

CLIENT

WORKPLACE ENVIRONMENT

DAILY SYNTHESIS SHEET

PROVIDER & COLLEAGUES

HEALTH SYSTEM

GLOBAL SYNTHESIS SHEET

Scenario Tool

TIME

60

minutes per client
or client group

DIFFICULTY

Participants:
MEDIUM

Facilitator:
MEDIUM

Facilitator will have to lead the conversation and continuously make follow-up questions to dig deeper into the root causes of the challenges and opportunities.

GOAL

The Client Visual Scenario tool will allow facilitators to:

- Further understand clients' perceptions of the family planning experience.
- Gather specific details on their experience of receiving family planning, counseling and health talks about contraception and pregnancy.
- Have a better understanding of clients' motivations for seeking family planning services and their barriers to adopting and maintaining use of family planning methods.

HOW DOES IT WORK?

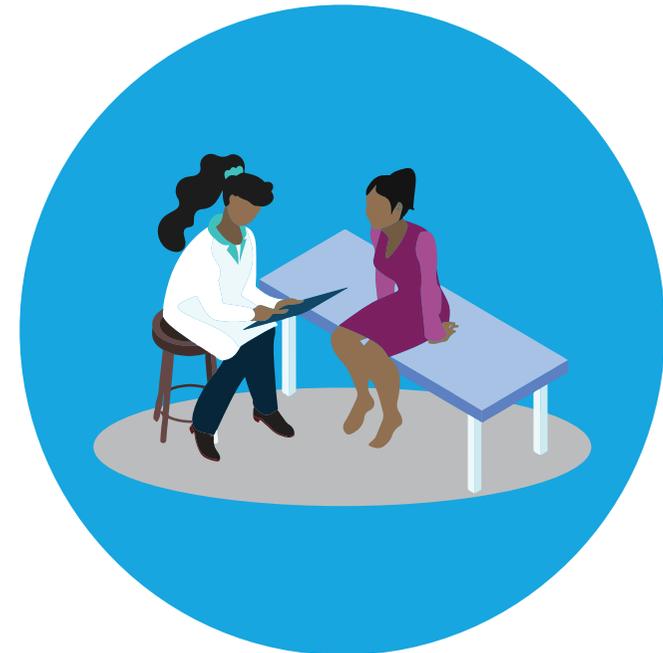
- 1 During this discussion, a member of the Core Implementation Team shows client(s) images of the provider's behaviors of interest.
- 2 The facilitator and client(s) then talk about how each image compares to the client's recent family planning experience, their perception of these services/ behaviors, and their motivations for seeking family planning.

MATERIALS NEEDED

- Good quality large print-outs of each visual scenario (A4).
- A copy of the scenarios and discussion questions
- Audio recorders, if using/allowed
- Pen

PARTICIPANTS & ROLES

- Number of Participants:** Three to four family planning clients. For group formats, no more than three or four participants who meet the selection criteria (see the Select Samples section).
- Roles:** (both fluent in the preferred languages of the client)
 - One facilitator
 - One notetaker

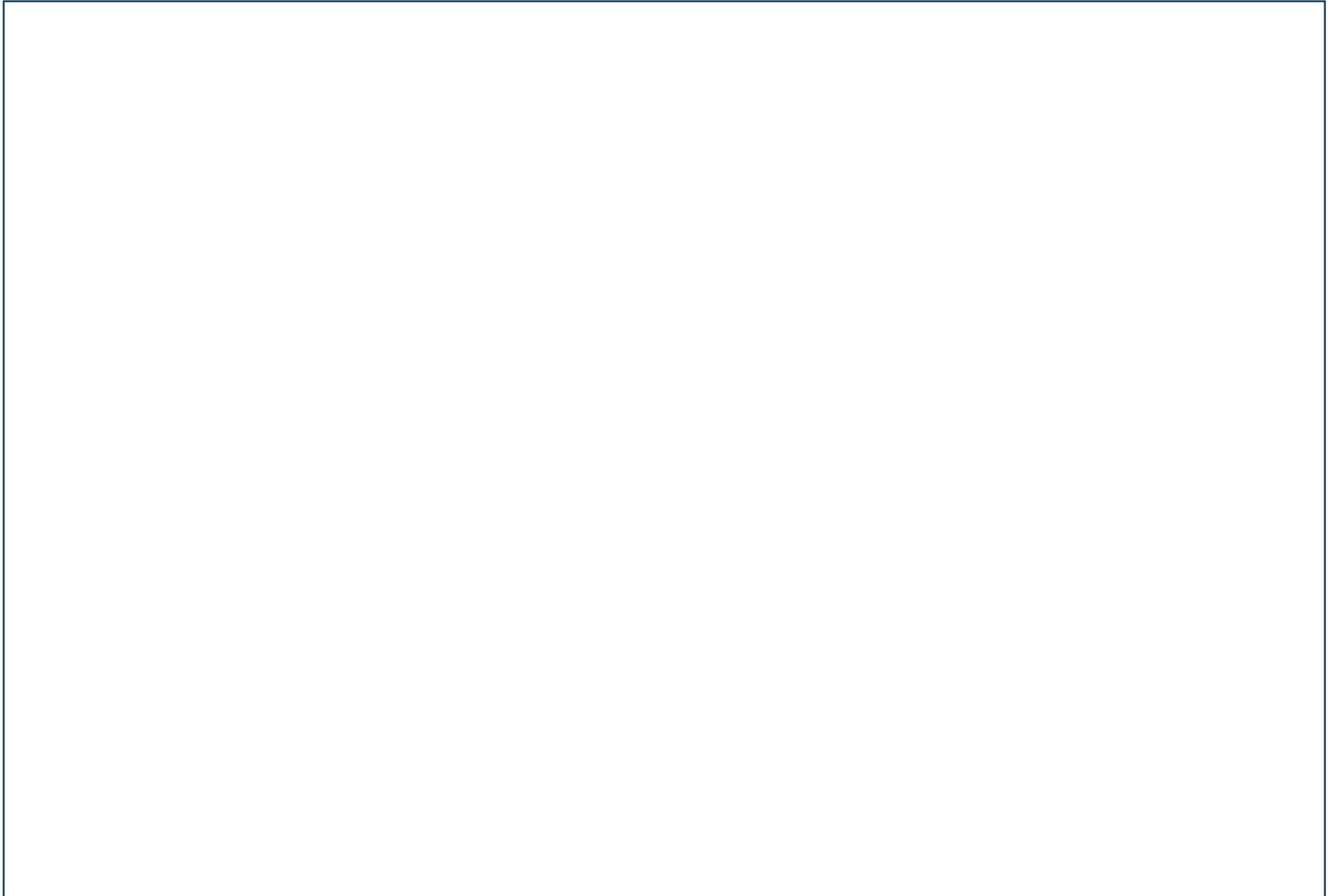


**CLIENT
DIAGNOSIS**

Client Information

Age	Number of Children	Marital Status			
Current Family Planning Status: CURRENTLY USING / PREVIOUSLY USED / NEVER USED		Notes			
Type of Family Planning Method Client Uses (if applicable) <table border="1" data-bbox="190 742 1086 1452"><thead><tr><th data-bbox="190 742 638 813">Currently Using</th><th data-bbox="642 742 1086 813">Previously Used</th></tr></thead><tbody><tr><td data-bbox="190 817 638 1452"></td><td data-bbox="642 817 1086 1452"></td></tr></tbody></table>			Currently Using	Previously Used	
Currently Using	Previously Used				

Scenario 1



Scenario 1

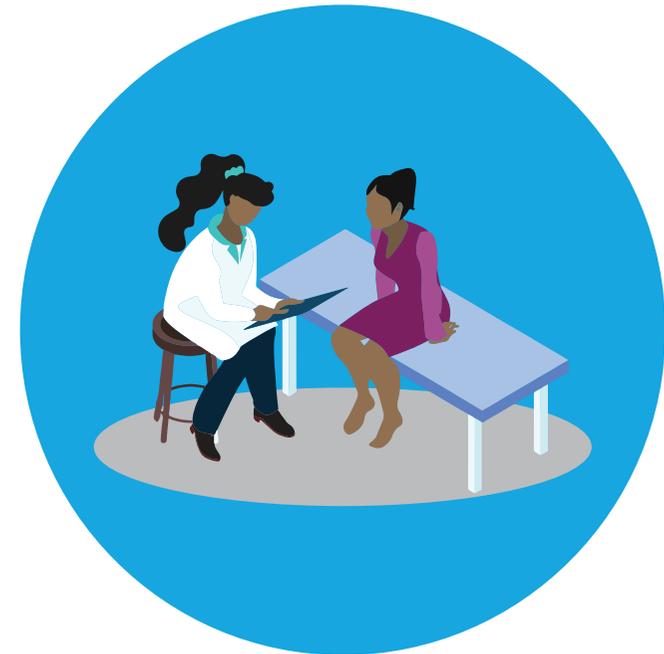
Health Literacy

SCENE DESCRIPTION

Mary is a 21-year-old woman who lives in a rural area. She is illiterate and has not heard much about contraception. Today, she went to the closest health facility to get more information about family planning after hearing some of her neighbors talking about it. She had to travel 1.5 hours to get to the facility.

The provider took Mary to a private area for a consultation. During her consultation, the health provider recommended that Mary start taking oral contraceptive pills to prevent pregnancies. However, the provider didn't explain many details about side effects she might experience or how often she would need to return to get more pills. The provider did not let Mary know about other family planning options.

Mary didn't have the space to ask questions or seek more guidance. She felt shy to talk about her concerns, needs, and preferences with the provider. She left feeling uncertain about what to expect and whether she wanted to use oral contraceptive pills.



CLIENT
DIAGNOSIS

Scenario 1 - Health Literacy

QUESTIONS AND PROMPTS

How was your family planning consultation similar?

How was your family planning visit different?

Scenario 1 - Health Literacy

QUESTIONS AND PROMPTS

Did the health provider answer all the questions you had about family planning? Did you feel that you could ask the provider questions? Why/why not?

Did the provider ask you about your family planning needs and method preference?

How clear was the family planning information you received from the provider?

What was something positive the provider did during your visit?

Did you have the space to clearly communicate your needs and concerns with the provider?

Why do you feel that happened?

What could have been done differently?

Scenario 2



Scenario 2

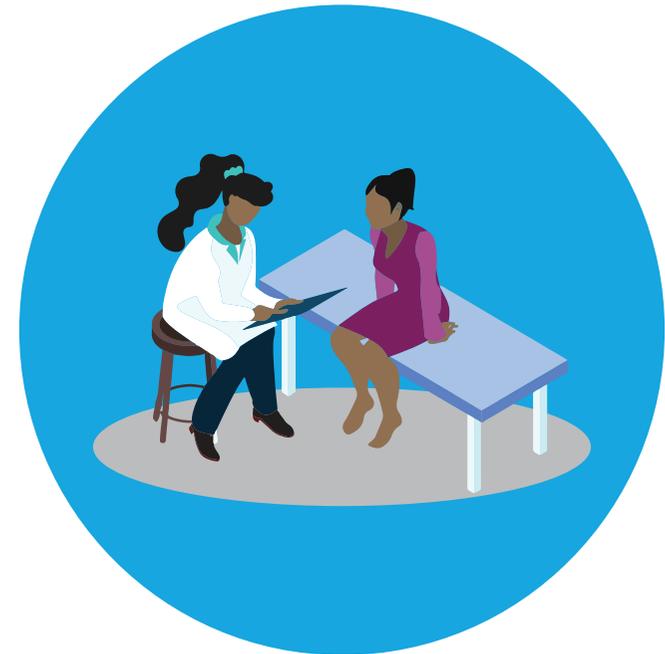
Norms & Misconceptions

SCENE DESCRIPTION

Grace just got married and hopes to go to university. She is not ready to have a child yet, as she hopes to graduate from university and get a job. She is curious about family planning but she believes her religious leaders would oppose. Her mother-in-law wants her to have a child soon and she feels embarrassed talking to her husband about sex and contraception. She has also heard that family planning can make it so she won't be able to get pregnant later on.

She finally decides to go with her cousin to the health facility and inquire about family planning. During the consultation, the provider scolds her for believing false ideas about contraception. The provider addresses Grace's misunderstanding but advises against using family planning since she should not wait to have her first child. The provider is not willing to provide Grace with contraception without her husband's consent. She suggested that Grace come back next time with her husband.

Grace leaves feeling frustrated and defeated. Her concerns were not addressed and she doesn't know how to talk to her husband about using family planning.



CLIENT
DIAGNOSIS

Scenario 2 - Norms & Misconceptions

QUESTIONS AND PROMPTS

How was your family planning consultation similar?

How was your family planning visit different?

Scenario 2 - Norms & Misconceptions

QUESTIONS AND PROMPTS

How did the provider treat you?

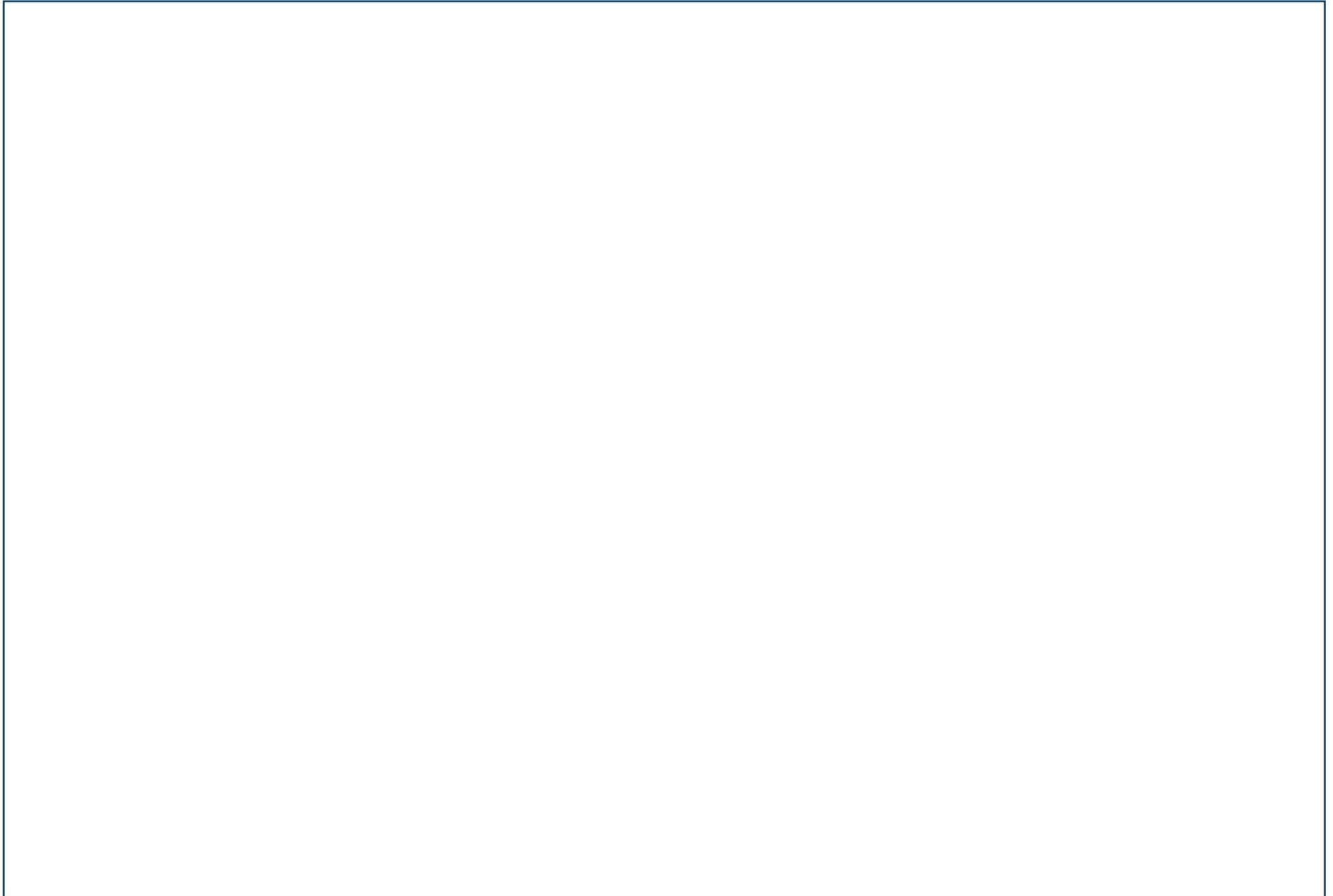
What do you think influenced the way the provider treated you?

How did the provider respond to your questions or concerns?

What barriers do you face related to family planning?

What could have been done to improve your interaction with the provider?

Scenario 3



Scenario 3

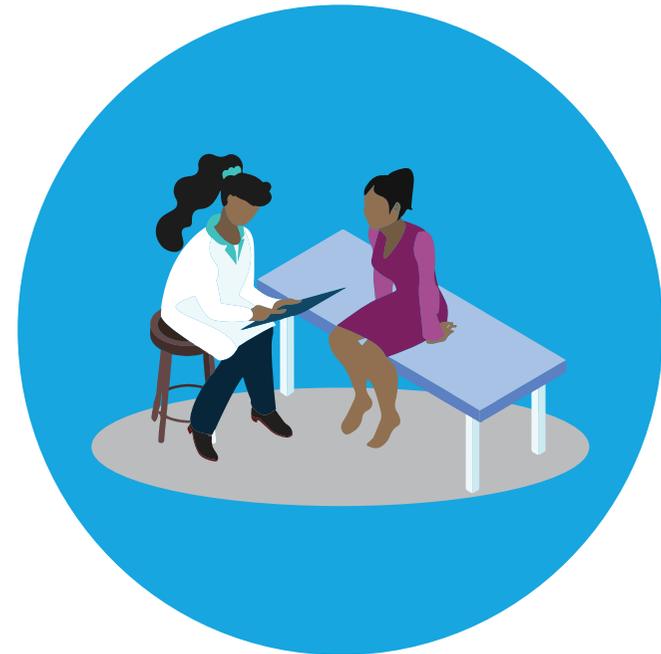
Rushed but available provider

SCENE DESCRIPTION

Doris is 34 years old and started to use contraceptive implants a few months ago. She has been experiencing occasional heavy menstrual bleeding, which bothers her and her husband. She wonders if there are other methods that she could switch to. Doris and her husband, Thumbo, have discussed and want to continue some form of family planning.

She comes to the health facility with her husband hoping to discuss the problems she is experiencing. The couple waits for 2 hours because there were a lot of clients at the facility. They see some community members and worry that they might find out that they're using family planning. Finally, they are able to talk with a provider. Doris explains the side effects she has been experiencing and asks what she can do.

The provider explains the bleeding and discusses a few other options with the couple, including some that Thumbo could consider. The couple feels at ease asking questions, and the provider responds, though she is very busy. The couple decides to try an IUD, but unfortunately none is in stock. The provider refers Doris to another facility for IUD insertion.



CLIENT
DIAGNOSIS

Scenario 3 - Rushed but available provider

QUESTIONS AND PROMPTS

How was your family planning consultation similar?

How was your family planning visit different?

Scenario 3 - Rushed but available provider

QUESTIONS AND PROMPTS

After arriving at the facility, how long did you wait to see the provider? How much time did you spend with the provider? Did you feel like you had enough time with the provider?

Can you share with me some of the things that the provider shared with you?

Did the provider explain the different methods that are available? Did they explain side effects and that you could switch methods in the future?

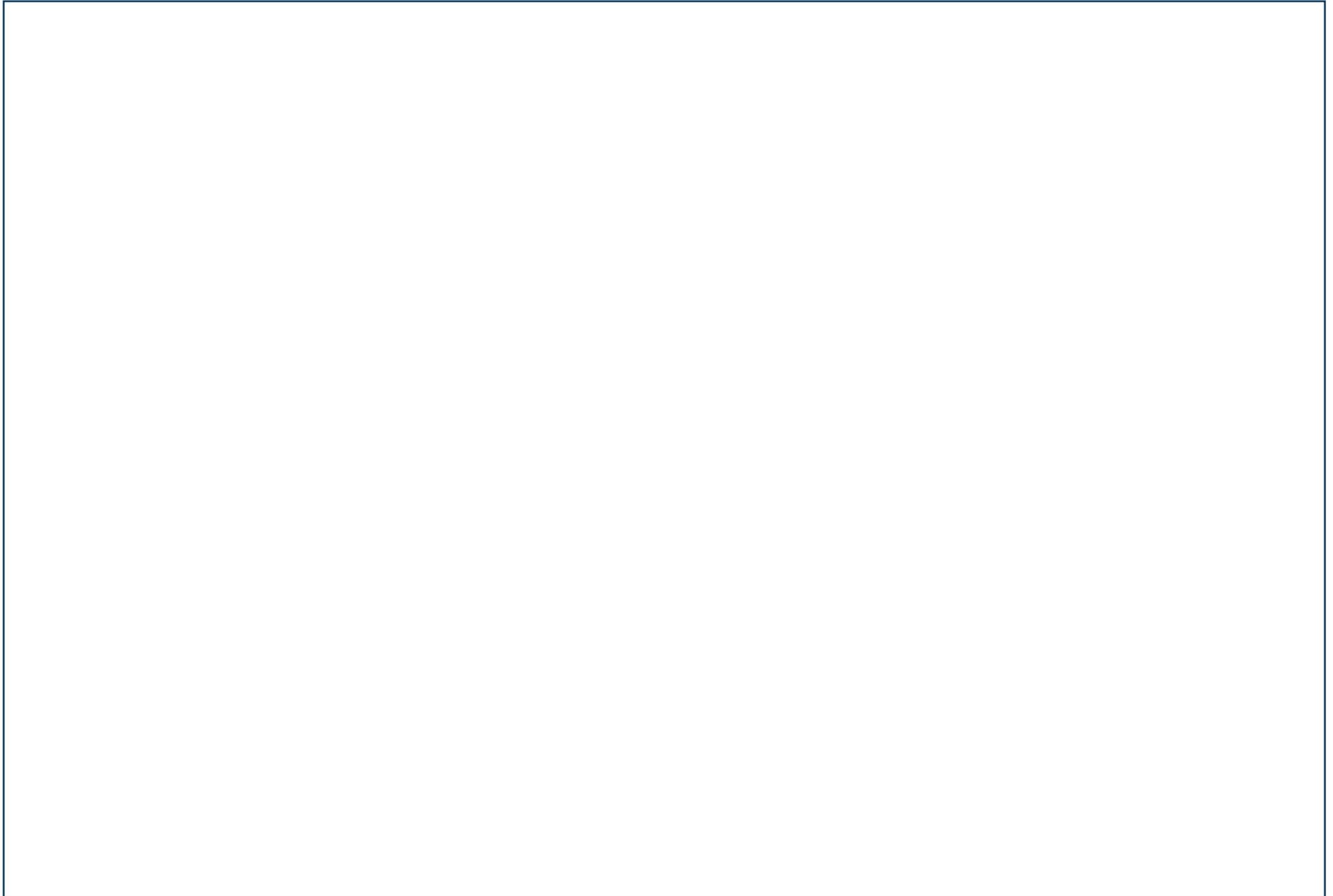
How attentive was the provider to you during the consultation? What distractions did the provider have?

What barriers do you feel the provider faced in providing family planning services and products to you?

Was your preferred family planning method available? If not, what did the provider do?

How did you feel during and after your visit with the provider?

Scenario X

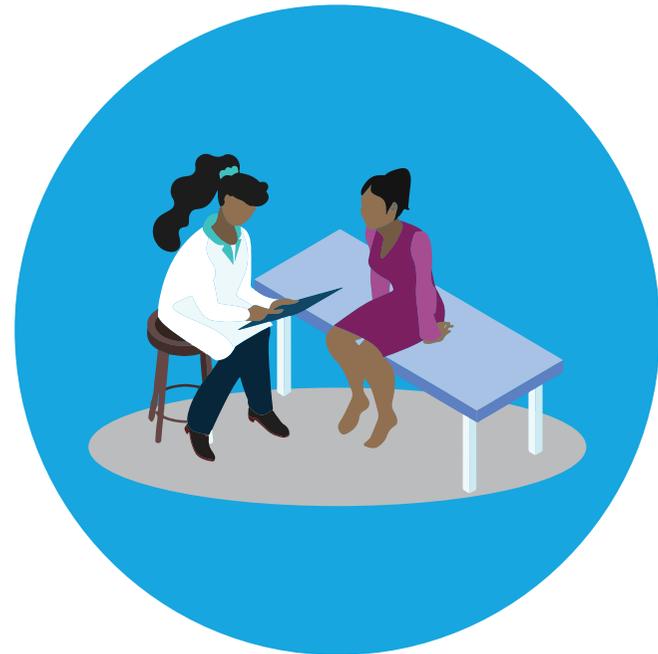


Scenario X

Title

SCENE DESCRIPTION

Insert scenario here



CLIENT
DIAGNOSIS

Scenario X - Title

QUESTIONS AND PROMPTS

How was your family planning consultation similar?

How was your family planning visit different?

Scenario X - Title

QUESTIONS AND PROMPTS

Can you share with me some of the things the provider shared with you?

Did you have the space to clearly communicate your needs and concerns with the provider? Why/why not?

What could have been done to improve your interaction with the provider and your overall experience?

What barriers do you face related to family planning?

Did the provider clearly explain the different family planning methods, advantages and disadvantages of each, potential side effects, and what to do about side effects?

How did you feel during and after your visit with the provider?