



## COMMUNITY

INFLUENCING FACTOR CARDS



## CLIENT

INFLUENCING FACTOR CARDS



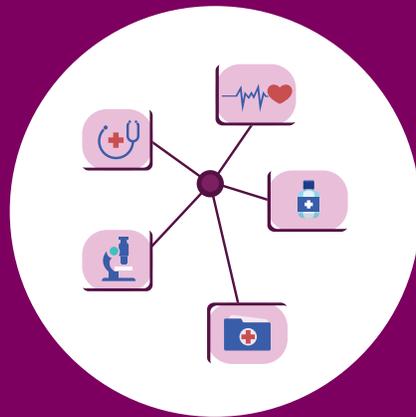
## PROVIDER AND COLLEAGUES

INFLUENCING FACTOR CARDS



## WORKPLACE ENVIRONMENT

INFLUENCING FACTOR CARDS



## HEALTH SYSTEM

INFLUENCING FACTOR CARDS



1. Community Cards - FRONT SIDE

COMMUNITY  
INFLUENCING FACTOR

**COMMUNITY  
DEFINITION OF  
QUALITY CARE**

**1**

COMMUNITY  
INFLUENCING FACTOR

**SOCIO-CULTURAL  
AND GENDER  
NORMS**

**2**

COMMUNITY  
INFLUENCING FACTOR

**HEALTH  
MIS-INFORMATION**

**3**

COMMUNITY  
INFLUENCING FACTOR

**RELIGIOUS  
LEADERS AND  
INFLUENCES**

**4**

COMMUNITY  
INFLUENCING FACTOR

**CONFIDENCE  
COMMUNITY  
MEMBERS  
HAVE IN THE FACILITY**

**5**

COMMUNITY  
INFLUENCING FACTOR

**SOCIAL STIGMA  
AGAINST  
CERTAIN GROUPS**

**6**

## 1. Community Cards - BACK SIDE

How the community perceives and defines "quality" healthcare and services

1

The unwritten rules and expectations about how people should behave and what is acceptable

2

Rumors, false or inaccurate information that is shared deliberately or accidentally in the community

3

The influence that religious beliefs, bodies, practices, and leaders have on communities and FP practices

4

The degree of confidence and trust that community members have in providers and local facilities

5

Discrimination or negative feelings against a certain group of people, based on a particular circumstance, trait, or characteristic

6

2. Client Cards - FRONT SIDE

CLIENT  
INFLUENCING FACTOR

**FINANCIAL  
RESOURCES**

1

CLIENT  
INFLUENCING FACTOR

**DEMOGRAPHIC  
CHARACTERISTICS  
(AGE, SEX, CLASS,  
ETHNICITY,  
PARITY)**

2

CLIENT  
INFLUENCING FACTOR

**ATTITUDES,  
VALUES, AND  
BELIEFS**

3

CLIENT  
INFLUENCING FACTOR

**AGENCY AND  
POWER**

4

CLIENT  
INFLUENCING FACTOR

**EXPECTATIONS FOR  
CARE**

5

CLIENT  
INFLUENCING FACTOR

**HEALTH LITERACY  
AND SKILLS**

6

## 2. Client Cards - BACK SIDE

The level of monetary resources the client has available to cover healthcare costs

1

Characteristics or traits of the client, such as age, sex, class, ethnicity, number of children, and marital status

2

The way a client thinks or feels about FP, healthcare, society, and broader issues

3

The degree to which the client feels or is able to act independently and make their own choices

4

Clients' expectations about how they will be treated, how a provider should act, and the services and products available to them

5

The client's health knowledge and skills, including the ability to obtain, process, understand and act on health information

6

### 3. Provider Cards - FRONT SIDE

PROVIDER AND COLLEAGUES  
INFLUENCING FACTOR

**EMPATHY  
TOWARD  
CLIENT**

1

PROVIDER AND COLLEAGUES  
INFLUENCING FACTOR

**KNOWLEDGE  
AND SKILLS**

2

PROVIDER AND COLLEAGUES  
INFLUENCING FACTOR

**ABILITY TO MAKE  
DECISIONS AND  
ACT**

3

PROVIDER AND COLLEAGUES  
INFLUENCING FACTOR

**COMMITMENT**

4

PROVIDER AND COLLEAGUES  
INFLUENCING FACTOR

**PROVIDER'S IDENTITY  
IN AND OUT OF THE  
FACILITY**

5

PROVIDER AND COLLEAGUES  
INFLUENCING FACTOR

**VALUES, BELIEFS  
AND ATTITUDES**

6

### 3. Provider Cards - BACK SIDE

Providers' willingness and capacity to understand and share the feelings of their clients

1

The knowledge, skills, and abilities a provider possesses to do their job, including both technical and soft skills

2

The degree of autonomy and agency a provider has to make decisions and act in their job

3

The motivation and desire to serve clients and provide quality care

4

The provider's roles, personality, and characteristics that form who the provider is and how they are viewed

5

The way a provider thinks or feels about clients, FP methods, behaviors, sexuality, and broader issues

6

4. Provider & Workplace Environment Cards - FRONT SIDE



#### 4. Provider & Workplace Environment Cards - BACK SIDE

The capacity to understand how gender can impact clients' FP/RH behavior, choices and health

7

Systems and processes that enable providers to learn, grow, and build professional skills

1

The resources available for providers to do their jobs, including utilities, supplies, commodities, job aids, and administrative tools

2

The physical space in the facility and its condition, including private spaces for consults, break areas, and hygiene conditions

3

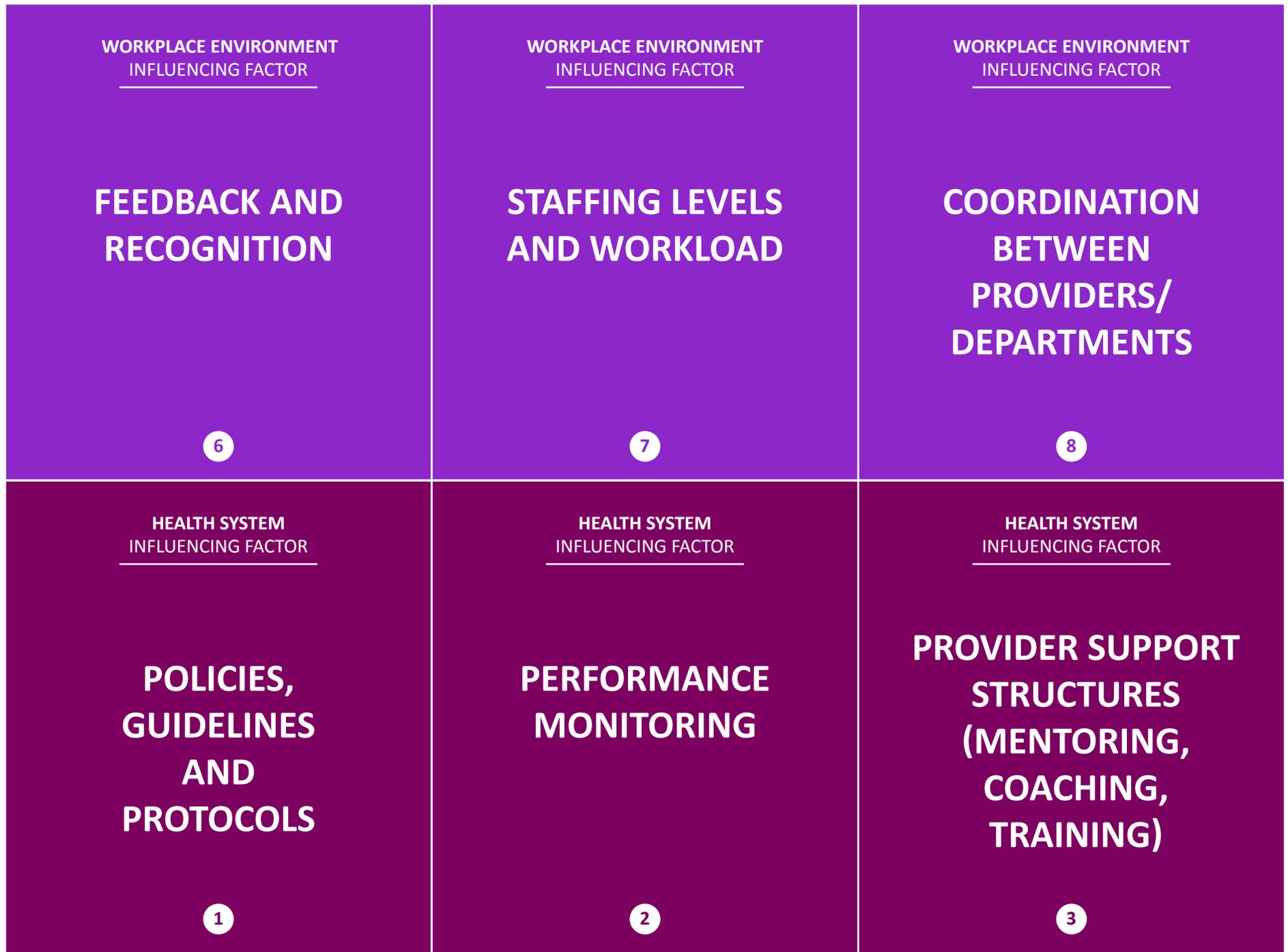
The values, expectations, and practices that guide actions of staff in the facility, including the overall feeling in the facility

4

The overall approach and style of leadership and management in a facility, including ideology and expectations

5

5. Workplace Environment & Health System Cards - FRONT SIDE



5. Workplace Environment & Health System Cards - BACK SIDE

Information given to providers about their performance and acknowledgement of good work, formally or informally

6

Whether a facility is sufficiently staffed, the client load and level of responsibility, and time available to do tasks

7

The degree to which providers are able and willing to coordinate care efforts and are aware of others' activities

8

Documents, laws, and tools that standardize and provide guidance on service delivery and healthcare administration

1

Systems and processes for evaluating provider performance and tracking metrics

2

Structures to support positive provider behavior, including training, coaching, mentoring, and supervision

3

6. Health System Cards - FRONT SIDE

HEALTH SYSTEM  
INFLUENCING FACTOR

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**PROMOTION,  
TRANSFER, AND  
COMPENSATION**

4

HEALTH SYSTEM  
INFLUENCING FACTOR

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**FP  
PRIORITIZATION**

5

HEALTH SYSTEM  
INFLUENCING FACTOR

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**RESOURCE  
MANAGEMENT**

6

## 6. Health System Cards - BACK SIDE

Policies and practices related to how/when providers are promoted, transferred, and compensated for their work

4

The level of importance and funding that FP services and commodities receive in the country/state

5

How the health system manages, disseminates, and distributes financial and other resources to facilities

6

7. Template Cards - FRONT SIDE 2 cards for each category

**COMMUNITY**  
INFLUENCING FACTOR

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7

**COMMUNITY**  
INFLUENCING FACTOR

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8

**CLIENT**  
INFLUENCING FACTOR

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7

**CLIENT**  
INFLUENCING FACTOR

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8

**PROVIDER AND COLLEAGUES**  
INFLUENCING FACTOR

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8

**PROVIDER AND COLLEAGUES**  
INFLUENCING FACTOR

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9

7. Template Cards - BACK SIDE

2 cards for each category

7

8

7

8

8

9

**8. Template Cards - FRONT SIDE** 2 cards for each category

**WORKPLACE ENVIRONMENT  
INFLUENCING FACTOR**

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9

**WORKPLACE ENVIRONMENT  
INFLUENCING FACTOR**

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10

**HEALTH SYSTEM  
INFLUENCING FACTOR**

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7

**HEALTH SYSTEM  
INFLUENCING FACTOR**

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8

**8. Template Cards - BACK SIDE**

2 cards for each category

