents shared that Health care providers/Peer Educators make sure that the medication they give me is correct, and not expired and they explain to me what I need to know to be able to take it.

53 respondents felt that Health care providers do not burden them with any stress they may be feeling.

54 respondents shared that Health care providers/ Peer Educators care about them and make them feel cared for understood and protected.

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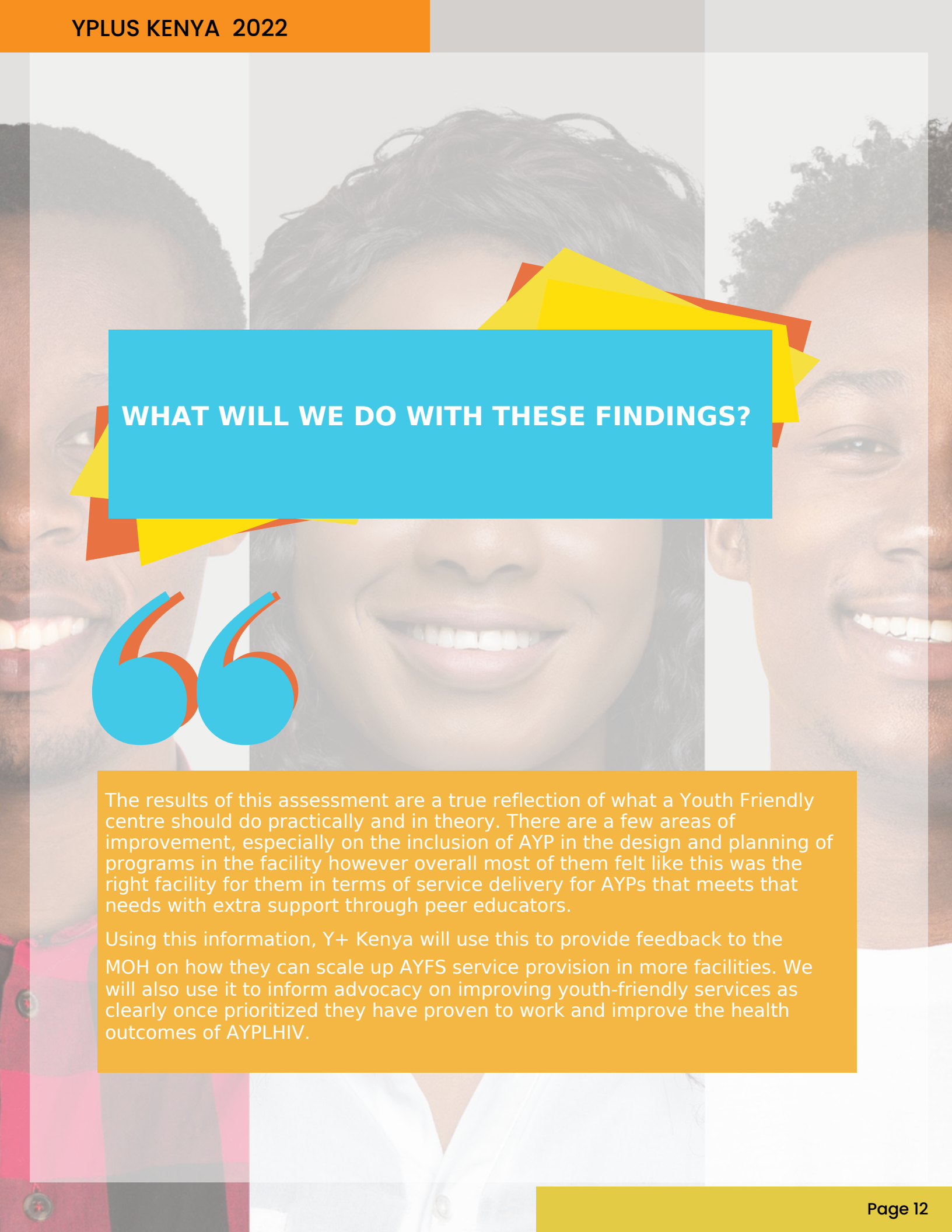
“The counseling room door is locked and if it is already occupied then if we are both comfortable we sit outside in a secluded space so that others can't listen in on our conversation”

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“They call or text to check up and even to remind me of events

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WHAT WILL WE DO WITH THESE FINDINGS?



The results of this assessment are a true reflection of what a Youth Friendly centre should do practically and in theory. There are a few areas of improvement, especially on the inclusion of AYP in the design and planning of programs in the facility however overall most of them felt like this was the right facility for them in terms of service delivery for AYPs that meets that needs with extra support through peer educators.

Using this information, Y+ Kenya will use this to provide feedback to the MOH on how they can scale up AYFS service provision in more facilities. We will also use it to inform advocacy on improving youth-friendly services as clearly once prioritized they have proven to work and improve the health outcomes of AYPLHIV.