GLOBAL STANDARDS FOR QUALITY HEALTH-CARE SERVICES FOR ADOLESCENTS

A GUIDE TO IMPLEMENT A STANDARDS-DRIVEN APPROACH TO IMPROVE THE QUALITY OF HEALTH-CARE SERVICES FOR ADOLESCENTS

Volume 4: Scoring sheets for data analysis

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A guide to implement a standards-driven approach to improve the quality of health-care services for adolescents

Volume 4: Scoring sheets for data analysis

World Health Organization

UNAIDS

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ACKNOWLEDGMENTS

ABBREVIATIONS

HMIS   health management information systems

NGO   nongovernmental organizations

SOP   standard operating procedure

WHO   World Health Organization

INTRODUCTION

This document is part of the *Global standards for quality health-care services for adolescents: a guide to implement a standards-driven approach to improve the quality of health-care services for adolescents.* It is one of four volumes published separately, which include:

- Volume 1: Standards and criteria
- Volume 2: Implementation guide
- Volume 3: Tools to conduct quality and coverage measurement surveys to collect data about compliance with the global standards
- Volume 4: Scoring sheets for data analysis

This volume, *Scoring sheets for data analysis,* is to be used in conjunction with the monitoring tools in Volume 3. Using this data analysis method, countries can determine compliance with quality standards.

How to use this volume:

The scoring sheets in this volume are organized by criterion. There is a separate scoring sheet for each criterion. The total scores for all the criteria that apply to a standard are averaged to yield an overall score for that standard.

SCORING SHEETS FOR DATA ANALYSIS

(click on the criterion's number to go directly to its scoring sheet)

CRITERION 1.

The health facility has a signboard that mentions operating hours.

Adolescent client exit interview tool

Number	Question	Response	Score
2	Did you notice any signboard in a language you understand that mentions the operating hours of the facility?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of adolescent clients interviewed
Aggregate adolescent client score			Total score

Direct observation (checklist) tool

Number	Question	Response	Score
1a	Is there a signboard that mentions the facility operating hours?	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
1b	Is it clearly visible?	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
1c	Does it mention hours for adolescent health clinics?	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
Aggregate direct observation (checklist) score			Total score

Adolescent in the community interview tool

Number	Question	Response	Score
9	Did you notice any signboard in a language you understand that mentions the facility operating hours?	1=Yes, 0=No, 7=Can't remember	Total number of responses coded "1" divided by the sum of responses coded "1" and "0"
Aggregate adolescent in the community score			Total score

Overall score on Criterion 1

	Category	Minimum – Maximum	Score
1	Aggregate adolescent client score	0–1	
2	Aggregate direct observation (checklist) score	0–3	
3	Aggregate adolescent in the community score	0–1	
Absolute total score		0–5	
Relative score for Criterion 1		0 to 100%	$\left(\dfrac{\text{Total score}}{5}\right) \times 100$

CRITERION 2.

The health facility has in the waiting area up-to-date information, education and communication materials specifically developed for adolescents.

Adolescent client exit interview tool

Number	Question	Response	Score
11a	Did you see informational materials for adolescents, including video or TV, in the waiting area?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of adolescent clients interviewed
11b	Did you like the informational materials?	1=Yes, 0=No, 8=Don't know	Total number of responses coded as "1" divided by the total number of adolescent clients interviewed
Aggregate adolescent client score			Total score

Direct observation (checklist) tool

Number	Question	Response	Score
2b	Does the waiting area have information, education and communication materials specifically developed for adolescents?	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
Aggregate direct observation (checklist) score			Total score

Adolescent in the community interview tool

Number	Question	Response	Score
11a	Did you see informational materials for adolescents, including video or TV, in the waiting area?	1=Yes, 0=No, 7=Can't remember	Total number of responses coded as "1" divided by the total number of adolescents in the community interviewed
11b	Did you like the informational materials?	1=Yes, 0=No, 8=Don't know	Total number of responses coded as "1" divided by the total number of adolescents in the community interviewed
Aggregate adolescent in the community score			Total score

Overall score on Criterion 2

	Category	Minimum – Maximum	Score
1	Aggregate adolescent client score	0–2	
2	Aggregate direct observation (checklist) score	0–1	
3	Aggregate adolescent in the community score	0–2	
Absolute total score		0–5	
Relative score for Criterion 2		0 to 100%	$\left(\dfrac{\text{Total score}}{5}\right) \times 100$

CRITERION 3.

Health-care providers have competencies to provide health education to adolescents and to communicate about health and available services (health, social and other services).

Health facility manager interview tool

Number	Question	Response	Score
3a	**Could you tell me which of these components were covered by the training in adolescent health?** Communication skills to talk to adolescents	1=Yes, 0=No, 8=Don't know	Total number of responses coded as "1" divided by the total number of managers interviewed
Aggregate health facility manager score			Total score

Direct observation (checklist) tool

Number	Question	Response	Score
13a	**Check to see training records/reports for the following topics.** Communication skills to talk to adolescents	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
Aggregate direct observation (checklist) score			Total score

Health-care provider interview tool

Number	Question	Response	Score
4a	**Have you received the following training in adolescent health care:** Communication skills to talk to adolescents?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
25	How comfortable do you feel in your ability to relate to adolescents and answer their questions?	1=Confident, 0=Somewhat/not confident	Total number responses coded "1" divided by the total number of health-care providers interviewed
Aggregate health-care provider score			Total score

Support staff interview tool

Number	Question	Response	Score
6a	**Have you received any training/ orientation on the following topics:** How to communicate effectively with adolescent clients?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of support staff interviewed
Aggregate support staff score			Total score

Overall score on Criterion 3

	Category	Minimum – Maximum	Score
1	Aggregate facility manager score	0–1	
2	Aggregate direct observation (checklist) score	0–1	
3	Aggregate health-care provider score	0–2	
4	Aggregate support staff score	0–1	
Absolute total score		0–5	
Relative score for Criterion 3		0 to 100%	$\left(\dfrac{\text{Total score}}{5}\right) \times 100$

CRITERION 4.

The health facility has outreach workers that are trained to conduct health education for adolescents in the community.

Direct observation (checklist) tool

Number	Question	Response	Score
13h	**Check to see training records/reports for the following topics.** Training of outreach workers in adolescent health care	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
Aggregate direct observation (checklist) score			Total score

Health-care provider interview tool

Number	Question	Response	Score
15a	**Have you ever trained any of the following groups in these areas:** Outreach workers in adolescent health care?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
Aggregate health-care provider score			Total score

Overall score on Criterion 4

	Category	Minimum – Maximum	Score
1	Aggregate direct observation (checklist) score	0–1	
2	Aggregate health-care provider score	0–1	
Absolute total score		0–2	
Relative score for Criterion 4		0 to 100%	$\left(\dfrac{\text{Total score}}{2}\right) \times 100$

CRITERION 5.

The health facility has a plan for outreach activities and/or involvement of outreach workers in activities to promote health and increase adolescents' use of services.

Health facility manager interview tool

Number	Question	Response	Score
16b	**Does the facility have a documented plan:** To inform adolescents in the community (in schools, clubs, community meetings) about their health and the services available?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of managers interviewed
Aggregate health facility manager score			Total score

Health-care provider interview tool

Number	Question	Response	Score
34	Do you have a plan for outreach activities?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
Aggregate health-care provider score			Total score

Overall score on Criterion 5

	Category	Minimum – Maximum	Score
1	Aggregate facility manager score	0–1	
2	Aggregate health-care provider score	0–1	
Absolute total score		0–2	
Relative score for Criterion 5		0 to 100%	$\left(\dfrac{\text{Total score}}{2}\right) \times 100$

CRITERION 6.

Health-care providers provide age and developmentally appropriate health education and counselling to adolescent clients and inform them about the availability of health, social services and other services.

Adolescent client exit interview tool

Number	Question	Response	Score
8	Did anybody tell you, today or in other occasions, what other services you can obtain in this facility?	1=Yes, 0=No	Total number of responses coded "1" divided by the total number of adolescent clients interviewed
17a	Did any service provider talk to you about how to prevent diseases and what to do to stay healthy?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of adolescent clients interviewed

Number	Question	Response	Score
17b	Did the service provider inform you about the services available?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of adolescent clients interviewed
Aggregate adolescent client score			Total score

Direct observation (client-provider interaction) tool

Number	Question	Response	Score
16b	**During the consultation did the service provider do the following:** Talk about how to prevent diseases and what to do to stay healthy?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of observations made
16c	**During the consultation did the service provider do the following:** Inform the adolescent client about the services available for him/her?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of observations made
Aggregate direct observation (client-provider interaction) score			Total score

Health-care provider interview tool

Number	Question	Response	Score
20	Do you inform adolescents about the availability of health, social services and other services available?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
Aggregate health-care provider score			Total score

Adolescent in the community interview tool

Number	Question	Response	Score
26a	Did anybody tell you, that time or on other occasions, what other services you can obtain in the nearby facility?	1=Yes, 0=No, 7=Can't remember	Total number of responses coded "1" divided by the sum of responses coded "1" and "0"
26b	Could you tell me what (other) services are provided to adolescents in the nearby facility?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of adolescents in the community interviewed
Aggregate adolescent in the community score			Total score

Overall score on Criterion 6

	Category	Minimum – Maximum	Score
1	Aggregate adolescent client score	0–3	
2	Aggregate direct observation (client-provider interaction) score	0–2	
3	Aggregate health-care provider score	0–1	
4	Aggregate adolescent in the community score	0–2	
Absolute total score		0–8	
Relative score for Criterion 6		0 to 100%	$\left(\dfrac{\text{Total score}}{8}\right) \times 100$

CRITERION 7.

Outreach activities to promote health and increase adolescents' use of services are carried out according to the health facility's plan.

Direct observation (checklist) tool

Number	Question	Response	Score
9e	**Check to see the following registers, tools and records.** Register/records of accomplished outreach activities to inform adolescents in community settings	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
Aggregate direct observation (checklist) score			Total score

Health-care provider interview tool

Number	Question	Response	Score
35c	**During the last 12 months, have you:** Conducted any outreach sessions with adolescents to inform them about the services available?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
35d	**During the last 12 months, have you:** Conducted any outreach sessions with adolescents on health education about various topics?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
Aggregate health-care provider score			Total score

Adolescent in the community interview tool

Number	Question	Response	Score
30	Did you ever participate in any community sessions on health education organized by a community health worker or volunteer?	1=Yes, 0=No, 7=Can't remember	Total number of responses coded "1" divided by the sum of responses coded "1" and "0"
Aggregate adolescent in the community score			Total score

Overall score on Criterion 7

	Category	Minimum – Maximum	Score
1	Aggregate direct observation (checklist) score	0–1	
2	Aggregate health-care provider score	0–2	
3	Aggregate adolescent in the community score	0–1	
Absolute total score		0–4	
Relative score for Criterion 7		0 to 100%	$\left(\dfrac{\text{Total score}}{4}\right) \times 100$

CRITERION 8.

Adolescents are knowledgeable about health.

Adolescent client exit interview tool			
Number	**Question**	**Response**	**Score**
25a	What do you know about anaemia?	1=Satisfactory answer (yes), 0=No	Total number of responses coded "1" divided by the total number of adolescent clients interviewed
25b	Do you know how to prevent anaemia?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of adolescent clients interviewed
26a	Can you name any health or other consequences of getting married very young?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of adolescent clients interviewed
26b	Can you name any health consequences of having a baby at a young age?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of adolescent clients interviewed
27a	Do you know what is the minimum number of check-ups that a pregnant woman should get? *(Ask 15–19 year olds only.)*	1=Correct answer, 0= Doesn't know or incorrect answer	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
28a	Can you name any methods of contraception? *(Ask 15–19 year olds only.)*	1=Yes, 0=No	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
28c	Have you ever heard about emergency contraceptive pills? *(Ask 15–19 year olds only.)*	1=Yes, 0=No	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
28d	Do you know what they are used for? *(Ask 15–19 year olds only.)*	1= Stopping a pregnancy from happening, 0=No, 10= Other (please specify)	Total number of responses coded "1" divided by the sum of responses coded "1" and "0"

Number	Question	Response	Score
29a	Have you heard about condoms? *(Ask 15–19 year olds only.)*	1=Yes, 0=No	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
29b	Could you tell me why a condom is used? *(Ask 15–19 year olds only.)*	1=Yes, 0=No	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
30a	Have you heard of HIV?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of adolescent clients interviewed
30b	Could you please answer the following questions on HIV?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of adolescent clients interviewed
32	Do you know what care to take each month during the menstrual cycle? *(Ask girls only.)*	1=Yes, 0=No	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
33a	Have you ever heard of diseases that can be transmitted through sexual intercourse? *(Ask 15–19 year olds only.)*	1=Yes, 0=No	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
33b	Do you know any symptoms of sexually transmitted infections? *(Ask 15–19 year olds only.)*	1=Yes, 0=No	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
Aggregate adolescent client score			Total score

Adolescent in the community interview tool			
Number	Question	Response	Score
31a	What do you know about anaemia?	1=Satisfactory answer (yes), 0=Nothing	Total number of responses coded "1" divided by the total number of adolescents in the community interviewed
31b	Do you know how to prevent anaemia?	1=Yes, 0=No	Total number of responses coded "1" divided by the total number of adolescents in the community interviewed
32	Can you name any health or other consequences of getting married very young?	1=Yes, 0=No	Total number of responses coded "1" divided by the total number of adolescents in the community interviewed
33a	Can you name any health consequences of having a baby at a young age?	1=Yes, 0=No	Total number of responses coded "1" divided by the total number of adolescents in the community interviewed

Number	Question	Response	Score
33b	Do you know what is the minimum number of check-ups that a pregnant woman should get? *(Ask 15–19 year olds only.)*	1=Correct answer, 0= Doesn't know or incorrect answer	Total number of responses coded "1" divided by the sum of responses coded "1" and "0"
34a	Can you name any methods of contraception or family planning? *(Ask 15–19 year old only.)*	1=Yes, 0=No	Total number of responses coded "1" divided by the sum of responses coded "1" and "0"
34c	Have you ever heard about emergency contraceptive pills? *(Ask 15–19 year olds only.)*	1=Yes, 0=No	Total number of responses coded "1" divided by the sum of responses coded "1" and "0"
34d	Do you know what they are used for? *(Ask 15–19 year olds only.)*	1= Stopping a pregnancy from happening, 0=No, 10= Other (please specify) _____	Total number of responses coded "1" divided by the sum of responses coded "1" and "0"
35a	Have you heard about condoms? *(Ask 15–19 year olds only.)*	1=Yes, 0=No	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
35b	Could you tell me why a condom is used? *(Ask 15–19 year olds only.)*	1=Yes, 0=No	Total number of responses coded "1" divided by the sum of responses coded "1" and "0"
36a	Have you heard of HIV?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of adolescents in the community interviewed
36b	Could you please answer the following questions on HIV?	1=Yes, 0=No	Total number of responses coded "1" divided by the total number of adolescents in the community interviewed
38	Do you know what care to take each month during the menstrual cycle? *(Ask girls only.)*	1=Yes, 0=No	Total number of responses coded "1" divided by the sum of responses coded "1" and "0"
39a	Have you ever heard of diseases that can be transmitted through sexual intercourse? *(Ask 15–19 year olds only.)*	1=Yes, 0=No	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
39b	Do you know any symptoms of sexually transmitted infections? *(Ask 15–19 year olds only.)*	1=Yes, 0=No	Total number of responses coded "1" divided by the sum of responses coded "1" and "0"
Aggregate adolescent in the community score			Total score

Overall score on Criterion 8

	Category	Minimum – Maximum	Score
1	Aggregate adolescent client score	0–15	
2	Aggregate adolescent in the community score	0–15	
Absolute total score		0–30	
Relative score for Criterion 8		0 to 100%	$\left(\dfrac{\text{Total score}}{30}\right) \times 100$

CRITERION 9.

Adolescents are aware of what health services are being provided, where and when they are provided and how to obtain them.

Adolescent client exit interview tool			
Number	Question	Response	Score
9	Could you tell me what (other) services are provided to adolescents in this facility?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of adolescent clients interviewed
10	If one day you will need services that are not provided in this facility, do you know where to go, or whom to ask?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of adolescent clients interviewed
27b	Do you know where an adolescent girl can go for such check-ups? *(Ask 15–19 year olds only.)*	1=Correct answer, 0=Doesn't know or incorrect answer	Total number of responses coded "1" divided by the sum of responses coded "1" and "0"
28b	Do you think you could get one if you needed it? *(Ask 15–19 year olds only.)*	1=Yes, 0=No	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
28e	Do you think you could get them if you needed them? *(Ask 15–19 year olds only.)*	1=Yes, 0=No	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
29c	If you or your friends would need a condom, can you tell me where to get one? *(Ask 15–19 year olds only.)*	1=Yes, 0=No	Total number of responses coded "1" divided by the sum of responses coded "1" and "0"
30c	If you would want to get tested for HIV would you be able to get tested?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of adolescent clients interviewed
31	If an adolescent in your locality had an unwanted pregnancy, would they know where to go for medical advice?	1=Yes, 0=No, Don't know=8	Total number of responses coded "1" divided by the sum of responses coded "1" and "0"
33c	If you or someone of your age had these problems, would you know where to go for check-up and treatment?	1=Yes, 0=No, Don't know=8	Total number of responses coded "1" divided by the total number of adolescents clients interviewed
Aggregate adolescent client score			Total score

Adolescent in the community interview tool			
Number	Question	Response	Score
27	If one day you will need services that are not provided in this facility, do you know where to go, or whom to ask?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of adolescents in the community interviewed
33c	Do you know where an adolescent girl can go for such check-ups? *(Ask 15–19 year olds only.)*	1=Correct answer, 0=Doesn't know or incorrect answer	Total number of responses coded "1" divided by the sum of responses coded "1" and "0"
34b	Do you think you could obtain a method if you needed one? *(Ask 15–19 year olds only.)*	1=Yes, 0=No	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
34e	Do you think you could obtain them if you needed them? *(Ask 15–19 year olds only.)*	1=Yes, 0=No	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
35c	If you or your friends needed a condom, do you know where to get them? *(Ask 15–19 year olds only.)*	1=Yes, 0=No	Total number of responses coded "1" divided by the sum of responses coded "1" and "0"
36c	If you would want to get tested for HIV, do you know where you can readily get an HIV test?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of adolescents in the community interviewed
37	If an adolescent in your locality had an unwanted pregnancy, would they know where to go for medical advice?	1=Yes, 0=No, 8=Don't know	Total number of responses coded "1" divided by the sum of responses coded "1" and "0"
39c	If you or someone of your age had these problems, would you know where to go for check-up and treatment?	1=Yes, 0=No, 8=Don't know	Total number of responses coded "1" divided by the total number of adolescents in the community interviewed
Aggregate adolescent in the community score			Total score

Overall score on Criterion 9

	Category	Minimum – Maximum	Score
1	Aggregate adolescent client score	0–9	
2	Aggregate adolescent in the community score	0–8	
Absolute total score		0–17	
Relative score for Criterion 9		0 to 100%	$\left(\dfrac{\text{Total score}}{17}\right) \times 100$

CRITERION 10.

Health-care providers have competencies and support materials to communicate with parents, guardians and other community members and organizations about the value of providing health services to adolescents.

Health facility manager interview tool

Number	Question	Response	Score
3b	**Could you tell me which of these components were covered by training in adolescent health?** Communication skills to talk to adult visitors/community members	1=Yes, 0=No, 8=Don't know	Total number of responses coded "1" divided by the sum of responses coded "1" and "0"
	Aggregate health facility manager score		Total score

Direct observation (checklist) tool

Number	Question	Response	Score
13b	**Check to see training records/reports for the following topics.** Communication skills to talk to adult visitors and community members	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
	Aggregate direct observation (checklist) score		Total score

Health-care provider interview tool

Number	Question	Response	Score
4b	**Have you received the following training in adolescent health care:** Communication skills to talk to adolescents?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
19	Do you have support materials to communicate with parents, guardians and other community members and organizations about the value of providing health services to adolescents?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
	Aggregate health-care provider score		Total score

Overall score on Criterion 10

	Category	Minimum – Maximum	Score
1	Aggregate facility manager score	0–1	
2	Aggregate direct observation (checklist) score	0–1	
3	Aggregate health-care provider score	0–2	
	Absolute total score	0–4	
	Relative score for Criterion 10	0 to 100%	$\left(\dfrac{\text{Total score}}{4}\right) \times 100$

CRITERION 11.

The health facility has an updated list of agencies and organizations with which it partners to increase community support for adolescents' use of services.

Health facility manager interview tool

Number	Question	Response	Score
18a	**Do you have at hand updated lists of:** Agencies and organizations the facility partners with to increase community support for adolescent use of services?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of facility managers interviewed
Aggregate health facility manager score			Total score

Direct observation (checklist) tool

Number	Question	Response	Score
15a	**Check the availability of the following lists.** Updated list of agencies and organizations with which the facility partners to increase community support for adolescent use of services	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
Aggregate direct observation (checklist) score			Total score

Overall score on Criterion 11

	Category	Minimum – Maximum	Score
1	Aggregate facility manager score	0–1	
2	Aggregate direct observation (checklist) score	0–1	
Absolute total score		0–2	
Relative score for Criterion 11		0 to 100%	$\left(\dfrac{\text{Total score}}{2}\right) \times 100$

CRITERION 12.

The health facility has a plan for outreach activities and/or involvement of outreach workers in activities to increase gatekeepers' support for adolescents' use of services.

Health facility manager interview tool

Number	Question	Response	Score
16a	**Does the facility have a documented plan:** To inform adults, when they visit the health facility, during community meetings and through community organizations, about the value of providing services to adolescents?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of facility managers interviewed
Aggregate health facility manager score			Total score

Overall score on Criterion 12

	Category	Minimum – Maximum	Score
1	Aggregate facility manager score	0–1	
Absolute total score		0–1	
Relative score for Criterion 12		0 to 100%	$\left(\dfrac{\text{Total score}}{1}\right) \times 100$

CRITERION 13.

The health facility engages in partnerships with adolescents, gatekeepers and community organizations to develop health education and behaviour-oriented communication strategies and materials and plan service provision.

Direct observation (checklist) tool

Number	Question	Response	Score
9h	**Check to see the following registers, tools and records.** Record(s) of formal agreements/partnerships with community organizations to develop health education and behavior-oriented communications strategies and materials, and plan service provision	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
Aggregate direct observation (checklist) score			Total score

Health-care provider interview tool

Number	Question	Response	Score
17a	**Have you ever worked with:** Agencies and organizations in the community to develop health education and behaviour-oriented communication strategies and materials and plan service provision?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
Aggregate health-care provider score			Total score

Overall score on Criterion 13

	Category	Minimum – Maximum	Score
1	Aggregate direct observation (checklist) score	0–1	
2	Aggregate health-care provider score	0–1	
Absolute total score		0–2	
Relative score for Criterion 13		0 to 100%	$\left(\dfrac{\text{Total score}}{2}\right) \times 100$

CRITERION 14.

Health-care providers inform parents/guardians visiting the health facility about the value of providing health services to adolescents.

Health-care provider interview tool

Number	Question	Response	Score
18	Do you inform adults visiting the health facility about services available for adolescents, and why it is important that adolescents use the services?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
Aggregate health-care provider score			Total score

Adult client exit interview tool

Number	Question	Response	Score
3a	Has any service provider every discussed with you the services available for adolescents and why it is important that adolescents use the services?	1=Yes, 0=No, 7=Can't remember	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
3b	During this discussion did the service provider give you any leaflets or other educational materials?	1=Yes, 0=No, 7=Can't remember	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
3c	Did you find these materials informative or useful?	1=Yes, 0=No, 7=Can't remember	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
Aggregate adult client score			Total score

Adult community member interview tool

Number	Question	Response	Score
3a	Has any service provider every discussed with you the services available for adolescents and why it is important that adolescents use the services?	1=Yes, 0=No, 7=Can't remember	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"

Number	Question	Response	Score
3b	During this discussion did the service provider give you any leaflets or other educational materials?	1=Yes, 0=No, 7=Can't remember	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
Aggregate adult community member score			Total score

Overall score on Criterion 14

	Category	Minimum – Maximum	Score
1	Aggregate health-care provider score	0–1	
2	Aggregate adult client score	0–3	
3	Aggregate adult community member score	0–2	
Absolute total score		0–6	
Relative score for Criterion 14		0 to 100%	$\left(\dfrac{\text{Total score}}{6}\right) \times 100$

CRITERION 15.

Health-care providers and/or outreach workers inform parents/guardians and teachers during school meetings about the value of providing health services to adolescents.

Direct observation (checklist) tool

Number	Question	Response	Score
9g	**Check to see the following registers, tools and records.** Register/records of accomplished outreach activities to inform parents/guardians and teachers during school meetings about the value of providing health services to adolescents	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
Aggregate direct observation (checklist) score			Total score

Health-care provider interview tool

Number	Question	Response	Score
35a	**During the last 12 months, have you:** Participated in school meetings to inform parents/guardians and teachers about the health services available for adolescents, and why it is important that they use the services?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
Aggregate health-care provider score			Total score

Adult client exit interview tool

Number	Question	Response	Score
4a	Have you ever attended any community or school meetings where the value of providing health services to adolescents or youth was discussed?	1=Yes, 0=No, 7=Can't remember	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
4b	Were any leaflets or other educational materials distributed in this meeting?	1=Yes, 0=No, 7=Can't remember	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
4c	Did you find these materials informative or useful?	1=Yes, 0=No, 7=Can't remember	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
Aggregate adult client score			Total score

Adult community member interview tool

Number	Question	Response	Score
4a	Have you ever attended any community or school meetings where the value of providing health service to adolescents was discussed?	1=Yes, 0=No, 7=Can't remember	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
4b	Were any leaflets or other educational materials distributed in this meeting?	1=Yes, 0=No, 8=Don't know	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
4c	Did you find these materials informative/ useful?	1=Yes, 0=No, 7=Can't remember	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
Aggregate community member score			Total score

Overall score on Criterion 15

	Category	Minimum – Maximum	Score
1	Aggregate direct observation (checklist) score	0–1	
2	Aggregate health-care provider score	0–1	
3	Aggregate adult client score	0–3	
4	Aggregate adult community member score	0–3	
Absolute total score		0–8	
Relative score for Criterion 15		0 to 100%	$\left(\dfrac{\text{Total score}}{8}\right) \times 100$

CRITERION 16.

Health-care providers and/or outreach workers inform youth and other community organizations about the value of providing health services to adolescents.

Direct observation (checklist) tool

Number	Question	Response	Score
9f	**Check to see the following registers, tools and records.** Register/records of accomplished outreach activities to inform youth and other community organizations about the value of providing health services to adolescents.	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
Aggregate direct observation (checklist) score			Total score

Health-care provider interview tool

Number	Question	Response	Score
37b	**During the last 12 months, have you:** Participated in meetings with youth and other community organizations to inform them about the health services available for adolescents and why it is important that adolescents use the services?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
Aggregate health-care provider score			Total score

Overall score on Criterion 16

	Category	Minimum – Maximum	Score
1	Aggregate direct observation (checklist) score	0–1	
2	Aggregate health-care provider score	0–1	
	Absolute total score	0–2	
	Relative score for Criterion 16	0 to 100%	$\left(\dfrac{\text{Total score}}{2}\right) \times 100$

CRITERION 17.

Gatekeepers and community organizations support the provision of health services to, and their utilization by, adolescents.

Adolescent client exit interview tool

Number	Question	Response	Score
5	Does your guardian (parent/spouse/in-laws/other) support your using this health facility?	1=Yes, 0=No, 8=Don't know	Total number of responses coded as "1" divided by the total number of adolescent clients interviewed
Aggregate adolescent client score			Total score

Adult client exit interview tool			
Number	**Question**	**Response**	**Score**
5a	Do you know why it is important to provide services to adolescents, and that they use the services?	1=Yes, 0=No, 7=Can't remember	Total number of responses coded as "1" divided by the total number of adult clients interviewed
6a	**Do you agree that following services should be provided to all adolescents regardless of sex, age or marital status?** Hormonal contraceptives?	1=Yes, 0=No, 8=Don't know	Total number of responses coded as "1" divided by the total number of adult clients interviewed
6b	**Do you agree that following services should be provided to all adolescents regardless of sex, age or marital status?** Condoms?	1=Yes, 0=No, 8=Don't know	Total number of responses coded as "1" divided by the total number of adult clients interviewed
6c	**Do you agree that following services should be provided to all adolescents regardless of sex, age or marital status?** STI treatment?	1=Yes, 0=No, 8=Don't know	Total number of responses coded as "1" divided by the total number of adult clients interviewed
6d	**Do you agree that following services should be provided to all adolescents regardless of sex, age or marital status?** HIV testing and counselling?	1=Yes, 0=No, 8=Don't know	Total number of responses coded as "1" divided by the total number of adult clients interviewed
6e	**Do you agree that following services should be provided to all adolescents regardless of sex, age or marital status?** Medical termination of pregnancy/abortion (where legal)?	1=Yes, 0=No, 8=Don't know	Total number of responses coded as "1" divided by the total number of adult clients interviewed
6f	**Do you agree that following services should be provided to all adolescents regardless of sex, age or marital status?** Mental health services?	1=Yes, 0=No, 8=Don't know	Total number of responses coded as "1" divided by the total number of adult clients interviewed
6g	**Do you agree that following services should be provided to all adolescents regardless of sex, age or marital status?** Services in case of disclosure of violence?	1=Yes, 0=No, 8=Don't know	Total number of responses coded as "1" divided by the total number of adult clients interviewed
6h	**Do you agree that following services should be provided to all adolescents regardless of sex, age or marital status?** Nutrition services, for example anaemia treatment?	1=Yes, 0=No, 8=Don't know	Total number of responses coded as "1" divided by the total number of adult clients interviewed
Aggregate adult client score			Total score

Adult community member interview tool			
Number	Question	Response	Score
1b	Do you know why it is important to provide services to adolescents, and why it is important that adolescents use the services? Can you tell me why?	1=Yes, 0=No, 7=Can't remember	Total number of responses coded "1" divided by the total number of adult community members interviewed
2a	Do you know where adolescents in this community can get health services?	1=Correct answer, 0=Doesn't know or incorrect	Total number of responses coded "1" divided by the total number of adult community members interviewed
5a	**Do you agree that the following services should be provided to adolescents irrespective of age or marital status?** Hormonal contraceptives?	1=Yes, 0=No, 8=Don't know	Total number of responses coded as "1" divided by the total number of adult community members interviewed
5b	**Do you agree that the following services should be provided to adolescents irrespective of age or marital status?** Condoms?	1=Yes, 0=No, 8=Don't know	Total number of responses coded as "1" divided by the total number of adult community members interviewed
5c	**Do you agree that the following services should be provided to adolescents irrespective of age or marital status?** Treatment for sexually transmitted diseases?	1=Yes, 0=No, 8=Don't know	Total number of responses coded as "1" divided by the total number of adult community members interviewed
5d	**Do you agree that the following services should be provided to adolescents irrespective of age or marital status?** HIV testing and counselling?	1=Yes, 0=No, 8=Don't know	Total number of responses coded as "1" divided by the total number of adult community members interviewed
5e	**Do you agree that the following services should be provided to adolescents irrespective of age or marital status?** Medical termination of pregnancy/abortion (where legal)?	1=Yes, 0=No, 8=Don't know	Total number of responses coded as "1" divided by the total number of adult community members interviewed
5f	**Do you agree that the following services should be provided to adolescents irrespective of age or marital status?** Mental health services?	1=Yes, 0=No, 8=Don't know	Total number of responses coded as "1" divided by the total number of adult community members interviewed
5g	**Do you agree that the following services should be provided to adolescents irrespective of age or marital status?** Services in case of disclosure of violence?	1=Yes, 0=No, 8=Don't know	Total number of responses coded as "1" divided by the total number of adult community members interviewed
5h	**Do you agree that the following services should be provided to adolescents irrespective of age or marital status?** Nutrition services, for example, anaemia treatment?	1=Yes, 0=No, 8=Don't know	Total number of responses coded as "1" divided by the total number of adult community members interviewed
Aggregate adult community member score			Total score

Adolescent in the community interview tool			
Number	Question	Response	Score
5b	Did your guardian (parent/spouse/in-laws/ other) agree that you should attend?	1=Yes, 0=No, 7=Can't remember	Total number of responses coded as "1" divided by the total number of adolescents in the community interviewed
Aggregate adolescent in the community score			Total score

Overall score on Criterion 17

	Category	Minimum – Maximum	Score
1	Aggregate adolescent client score	0–1	
2	Aggregate adult client score	0–9	
3	Aggregate adult community member score	0–10	
4	Aggregate adolescent in the community score	0–1	
Absolute total score		0–21	
Relative score for Criterion 17		0 to 100%	$\left(\dfrac{\text{Total score}}{21}\right) \times 100$

CRITERION 18.

Policies are in place that define the required package of health information, counselling, diagnostic, treatment and care services and enable its provision.

Health facility manager interview tool			
Number	Question	Response	Score
18d	**Do you have at hand updated lists of:** Services included in the package of information, counselling, treatment and care services that are to be provided to adolescents?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of facility managers interviewed
Aggregate health facility manager score			Total score

Direct observation (checklist) tool			
Number	Question	Response	Score
15d	**Check the availability of the following lists.** Services included in the package of information, counselling, treatment and care services to be provided to adolescents	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
Aggregate direct observation (checklist) score			Total score

Health-care provider interview tool			
Number	Question	Response	Score
6	Are you aware of services included in the package of information, counselling, treatment and care services to be provided to adolescents?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
Aggregate health-care provider score			Total score

Overall score on Criterion 18

	Category	Minimum – Maximum	Score
1	Aggregate facility manager score	0–1	
2	Aggregate direct observation (checklist) score	0–1	
3	Aggregate health-care provider score	0–1	
Absolute total score		0–3	
Relative score for Criterion 18		0 to 100%	$\left(\dfrac{\text{Total score}}{3}\right) \times 100$

CRITERION 19.

Policies and procedures are in place that identify which health services are provided in the health facility and which in community settings such as schools.

Health facility manager interview tool			
Number	Question	Response	Score
7b	**Do you have any of the following guidelines/SOPs in your facility?** SOPs for which services should be provided in the facility and which in the community	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of facility managers interviewed
16c	**Does the facility have a documented plan:** For provision of health services to adolescents in community settings?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of facility managers interviewed
Aggregate health facility manager score			Total score

Direct observation (checklist) tool			
Number	Question	Response	Score
14a	**Check to see if there are the following SOPs/guidelines.** SOPs for which services should be provided in the facility and which in the community	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
Aggregate direct observation (checklist) score			Total score

Health-care provider interview tool			
Number	Question	Response	Score
8a	**Are you aware of the following SOPs/ guidelines?** SOPs for which services should be provided in the facility and which in the community?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
Aggregate health-care provider score			Total score

Overall score on Criterion 19

	Category	Minimum – Maximum	Score
1	Aggregate facility manager score	0–2	
2	Aggregate direct observation (checklist) score	0–1	
3	Aggregate health-care provider score	0–1	
Absolute total score		0–4	
Relative score for Criterion 19		0 to 100%	$\left(\dfrac{\text{Total score}}{4}\right) \times 100$

CRITERION 20.

Policies and procedures are in place that describe the referral system to services within and outside the health sector, including provisions for transition care for adolescents with chronic conditions.

Health facility manager interview tool			
Number	Question	Response	Score
7c	**Do you have any of the following guidelines/SOPs in your facility?** Referral guidelines	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of facility managers interviewed
7d	**Do you have any of the following guidelines/SOPs in your facility?** Policy/SOPs for a planned transition from paediatric to adult care	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of facility managers interviewed
18b	**Do you have at hand updated lists of:** Organizations from the health and other sectors, for example, social, recreational, legal sectors, that provide services to adolescents in the catchment area?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of facility managers interviewed
Aggregate health facility manager score			Total score

Direct observation (checklist) tool			
Number	**Question**	**Response**	**Score**
9d	**Check to see the following registers, tools and records.** Referral register	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
14b	**Check to see if there are the following SOPs/guidelines.** Referral guidelines	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
14c	**Check to see if there are the following SOPs/guidelines.** Policy/SOPs for a planned transition from paediatric to adult care.	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
15b	**Check the availability of the following lists.** Organizations from the health and other sectors (social, recreational, legal, etc.) providing services to adolescents in the catchment area	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
Aggregate direct observation (checklist) score			Total score

Health-care provider interview tool			
Number	**Question**	**Response**	**Score**
8b	**Are you aware of the following SOPs/ guidelines:** Referral guidelines/SOPs?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
8c	**Are you aware of the following SOPs/ guidelines:** Policy/SOPs for a planned transition from paediatric to adult care?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
Aggregate health-care provider score			Total score

Overall score on Criterion 20

	Category	Minimum – Maximum	Score
1	Aggregate facility manager score	0–3	
2	Aggregate direct observation (checklist) score	0–4	
3	Aggregate health-care provider score	0–2	
Absolute total score		0–9	
Relative score for Criterion 20		0 to 100%	$\left(\dfrac{\text{Total score}}{9}\right) \times 100$

CRITERION 21.

Health-care providers provide the required package of health information, counselling, diagnostic, treatment and care services in the facility and/or in community settings, in line with policies and procedures.

Adolescent client exit interview tool

Number	Question	Response	Score
24	Have you ever received information, counselling or health services in the community setting (for example in school, clubs, community meetings, or any other?)	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of adolescent clients interviewed
29d	Do you feel you could get a condom if you needed one? *(Ask 15–19 year olds only.)*	1=Yes, 0=No, 8=Don't know	Total number of responses coded as "1" divided by the sum of responses coded "1", "0" and "8"
Aggregate adolescent client score			Total score

Direct observation (client-provider interaction) tool

Number	Question	Response	Score
16a	**During the consultation did the service provider do the following:** Provide sufficient time for counselling or consultation as required for the problem?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of observations made
Aggregate direct observation (client-provider interaction) score			Total score

Health-care provider interview tool

Number	Question	Response	Score
3a	**When an adolescent client comes to your clinic, do you provide services for any of the following conditions or needs?** Normal growth and pubertal development	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical services: 1=Yes, 0=No Referral: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the four categories – information, counselling and clinical services, referral Score 0.75 if "Yes" is answered in any three of the four categories – information, counselling and clinical services, referral Score 0.5 if "Yes" is answered in any two of the four categories – information, counselling and clinical services, referral Score 0.25 if "Yes" is answered in any one of the four categories – information, counselling and clinical services, referral Score 0 for "No" in all four categories

Number	Question	Response	Score
3b	**When an adolescent client comes to your clinic, do you provide services for any of the following conditions or needs?** Pubertal delay	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical services: 1=Yes, 0=No Referral: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the four categories – information, counselling and clinical services, referral Score 0.75 if "Yes" is answered in any three of the four categories – information, counselling and clinical services, referral Score 0.5 if "Yes" is answered in any two of the four categories – information, counselling and clinical services, referral Score 0.25 if "Yes" is answered in any one of the four categories – information, counselling and clinical services, referral Score 0 for "No" in all four categories
3c	**When an adolescent client comes to your clinic, do you provide services for any of the following conditions or needs?** Precocious puberty	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical services: 1=Yes, 0=No Referral: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the four categories – information, counselling and clinical services, referral Score 0.75 if "Yes" is answered in any three of the four categories – information, counselling and clinical services, referral Score 0.5 if "Yes" is answered in any two of the four categories – information, counselling and clinical services, referral Score 0.25 if "Yes" is answered in any one of the four categories – information, counselling and clinical services, referral Score 0 for "No" in all four categories
3d	**When an adolescent client comes to your clinic, do you provide services for any of the following conditions or needs?** Mental health and mental health problems	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical services: 1=Yes, 0=No Referral: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the four categories – information, counselling and clinical services, referral Score 0.75 if "Yes" is answered in any three of the four categories – information, counselling and clinical services, referral Score 0.5 if "Yes" is answered in any two of the four categories – information, counselling and clinical services, referral Score 0.25 if "Yes" is answered in any one of the four categories – information, counselling and clinical services, referral Score 0 for "No" in all four categories

Number	Question	Response	Score
3e	**When an adolescent client comes to your clinic, do you provide services for any of the following conditions or needs?** Nutrition, including anaemia	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical services: 1=Yes, 0=No Referral: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the four categories – information, counselling and clinical services, referral Score 0.75 if "Yes" is answered in any three of the four categories – information, counselling and clinical services, referral Score 0.5 if "Yes" is answered in any two of the four categories – information, counselling and clinical services, referral Score 0.25 if "Yes" is answered in any one of the four categories – information, counselling and clinical services, referral Score 0 for "No" in all four categories
3f	**When an adolescent client comes to your clinic, do you provide services for any of the following conditions or needs?** Physical activity	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical services: 1=Yes, 0=No Referral: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the four categories – information, counselling and clinical services, referral Score 0.75 if "Yes" is answered in any three of the four categories – information, counselling and clinical services, referral Score 0.5 if "Yes" is answered in any two of the four categories – information, counselling and clinical services, referral Score 0.25 if "Yes" is answered in any one of the four categories – information, counselling and clinical services, referral Score 0 for "No" in all four categories
3g	**When an adolescent client comes to your clinic, do you provide services for any of the following conditions or needs?** Adolescent-specific immunization	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical services: 1=Yes, 0=No Referral: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the four categories – information, counselling and clinical services, referral Score 0.75 if "Yes" is answered in any three of the four categories – information, counselling and clinical services, referral Score 0.5 if "Yes" is answered in any two of the four categories – information, counselling and clinical services, referral Score 0.25 if "Yes" is answered in any one of the four categories – information, counselling and clinical services, referral Score 0 for "No" in all four categories

Number	Question	Response	Score
3h	**When an adolescent client comes to your clinic, do you provide services for any of the following conditions or needs?** Menstrual hygiene and health	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical services: 1=Yes, 0=No Referral: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the four categories – information, counselling and clinical services, referral Score 0.75 if "Yes" is answered in any three of the four categories – information, counselling and clinical services, referral Score 0.5 if "Yes" is answered in any two of the four categories – information, counselling and clinical services, referral Score 0.25 if "Yes" is answered in any one of the four categories – information, counselling and clinical services, referral Score 0 for "No" in all four categories
3i	**When an adolescent client comes to your clinic, do you provide services for any of the following conditions or needs?** Family planning and contraception – oral contraceptive pills, IUDs, condoms, emergency contraceptive pills, implants, injectable contraceptives	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical services: 1=Yes, 0=No Referral: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the four categories – information, counselling and clinical services, referral Score 0.75 if "Yes" is answered in any three of the four categories – information, counselling and clinical services, referral Score 0.5 if "Yes" is answered in any two of the four categories – information, counselling and clinical services, referral Score 0.25 if "Yes" is answered in any one of the four categories – information, counselling and clinical services, referral Score 0 for "No" in all four categories
3j	**When an adolescent client comes to your clinic, do you provide services for any of the following conditions or needs?** Safe abortion (where legal), and post-abortion care	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical services: 1=Yes, 0=No Referral: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the four categories – information, counselling and clinical services, referral Score 0.75 if "Yes" is answered in any three of the four categories – information, counselling and clinical services, referral Score 0.5 if "Yes" is answered in any two of the four categories – information, counselling and clinical services, referral Score 0.25 if "Yes" is answered in any one of the four categories – information, counselling and clinical services, referral Score 0 for "No" in all four categories

Number	Question	Response	Score
3k	**When an adolescent client comes to your clinic, do you provide services for any of the following conditions or needs?** Antenatal care and emergency preparedness, delivery and postnatal care	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical services: 1=Yes, 0=No Referral: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the four categories – information, counselling and clinical services, referral Score 0.75 if "Yes" is answered in any three of the four categories – information, counselling and clinical services, referral Score 0.5 if "Yes" is answered in any two of the four categories – information, counselling and clinical services, referral Score 0.25 if "Yes" is answered in any one of the four categories – information, counselling and clinical services, referral Score 0 for "No" in all four categories
3l	**When an adolescent client comes to your clinic, do you provide services for any of the following conditions or needs?** Reproductive tract infections/sexually transmitted infections	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical services: 1=Yes, 0=No Referral: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the four categories – information, counselling and clinical services, referral Score 0.75 if "Yes" is answered in any three of the four categories – information, counselling and clinical services, referral Score 0.5 if "Yes" is answered in any two of the four categories – information, counselling and clinical services, referral Score 0.25 if "Yes" is answered in any one of the four categories – information, counselling and clinical services, referral Score 0 for "No" in all four categories
3m	**When an adolescent client comes to your clinic, do you provide services for any of the following conditions or needs?** HIV	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical services: 1=Yes, 0=No Referral: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the four categories – information, counselling and clinical services, referral Score 0.75 if "Yes" is answered in any three of the four categories – information, counselling and clinical services, referral Score 0.5 if "Yes" is answered in any two of the four categories – information, counselling and clinical services, referral Score 0.25 if "Yes" is answered in any one of the four categories – information, counselling and clinical services, referral Score 0 for "No" in all four categories

Number	Question	Response	Score
3n	**When an adolescent client comes to your clinic, do you provide services for any of the following conditions or needs?** Sexual violence	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical services: 1=Yes, 0=No Referral: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the four categories – information, counselling and clinical services, referral Score 0.75 if "Yes" is answered in any three of the four categories – information, counselling and clinical services, referral Score 0.5 if "Yes" is answered in any two of the four categories – information, counselling and clinical services, referral Score 0.25 if "Yes" is answered in any one of the four categories – information, counselling and clinical services, referral Score 0 for "No" in all four categories
3o	**When an adolescent client comes to your clinic, do you provide services for any of the following conditions or needs?** Family violence	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical services: 1=Yes, 0=No Referral: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the four categories – information, counselling and clinical services, referral Score 0.75 if "Yes" is answered in any three of the four categories – information, counselling and clinical services, referral Score 0.5 if "Yes" is answered in any two of the four categories – information, counselling and clinical services, referral Score 0.25 if "Yes" is answered in any one of the four categories – information, counselling and clinical services, referral Score 0 for "No" in all four categories
3p	**When an adolescent client comes to your clinic, do you provide services for any of the following conditions or needs?** Bullying and school violence	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical services: 1=Yes, 0=No Referral: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the four categories – information, counselling and clinical services, referral Score 0.75 if "Yes" is answered in any three of the four categories – information, counselling and clinical services, referral Score 0.5 if "Yes" is answered in any two of the four categories – information, counselling and clinical services, referral Score 0.25 if "Yes" is answered in any one of the four categories – information, counselling and clinical services, referral Score 0 for "No" in all four categories

Number	Question	Response	Score
3q	**When an adolescent client comes to your clinic, do you provide services for any of the following conditions or needs?** Substance use and substance use disorders	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical services: 1=Yes, 0=No Referral: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the four categories – information, counselling and clinical services, referral Score 0.75 if "Yes" is answered in any three of the four categories – information, counselling and clinical services, referral Score 0.5 if "Yes" is answered in any two of the four categories – information, counselling and clinical services, referral Score 0.25 if "Yes" is answered in any one of the four categories – information, counselling and clinical services, referral Score 0 for "No" in all four categories
3r	**When an adolescent client comes to your clinic, do you provide services for any of the following conditions or needs?** Injuries	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical services: 1=Yes, 0=No Referral: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the four categories – information, counselling and clinical services, referral Score 0.75 if "Yes" is answered in any three of the four categories – information, counselling and clinical services, referral Score 0.5 if "Yes" is answered in any two of the four categories – information, counselling and clinical services, referral Score 0.25 if "Yes" is answered in any one of the four categories – information, counselling and clinical services, referral Score 0 for "No" in all four categories
3s	**When an adolescent client comes to your clinic, do you provide services for any of the following conditions or needs?** Skin problems	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical services: 1=Yes, 0=No Referral: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the four categories – information, counselling and clinical services, referral Score 0.75 if "Yes" is answered in any three of the four categories – information, counselling and clinical services, referral Score 0.5 if "Yes" is answered in any two of the four categories – information, counselling and clinical services, referral Score 0.25 if "Yes" is answered in any one of the four categories – information, counselling and clinical services, referral Score 0 for "No" in all four categories

Number	Question	Response	Score
3t	**When an adolescent client comes to your clinic, do you provide services for any of the following conditions or needs?** Chronic conditions and disabilities	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical services: 1=Yes, 0=No Referral: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the four categories – information, counselling and clinical services, referral Score 0.75 if "Yes" is answered in any three of the four categories – information, counselling and clinical services, referral Score 0.5 if "Yes" is answered in any two of the four categories – information, counselling and clinical services, referral Score 0.25 if "Yes" is answered in any one of the four categories – information, counselling and clinical services, referral Score 0 for "No" in all four categories
3u	**When an adolescent client comes to your clinic, do you provide services for any of the following conditions or needs?** Endemic diseases	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical services: 1=Yes, 0=No Referral: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the four categories – information, counselling and clinical services, referral Score 0.75 if "Yes" is answered in any three of the four categories – information, counselling and clinical services, referral Score 0.5 if "Yes" is answered in any two of the four categories – information, counselling and clinical services, referral Score 0.25 if "Yes" is answered in any one of the four categories – information, counselling and clinical services, referral Score 0 for "No" in all four categories
3v	**When an adolescent client comes to your clinic, do you provide services for any of the following conditions or needs?** Common conditions during adolescence (fatigue, abdominal pain, diarrhoea, headache)	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical services: 1=Yes, 0=No Referral: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the four categories – information, counselling and clinical services, referral Score 0.75 if "Yes" is answered in any three of the four categories – information, counselling and clinical services, referral Score 0.5 if "Yes" is answered in any two of the four categories – information, counselling and clinical services, referral Score 0.25 if "Yes" is answered in any one of the four categories – information, counselling and clinical services, referral Score 0 for "No" in all four categories
17b	**Have you ever worked with:** Organizations from health and other sectors (for example social, recreational, legal) to establish referral networks for adolescent clients?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
Aggregate health-care provider score			Total score

Adolescent in the community interview tool			
Number	**Question**	**Response**	**Score**
29	Have you ever received information, counselling or health services in the community setting, for example in schools, clubs, community meetings?	1=Yes, 0=No, 7=Can't remember	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
35d	Do you feel you could get a condom if you needed one? *(Ask 15–19 year olds only.)*	1=Yes, 0=No, 8=Don't know	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
Aggregate adolescent in the community score			Total score

Overall score on Criterion 21

	Category	**Minimum – Maximum**	**Score**
1	Aggregate adolescent client score	0–2	
2	Aggregate direct observation (client-provider interaction) score	0–1	
3	Aggregate health-care provider score	0–23	
4	Aggregate adolescent in the community score	0–2	
Absolute total score		0–28	
Relative score for Criterion 21		0 to 100%	$\left(\dfrac{\text{Total score}}{28}\right) \times 100$

CRITERION 22.

Service providers refer adolescents to the appropriate service and level of care according to local policies and procedures, and follow the policies for transition care.

Adolescent client exit interview tool			
Number	**Question**	**Response**	**Score**
22b	Did the provider give you a detailed referral note (stating the health condition, address of the referral, working hours and cost of services)?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of adolescent clients interviewed
Aggregate adolescent client score			Total score

Direct observation (client-provider interaction) tool			
Number	**Question**	**Response**	**Score**
17a	Did the service provider refer the adolescent client to another health facility?	1=Yes, 0=No, 6=Not relevant	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
17b	When the service provider referred the adolescent client to another health facility, did he/she give a referral note mentioning the condition referred for, where to go (address), timing?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of observations made.
Aggregate direct observation (client-provider interaction) score			Total score

Adolescent in the community interview tool			
Number	**Question**	**Response**	**Score**
22b	Did he/she give you a detailed referral note, stating the condition, address for referral, operating hours and cost of services?	1=Yes, 0=No, 7=Can't remember	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
Aggregate adolescent in the community score			Total score

Overall score on Criterion 22

	Category	Minimum – Maximum	Score
1	Aggregate adolescent client score	0–1	
2	Aggregate direct observation (client-provider interaction) score	0–2	
3	Aggregate adolescent in the community score	0–1	
Absolute total score		0–4	
Relative score for Criterion 22		0 to 100%	$\left(\dfrac{\text{Total score}}{4}\right) \times 100$

CRITERION 23.

The health facility provides a package of health services that fulfils the needs of all adolescents, in the facility and/or through referral linkages and outreach.

Adolescent client exit interview tool			
Number	**Question**	**Response**	**Score**
7	Today, did you get the services that you came for?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of adolescent clients interviewed
Aggregate adolescent client score			Total score

Adolescent in the community interview tool			
Number	Question	Response	Score
10	Did you receive the health-care services that you went for?	1=Yes, 0=No, 7=Can't remember	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
22b	Did he/she give you a detailed referral note, stating the condition, address for referral, operating hours and cost of services?	1=Yes, 0=No, 7=Can't remember	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
29	Have you ever received information, counselling or health services in the community setting, for example in schools, clubs, community meetings?	1=Yes, 0=No, 7=Can't remember	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
Aggregate adolescent in the community score			Total score

Overall score on Criterion 23

	Category	Minimum – Maximum	Score
1	Aggregate adolescent client score	0–1	
2	Aggregate adolescent in the community score	0–3	
Absolute total score		0–4	
Relative score for Criterion 23		0 to 100%	$\left(\dfrac{\text{Total score}}{4}\right) \times 100$

CRITERION 24.

Health-care providers and support staff of the required profile are in place.

Health facility manager interview tool			
Number	Question	Response	Score
5	Do you have job descriptions for each category of staff employed in your facility?	1=Yes, 0=No, 8=Don't know	Total number of responses coded "1" divided by the total number of facility managers interviewed
6a	**Do the job descriptions of your staff include a focus on adolescent health care?** Doctor	1=Yes, 0=No, 8=Don't know	Total number of responses coded "1" divided by the total number of facility managers interviewed
6b	**Do the job descriptions of your staff include a focus on adolescent health care?** Nurse	1=Yes, 0=No, 8=Don't know	Total number of responses coded "1" divided by the total number of facility managers interviewed

Number	Question	Response	Score
6c	**Do the job descriptions of your staff include a focus on adolescent health care?** Midwife	1=Yes, 0=No, 8=Don't know	Total number of responses coded "1" divided by the total number of facility managers interviewed
6d	**Do the job descriptions of your staff include a focus on adolescent health care?** Outreach worker	1=Yes, 0=No, 8=Don't know	Total number of responses coded "1" divided by the total number of facility managers interviewed
6e	**Do the job descriptions of your staff include a focus on adolescent health care?** Counsellor	1=Yes, 0=No, 8=Don't know	Total number of responses coded "1" divided by the total number of facility managers interviewed
6f	**Do the job descriptions of your staff include a focus on adolescent health care?** Other (please specify) _____	1=Yes, 0=No, 8=Don't know	Total number of responses coded "1" divided by the total number of facility managers interviewed
Aggregate health facility manager score			Total score

Direct observation (checklist) tool			
Number	**Question**	**Response**	**Score**
16a	**Check if the job description of the following personnel is available AND has a focus on adolescent health care.** Doctor	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
16b	**Check if the job description of the following personnel is available AND has a focus on adolescent health care.** Nurse	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
16c	**Check if the job description of the following personnel is available AND has a focus on adolescent health care.** Midwife	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
16d	**Check if the job description of the following personnel is available AND has a focus on adolescent health care.** Outreach worker	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
16e	**Check if the job description of the following personnel is available AND has a focus on adolescent health care.** Counsellor	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
16f	**Check if the job description of the following personnel is available AND has a focus on adolescent health care.** Other (please specify) _____	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
Aggregate direct observation (checklist) score			Total score

Health-care provider interview tool			
Number	Question	Response	Score
2	Has the facility manager discussed your job description and your roles and responsibilities with you?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
Aggregate health-care provider score			Total score

Overall score on Criterion 24

	Category	Minimum – Maximum	Score
1	Aggregate facility manager score	0–7	
2	Aggregate direct observation (checklist) score	0–6	
3	Aggregate health-care provider score	0–1	
Absolute total score		0–14	
Relative score for Criterion 24		0 to 100%	$\left(\dfrac{\text{Total score}}{14}\right) \times 100$

CRITERION 25.

Health-care providers have the technical competencies necessary to provide the required package of services.

Health facility manager interview tool			
Number	Question	Response	Score
3d	**Could you tell me which of these components were covered by the training in adolescent health?** Clinical case management	1=Yes, 0=No, 8=Don't know	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
4a	**Did you undergo any of the following trainings as facility manager?** Orientation in adolescent health care	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of facility managers interviewed
Aggregate health facility manager score			Total score

Direct observation (checklist) tool			
Number	Question	Response	Score
13d	**Check to see training records/reports for the following topics.** Clinical case management of adolescent health conditions	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
Aggregate direct observation (checklist) score			Total score

Health-care provider interview tool			
Number	**Question**	**Response**	**Score**
4d	**Have you received the following training in adolescent health care:** Clinical case management of adolescent patients?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
Aggregate health-care provider score			Total score

Overall score on Criterion 25

	Category	Minimum – Maximum	Score
1	Aggregate facility manager score	0–2	
2	Aggregate direct observation (checklist) score	0–1	
3	Aggregate health-care provider score	0–1	
Absolute total score		0–4	
Relative score for Criterion 25		0 to 100%	$\left(\dfrac{\text{Total score}}{4}\right) \times 100$

CRITERION 26.

Health-care providers have been trained/sensitized on the importance of respecting the rights of adolescents to information, privacy, confidentiality, and of the health care that is provided in a respectful, non-judgemental and non-discriminatory manner.

Health facility manager interview tool			
Number	**Question**	**Response**	**Score**
3c	**Could you tell me which of these components were covered by the training in adolescent health?** The policy on privacy and confidentiality	1=Yes, 0=No, 8=Don't know	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
3e	**Could you tell me which of these components were covered by the training in adolescent health?** Orientation on the importance of respecting the rights of adolescents to information and health care that is provided in a respectful, non-judgemental and non-discriminatory manner	1=Yes, 0=No, 8=Don't know	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
4a	**Did you undergo any of the following trainings as facility manager?** Orientation in adolescent health care	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of facility managers interviewed
Aggregate health facility manager score			Total score

Direct observation (checklist) tool

Number	Question	Response	Score
13c	**Check to see training records/reports for the following topics.** The policy on privacy and confidentiality	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
13e	**Check to see training records/reports for the following topics.** Orientation on the importance of respecting the rights of adolescents to information and health care that is provided in a respectful, non-judgemental and non-discriminatory manner	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
	Aggregate direct observation (checklist) score		Total score

Health-care provider interview tool

Number	Question	Response	Score
4c	**Have you received the following training in adolescent health care:** The policy on privacy and confidentiality?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
4e	**Have you received the following training in adolescent health care:** Orientation on the importance of respecting the rights of adolescents to information and health care that is provided in a respectful, non-judgemental and non-discriminatory manner?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
	Aggregate health-care provider score		Total score

Support staff interview tool

Number	Question	Response	Score
5	Have you received any training in providing services to adolescents?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of support staff interviewed
6b	**Have you received any training/ orientation on the following topics:** What are the special needs of adolescent clients?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of support staff interviewed
6c	**Have you received any training/ orientation on the following topics:** The importance of having the same friendly attitude towards all adolescents irrespective of their ability to pay, age, sex, marital status, schooling, race/ethnicity, sexual orientation or other?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of support staff interviewed

Number	Question	Response	Score
6d	**Have you received any training/ orientation on the following topics:** The importance of respecting the rights of adolescents to information, privacy, confidentiality, and respectful care?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of support staff interviewed
Aggregate support staff score			Total score

Overall score on Criterion 26

	Category	Minimum – Maximum	Score
1	Aggregate facility manager score	0–3	
2	Aggregate direct observation (checklist) score	0–2	
3	Aggregate health-care provider score	0–2	
4	Aggregate support staff score	0–4	
Absolute total score		0–11	
Relative score for Criterion 26		0 to 100%	$\left(\dfrac{\text{Total score}}{11}\right) \times 100$

CRITERION 27.

Providers' obligations and adolescents' rights are clearly displayed in the health facility.

Adolescent client exit interview tool

Number	Question	Response	Score
14a	Have you seen a display with your rights?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of adolescent clients interviewed
15	Have you seen a display which mentions that services will be provided to all adolescents without discrimination?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of adolescent clients interviewed
16	Have you seen a display of the confidentiality policy?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of adolescent clients interviewed
Aggregate adolescent client score			Total score

Health facility manager interview tool

Number	Question	Response	Score
10a	**Do you have the following information items displayed in the facility?** The rights of adolescents to information, non-judgemental attitude and respectful care	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of facility managers interviewed

Number	Question	Response	Score
10b	**Do you have the following information items displayed in the facility?** The policy commitment of the health facility to provide health services to all adolescents without discrimination, and to take remedial actions, if necessary	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of facility managers interviewed
10c	**Do you have the following information items displayed in the facility?** The policy on confidentiality and privacy	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of facility managers interviewed
10d	**Do you have the following information items displayed in the facility?** The policy on free or affordable service provision for adolescents	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of facility managers interviewed
Aggregate health facility manager score			Total score

Direct observation (checklist) tool			
Number	Question	Response	Score
12a	**Check if the following information items are displayed in the facility.** The rights of adolescents to information, non-judgemental attitude and respectful care	1=Yes, 0=No	Score 2 for "Yes" or 0 for "No"
12b	**Check if the following information items are displayed in the facility.** The policy commitment of the health facility to provide health services to all adolescents without discrimination and to take remedial actions if necessary	1=Yes, 0=No	Score 2 for "Yes" or 0 for "No"
12c	**Check if the following information items are displayed in the facility.** The policy on confidentiality and privacy	1=Yes, 0=No	Score 2 for "Yes" or 0 for "No"
12d	**Check if the following information items are displayed in the facility.** The policy on free or affordable service provision for adolescents	1=Yes, 0=No	Score 2 for "Yes" or 0 for "No"
Aggregate direct observation (checklist) score			Total score

Health-care provider interview tool			
Number	Question	Response	Score
24	How confident do you feel about your knowledge of how to provide care to adolescents?	1=Confident, 0=Somewhat/not confident	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
Aggregate health-care provider score			Total score

Adolescent in the community interview tool			
Number	**Question**	**Response**	**Score**
14b	Did you see a display with your rights?	1=Yes, 0=No, 7=Can't remember	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
15	Did you see a display of the confidentiality policy?	1=Yes, 0=No, 7=Can't remember	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
Aggregate adolescent in the community score			Total score

Overall score on Criterion 27

	Category	Minimum – Maximum	Score
1	Aggregate adolescent client score	0–3	
2	Aggregate facility manager score	0–4	
3	Aggregate direct observation (checklist) score	0–8	
4	Aggregate health-care provider score	0–1	
5	Aggregate adolescent in the community score	0–2	
Absolute total score		0–18	
Relative score for Criterion 27		0 to 100%	$\left(\dfrac{\text{Total score}}{18}\right) \times 100$

CRITERION 28.

Up-to-date decision support tools (guidelines, protocols, algorithms) that cover topics of clinical care in line with the package of services are in place.

Health facility manager interview tool			
Number	**Question**	**Response**	**Score**
7a	**Do you have any of the following guidelines/SOPs in your facility?** Clinical case management guidelines or job aids/algorithms for adolescent health care	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of facility managers interviewed
Aggregate health facility manager score			Total score

Direct observation (checklist) tool			
Number	Question	Response	Score
6l	**Does the facility have the following equipment/material/supplies:** BMI growth charts for adolescents	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
11a	**Check for guidelines and other decision support tools (e.g. job aids, algorithms) for information, counselling and clinical management in the following areas:** Normal growth and pubertal development	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical management: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the three categories – information, counselling and clinical management Score 0.66 if "Yes" is answered in any two of the three categories – information, counselling and clinical management Score 0.33 if "Yes" is answered in only one of the three categories – information, counselling and clinical management Score 0 for "No" in all three categories
11b	**Check for guidelines and other decision support tools (e.g. job aids, algorithms) for information, counselling and clinical management in the following areas:** Pubertal delay	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical management: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the three categories – information, counselling and clinical management Score 0.66 if "Yes" is answered in any two of the three categories – information, counselling and clinical management Score 0.33 if "Yes" is answered in only one of the three categories – information, counselling and clinical management Score 0 for "No" in all three categories
11c	**Check for guidelines and other decision support tools (e.g. job aids, algorithms) for information, counselling and clinical management in the following areas:** Precocious puberty	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical management: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the three categories – information, counselling and clinical management Score 0.66 if "Yes" is answered in any two of the three categories – information, counselling and clinical management Score 0.33 if "Yes" is answered in only one of the three categories – information, counselling and clinical management Score 0 for "No" in all three categories

Number	Question	Response	Score
11d	**Check for guidelines and other decision support tools (e.g. job aids, algorithms) for information, counselling and clinical management in the following areas:** Mental health and mental health problems	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical management: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the three categories – information, counselling and clinical management Score 0.66 if "Yes" is answered in any two of the three categories – information, counselling and clinical management Score 0.33 if "Yes" is answered in only one of the three categories – information, counselling and clinical management Score 0 for "No" in all three categories
11e	**Check for guidelines and other decision support tools (e.g. job aids, algorithms) for information, counselling and clinical management in the following areas:** Nutrition (including anaemia)	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical management: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the three categories – information, counselling and clinical management Score 0.66 if "Yes" is answered in any two of the three categories – information, counselling and clinical management Score 0.33 if "Yes" is answered in only one of the three categories – information, counselling and clinical management Score 0 for "No" in all three categories
11f	**Check for guidelines and other decision support tools (e.g. job aids, algorithms) for information, counselling and clinical management in the following areas:** Physical activity	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical management: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the three categories – information, counselling and clinical management Score 0.66 if "Yes" is answered in any two of the three categories – information, counselling and clinical management Score 0.33 if "Yes" is answered in only one of the three categories – information, counselling and clinical management Score 0 for "No" in all three categories
11g	**Check for guidelines and other decision support tools (e.g. job aids, algorithms) for information, counselling and clinical management in the following areas:** Adolescent-specific immunization	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical management: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the three categories – information, counselling and clinical management Score 0.66 if "Yes" is answered in any two of the three categories – information, counselling and clinical management Score 0.33 if "Yes" is answered in only one of the three categories – information, counselling and clinical management Score 0 for "No" in all three categories

Number	Question	Response	Score
11h	**Check for guidelines and other decision support tools (e.g. job aids, algorithms) for information, counselling and clinical management in the following areas:** Menstrual hygiene and health	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical management: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the three categories – information, counselling and clinical management Score 0.66 if "Yes" is answered in any two of the three categories – information, counselling and clinical management Score 0.33 if "Yes" is answered in only one of the three categories – information, counselling and clinical management Score 0 for "No" in all three categories
11i	**Check for guidelines and other decision support tools (e.g. job aids, algorithms) for information, counselling and clinical management in the following areas:** Family planning and contraception–oral contraceptive pills, IUDs, condoms, emergency contraceptive pills, implants, injectable contraceptives	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical management: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the three categories – information, counselling and clinical management Score 0.66 if "Yes" is answered in any two of the three categories – information, counselling and clinical management Score 0.33 if "Yes" is answered in only one of the three categories – information, counselling and clinical management Score 0 for "No" in all three categories
11j	**Check for guidelines and other decision support tools (e.g. job aids, algorithms) for information, counselling and clinical management in the following areas:** Safe abortion (where legal), and post-abortion care	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical management: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the three categories – information, counselling and clinical management Score 0.66 if "Yes" is answered in any two of the three categories – information, counselling and clinical management Score 0.33 if "Yes" is answered in only one of the three categories – information, counselling and clinical management Score 0 for "No" in all three categories
11k	**Check for guidelines and other decision support tools (e.g. job aids, algorithms) for information, counselling and clinical management in the following areas:** Antenatal care and emergency preparedness, delivery and postnatal care	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical management: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the three categories – information, counselling and clinical management Score 0.66 if "Yes" is answered in any two of the three categories – information, counselling and clinical management Score 0.33 if "Yes" is answered in only one of the three categories – information, counselling and clinical management Score 0 for "No" in all three categories

Number	Question	Response	Score
11l	**Check for guidelines and other decision support tools (e.g. job aids, algorithms) for information, counselling and clinical management in the following areas:** Reproductive tract infections/sexually transmitted infections	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical management: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the three categories – information, counselling and clinical management Score 0.66 if "Yes" is answered in any two of the three categories – information, counselling and clinical management Score 0.33 if "Yes" is answered in only one of the three categories – information, counselling and clinical management Score 0 for "No" in all three categories
11m	**Check for guidelines and other decision support tools (e.g. job aids, algorithms) for information, counselling and clinical management in the following areas:** HIV	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical management: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the three categories – information, counselling and clinical management Score 0.66 if "Yes" is answered in any two of the three categories – information, counselling and clinical management Score 0.33 if "Yes" is answered in only one of the three categories – information, counselling and clinical management Score 0 for "No" in all three categories
11n	**Check for guidelines and other decision support tools (e.g. job aids, algorithms) for information, counselling and clinical management in the following areas:** Sexual violence	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical management: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the three categories – information, counselling and clinical management Score 0.66 if "Yes" is answered in any two of the three categories – information, counselling and clinical management Score 0.33 if "Yes" is answered in only one of the three categories – information, counselling and clinical management Score 0 for "No" in all three categories
11o	**Check for guidelines and other decision support tools (e.g. job aids, algorithms) for information, counselling and clinical management in the following areas:** Family violence	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical management: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the three categories – information, counselling and clinical management Score 0.66 if "Yes" is answered in any two of the three categories – information, counselling and clinical management Score 0.33 if "Yes" is answered in only one of the three categories – information, counselling and clinical management Score 0 for "No" in all three categories

Number	Question	Response	Score
11p	**Check for guidelines and other decision support tools (e.g. job aids, algorithms) for information, counselling and clinical management in the following areas:** Bullying and school violence	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical management: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the three categories – information, counselling and clinical management Score 0.66 if "Yes" is answered in any two of the three categories – information, counselling and clinical management Score 0.33 if "Yes" is answered in only one of the three categories – information, counselling and clinical management Score 0 for "No" in all three categories
11q	**Check for guidelines and other decision support tools (e.g. job aids, algorithms) for information, counselling and clinical management in the following areas:** Substance use and substance use disorders	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical management: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the three categories – information, counselling and clinical management Score 0.66 if "Yes" is answered in any two of the three categories – information, counselling and clinical management Score 0.33 if "Yes" is answered in only one of the three categories – information, counselling and clinical management Score 0 for "No" in all three categories
11r	**Check for guidelines and other decision support tools (e.g. job aids, algorithms) for information, counselling and clinical management in the following areas:** Injuries	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical management: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the three categories – information, counselling and clinical management Score 0.66 if "Yes" is answered in any two of the three categories – information, counselling and clinical management Score 0.33 if "Yes" is answered in only one of the three categories – information, counselling and clinical management Score 0 for "No" in all three categories
11s	**Check for guidelines and other decision support tools (e.g. job aids, algorithms) for information, counselling and clinical management in the following areas:** Skin problems	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical management: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the three categories – information, counselling and clinical management Score 0.66 if "Yes" is answered in any two of the three categories – information, counselling and clinical management Score 0.33 if "Yes" is answered in only one of the three categories – information, counselling and clinical management Score 0 for "No" in all three categories

Number	Question	Response	Score
11t	**Check for guidelines and other decision support tools (e.g. job aids, algorithms) for information, counselling and clinical management in the following areas:** Chronic conditions and disabilities	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical management: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the three categories – information, counselling and clinical management Score 0.66 if "Yes" is answered in any two of the three categories – information, counselling and clinical management Score 0.33 if "Yes" is answered in only one of the three categories – information, counselling and clinical management Score 0 for "No" in all three categories
11u	**Check for guidelines and other decision support tools (e.g. job aids, algorithms) for information, counselling and clinical management in the following areas:** Endemic diseases	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical management: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the three categories – information, counselling and clinical management Score 0.66 if "Yes" is answered in any two of the three categories – information, counselling and clinical management Score 0.33 if "Yes" is answered in only one of the three categories – information, counselling and clinical management Score 0 for "No" in all three categories
11v	**Check for guidelines and other decision support tools (e.g. job aids, algorithms) for information, counselling and clinical management in the following areas:** Common conditions during adolescence (fatigue, abdominal pain, diarrhoea, headache)	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical management: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the three categories – information, counselling and clinical management Score 0.66 if "Yes" is answered in any two of the three categories – information, counselling and clinical management Score 0.33 if "Yes" is answered in only one of the three categories – information, counselling and clinical management Score 0 for "No" in all three categories
Aggregate direct observation (checklist) score			Total score

Overall score on Criterion 28

	Category	Minimum – Maximum	Score
1	Aggregate facility manager score	0–1	
2	Aggregate direct observation (checklist) score	0–23	
Absolute total score		0–24	
Relative score for Criterion 28		0 to 100%	$\left(\dfrac{\text{Total score}}{24}\right) \times 100$

CRITERION 29.

A system of supportive supervision is in place to improve health-care providers' performance.

Health facility manager interview tool

Number	Question	Response	Score
7p	**Do you have any of the following guidelines/SOPs in your facility?** Guidelines/SOPs on supportive supervision in adolescent health care	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of facility managers interviewed
7q	**Do you have any of the following guidelines/SOPs in your facility?** Tools for supportive supervision in adolescent health care	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of facility managers interviewed
Aggregate health facility manager score			Total score

Direct observation (checklist) tool

Number	Question	Response	Score
9j	**Check to see the following registers, tools and records.** Tools for supportive supervision in adolescent health care	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
14o	**Check to see if there are the following guidelines/SOPs:** Guidelines/SOPs on supportive supervision in adolescent health care	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
14p	**Check to see if there are the following guidelines/SOPs:** Tools for supportive supervision in adolescent health care	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
Aggregate direct observation (checklist) score			Total score

Support staff interview tool

Number	Question	Response	Score
7	Does your supervisor ever discuss your roles and responsibilities with you?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of support staff interviewed
8	Does your supervisor regularly provide supportive supervision to you for your work?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of support staff interviewed
Aggregate support staff score			Total score

Overall score on Criterion 29

	Category	Minimum – Maximum	Score
1	Aggregate facility manager score	0–2	
2	Aggregate direct observation (checklist) score	0–3	
3	Aggregate support staff score	0–2	
Absolute total score		0–7	
Relative score for Criterion 29		0 to 100%	$\left(\dfrac{\text{Total score}}{7}\right) \times 100$

CRITERION 30.

A system of continuous professional education that includes an adolescent health-care component is in place to ensure lifelong learning.

Health facility manager interview tool			
Number	Question	Response	Score
17a	**Do you have budget to ensure:** Continuous professional education activities in adolescent health care for facility staff?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of facility managers interviewed
17b	**Do you have budget to ensure:** Training of outreach workers in adolescent health care?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of facility managers interviewed
Aggregate health facility manager score			Total score

Health-care provider interview tool			
Number	Question	Response	Score
5	Is there a system so that you can regularly (at least once every 5 years) attend continuous professional education training in adolescent health care?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
Aggregate health-care provider score			Total score

Overall score on Criterion 30

	Category	Minimum – Maximum	Score
1	Aggregate facility manager score	0–2	
2	Aggregate health-care provider score	0–1	0–3
Absolute total score			
Relative score for Criterion 30		0 to 100%	$\left(\dfrac{\text{Total score}}{3}\right) \times 100$

CRITERION 31.

Health-care providers follow evidence-based guidelines and protocols in delivering care to adolescents.

Adolescent client exit interview tool

Number	Question	Response	Score
17c	**Today, during your consultation or counselling session:** Did the service provider ask you questions about your home and your relationships with adults?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of adolescent clients interviewed
17d	**Today, during your consultation or counselling session:** Did the service provider ask you questions about school?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of adolescent clients interviewed
17e	**Today, during your consultation or counselling session:** Did the service provider ask you questions about your eating habits?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of adolescent clients interviewed
17f	**Today, during your consultation or counselling session:** Did the service provider ask you questions about sports or other physical activity?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of adolescent clients interviewed
17g	**Today, during your consultation or counselling session:** Did the service provider ask you questions about sexual relationships?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of adolescent clients interviewed
17h	**Today, during your consultation or counselling session:** Did the service provider ask you questions about smoking, alcohol or other substances?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of adolescent clients interviewed
17i	**Today, during your consultation or counselling session:** Did the service provider ask you questions about how happy you feel, or other questions about your mood or mental health?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of adolescent clients interviewed
Aggregate adolescent client score			Total score

Direct observation (client-provider interaction) tool			
Number	**Question**	**Response**	**Score**
13a	**During the consultation did the service provider take any psychosocial history, such as:** Asked the adolescent questions about home and relationships with adults?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of observations made
13b	**During the consultation did the service provider take any psychosocial history, such as:** Asked the adolescent questions about school?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of observations made
13c	**During the consultation did the service provider take any psychosocial history, such as:** Asked the adolescent questions about his/her eating habits?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of observations made
13d	**During the consultation did the service provider take any psychosocial history, such as:** Asked the adolescent questions about sports or other physical activity?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of observations made
13e	**During the consultation did the service provider take any psychosocial history, such as:** Asked the adolescent questions about sexual relationships?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of observations made
13f	**During the consultation did the service provider take any psychosocial history, such as:** Asked the adolescent questions about smoking, alcohol or other substances?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of observations made
13g	**During the consultation did the service provider take any psychosocial history, such as:** Asked the adolescent questions about how happy he/she feels or other questions about his/her mood or mental health?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of observations made
Aggregate direct observation (client-provider interaction) score			Total score

Health-care provider interview tool			
Number	**Question**	**Response**	**Score**
7a	**Do you use guidelines or decision support tools, for example, job aids or algorithms, for information, counselling and clinical management in the following areas:** Normal growth and pubertal development	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical care: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the three categories – information, counselling and clinical care Score 0.66 if "Yes" is answered in any two of the three categories – information, counselling and clinical care Score 0.33 if "Yes" is answered in only one of the three categories – information, counselling and clinical care Score 0 for "No" in all three categories
7b	**Do you use guidelines or decision support tools, for example, job aids or algorithms, for information, counselling and clinical management in the following areas:** Pubertal delay	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical care: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the three categories – information, counselling and clinical care Score 0.66 if "Yes" is answered in any two of the three categories – information, counselling and clinical care Score 0.33 if "Yes" is answered in only one of the three categories – information, counselling and clinical care Score 0 for "No" in all three categories
7c	**Do you use guidelines or decision support tools, for example, job aids or algorithms, for information, counselling and clinical management in the following areas:** Precocious puberty	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical care: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the three categories – information, counselling and clinical care Score 0.66 if "Yes" is answered in any two of the three categories – information, counselling and clinical care Score 0.33 if "Yes" is answered in only one of the three categories – information, counselling and clinical care Score 0 for "No" in all three categories
7d	**Do you use guidelines or decision support tools, for example, job aids or algorithms, for information, counselling and clinical management in the following areas:** Mental health and mental health problems	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical care: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the three categories – information, counselling and clinical care Score 0.66 if "Yes" is answered in any two of the three categories – information, counselling and clinical care Score 0.33 if "Yes" is answered in only one of the three categories – information, counselling and clinical care Score 0 for "No" in all three categories

Number	Question	Response	Score
7e	**Do you use guidelines or decision support tools, for example, job aids or algorithms, for information, counselling and clinical management in the following areas:** Nutrition (including anaemia)	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical care: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the three categories – information, counselling and clinical care Score 0.66 if "Yes" is answered in any two of the three categories – information, counselling and clinical care Score 0.33 if "Yes" is answered in only one of the three categories – information, counselling and clinical care Score 0 for "No" in all three categories
7f	**Do you use guidelines or decision support tools, for example, job aids or algorithms, for information, counselling and clinical management in the following areas:** Physical activity	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical care: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the three categories – information, counselling and clinical care Score 0.66 if "Yes" is answered in any two of the three categories – information, counselling and clinical care Score 0.33 if "Yes" is answered in only one of the three categories – information, counselling and clinical care Score 0 for "No" in all three categories
7g	**Do you use guidelines or decision support tools, for example, job aids or algorithms, for information, counselling and clinical management in the following areas:** Adolescent-specific immunization	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical care: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the three categories – information, counselling and clinical care Score 0.66 if "Yes" is answered in any two of the three categories – information, counselling and clinical care Score 0.33 if "Yes" is answered in only one of the three categories – information, counselling and clinical care Score 0 for "No" in all three categories
7h	**Do you use guidelines or decision support tools, for example, job aids or algorithms, for information, counselling and clinical management in the following areas:** Menstrual hygiene and health	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical care: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the three categories – information, counselling and clinical care Score 0.66 if "Yes" is answered in any two of the three categories – information, counselling and clinical care Score 0.33 if "Yes" is answered in only one of the three categories – information, counselling and clinical care Score 0 for "No" in all three categories

Number	Question	Response	Score
7i	**Do you use guidelines or decision support tools, for example, job aids or algorithms, for information, counselling and clinical management in the following areas:** Family planning and contraception–oral contraceptive pills, IUDs, condoms, emergency contraceptive pills, implants, injectable contraceptives	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical care: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the three categories – information, counselling and clinical care Score 0.66 if "Yes" is answered in any two of the three categories – information, counselling and clinical care Score 0.33 if "Yes" is answered in only one of the three categories – information, counselling and clinical care Score 0 for "No" in all three categories
7j	**Do you use guidelines or decision support tools, for example, job aids or algorithms, for information, counselling and clinical management in the following areas:** Safe abortion (where legal), and post-abortion care	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical care: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the three categories – information, counselling and clinical care Score 0.66 if "Yes" is answered in any two of the three categories – information, counselling and clinical care Score 0.33 if "Yes" is answered in only one of the three categories – information, counselling and clinical care Score 0 for "No" in all three categories
7k	**Do you use guidelines or decision support tools, for example, job aids or algorithms, for information, counselling and clinical management in the following areas:** Antenatal care and emergency preparedness, delivery and postnatal care	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical care: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the three categories – information, counselling and clinical care Score 0.66 if "Yes" is answered in any two of the three categories – information, counselling and clinical care Score 0.33 if "Yes" is answered in only one of the three categories – information, counselling and clinical care Score 0 for "No" in all three categories
7l	**Do you use guidelines or decision support tools, for example, job aids or algorithms, for information, counselling and clinical management in the following areas:** Reproductive tract infections/sexually transmitted infections	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical care: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the three categories – information, counselling and clinical care Score 0.66 if "Yes" is answered in any two of the three categories – information, counselling and clinical care Score 0.33 if "Yes" is answered in only one of the three categories – information, counselling and clinical care Score 0 for "No" in all three categories

Number	Question	Response	Score
7m	**Do you use guidelines or decision support tools, for example, job aids or algorithms, for information, counselling and clinical management in the following areas:** HIV	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical care: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the three categories – information, counselling and clinical care Score 0.66 if "Yes" is answered in any two of the three categories – information, counselling and clinical care Score 0.33 if "Yes" is answered in only one of the three categories – information, counselling and clinical care Score 0 for "No" in all three categories
7n	**Do you use guidelines or decision support tools, for example, job aids or algorithms, for information, counselling and clinical management in the following areas:** Sexual violence	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical care: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the three categories – information, counselling and clinical care Score 0.66 if "Yes" is answered in any two of the three categories – information, counselling and clinical care Score 0.33 if "Yes" is answered in only one of the three categories – information, counselling and clinical care Score 0 for "No" in all three categories
7o	**Do you use guidelines or decision support tools, for example, job aids or algorithms, for information, counselling and clinical management in the following areas:** Family violence	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical care: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the three categories – information, counselling and clinical care Score 0.66 if "Yes" is answered in any two of the three categories – information, counselling and clinical care Score 0.33 if "Yes" is answered in only one of the three categories – information, counselling and clinical care Score 0 for "No" in all three categories
7p	**Do you use guidelines or decision support tools, for example, job aids or algorithms, for information, counselling and clinical management in the following areas:** Bullying and school violence	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical care: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the three categories – information, counselling and clinical care Score 0.66 if "Yes" is answered in any two of the three categories – information, counselling and clinical care Score 0.33 if "Yes" is answered in only one of the three categories – information, counselling and clinical care Score 0 for "No" in all three categories

Number	Question	Response	Score
7q	**Do you use guidelines or decision support tools, for example, job aids or algorithms, for information, counselling and clinical management in the following areas:** Substance use and substance use disorders	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical care: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the three categories – information, counselling and clinical care Score 0.66 if "Yes" is answered in any two of the three categories – information, counselling and clinical care Score 0.33 if "Yes" is answered in only one of the three categories – information, counselling and clinical care Score 0 for "No" in all three categories
7r	**Do you use guidelines or decision support tools, for example, job aids or algorithms, for information, counselling and clinical management in the following areas:** Injuries	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical care: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the three categories – information, counselling and clinical care Score 0.66 if "Yes" is answered in any two of the three categories – information, counselling and clinical care Score 0.33 if "Yes" is answered in only one of the three categories – information, counselling and clinical care Score 0 for "No" in all three categories
7s	**Do you use guidelines or decision support tools, for example, job aids or algorithms, for information, counselling and clinical management in the following areas:** Skin problems	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical care: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the three categories – information, counselling and clinical care Score 0.66 if "Yes" is answered in any two of the three categories – information, counselling and clinical care Score 0.33 if "Yes" is answered in only one of the three categories – information, counselling and clinical care Score 0 for "No" in all three categories
7t	**Do you use guidelines or decision support tools, for example, job aids or algorithms, for information, counselling and clinical management in the following areas:** Chronic conditions and disabilities	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical care: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the three categories – information, counselling and clinical care Score 0.66 if "Yes" is answered in any two of the three categories – information, counselling and clinical care Score 0.33 if "Yes" is answered in only one of the three categories – information, counselling and clinical care Score 0 for "No" in all three categories

Number	Question	Response	Score
7u	**Do you use guidelines or decision support tools, for example, job aids or algorithms, for information, counselling and clinical management in the following areas:** Endemic diseases	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical care: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the three categories – information, counselling and clinical care Score 0.66 if "Yes" is answered in any two of the three categories – information, counselling and clinical care Score 0.33 if "Yes" is answered in only one of the three categories – information, counselling and clinical care Score 0 for "No" in all three categories
7v	**Do you use guidelines or decision support tools, for example, job aids or algorithms, for information, counselling and clinical management in the following areas:** Common conditions during adolescence (fatigue, abdominal pain, diarrhoea, headache)	Information: 1=Yes, 0=No Counselling: 1=Yes, 0=No Clinical care: 1=Yes, 0=No	Score 1 if "Yes" is answered in each of the three categories – information, counselling and clinical care Score 0.66 if "Yes" is answered in any two of the three categories – information, counselling and clinical care Score 0.33 if "Yes" is answered in only one of the three categories – information, counselling and clinical care Score 0 for "No" in all three categories
22a	**During a consultation with an adolescent client, do you routinely take a psychosocial history such as:** Asking the adolescent questions about home and relationships with adults?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
22b	**During a consultation with an adolescent client, do you routinely take a psychosocial history such as:** Asking the adolescent questions about school?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
22b	**During a consultation with an adolescent client, do you routinely take a psychosocial history such as:** Asking the adolescent questions about his/her eating habits?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
22d	**During a consultation with an adolescent client, do you routinely take a psychosocial history such as:** Asking the adolescent questions about sports or other physical activity?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
22e	**During a consultation with an adolescent client, do you routinely take a psychosocial history such as:** Asking the adolescent questions about sexual relationships?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed

Number	Question	Response	Score
22f	**During a consultation with an adolescent client, do you routinely take a psychosocial history such as:** Asking the adolescent questions about smoking, alcohol or other substances?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
22g	**During a consultation with an adolescent client, do you routinely take a psychosocial history such as:** Asking the adolescent questions about how happy he/she feels or other questions about his/her mood or mental health?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
Aggregate health-care provider score			Total score

Overall score on Criterion 31

	Category	Minimum – Maximum	Score
1	Aggregate adolescent client score	0–7	
2	Aggregate direct observation (client-provider interaction) score	0–7	
3	Aggregate health-care provider score	0–29	
Absolute total score		0–43	
Relative score for Criterion 31		0 to 100%	$\left(\dfrac{\text{Total score}}{43}\right) \times 100$

CRITERION 32.

Health-care providers and support staff relate to adolescents in a friendly manner, and respect their rights to information, privacy, confidentiality, non-discrimination, non-judgemental attitude, and respectful care.

Adolescent client exit interview tool			
Number	Question	Response	Score
17j	**Today, during your consultation or counselling session:** Did the service provider treat you in a friendly manner?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of adolescent clients interviewed
17k	**Today, during your consultation or counselling session:** Was the service provider respectful of your needs?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of adolescent clients interviewed
18b	Did you feel that support staff were friendly and treated you with respect?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of adolescent clients interviewed
Aggregate adolescent client score			Total score

Direct observation (client-provider interaction) tool			
Number	**Question**	**Response**	**Score**
5a	**At the beginning of the consultation did the health-care provider:** Seat the adolescent in the prime position that facilitated communication most easily?	1=Yes, 0=No	Total number of responses coded "1" divided by the total number of observations made
5b	**At the beginning of the consultation did the health-care provider:** Introduce himself/herself first to the adolescent?	1=Yes, 0=No	Total number of responses coded "1" divided by the total number of observations made
5c	**At the beginning of the consultation did the health-care provider:** Ask the adolescent what he/she would like to be called?	1=Yes, 0=No	Total number of responses coded "1" divided by the total number of observations made
5d	**At the beginning of the consultation did the health-care provider:** Ask the adolescent who he/she has brought with him/her to the consultation?	1=Yes, 0=No, 6=Not relevant	Total number of responses coded "1" divided by the sum of responses coded "1" and "0"
5e	**At the beginning of the consultation did the health-care provider:** Show interest in the adolescent and spend some time getting to know him/her before focusing on the medical problems (problem-free talk)?	1=Yes, 0=No	Total number of responses coded "1" divided by the total number of observations made
6b	The provider asked questions first to the adolescent and then to the accompanying person(s).	1=Yes, 0=No	Total number of responses coded "1" divided by the total number of observations made
6c	The provider asked the adolescent's permission to ask the accompanying person(s) their opinions/observations.	1=Yes, 0=No	Total number of responses coded "1" divided by the total number of observations made
8	Did the service provider listen with attention to what the client had to say?	1=Yes, 0=No	Total number of responses coded "1" divided by the total number of observations made
9	Did the service provider assure the client that no information will be disclosed to anyone (parents/other) without their permission?	1=Yes, 0=No	Total number of responses coded "1" divided by the total number of observations made
10	Did the service provider explain to the client the conditions when the provider might need to disclose information, such as in situations required by law, and if that is the case the client will be informed of the intention to disclose unless doing so would place them at further risk of harm?	1=Yes, 0=No	Total number of responses coded "1" divided by the total number of observations made
16l	**During the consultation did the service provider do the following:** Ask the adolescent client's permission before performing the examination/procedure?	1=Yes, 0=No, 6=Not relevant	Total number of responses coded "1" divided by the sum of responses coded "1" and "0"

Number	Question	Response	Score
16m	**During the consultation did the service provider do the following:** Explain the results of the physical examination to the client?	1=Yes, 0=No, 6=Not relevant	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
Aggregate direct observation (client-provider interaction) score			Total score

Health-care provider interview tool			
Number	**Question**	**Response**	**Score**
21a	**When you see an adolescent client for services or counselling do you:** Introduce yourself first to the adolescent?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
21b	**When you see an adolescent client for services or counselling do you:** Ask the adolescent what he/she likes to be called?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
21c	**When you see an adolescent client for services or counselling do you:** Ask the adolescent who he/she has brought with him/her to the consultation?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
21e	**When you see an adolescent client for services or counselling do you:** Ask the adolescent permission to ask the accompanying person(s) their opinions/observations?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
Aggregate health-care provider score			Total score

Adolescent in the community interview tool			
Number	**Question**	**Response**	**Score**
16	Was the service provider friendly to you?	1=Yes, 0=No, 7=Can't remember	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
17a	Was the service provider respectful of what you needed?	1=Yes, 0=No, 7=Can't remember	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
21b	Did you feel that the support staff was friendly and treated you with respect?	1=Yes, 0=No, 7=Can't remember	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
Aggregate adolescent in the community score			Total score

Overall score on Criterion 32

	Category	Minimum – Maximum	Score
1	Aggregate adolescent client score	0–3	
2	Aggregate direct observation (client-provider interaction) score	0–12	
3	Aggregate health-care provider score	0–4	
4	Aggregate adolescent in the community score	0–3	
Absolute total score		0–22	
Relative score for Criterion 32		0 to 100%	$\left(\dfrac{\text{Total score}}{22}\right) \times 100$

CRITERION 33.

Adolescents receive effective health services.

Effectiveness is measured against evidence-based standards of care (e.g. criterion-based audit) using a combination of methods, such as an audit of medical records and observation. Tools to measure the effectiveness of care of selected conditions are currently being developed and are not part of this guide.

CRITERION 34.

Adolescents receive services in a friendly, supportive, respectful, non-discriminatory and non-judgemental manner, and know their rights in health care.

Adolescent client exit interview tool			
Number	**Question**	**Response**	**Score**
14b	**Can you tell me what your rights are?**	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of adolescent clients interviewed
17j	**Today, during your consultation or counselling session:** Did the service provider treat you in a friendly manner?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of adolescent clients interviewed
17k	**Today, during your consultation or counselling session:** Was the service provider respectful of your needs?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of adolescent clients interviewed
18b	Did you feel that support staff were friendly and treated you with respect?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of adolescent clients interviewed
Aggregate adolescent client score			Total score

Adolescent in the community interview tool			
Number	Question	Response	Score
14c	**Can you tell me what your rights are?**	1=Yes, 0=No, 7=Can't remember	Total number of responses coded as "1" divided by the total number of adolescents in the community interviewed
16	Was the service provider friendly to you?	1=Yes, 0=No, 7=Can't remember	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
17a	Was the service provider respectful of what you needed?	1=Yes, 0=No, 7=Can't remember	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
21b	Did you feel that the support staff was friendly and treated you with respect?	1=Yes, 0=No, 7=Can't remember	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
Aggregate adolescent in the community score			Total score

Overall score on Criterion 34

	Category	Minimum – Maximum	Score
1	Aggregate adolescent client score	0–4	
2	Aggregate adolescent in the community score	0–4	
Absolute total score		0–8	
Relative score for Criterion 34		0 to 100%	$\left(\dfrac{\text{Total score}}{8}\right) \times 100$

CRITERION 35.

Adolescents receive accurate, age-appropriate and clear information to facilitate informed choice.

Adolescent client exit interview tool			
Number	Question	Response	Score
17o	**Today, during your consultation or counselling session:** Do you feel that the health information provided during the consultation was clear and that you understood it well?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of adolescent clients interviewed
Aggregate adolescent client score			Total score

Adolescent in the community interview tool			
Number	**Question**	**Response**	**Score**
19	Did you feel the information provided during the consultation was clear and that you understood it well?	1=Yes, 0=No, 7=Can't remember	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
Aggregate adolescent in the community score			Total score

Overall score on Criterion 35

	Category	Minimum – Maximum	Score
1	Aggregate adolescent client score	0–1	
2	Aggregate adolescent in the community score	0–1	
Absolute total score		0–2	
Relative score for Criterion 35		0 to 100%	$\left(\dfrac{\text{Total score}}{2}\right) \times 100$

CRITERION 36.

A policy is in place, including assigned responsibilities across health-care providers and support staff, to ensure a welcoming and clean environment, minimize waiting times and ensure convenient operating hours and flexible appointment procedures.

Health facility manager interview tool			
Number	**Question**	**Response**	**Score**
7g	**Do you have any of the following guidelines/SOPs in your facility?** Guidelines/SOPs with staff responsibilities on making the health facility welcoming, convenient and clean	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of facility managers interviewed
7h	**Do you have any of the following guidelines/SOPs in your facility?** SOPs on how to minimize the waiting time for adolescent clients	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of facility managers interviewed
7i	**Do you have any of the following guidelines/SOPs in your facility?** SOPs on how to provide services to adolescents with, or without, an appointment	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of facility managers interviewed
17e	**Do you have budget to ensure:** Keeping the facility welcoming and clean?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of facility managers interviewed
Aggregate health facility manager score			Total score

Direct observation (checklist) tool			
Number	**Question**	**Response**	**Score**
2a	**Does the waiting area:** Have adequate and comfortable seating?	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
2c	**Does the waiting area:** Have drinking water?	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
2d	**Does the waiting area:** Seem welcoming overall?	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
2e	**Does the waiting area:** Seem clean overall?	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
4	Are the surroundings of the facility clean?	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
5a	**Does the facility furniture seem adequate?** Regarding quantity?	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
5b	**Does the facility furniture seem adequate?** Regarding the state of repair?	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
14f	**Check to see if there are the following guidelines/SOPs:** Guidelines/SOPs including staff responsibilities for making the health facility welcoming, convenient, and clean	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
14g	**Check to see if there are the following guidelines/SOPs:** SOPs on how to minimize waiting time	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
14h	**Check to see if there are the following guidelines/SOPs:** SOPs on how to provide services to adolescents with or without an appointment	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
Aggregate direct observation (checklist) score			Total score

Health-care provider interview tool			
Number	**Question**	**Response**	**Score**
11a	**Have you ever discussed with your manager and your colleagues, and undertaken actions in order to:** Make working hours convenient for adolescents?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
11b	**Have you ever discussed with your manager and your colleagues, and undertaken actions in order to:** Minimize waiting time?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed

Number	Question	Response	Score
11c	**Have you ever discussed with your manager and your colleagues, and undertaken actions in order to:** Provide services to adolescents with, or without an appointment?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
27	Do you have a clear designation of responsibilities within the facility to ensure a welcoming and clean environment?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
Aggregate health-care provider score			Total score

Support staff interview tool			
Number	**Question**	**Response**	**Score**
10a	**Have you ever participated in meetings where you discussed with your manager and colleagues:** How to make operating hours convenient for adolescents?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of support staff interviewed
10b	**Have you ever participated in meetings where you discussed with your manager and colleagues:** How to minimize waiting time?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of support staff interviewed
10c	**Have you ever participated in meetings where you discussed with your manager and colleagues:** How to keep the facility welcoming and clean?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of support staff interviewed
10d	**Have you ever participated in meetings where you discussed with your manager and colleagues:** How to provide services to adolescents with or without an appointment?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of support staff interviewed
Aggregate support staff score			Total score

Overall score on Criterion 36

	Category	Minimum – Maximum	Score
1	Aggregate facility manager score	0–4	
2	Aggregate direct observation (checklist) score	0–10	
3	Aggregate health-care provider score	0–4	
4	Aggregate support staff score	0–4	
Absolute total score		0–22	
Relative score for Criterion 36		0 to 100%	$\left(\dfrac{\text{Total score}}{22}\right) \times 100$

CRITERION 37.

The facility has basic amenities (electricity, water, sanitation and waste disposal).

Health facility manager interview tool

Number	Question	Response	Score
15c	**Do you ensure that there are systems in place for:** Basic amenities (electricity, water, sanitation and waste disposal)?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of facility managers interviewed
17d	**Do you have budget to ensure:** Maintaining basic amenities of the facility in good condition?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of facility managers interviewed
Aggregate health facility manager score			Total score

Direct observation (checklist) tool

Number	Question	Response	Score
3a	**Check for basic amenities.** Is there a functional toilet?	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
3b	**Check for basic amenities.** Does the toilet have functioning hand hygiene facilities?	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
3c	**Check for basic amenities.** Is the toilet clean?	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
3d	**Check for basic amenities.** Does the toilet have a disposal bin?	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
3e	**Check for basic amenities.** Does the facility have permanent electricity during working hours?	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
3f	**Check for basic amenities.** Does the facility have general waste disposal?	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
3g	**Check for basic amenities.** Does the facility have safe storage and disposal of clinical waste and potentially infectious waste that requires special disposal – such as disposable of equipment that may have come in contact with body fluids?	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
3h	**Check for basic amenities.** Does the facility have safe storage and disposal of sharps?	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"

Number	Question	Response	Score
3i	**Check for basic amenities.** Does the facility have adequate hand hygiene facilities that are located in or adjacent to the office/examination room?	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
Aggregate direct observation (checklist) score			Total score

Overall score on Criterion 37

	Category	Minimum – Maximum	Score
1	Aggregate facility manager score	0–2	
2	Aggregate direct observation (checklist) score	0–9	
Absolute total score		0–11	
Relative score for Criterion 37		0 to 100%	$\left(\dfrac{\text{Total score}}{11}\right) \times 100$

CRITERION 38.

Policies and procedures to protect the privacy and confidentiality of adolescents are in place. Both health-care providers and support staff know them as well as their own roles and responsibilities.

Health facility manager interview tool			
Number	**Question**	**Response**	**Score**
7e	**Do you have any of the following guidelines/SOPs in your facility?** Guidelines/SOPs on protecting the privacy and confidentiality of adolescents	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of facility managers interviewed
11a	**In your facility, are the following procedures established to ensure privacy, confidentiality and the security of medical information?** Information on the identity of the adolescent and the presenting issue are gathered in confidence during the registration.	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of facility managers interviewed
11b	**In your facility, are the following procedures established to ensure privacy, confidentiality and the security of medical information?** Staff do not disclose any information given to or received from an adolescent to third parties, such as family members, school teachers or employers, without the adolescent's consent.	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of facility managers interviewed

Number	Question	Response	Score
11c	**In your facility, are the following procedures established to ensure privacy, confidentiality and the security of medical information?** Case records are kept in a secure place, accessible only to authorized personnel.	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of facility managers interviewed
11d	**In your facility, are the following procedures established to ensure privacy, confidentiality and the security of medical information?** Measures are implemented to prevent un-authorized access to electronically stored information.	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of facility managers interviewed
11e	**In your facility, are the following procedures established to ensure privacy, confidentiality and the security of medical information?** To maintain privacy during the consultation, there are curtains in windows and doors and a screen separating the consultation area from the examination area.	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of facility managers interviewed
Aggregate health facility manager score			Total score

Direct observation (checklist) tool			
Number	**Question**	**Response**	**Score**
8a	**Check for visual and auditory privacy features.** There are curtains on the doors and windows.	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
8b	**Check for visual and auditory privacy features.** Communication between reception staff and visitors is private and cannot be over-heard, including from the waiting room.	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
8c	**Check for visual and auditory privacy features.** In the offices/examining rooms, there is a screen to separate the examination area from the consultation area.	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
8d	**Check for visual and auditory privacy features.** No one can see or hear an adolescent client from the outside during the consultation or counselling.	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
10b	**Check for confidentiality procedures and their application in practice.** Adolescent clients are offered anonymous registration if they wish.	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"

Number	Question	Response	Score
10c	**Check for confidentiality procedures and their application in practice.** The registration register has the name and code, but the service register has only the code (if anonymous registration is asked for).	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
10d	**Check for confidentiality procedures and their application in practice.** The information in laboratory registers (if applicable) is registered using codes.	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
10e	**Check for confidentiality procedures and their application in practice.** Case records are kept in a secure place, accessible only to authorized personnel.	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
10f	**Check for confidentiality procedures and their application in practice.** The registers are kept under lock and key outside operating hours.	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
10g	**Check for confidentiality procedures and their application in practice.** For electronically stored information, measures are applied to prevent unauthorized access.	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
14d	**Check to see if there are the following guidelines/SOPs:** Guidelines/SOPs on protecting the privacy and confidentiality of adolescents	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
Aggregate direct observation (checklist) score			Total score

Health-care provider interview tool			
Number	Question	Response	Score
8g	**Are you aware of the following SOPs/guidelines:** Guidelines/SOP on measures to protect the privacy and confidentiality of adolescents?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
9	Can you please name any measures to protect the privacy and confidentiality of adolescents?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
Aggregate health-care provider score			Total score

Support staff interview tool			
Number	**Question**	**Response**	**Score**
17	Do you think it is OK to tell the parents or teachers of an adolescent client about the problem he/she came to the facility with, without the adolescent knowing?	0=Yes, 1=No, 8=Don't know	Total number of responses coded as "1" divided by the total number of support staff interviewed
Aggregate support staff score			Total score

Overall score on Criterion 38

	Category	Minimum – Maximum	Score
1	Aggregate facility manager score	0–6	
2	Aggregate direct observation (checklist) score	0–11	
3	Aggregate health-care provider score	0–2	
4	Aggregate support staff score	0–1	
Absolute total score		0–20	
Relative score for Criterion 38		0 to 100%	$\left(\dfrac{\text{Total score}}{20}\right) \times 100$

CRITERION 39.

A system of procurement and stock management of the medicines and supplies necessary to deliver the required package of services is in place.

Health facility manager interview tool			
Number	**Question**	**Response**	**Score**
15a	**Do you ensure that there are systems in place for:** Procurement and stock management of the medicines and supplies necessary to deliver the required package of services to adolescents?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of facility managers interviewed
18c	**Do you have at hand updated lists of:** Medicine, supplies and necessary equipment?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of facility managers interviewed
Aggregate health facility manager score			Total score

Direct observation (checklist) tool			
Number	**Question**	**Response**	**Score**
9c	**Check to see the following registers, tools and records.** Stock of medicines and supplies register	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"

Number	Question	Response	Score
15c	**Check the availability of the following lists.** Medicines, supplies and necessary equipment	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
Aggregate direct observation (checklist) score			Total score

Overall score on Criterion 39

	Category	Minimum – Maximum	Score
1	Aggregate facility manager score	0–2	
2	Aggregate direct observation (checklist) score	0–2	
	Absolute total score	0–4	
	Relative score for Criterion 39	0 to 100%	$\left(\dfrac{\text{Total score}}{4}\right) \times 100$

CRITERION 40.

A system of procurement, inventory, maintenance and safe use of the equipment necessary to deliver the required package of services is in place.

Health facility manager interview tool

Number	Question	Response	Score
15b	**Do you ensure that there are systems in place for:** Procurement, inventory, maintenance and safe use of the equipment necessary to deliver the required package of services to adolescents?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of facility managers interviewed
18c	**Do you have at hand updated lists of:** Medicine, supplies and necessary equipment?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of facility managers interviewed
Aggregate health facility manager score			Total score

Direct observation (checklist) tool

Number	Question	Response	Score
15c	**Check the availability of the following lists.** Medicines, supplies and necessary equipment	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
Aggregate direct observation (checklist) score			Total score

Overall score on Criterion 40

	Category	Minimum – Maximum	Score
1	Aggregate facility manager score	0–2	
2	Aggregate direct observation (checklist) score	0–1	
Absolute total score		0–3	
Relative score for Criterion 40		0 to 100%	$\left(\dfrac{\text{Total score}}{3}\right) \times 100$

CRITERION 41.

Health-care providers offer consultations during hours that are convenient to adolescents in local communities, with or without an appointment.

Health-care provider interview tool			
Number	**Question**	**Response**	**Score**
13	Do you think the working hours in this facility are convenient for adolescents?	1=Yes, 0=No, 8=Don't know	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
14	Can adolescents have a consultation without an appointment?	1=Yes, 0=No, 8=Don't know	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
Aggregate health-care provider score			Total score

Support staff interview tool			
Number	**Question**	**Response**	**Score**
13	Can adolescents have a consultation without an appointment?	1=Yes, 0=No, 8=Don't know	Total number of responses coded as "1" divided by the total number of support staff interviewed
Aggregate support staff score			Total score

Overall score on Criterion 41

	Category	Minimum – Maximum	Score
1	Aggregate health-care provider score	0–2	
2	Aggregate support staff score	0–1	
Absolute total score		0–3	
Relative score for Criterion 41		0 to 100%	$\left(\dfrac{\text{Total score}}{3}\right) \times 100$

CRITERION 42.

Health-care providers and support staff follow policies and procedures to protect the privacy and confidentiality of adolescents.

Adolescent client exit interview tool

Number	Question	Response	Score
4	If you came accompanied by another person, did you have some time alone with the health-care provider?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of adolescent clients interviewed
12c	**Today, when you visited the facility, did you find that it has:** Curtains in doors and on windows so that nobody can see you during the examination?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of adolescent clients interviewed
17m	**Today, during your consultation or counselling session:** Did the service provider assure you at the beginning of the consultation that your information will not be shared with anyone without your consent?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of adolescent clients interviewed
Aggregate adolescent client score			Total score

Direct observation (checklist) tool

Number	Question	Response	Score
10a	**Check for confidentiality procedures and their application in practice.** Information on the identity of the adolescent and the presenting issue are gathered in confidence during registration.	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
10b	**Check for confidentiality procedures and their application in practice.** Adolescent clients are offered anonymous registration if they wish.	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
10c	**Check for confidentiality procedures and their application in practice.** The registration register has the name and code, but the service register has only the code (if anonymous registration is asked for).	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
10d	**Check for confidentiality procedures and their application in practice.** The information in laboratory registers (if applicable) is registered using codes.	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
10e	**Check for confidentiality procedures and their application in practice.** Case records are kept in a secure place, accessible only to authorized personnel.	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"

Number	Question	Response	Score
10f	**Check for confidentiality procedures and their application in practice.** The registers are kept under lock and key outside operating hours.	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
10g	**Check for confidentiality procedures and their application in practice.** For electronically stored information, measures are applied to prevent unauthorized access.	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
Aggregate direct observation (checklist) score			Total score

Direct observation (client-provider interaction) tool			
Number	**Question**	**Response**	**Score**
2	Do you think that during the consultation the provider and the client could be seen from the outside?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of observations made
3	Is it possible to overhear the conversation between service provider and the client from the outside?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of observations made
4	Apart from the service providers that were concerned with the consultation (doctor or/and nurse), was anyone else present in the room at the time of consultation? (This includes health-care providers that are not concerned directly with this particular consultation.)	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of observations made
6a	The provider explained to the adolescent that they routinely spend some time alone with the adolescent towards the end of the consultation.	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of observations made
7	Did anyone else enter the room during the consultation?	0=Yes, 1=No	Total number of responses coded as "1" divided by the total number of observations made
9	Did the service provider assure the client that no information will be disclosed to anyone (parents/other) without their permission?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of observations made
10	Did the service provider explain to the client the conditions when the provider might need to disclose information, such as in situations required by law, and if that is the case the client will be informed of the intention to disclose unless doing so would place them at further risk of harm?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of observations made
15	If the adolescent was accompanied by someone else (for example, parent/guardian, sister) did the provider spend some time alone with the adolescent towards the end of the consultation?	1=Yes, 0=No, 6=Not relevant	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
Aggregate direct observation (client-provider interaction) score			Total score

Health-care provider interview tool			
Number	**Question**	**Response**	**Score**
21d	**When you see an adolescent client for services or counselling do you:** Explain to adolescents that are accompanied that you routinely spend some time alone with the adolescent towards the end of the consultation?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
21g	**When you see an adolescent client for services or counselling do you:** Ensure that no one can see or hear the adolescent client from outside during the consultation or counselling?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
21h	**When you see an adolescent client for services or counselling do you:** Ensure that there is a screen between the consultation and examination area?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
21i	**When you see an adolescent client for services or counselling do you:** Assure the adolescent client that no information will be disclosed to any one (parents/other) without his/her permission?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
21j	**When you see an adolescent client for services or counselling do you:** Explain to the adolescent client the conditions when you might need to disclose information, such as in situations required by law, and if that is the case you will inform him/her of the intention to disclose unless doing so would place them at further risk of harm?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
21k	**When you see an adolescent client for services or counselling do you:** Keep all records/lab test reports under lock and key or password protected if in the computer?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
Aggregate health-care provider score			Total score

Support staff interview tool			
Number	**Question**	**Response**	**Score**
16	During the registration of adolescents/ youth, can anyone else overhear your conversation?	0=Yes, 1=No, 8=Don't know	Total number of responses coded as "1" divided by the total number of support staff interviewed
Aggregate support staff score			Total score

Adult client exit interview tool			
Number	**Question**	**Response**	**Score**
7c	Did the health service provider get permission from that adolescent before disclosing this information to you?	1=Yes, 0=No, 8=Don't know, 6=Not relevant (no adolescent in the family)	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
8b	Did the provider spent time alone with the adolescent towards the end of the consultation?	1=Yes, 0=No, 8=Don't know	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
Aggregate adult client score			Total score

Adolescent in the community interview tool			
Number	**Question**	**Response**	**Score**
6b	If you were accompanied by another person, did you have some time alone with the health-care provider?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of adolescents in the community interviewed
12c	**The last time you visited the nearby facility, did you find it had:** Curtains in doors and on windows so that nobody could see you during the examinations?	1=Yes, 0=No, 7=Can't remember	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
17b	Did anyone else enter the room during your consultation?	1=Yes, 0=No, 7=Can't remember	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
18a	At the beginning of the consultation, did the service provider assure you that your information would not be shared with anyone without your consent?	1=Yes, 0=No, 7=Can't remember	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
Aggregate adolescent in the community score			Total score

Overall score on Criterion 42

	Category	Minimum – Maximum	Score
1	Aggregate adolescent client score	0–3	
2	Aggregate direct observation (checklist) score	0–7	
3	Aggregate direct observation (client-provider interaction) score	0–8	
4	Aggregate health-care provider score	0–6	
5	Aggregate support staff score	0–1	
6	Aggregate adult client score	0–2	
7	Aggregate adolescent in the community score	0–4	
Absolute total score		0–31	
Relative score for Criterion 42		0 to 100%	$\left(\dfrac{\text{Total score}}{31}\right) \times 100$

CRITERION 43.

Medicines and supplies are in adequate quantities without shortages (stock-outs), and are equitably used.

Adolescent client exit interview tool			
Number	**Question**	**Response**	**Score**
19	Today, did you not get the services you wanted because of a lack of medicines or other materials?	0=Yes, 1=No	Total number of responses coded as "1" divided by the total number of adolescent clients interviewed
Aggregate adolescent client score			Total score

Direct observation (checklist) tool			
Number	**Question**	**Response**	**Score**
6p	**Does the facility have the following equipment/material/supplies:** Latex gloves	1=Yes, 0=No	Score 0.75 for "Yes" or 0 for "No"
6q	**Does the facility have the following equipment/material/supplies:** Single-use standard disposable or auto-disposable syringes	1=Yes, 0=No	Score 0.75 for "Yes" or 0 for "No"
6r	**Does the facility have the following equipment/material/supplies:** Soap or alcohol-based hand rub for hand hygiene	1=Yes, 0=No	Score 0.75 for "Yes" or 0 for "No"

Number	Question	Response	Score
7a	**Check the minimum levels of stock for the following medicines and supplies in the facility.** Condoms	1=Yes, 0=No	Score 0.75 for "Yes" or 0 for "No"
7b	**Check the minimum levels of stock for the following medicines and supplies in the facility.** Oral contraceptive pills	1=Yes, 0=No	Score 0.75 for "Yes" or 0 for "No"
7c	**Check the minimum levels of stock for the following medicines and supplies in the facility.** Emergency contraceptive pills	1=Yes, 0=No	Score 0.75 for "Yes" or 0 for "No"
7d	**Check the minimum levels of stock for the following medicines and supplies in the facility.** Injectable contraceptives	1=Yes, 0=No	Score 0.75 for "Yes" or 0 for "No"
7e	**Check the minimum levels of stock for the following medicines and supplies in the facility.** Contraceptive implants	1=Yes, 0=No	Score 0.75 for "Yes" or 0 for "No"
7f	**Check the minimum levels of stock for the following medicines and supplies in the facility.** Intravenous fluids	1=Yes, 0=No	Score 0.75 for "Yes" or 0 for "No"
7g	**Check the minimum levels of stock for the following medicines and supplies in the facility.** Paracetamol	1=Yes, 0=No	Score 0.75 for "Yes" or 0 for "No"
7h	**Check the minimum levels of stock for the following medicines and supplies in the facility.** Amoxicillin	1=Yes, 0=No	Score 0.75 for "Yes" or 0 for "No"
7i	**Check the minimum levels of stock for the following medicines and supplies in the facility.** Atenolol	1=Yes, 0=No	Score 0.75 for "Yes" or 0 for "No"
7j	**Check the minimum levels of stock for the following medicines and supplies in the facility.** Ceftriaxone	1=Yes, 0=No	Score 0.75 for "Yes" or 0 for "No"
7k	**Check the minimum levels of stock for the following medicines and supplies in the facility.** Ciprofloxacin	1=Yes, 0=No	Score 0.75 for "Yes" or 0 for "No"

Number	Question	Response	Score
7l	**Check the minimum levels of stock for the following medicines and supplies in the facility.** Cotrimoxazole suspension	1=Yes, 0=No	Score 0.75 for "Yes" or 0 for "No"
7m	**Check the minimum levels of stock for the following medicines and supplies in the facility.** Diclofenac	1=Yes, 0=No	Score 0.75 for "Yes" or 0 for "No"
7n	**Check the minimum levels of stock for the following medicines and supplies in the facility.** Glibenclamide	1=Yes, 0=No	Score 0.75 for "Yes" or 0 for "No"
7o	**Check the minimum levels of stock for the following medicines and supplies in the facility.** Omeprazole	1=Yes, 0=No	Score 0.75 for "Yes" or 0 for "No"
7p	**Check the minimum levels of stock for the following medicines and supplies in the facility.** Salbutamol	1=Yes, 0=No	Score 0.75 for "Yes" or 0 for "No"
7q	**Check the minimum levels of stock for the following medicines and supplies in the facility.** Diazepam	1=Yes, 0=No	Score 0.75 for "Yes" or 0 for "No"
7r	**Check the minimum levels of stock for the following medicines and supplies in the facility.** Magnesium sulfate	1=Yes, 0=No	Score 0.75 for "Yes" or 0 for "No"
7s	**Check the minimum levels of stock for the following medicines and supplies in the facility.** Vaccines	1=Yes, 0=No	Score 0.75 for "Yes" or 0 for "No"
Aggregate direct observation (checklist) score			Total score

Health-care provider interview tool			
Number	Question	Response	Score
28a	**Has any adolescent been denied services within last 12 months because of:** Recent stock-outs?	0=Yes, 1=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
Aggregate health-care provider score			Total score

Adolescent in the community interview tool			
Number	Question	Response	Score
24	Were you ever refused health-care services in the nearby facility because of lack of medicines or other materials?	0=Yes, 1=No, 8=Don't know	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
Aggregate adolescent in the community score			Total score

Overall score on Criterion 43

	Category	Minimum – Maximum	Score
1	Aggregate adolescent client score	0–1	
2	Aggregate direct observation (checklist) score	0–22	
3	Aggregate health-care provider score	0–1	
4	Aggregate adolescent in the community score	0–1	
Absolute total score		0–25	
Relative score for Criterion 43		0 to 100%	$\left(\dfrac{\text{Total score}}{25}\right) \times 100$

CRITERION 44.

The equipment necessary to provide the required package of services to adolescents is available, functioning and equitably used.

Adolescent client exit interview tool			
Number	Question	Response	Score
20	Today, did you not get the services you wanted because of a lack of equipment, or because the equipment was not functioning?	0=Yes, 1=No	Total number of responses coded as "1" divided by the total number of adolescent clients interviewed
Aggregate adolescent client score			Total score

Direct observation (checklist) tool			
Number	Question	Response	Score
6a	**Does the facility have the following equipment/material/supplies:** Blood pressure measurement machine	1=Yes, 0=No	Score 0.75 for "Yes" or 0 for "No"
6b	**Does the facility have the following equipment/material/supplies:** Binaural adult stethoscope	1=Yes, 0=No	Score 0.75 for "Yes" or 0 for "No"
6c	**Does the facility have the following equipment/material/supplies:** Monaural fetal stethoscope	1=Yes, 0=No	Score 0.75 for "Yes" or 0 for "No"

Number	Question	Response	Score
6d	**Does the facility have the following equipment/material/supplies:** Pregnancy test strips	1=Yes, 0=No	Score 0.75 for "Yes" or 0 for "No"
6e	**Does the facility have the following equipment/material/supplies:** Clinical thermometer	1=Yes, 0=No	Score 0.75 for "Yes" or 0 for "No"
6f	**Does the facility have the following equipment/material/supplies:** Adult weighing scales	1=Yes, 0=No	Score 0.75 for "Yes" or 0 for "No"
6g	**Does the facility have the following equipment/material/supplies:** Measuring tape	1=Yes, 0=No	Score 0.75 for "Yes" or 0 for "No"
6h	**Does the facility have the following equipment/material/supplies:** Light source, for example a torch	1=Yes, 0=No	Score 0.75 for "Yes" or 0 for "No"
6i	**Does the facility have the following equipment/material/supplies:** Refrigerator	1=Yes, 0=No	Score 0.75 for "Yes" or 0 for "No"
6j	**Does the facility have the following equipment/material/supplies:** Haemoglobinometer	1=Yes, 0=No	Score 0.75 for "Yes" or 0 for "No"
6k	**Does the facility have the following equipment/material/supplies:** Test strips for urine, 10 parameter	1=Yes, 0=No	Score 0.75 for "Yes" or 0 for "No"
6m	**Does the facility have the following equipment/material/supplies:** Height meter	1=Yes, 0=No	Score 0.75 for "Yes" or 0 for "No"
6n	**Does the facility have the following equipment/material/supplies:** Ophtalmoscope set	1=Yes, 0=No	Score 0.75 for "Yes" or 0 for "No"
6o	**Does the facility have the following equipment/material/supplies:** Otoscope set	1=Yes, 0=No	Score 0.75 for "Yes" or 0 for "No"
6s	**Does the facility have the following equipment/material/supplies:** Communication equipment (phone or short-wave radio)	1=Yes, 0=No	Score 0.75 for "Yes" or 0 for "No"
6t	**Does the facility have the following equipment/material/supplies:** Computer with email/internet access	1=Yes, 0=No	Score 0.75 for "Yes" or 0 for "No"
Aggregate direct observation (checklist) score			Total score

Health-care provider interview tool			
Number	**Question**	**Response**	**Score**
28b	**Has any adolescent been denied services within last 12 months because of:** Malfunctioning/unavailable equipment?	0=Yes, 1=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
Aggregate health-care provider score			Total score

Adolescent in the community interview tool			
Number	**Question**	**Response**	**Score**
25	Were you ever refused health-care services in the nearby facility because lack of equipment, or because the equipment was not functioning?	0=Yes, 1=No, 8=Don't know	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
Aggregate adolescent in the community score			Total score

Overall score on Criterion 44

	Category	Minimum – Maximum	Score
1	Aggregate adolescent client score	0–1	
2	Aggregate direct observation (checklist) score	0–12	
3	Aggregate health-care provider score	0–1	
4	Aggregate adolescent in the community score	0–1	
Absolute total score		0–15	
Relative score for Criterion 44		0 to 100%	$\left(\dfrac{\text{Total score}}{15}\right) \times 100$

CRITERION 45.

The health facility has convenient operating hours, appointment procedures and waiting times kept to a minimum.

Adolescent client exit interview tool			
Number	**Question**	**Response**	**Score**
12a	**Today, when you visited the facility, did you find that it has:** Working hours that are convenient for you?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of adolescent clients interviewed
12b	**Today, when you visited the facility, did you find that it has:** A reasonably short waiting time? (Ask how long the client waited.)	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of adolescent clients interviewed
Aggregate adolescent client score			Total score

Adolescent in the community interview tool			
Number	Question	Response	Score
12a	**The last time you visited the nearby facility, did you find it had:** Working hours that were convenient for you?	1=Yes, 0=No, 7=Can't remember	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
12b	**The last time you visited the nearby facility, did you find it had:** A reasonably short waiting time? (Ask how long the client waited.)	1=Yes, 0=No, 7=Can't remember	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
Aggregate adolescent in the community score			Total score

Overall score on Criterion 45

	Category	Minimum – Maximum	Score
1	Aggregate adolescent client score	0–2	
2	Aggregate adolescent in the community score	0–2	
	Absolute total score	0–4	
	Relative score for Criterion 45	0 to 100%	$\left(\dfrac{\text{Total score}}{4}\right) \times 100$

CRITERION 46.

The health facility has a welcoming and clean environment.

Adolescent client exit interview tool			
Number	Question	Response	Score
12d	**Today, when you visited the facility, did you find that it has:** Comfortable seating in the waiting area?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of adolescent clients interviewed
12e	**Today, when you visited the facility, did you find that it has:** Drinking water available?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of adolescent clients interviewed
13a	**Were the following sufficiently clean:** Surroundings?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of adolescent clients interviewed
13b	**Were the following sufficiently clean:** Consultation areas?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of adolescent clients interviewed
13c	**Were the following sufficiently clean:** Toilets, which were functional?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of adolescent clients interviewed
Aggregate adolescent client score			Total score

Adolescent in the community interview tool			
Number	Question	Response	Score
12d	**The last time you visited the nearby facility, did you find it had:** Comfortable seating in the waiting area?	1=Yes, 0=No, 7=Can't remember	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
12e	**The last time you visited the nearby facility, did you find it had:** Drinking water available?	1=Yes, 0=No, 7=Can't remember	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
13a	**Were the following sufficiently clean:** The surroundings?	1=Yes, 0=No, 7=Can't remember	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
13b	**Were the following sufficiently clean:** The consultation areas?	1=Yes, 0=No, 7=Can't remember	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
13c	**Were the following sufficiently clean:** Toilets, which were functional?	1=Yes, 0=No, 7=Can't remember	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
Aggregate adolescent in the community score			Total score

Overall score on Criterion 46

	Category	Minimum – Maximum	Score
1	Aggregate adolescent client score	0–5	
2	Aggregate adolescent in the community score	0–5	
Absolute total score		0–10	
Relative score for Criterion 46		0 to 100%	$\left(\dfrac{\text{Total score}}{10}\right) \times 100$

CRITERION 47.

Adolescents receive private and confidential health care at all times during the consultation process.

Adolescent client exit interview tool			
Number	Question	Response	Score
4	If you came accompanied by another person, did you have some time alone with the health-care provider?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of adolescent clients interviewed

Number	Question	Response	Score
12c	**Today, when you visited the facility, did you find that it has:** Curtains in doors and on windows so that nobody can see you during the examination?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of adolescent clients interviewed
17l	**Today, during your consultation or counselling session:** Did anyone else enter the room during your consultation?	0=Yes, 1=No	Total number of responses coded as "1" divided by the total number of adolescent clients interviewed
17n	**Today, during your consultation or counselling session:** Do you feel confident that the information you shared with service provider today will not be disclosed to anyone else without your consent?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of adolescent clients interviewed
Aggregate adolescent client score			Total score

Adolescent in the community interview tool			
Number	**Question**	**Response**	**Score**
6b	If you were accompanied by another person, did you have some time alone with the health-care provider?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of adolescents in the community interviewed
12c	**The last time you visited the nearby facility, did you find it had:** Curtains in doors and on windows so that nobody could see you during the examinations?	1=Yes, 0=No, 7=Can't remember	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
18b	Did you feel confident that the information you shared with the service provider would not be shared with anyone else without your consent?	1=Yes, 0=No, 7=Can't remember	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
Aggregate adolescent in the community score			Total score

Overall score on Criterion 47

	Category	Minimum – Maximum	Score
1	Aggregate adolescent client score	0–4	
2	Aggregate adolescent in the community score	0–3	
Absolute total score		0–7	
Relative score for Criterion 47		0 to 100%	$\left(\dfrac{\text{Total score}}{7}\right) \times 100$

CRITERION 48.

The facility has the equipment, medicines, supplies and technology needed to ensure effective service provision to adolescents.

Adolescent client exit interview tool

Number	Question	Response	Score
19	Today, did you not get the services you wanted because of a lack of medicines or other materials?	0=Yes, 1=No	Total number of responses coded as "1" divided by the total number of adolescent clients interviewed
20	Today, did you not get the services you wanted because of a lack of equipment, or because the equipment was not functioning?	0=Yes, 1=No	Total number of responses coded as "1" divided by the total number of adolescent clients interviewed
Aggregate adolescent client score			Total score

Adolescent in the community interview tool

Number	Question	Response	Score
24	Were you ever refused health-care services in the nearby facility because of lack of medicines or other materials?	0=Yes, 1=No, 8=Don't know	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
25	Were you ever refused health-care services in the nearby facility because lack of equipment, or because the equipment was not functioning?	0=Yes, 1=No, 8=Don't know	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
Aggregate adolescent in the community score			Total score

Overall score on Criterion 48

	Category	Minimum – Maximum	Score
1	Aggregate adolescent client score	0–2	
2	Aggregate adolescent in the community score	0–2	
Absolute total score		0–4	
Relative score for Criterion 48		0 to 100%	$\left(\dfrac{\text{Total score}}{4}\right) \times 100$

CRITERION 49.

Policies and procedures are in place stating the obligation of facility staff to provide services to all adolescents irrespective of their ability to pay, age, sex, marital status, schooling, race/ethnicity, sexual orientation or other characteristics.

Health facility manager interview tool

Number	Question	Response	Score
7k	**Do you have any of the following guidelines/SOPs in your facility?** Guidelines/SOPs on how to provide equitable services to all adolescents irrespective of their ability to pay, age, sex, marital status and other characteristics	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of facility managers interviewed
10b	**Do you have the following information items displayed in the facility?** The policy commitment of the health facility to provide health services to all adolescents without discrimination and to take remedial actions, if necessary	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of facility managers interviewed
Aggregate health facility manager score			Total score

Direct observation (checklist) tool

Number	Question	Response	Score
14j	**Check to see if there are the following guidelines/SOPs:** Guidelines/SOPs on equitable service provision to all adolescents irrespective of their ability to pay, age, sex, marital status or other characteristics	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
Aggregate direct observation (checklist) score			Total score

Health-care provider interview tool

Number	Question	Response	Score
8e	**Are you aware of the following SOPs/guidelines:** Guidelines/SOPs on providing services to all adolescents irrespective of their ability to pay, age, sex, marital status or other characteristics?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
Aggregate health-care provider score			Total score

Overall score on Criterion 49

	Category	Minimum – Maximum	Score
1	Aggregate facility manager score	0–2	
2	Aggregate direct observation (checklist) score	0–1	
3	Aggregate health-care provider score	0–1	
	Absolute total score	0–4	
	Relative score for Criterion 49	0 to 100%	$\left(\dfrac{\text{Total score}}{4}\right) \times 100$

CRITERION 50.

Policies and procedures are in place for services that are free at the point of use, or affordable.

Health facility manager interview tool

Number	Question	Response	Score
7j	**Do you have any of the following guidelines/SOPs in your facility?** Guidelines/SOPs on how to provide free, or affordable, services to adolescents	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of facility managers interviewed
10d	**Do you have the following information items displayed in the facility?** The policy on free or affordable service provision for adolescents	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of facility managers interviewed
	Aggregate health facility manager score		Total score

Direct observation (checklist) tool

Number	Question	Response	Score
12d	**Check if the following information items are displayed in the facility.** The policy on free or affordable service provision for adolescents	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
13f	**Check to see training records/reports for the following topics.** Policies and procedures to ensure free or affordable service provision	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
14i	**Check to see if there are the following guidelines/SOPs.** Guidelines/SOPs on applying policies for free, or affordable, service provision to adolescents	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
	Aggregate direct observation (checklist) score		Total score

Health-care provider interview tool			
Number	**Question**	**Response**	**Score**
8f	**Are you aware of the following SOPs/ guidelines:** Guidelines/SOPs on providing free, or affordable, services to adolescents?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
Aggregate health-care provider score			Total score

Overall score on Criterion 50

	Category	Minimum – Maximum	Score
1	Aggregate facility manager score	0–2	
2	Aggregate direct observation (checklist) score	0–3	
3	Aggregate health-care provider score	0–1	
Absolute total score		0–6	
Relative score for Criterion 50		0 to 100%	$\left(\dfrac{\text{Total score}}{6}\right) \times 100$

CRITERION 51.

Health-care providers and support staff are aware of the above policies and procedures, and know how to implement them.

Health facility manager interview tool			
Number	**Question**	**Response**	**Score**
3f	**Could you tell me which of these components were covered by the training in adolescent health?** Policies and procedures to ensure free or affordable service provision	1=Yes, 0=No, 8=Don't know	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
Aggregate health facility manager score			Total score

Health-care provider interview tool			
Number	**Question**	**Response**	**Score**
4f	**Have you received the following training in adolescent health care:** Policies and procedures to ensure free or affordable service provision?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
Aggregate health-care provider score			Total score

Overall score on Criterion 51

	Category	Minimum – Maximum	Score
1	Aggregate facility manager score	0–1	
2	Aggregate health-care provider score	0–1	
	Absolute total score	0–2	
	Relative score for Criterion 51	0 to 100%	$\left(\dfrac{\text{Total score}}{2}\right) \times 100$

CRITERION 52.

The policy commitment of the health facility to provide health services to all adolescents without discrimination, and to take remedial actions when necessary, is displayed prominently in the health facility.

Adolescent client exit interview tool

Number	Question	Response	Score
15	Have you seen a display which mentions that services will be provided to all adolescents without discrimination?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of adolescent clients interviewed
Aggregate adolescent client score			Total score

Direct observation (checklist) tool

Number	Question	Response	Score
12b	**Check if the following information items are displayed in the facility.** The policy commitment of the health facility to provide health services to all adolescents without discrimination and to take remedial actions if necessary	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
Aggregate direct observation (checklist) score			Total score

Adolescent in the community interview tool

Number	Question	Response	Score
14a	Did you see a display which mentions that services will be provided to all adolescents without discrimination?	1=Yes, 0=No, 7=Can't remember	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
Aggregate adolescent in the community score			Total score

Overall score on Criterion 52

	Category	Minimum – Maximum	Score
1	Aggregate adolescent client score	0–1	
2	Aggregate direct observation (checklist) score	0–1	
3	Aggregate adolescent in the community score	0–1	
Absolute total score		0–3	
Relative score for Criterion 52		0 to 100%	$\left(\dfrac{\text{Total score}}{3}\right) \times 100$

CRITERION 53.

Health-care providers know who are the vulnerable group(s) of adolescents in their community(ies).

Health-care provider interview tool			
Number	**Question**	**Response**	**Score**
10	Do you know any groups of adolescents in your community(ies)that are vulnerable regarding health issues?	1=Yes, 0=No, 8=Don't know	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
Aggregate health-care provider score			Total score

Overall score on Criterion 53

	Category	Minimum – Maximum	Score
1	Aggregate health-care provider score	0–1	
Absolute total score		0–1	
Relative score for Criterion 53		0 to 100%	$\left(\dfrac{\text{Total score}}{1}\right) \times 100$

CRITERION 54.

Health-care providers and support staff demonstrate the same friendly, non-judgemental and respectful attitude to all adolescents, regardless of age, sex, marital status, sexual orientation, cultural background, ethnic origin, disability or any other reason.

This criterion is measured by comparing scores of criteria 32 and 34 among various socio-economic groups (e.g. by comparing scores in boys and girls, married and unmarried, etc.). If health-care providers and support staff demonstrate the same attitude then no significant differences in scores for aforementioned criteria should be detected during comparisons by socio-economic groups.

CRITERION 55.

Health-care providers provide services to all adolescents without discrimination, in line with policies and procedures.

Health-care provider interview tool			
Number	**Question**	**Response**	**Score**
23a	**Would you provide the following services to all adolescents regardless of sex, age, marital status or ability to pay?** Hormonal contraceptives	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
23b	**Would you provide the following services to all adolescents regardless of sex, age, marital status or ability to pay?** Condoms	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
23c	**Would you provide the following services to all adolescents regardless of sex, age, marital status or ability to pay?** STI treatment	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
23d	**Would you provide the following services to all adolescents regardless of sex, age, marital status or ability to pay?** HIV testing and counselling	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
23e	**Would you provide the following services to all adolescents regardless of sex, age, marital status or ability to pay?** Medical termination of pregnancy/abortion (where legal)	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
Aggregate health-care provider score			Total score

Overall score on Criterion 55

	Category	Minimum – Maximum	Score
1	Aggregate health-care provider score	0–5	
	Absolute total score	0–5	
	Relative score for Criterion 55	0 to 100%	$\left(\dfrac{\text{Total score}}{5}\right) \times 100$

CRITERION 56.

The health facility involves vulnerable group(s) of adolescents in the planning, monitoring and evaluation of health services, as well as in certain aspects of health-service provision.

Health-care provider interview tool

Number	Question	Response	Score
16c	**Have you ever involved any of the following groups in these activities:** Vulnerable groups of adolescents in the planning, monitoring and evaluation of health services and service provision?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
Aggregate health-care provider score			Total score

Overall score on Criterion 56

	Category	Minimum – Maximum	Score
1	Aggregate health-care provider score	0–1	
	Absolute total score	0–1	
	Relative score for Criterion 56	0 to 100%	$\left(\dfrac{\text{Total score}}{1}\right) \times 100$

CRITERION 57.

All adolescents – irrespective of their ability to pay, age, sex, marital status, education, ethnic origin, sexual orientation or other characteristics – report similar experiences of care.

Adolescent client exit interview tool

Number	Question	Response	Score
21a	Today, were you denied necessary services at this health facility?	0=Yes, 1=No	Total number of responses coded as "1" divided by the total number of adolescent clients interviewed
Aggregate adolescent client score			Total score

Direct observation (client-provider interaction) tool

Number	Question	Response	Score
11	Did the service provider deny any services to this adolescent/young client?	0=Yes, 1=No	Total number of responses coded as "1" divided by the total number of observations made
Aggregate direct observation (client-provider interaction) score			Total score

Adolescent in the community interview tool			
Number	**Question**	**Response**	**Score**
23a	Were you ever denied necessary services at the nearby facility?	0=Yes, 1=No, 6=Not relevant	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
Aggregate adolescent in the community score			Total score

Overall score on Criterion 57

	Category	Minimum – Maximum	Score
1	Aggregate adolescent client score	0–1	
2	Aggregate direct observation (client-provider interaction) score	0–1	
3	Aggregate adolescent in the community score	0–1	
Absolute total score		0–3	
Relative score for Criterion 57		0 to 100%	$\left(\dfrac{\text{Total score}}{3}\right) \times 100$

In addition, criterion 57 could be measured by comparing scores of criteria 23, 32, 34, 35, 47 and 55 among various socio-economic groups (e.g. by comparing scores in boys and girls, married and unmarried, etc.). If all adolescents have a similar experience of care, then no significant differences in scores for the aforementioned criteria should be detected during comparisons by socio-economic groups.

CRITERION 58.

Vulnerable group(s) of adolescents are involved in the planning, monitoring and evaluation of health services, as well as in certain aspects of health-service provision.

Criterion 58 is measured by analysing criteria 77 and 79 separately for vulnerable adolescents.

CRITERION 59.

A system is in place to collect data on service utilization that is disaggregated by age, sex and other socio-demographic characteristics as relevant.

Health facility manager interview tool			
Number	**Question**	**Response**	**Score**
12	Is there a system in place in the facility to collect data on cause-specific service utilization by adolescents that is disaggregated by age and sex?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of facility managers interviewed
Aggregate health facility manager score			Total score

Direct observation (checklist) tool			
Number	**Question**	**Response**	**Score**
9a	**Check to see the following registers, tools and records.** The register on service utilization has data disaggregated by age and sex so that cause-specific service utilization by adolescent boys and girls can be extracted.	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
9b	**Check to see the following registers, tools and records.** The reporting forms have a format that allows the presentation of data disaggregated by age and sex.	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
Aggregate direct observation (checklist) score			Total score

Health-care provider interview tool			
Number	**Question**	**Response**	**Score**
29a	Is it possible to extract from your registers data on cause-specific service utilization by adolescents, along with the sex of adolescents?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
Aggregate health-care provider score			Total score

Support staff interview tool			
Number	**Question**	**Response**	**Score**
14	Is there a separate register for the registration of adolescents/youth?	1=Yes, 0=No, 8=Don't know	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
15	Are there separate columns for registering adolescents/youth in the common register?	1=Yes, 0=No, 8=Don't know	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
Aggregate support staff score			Total score

Overall score on Criterion 59

	Category	Minimum – Maximum	Score
1	Aggregate facility manager score	0–1	
2	Aggregate direct observation (checklist) score	0–2	
3	Aggregate health-care provider score	0–1	
4	Aggregate support staff score	0–2	
Absolute total score		0–6	
Relative score for Criterion 59		0 to 100%	$\left(\dfrac{\text{Total score}}{6}\right) \times 100$

CRITERION 60.

Health-care providers are trained to collect and analyse data to inform quality improvement initiatives.

Health facility manager interview tool

Number	Question	Response	Score
3g	**Could you tell me which of these components were covered by the training in adolescent health?** Data collection, analysis and use for quality improvement	1=Yes, 0=No, 8=Don't know	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
4b	**Did you undergo any of the following trainings as facility manager?** Training in quality improvement for adolescent health care	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of facility managers interviewed
Aggregate health facility manager score			Total score

Direct observation (checklist) tool

Number	Question	Response	Score
13g	**Check to see training records/reports for the following topics.** Data collection, analysis and use for quality improvement in adolescent health care	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
Aggregate direct observation (checklist) score			Total score

Health-care provider interview tool

Number	Question	Response	Score
4g	**Have you received the following training in adolescent health care:** Data collection, analysis and use for quality improvement?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
Aggregate health-care provider score			Total score

Overall score on Criterion 60

	Category	Minimum – Maximum	Score
1	Aggregate facility manager score	0–2	
2	Aggregate direct observation (checklist) score	0–1	
3	Aggregate health-care provider score	0–1	
Absolute total score		0–4	
Relative score for Criterion 60		0 to 100%	$\left(\dfrac{\text{Total score}}{4}\right) \times 100$

CRITERION 61.

Tools and mechanisms for self-monitoring of the quality of health services for adolescents are in place.

Health facility manager interview tool

Number	Question	Response	Score
7l	**Do you have any of the following guidelines/SOPs in your facility?** Guidelines/SOPs on self-monitoring of the quality of care provided to adolescents	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of facility managers interviewed
Aggregate health facility manager score			Total score

Direct observation (checklist) tool

Number	Question	Response	Score
9i	**Check to see the following registers, tools and records.** Tools for facility self-assessment of the quality of adolescent health care	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
14k	**Check to see if there are the following guidelines/SOPs:** Guidelines/SOPs for self-monitoring of the quality of care provided to adolescents	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
Aggregate direct observation (checklist) score			Total score

Health-care provider interview tool

Number	Question	Response	Score
30a	Are you aware of any tools for self-monitoring of the quality of care in the facility?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
Aggregate health-care provider score			Total score

Overall score on Criterion 61

	Category	Minimum – Maximum	Score
1	Aggregate facility manager score	0–1	
2	Aggregate direct observation (checklist) score	0–2	
3	Aggregate health-care provider score	0–1	
Absolute total score		0–4	
Relative score for Criterion 61		0 to 100%	$\left(\dfrac{\text{Total score}}{4}\right) \times 100$

CRITERION 62.

Mechanisms are in place to link supportive supervision to priorities for improvement as identified during the monitoring of the implementation of standards.

Health facility manager interview tool			
Number	**Question**	**Response**	**Score**
4c	**Did you undergo any of the following trainings as facility manager?** Training in supportive supervision for adolescent health care	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of facility managers interviewed
9e	**Does your facility regularly conduct self-assessments:** To inform priorities for supportive supervision?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of facility managers interviewed
Aggregate health facility manager score			Total score

Overall score on Criterion 62

	Category	Minimum – Maximum	Score
1	Aggregate facility manager score	0–2	
	Absolute total score	0–2	
	Relative score for Criterion 62	0 to 100%	$\left(\dfrac{\text{Total score}}{2}\right) \times 100$

CRITERION 63.

Mechanisms are in place for reward and recognition of highly performing health-care providers and support staff.

Health facility manager interview tool			
Number	**Question**	**Response**	**Score**
7o	**Do you have any of the following guidelines/SOPs in your facility?** Guidelines/SOPs on how to reward and recognize highly performing staff	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of facility managers interviewed
17f	**Do you have budget to ensure:** Rewarding highly performing staff?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of facility managers interviewed
Aggregate health facility manager score			Total score

Direct observation (checklist) tool			
Number	**Question**	**Response**	**Score**
14n	**Check to see if there are the following guidelines/SOPs:** Guidelines/SOPs on the reward for and recognition of highly performing staff	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
Aggregate direct observation (checklist) score			Total score

Overall score on Criterion 63

	Category	Minimum – Maximum	Score
1	Aggregate facility manager score	0–2	
2	Aggregate direct observation (checklist) score	0–1	
Absolute total score		0–3	
Relative score for Criterion 63		0 to 100%	$\left(\dfrac{\text{Total score}}{3}\right) \times 100$

CRITERION 64.

The health facility collects data on service utilization disaggregated by age and sex, and conducts regular self-assessments of quality of care.

Health facility manager interview tool			
Number	**Question**	**Response**	**Score**
9c	**Does your facility regularly conduct self-assessments:** To assess the quality of health-care services?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of facility managers interviewed
Aggregate health facility manager score			Total score

Direct observation (checklist) tool			
Number	**Question**	**Response**	**Score**
9k	**Check to see the following registers, tools and records.** Records/reports on accomplished self-assessments of the quality of adolescent health care	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
Aggregate direct observation (checklist) score			Total score

Health-care provider interview tool			
Number	**Question**	**Response**	**Score**
12	Did you ever participate in a facility self–assessment of the quality of care provided to adolescents?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
30b	Do you use these tools for self-monitoring of quality for adolescent health services?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
Aggregate health-care provider score			Total score

Support staff interview tool			
Number	**Question**	**Response**	**Score**
11a	Did you ever participate in a facility self-assessment of the quality of care provided to adolescents?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of support staff interviewed
Aggregate support staff score			Total score

Overall score on Criterion 64

	Category	Minimum – Maximum	Score
1	Aggregate facility manager score	0–1	
2	Aggregate direct observation (checklist) score	0–1	
3	Aggregate health-care provider score	0–2	
4	Aggregate support staff score	0–1	
Absolute total score		0–5	
Relative score for Criterion 64		0 to 100%	$\left(\dfrac{\text{Total score}}{5}\right) \times 100$

CRITERION 65.

Health-care providers and support staff use data on service utilization and quality of care for action planning and implementation of quality improvement initiatives.

Health facility manager interview tool			
Number	**Question**	**Response**	**Score**
9d	**Does your facility regularly conduct self-assessments:** To establish action plans for improvements?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of facility managers interviewed

Number	Question	Response	Score
16d	**Does the facility have a documented plan:** For actions to improve the quality of care in the facility based on the results of the last self-assessment?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of facility managers interviewed
Aggregate health facility manager score			Total score

Health-care provider interview tool			
Number	**Question**	**Response**	**Score**
31a	Did you ever participate in facility meetings to analyse the results of the self-assessments and to plan actions for improvement of adolescent health care?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
Aggregate health-care provider score			Total score

Support staff interview tool			
Number	**Question**	**Response**	**Score**
9	Did you ever participate in facility meetings to discuss the quality of the services to adolescents and plan actions for improvement?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of support staff interviewed
Aggregate support staff score			Total score

Overall score on Criterion 65

	Category	Minimum – Maximum	Score
1	Aggregate facility manager score	0–2	
2	Aggregate health-care provider score	0–1	
3	Aggregate support staff score	0–1	
Absolute total score		0–4	
Relative score for Criterion 65		0 to 100%	$\left(\dfrac{\text{Total score}}{4}\right) \times 100$

CRITERION 66.

Health-care providers and support staff receive supportive supervision in areas identified during self-assessments.

Health facility manager interview tool			
Number	**Question**	**Response**	**Score**
8a	**Do you regularly conduct supportive supervision visits with a focus on adolescent health care:** To facility health-care providers?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of facility managers interviewed

Number	Question	Response	Score
8b	**Do you regularly conduct supportive supervision visits with a focus on adolescent health care:** To support staff?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of facility managers interviewed
8c	**Do you regularly conduct supportive supervision visits with a focus on adolescent health care:** To outreach workers?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of facility managers interviewed
Aggregate health facility manager score			Total score

Direct observation (checklist) tool			
Number	**Question**	**Response**	**Score**
9l	**Check to see the following registers, tools and records.** Records of accomplished supportive supervision visits focused on adolescent health care	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
Aggregate direct observation (checklist) score			Total score

Health-care provider interview tool			
Number	**Question**	**Response**	**Score**
26a	Did your mentor/supervisor ever observe a consultation by you with an adolescent client to help you to improve the quality of care?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
26b	Did your mentor/supervisor ever advise you how to improve the quality of care for adolescent clients?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
Aggregate health-care provider score			Total score

Overall score on Criterion 66

	Category	Minimum – Maximum	Score
1	Aggregate facility manager score	0–3	
2	Aggregate direct observation (checklist) score	0–1	
3	Aggregate health-care provider score	0–2	
Absolute total score		0–6	
Relative score for Criterion 66		0 to 100%	$\left(\dfrac{\text{Total score}}{6}\right) \times 100$

CRITERION 67.

Good performance is recognized and rewarded.

Health-care provider interview tool			
Number	**Question**	**Response**	**Score**
32a	Have you, or any of your colleagues, ever been rewarded for high performance?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
Aggregate health-care provider score			Total score

Support staff interview tool			
Number	**Question**	**Response**	**Score**
12a	Have you, or any of your colleagues, ever been rewarded for high performance?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of support staff interviewed
Aggregate support staff score			Total score

Overall score on Criterion 67

	Category	Minimum – Maximum	Score
1	Aggregate health-care provider score	0–1	
2	Aggregate support staff score	0–1	
Absolute total score		0–2	
Relative score for Criterion 67		0 to 100%	$\left(\dfrac{\text{Total score}}{2}\right) \times 100$

CRITERION 68.

Facility's reports to district include data on cause-specific utilization of services by adolescents that is disaggregated by age and sex.

Health facility manager interview tool			
Number	**Question**	**Response**	**Score**
13	Do facility reports to the district include data on cause-specific service utilization by adolescents that is disaggregated by age and sex?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of facility managers interviewed
Aggregate health facility manager score			Total score

Direct observation (checklist) tool			
Number	**Question**	**Response**	**Score**
9m	**Check to see the following registers, tools and records.** Reports to the district on cause-specific service utilization by adolescents that include data disaggregated by age and sex	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
Aggregate direct observation (checklist) score			Total score

Health-care provider interview tool			
Number	**Question**	**Response**	**Score**
29b	Do you report data on service utilization by adolescents, along with the sex of adolescents?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
Aggregate health-care provider score			Total score

Overall score on Criterion 68

	Category	Minimum – Maximum	Score
1	Aggregate facility manager score	0–1	
2	Aggregate direct observation (checklist) score	0–1	
3	Aggregate health-care provider score	0–1	
Absolute total score		0–3	
Relative score for Criterion 68		0 to 100%	$\left(\dfrac{\text{Total score}}{3}\right) \times 100$

CRITERION 69.

Facility's reports to districts on quality of care have a focus on adolescents.

Health facility manager interview tool			
Number	**Question**	**Response**	**Score**
14	Do facility reports to the district on quality of care have a focus on adolescents?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of facility managers interviewed
Aggregate health facility manager score			Total score

Direct observation (checklist) tool			
Number	**Question**	**Response**	**Score**
9n	**Check to see the following registers, tools and records.** Reports to the district on quality of care that have a focus on adolescents	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
Aggregate direct observation (checklist) score			Total score

Overall score on Criterion 69

	Category	Minimum – Maximum	Score
1	Aggregate facility manager score	0–1	
2	Aggregate direct observation (checklist) score	0–1	
Absolute total score		0–2	
Relative score for Criterion 69		0 to 100%	$\left(\dfrac{\text{Total score}}{2}\right) \times 100$

CRITERION 70.

Health facility staff feel supported by supervisors and motivated to comply with the standards.

Health-care provider interview tool			
Number	**Question**	**Response**	**Score**
31b	Do you feel you have enough support from your supervisor to improve the quality of care for adolescents?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
31c	Do you feel you have the motivation to improve the quality of care for adolescents, and to comply with quality standards?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
Aggregate health-care provider score			Total score

Support staff interview tool			
Number	**Question**	**Response**	**Score**
11b	Do you feel you have enough support from your supervisor to improve the quality of care for adolescents?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of support staff interviewed
11c	Do you feel you have the motivation to improve the quality of care for adolescents, and to comply with quality standards?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of support staff interviewed
Aggregate support staff score			Total score

Overall score on Criterion 70

	Category	Minimum – Maximum	Score
1	Aggregate health-care provider score	0–2	
2	Aggregate support staff score	0–2	
Absolute total score		0–4	
Relative score for Criterion 70		0 to 100%	$\left(\dfrac{\text{Total score}}{4}\right) \times 100$

CRITERION 71.

The governance structure of the facility includes adolescents.

Health facility manager interview tool			
Number	**Question**	**Response**	**Score**
19b	Does this structure/board include adolescents?	1=Yes, 0=No, 8=Don't know	Total number of responses coded as "1" divided by the total number of facility managers interviewed
Aggregate health facility manager score			Total score

Overall score on Criterion 71

	Category	Minimum – Maximum	Score
1	Aggregate facility manager score	0–1	
Absolute total score		0–1	
Relative score for Criterion 71		0 to 100%	$\left(\dfrac{\text{Total score}}{1}\right) \times 100$

CRITERION 72.

There is a policy in place to engage adolescents in service planning, monitoring and evaluation.

Health facility manager interview tool			
Number	**Question**	**Response**	**Score**
7m	**Do you have any of the following guidelines/SOPs in your facility?** SOPs on how to involve adolescents in the planning, monitoring and evaluation of health services and service provision	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of facility managers interviewed

Number	Question	Response	Score
7n	**Do you have any of the following guidelines/SOPs in your facility?** SOPs on how to involve vulnerable groups of adolescents in the planning, monitoring and evaluation of health services and service provision	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of facility managers interviewed
Aggregate health facility manager score			Total score

Direct observation (checklist) tool			
Number	Question	Response	Score
14l	**Check to see if there are the following guidelines/SOPs:** SOPs on how to involve adolescents in the planning, monitoring and evaluation of health services and service provision	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
14m	**Check to see if there are the following guidelines/SOPs:** SOPs on how to involve vulnerable groups of adolescents in the planning, monitoring and evaluation of health services and service provision	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
Aggregate direct observation (checklist) score			Total score

Overall score on Criterion 72

	Category	Minimum – Maximum	Score
1	Aggregate facility manager score	0–2	
2	Aggregate direct observation (checklist) score	0–2	
Absolute total score		0–4	
Relative score for Criterion 72		0 to 100%	$\left(\dfrac{\text{Total score}}{4}\right) \times 100$

CRITERION 73.

Health-care providers are aware of laws and regulations that govern informed consent, and the consent process is clearly defined by facility policies and procedures in line with laws and regulations.

Health facility manager interview tool			
Number	Question	Response	Score
7f	**Do you have any of the following guidelines/SOPs in your facility?** Guidelines/SOPs on informed consent	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of facility managers interviewed
Aggregate health facility manager score			Total score

Direct observation (checklist) tool			
Number	**Question**	**Response**	**Score**
14e	**Check to see if there are the following guidelines/SOPs:** Guidelines/SOPs on informed consent	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
Aggregate direct observation (checklist) score			Total score

Health-care provider interview tool			
Number	**Question**	**Response**	**Score**
8d	**Are you aware of the following SOPs/ guidelines:** Guidelines/SOPs on informed consent?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
Aggregate health-care provider score			Total score

Overall score on Criterion 73

	Category	Minimum – Maximum	Score
1	Aggregate facility manager score	0–1	
2	Aggregate direct observation (checklist) score	0–1	
3	Aggregate health-care provider score	0–1	
Absolute total score		0–3	
Relative score for Criterion 73		0 to 100%	$\left(\dfrac{\text{Total score}}{3}\right) \times 100$

CRITERION 74.

The health facility carries out regular activities to identify adolescents' expectations about the service and to assess their experience of care, and it involves adolescents in the planning, monitoring and evaluation of health services.

Health facility manager interview tool			
Number	**Question**	**Response**	**Score**
9a	**Does your facility regularly conduct self-assessments:** To identify adolescents' expectations about the services in the facility?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of facility managers interviewed
9b	**Does your facility regularly conduct self-assessments:** To find out about adolescents' experience of care?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of facility managers interviewed
Aggregate health facility manager score			Total score

Health-care provider interview tool			
Number	Question	Response	Score
16a	**Have you ever involved any of the following groups in these activities:** Adolescents in the planning, monitoring and evaluation of health services?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
Aggregate health-care provider score			Total score

Overall score on Criterion 74

	Category	Minimum – Maximum	Score
1	Aggregate facility manager score	0–2	
2	Aggregate health-care provider score	0–1	
Absolute total score		0–3	
Relative score for Criterion 74		0 to 100%	$\left(\dfrac{\text{Total score}}{3}\right) \times 100$

CRITERION 75.

Health-care providers provide accurate and clear information on the medical condition and management/treatment options, and explicitly take into account the adolescent's decision on the preferred option and follow-up actions.

Adolescent client exit interview tool			
Number	Question	Response	Score
17o	**Today, during your consultation or counselling session:** Do you feel that the health information provided during the consultation was clear, and that you understood it well?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of adolescent clients interviewed
17p	**Today, during your consultation or counselling session:** Did the provider ask you if you agree with the treatment/procedure/solution that was proposed?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of adolescent clients interviewed
Aggregate adolescent client score			Total score

Direct observation (client-provider interaction) tool			
Number	Question	Response	Score
14	If an informed consent from a third party was required, was adolescent assent to the service/procedure also obtained?	1=Yes, 0=No, 6=Not relevant	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"

Number	Question	Response	Score
16d	**During the consultation did the service provider do the following:** Provide accurate and clear information on the medical condition?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of observations made
16e	**During the consultation did the service provider do the following:** Provide accurate and clear information on the management/treatment options?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of observations made
16f	**During the consultation did the service provider do the following:** Ask the adolescent client what are his/her preferences for the management/treatment options?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of observations made
16g	**During the consultation did the service provider do the following:** Provide accurate and clear information on follow-up actions?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of observations made
16h	**During the consultation did the service provider do the following:** Ask the adolescent client what are his/her preferences for the follow-up actions?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of observations made
16i	**During the consultation did the service provider do the following:** Ask the adolescent client whether he/she has any problem understanding the treatment that is being provided?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of observations made
16j	**During the consultation did the service provider do the following:** Check the adolescent client's understanding of the information provided by asking probing questions?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of observations made
16k	**During the consultation did the service provider do the following:** Use audio-visual material to explain anatomy, disease, or other, as relevant to the topic of the consultation?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of observations made
16m	**During the consultation did the service provider do the following:** Explain the results of the physical examination to the client?	1=Yes, 0=No, 6=Not relevant	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
Aggregate direct observation (client-provider interaction) score			Total score

Health-care provider interview tool			
Number	**Question**	**Response**	**Score**
21f	**When you see an adolescent client for services or counselling do you:** Obtain, in cases when an informed consent from a third party is required, the adolescent's assent to the service/procedure?	1=Yes, 0=No, 6=Not relevant	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
Aggregate health-care provider score			Total score

Adolescent in the community interview tool			
Number	**Question**	**Response**	**Score**
19	Did you feel the information provided during the consultation was clear, and that you understood it well?	1=Yes, 0=No, 7=Can't remember	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
20a	Did the provider ask you if you agreed with the treatment, procedure or solution that was proposed?	1=Yes, 0=No, 7=Can't remember	Total number of responses coded as "1" divided by the sum of responses coded "1" and "0"
Aggregate adolescent in the community score			Total score

Overall score on Criterion 75

	Category	Minimum – Maximum	Score
1	Aggregate adolescent client score	0–2	
2	Aggregate direct observation (client-provider interaction) score	0–10	
3	Aggregate health-care provider score	0–1	
4	Aggregate adolescent in the community score	0–2	
Absolute total score		0–15	
Relative score for Criterion 75		0 to 100%	$\left(\dfrac{\text{Total score}}{15}\right) \times 100$

CRITERION 76.

The health facility carries out activities to build adolescents' capacity in certain aspects of health-service provision.

Health facility manager interview tool			
Number	**Question**	**Response**	**Score**
17c	**Do you have budget to ensure:** Training of adolescents in providing certain services (e.g. health education for peers, counselling)?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of facility managers interviewed
Aggregate health facility manager score			Total score

Direct observation (checklist) tool			
Number	**Question**	**Response**	**Score**
13i	**Check to see training records/reports for the following topics.** Training of adolescents in providing certain services (for example, health education for peers, counselling)	1=Yes, 0=No	Score 1 for "Yes" or 0 for "No"
Aggregate direct observation (checklist) score			Total score

Health-care provider interview tool			
Number	**Question**	**Response**	**Score**
15b	**Have you ever trained any of the following groups in these areas:** Adolescents in providing certain services, for example, health education for peers, counselling?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
Aggregate health-care provider score			Total score

Overall score on Criterion 76

	Category	Minimum – Maximum	Score
1	Aggregate facility manager score	0–1	
2	Aggregate direct observation (checklist) score	0–1	
3	Aggregate health-care provider score	0–1	
Absolute total score		0–3	
Relative score for Criterion 76		0 to 100%	$\left(\dfrac{\text{Total score}}{3}\right) \times 100$

CRITERION 77.

Adolescents are involved in planning, monitoring and evaluation of health services.

Adolescent client exit interview tool			
Number	**Question**	**Response**	**Score**
23b	Today, or in other occasions, were you or your friends approached to help facility staff in planning health services, or any activity to improve the quality of services such as surveys, participating in meetings to discuss the quality of care, or any other?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of adolescent clients interviewed
Aggregate adolescent client score			Total score

Adolescent in the community interview tool			
Number	**Question**	**Response**	**Score**
28b	Have you or your friends ever been approached to help facility staff in planning health services, or any activity to improve the quality of services such as surveys, or participating in meetings to discuss the quality of care?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of adolescents in the community interviewed
Aggregate adolescent in the community score			Total score

Overall score on Criterion 77

	Category	Minimum – Maximum	Score
1	Aggregate adolescent client score	0–1	
2	Aggregate adolescent in the community score	0–1	
Absolute total score		0–2	
Relative score for Criterion 77		0 to 100%	$\left(\dfrac{\text{Total score}}{2}\right) \times 100$

CRITERION 78.

Adolescents are involved in decisions regarding their own care.

Adolescent client exit interview tool			
Number	**Question**	**Response**	**Score**
17q	**Today, during your consultation or counselling session:** Overall, did you feel that you were involved in the decisions regarding your care? For example, you had a chance to express your opinion or preference for the care provided, and your opinion was listened to, and heard?	1=Yes, 0=No, 8=Don't know	Total number of responses coded as "1" divided by the total number of adolescent clients interviewed
Aggregate adolescent client score			Total score

Adolescent in the community interview tool			
Number	**Question**	**Response**	**Score**
20b	Overall, did you feel that you were involved in the decision regarding your care–for example, did you have a chance to express your opinions or preferences for the care provided, and did you feel that your opinion was listened to, and heard?	1=Yes, 0=No, 8=Don't know	Total number of responses coded as "1" divided by the total number of adolescents in the community interviewed
Aggregate adolescent in the community score			Total score

Overall score on Criterion 78

	Category	Minimum – Maximum	Score
1	Aggregate adolescent client score	0–1	
2	Aggregate adolescent in the community score	0–1	
	Absolute total score	0–2	
	Relative score for Criterion 78	0 to 100%	$\left(\dfrac{\text{Total score}}{2}\right) \times 100$

CRITERION 79.

Adolescents are involved in certain aspects of health service provision.

Adolescent client exit interview tool

Number	Question	Response	Score
23a	Today, or in other occasions, were you or your friends approached to help staff in working with adolescents in this adolescent clinic/health facility?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of adolescent clients interviewed
Aggregate adolescent client score			Total score

Health-care provider interview tool

Number	Question	Response	Score
16b	**Have you ever involved any of the following groups in these activities:** Adolescents in any aspects of service provision?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of health-care providers interviewed
Aggregate health-care provider score			Total score

Adolescent in the community interview tool

Number	Question	Response	Score
28a	Have you or your friends ever been approached to help staff in working with adolescents in the nearby facility?	1=Yes, 0=No	Total number of responses coded as "1" divided by the total number of adolescents in the community interviewed
Aggregate adolescent in the community score			Total score

Overall score on Criterion 79

	Category	Minimum – Maximum	Score
1	Aggregate adolescent client score	0–1	
2	Aggregate health-care provider score	0–1	
3	Aggregate adolescent in the community score	0–1	
	Absolute total score	0–3	
	Relative score for Criterion 79	0 to 100%	$\left(\dfrac{\text{Total score}}{3}\right) \times 100$

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