

CLIENT

WORKPLACE ENVIRONMENT

DAILY SYNTHESIS SHEET

PROVIDER & COLLEAGUES

HEALTH SYSTEM

GLOBAL SYNTHESIS SHEET



Observation Guide for Guided Visit

TIME

120

minutes

DIFFICULTY

Participants:
EASYFacilitator:
MEDIUM

The facilitator will have to explore specific elements in the health facility, be astute to observe any new behavioral challenges, and have a good read of human behavior.

GOAL

This observational visit will help identify new and/or validate provider behavioral challenges, supplementing what providers share during the behavioral blueprint activity.

HOW DOES IT WORK?

The Observation Guide is a tool to help you understand how the workplace environment influences provider behavior—including overall dynamics, services, and structure of the facility. It supplements data gained from providers and captures information that providers cannot or may not want to articulate.

The tool is structured according to the main points to be observed—staffing, hours, workplace culture, layout, FP tools and resources, performance, and others—and provides question prompts to facilitate the interaction with staff and clients.

MATERIALS NEEDED

- Guided visit observation template
- Camera
- Pen

PARTICIPANTS & ROLES

- Number of Participants:**
 - Facility in-charge
 - Observe and briefly interact with other staff members during the observation
- Roles:**
 - One observer, preferably an implementing partner



WORKPLACE ENVIRONMENT

OBSERVATION

STEP

1

TIME

20 mins

Before you start, provide the name and position of the person in charge of guiding the observation.

NAME:

POSITION:

Once in the health facility please collect data about the following elements:

LOCATION AND TYPE OF FACILITY

Describe the location using words of the person in charge (e.g., central, remote)	Level/type of facility (e.g., dispensary, county hospital) and number of employees (include full-time, part-time, and support staff e.g., cleaners, volunteers, and students/trainees)	What is the general condition of the facility? (e.g., electricity, running water, overall state of the facility)	What is interesting/unique about the facility?

STEP

2

PART 1 OF 2

TIME

20 mins
(In total)

Please go to the Family Planning Department and collect information about the following:

STAFFING, HOURS AND WORKPLACE CULTURE (PART 1)

Number and types of employees in the family planning department?	Note the number, gender, cadre of each staff person present in the clinic today	How often and when are Family Planning services being offered?	Observe the attitudes of the staff
		<p><i>e.g. family planning services are offered once a week</i></p>	<p><i>e.g. are they hurried, relaxed, busy, and/or cheerful?</i></p>

STEP

2

PART 2 OF 2

TIME

20 mins
(In total)

Please go to the **Family Planning department** and collect information about the following: **STAFFING, HOURS AND WORKPLACE CULTURE (PART 2)**

How do staff interact and treat each other? (Observe power dynamics and teamwork spirit)	Is harsh treatment normalized?	When are the busiest and slowest times based on the facility in charge's experience?	Number of clients in the waiting room now (write down the time)

STEP

3

TIME

20 mins

Now, please focus more on the **client perspective** by collecting information about the following:
LAYOUT

Describe where a client goes at various points during their journeys.	Are there private spaces for a client consultation and method insertion?	Describe what time-saving measures are used	How many men appear to accompany family planning clients? During which parts of the service? What kinds of interactions do they have with providers?
<p>If X (e.g., waiting, health talks, consultation, physical exams...) was not mentioned, ask "where does X happen?"</p>	<p>Add details on what you see in their used spaces (e.g. private curtains, closed rooms)</p>	<p>e.g., multiple services taking place in the same room, clients being seen in groups</p>	<p>Or you could ask the nurse/doctor in-charge how men typically interact with providers during Family Planning services</p>

STEP

4

TIME

20 mins

Let's observe **FAMILY PLANNING TOOLS/RESOURCES** used at the health facility.

Does the facility have a consultation area? **If yes**, which of the following are in the consultation area? If not there, where are they kept?

Family planning commodities, including the mix of contraceptive options available	Family planning and other medical supplies	Counseling, cues to action/items on the walls or other tools

STEP

5

TIME

20 mins

Ask **how the in-charge monitors PERFORMANCE** and answer the following questions

How often does the staff meet to discuss Family Planning service delivery?	Do you monitor any indicators related to family planning service delivery?	How would you describe the facility's performance in the region?	What kind of feedback or mentorship have you and your colleagues received regarding family planning?
	<i>If so, which ones? What have you observed as a result?</i>	<i>How do you know this?</i>	<i>Understand specific areas of improvement or good practices to continue, as mentioned by supervisors.</i>

STEP

6

TIME

20 mins

Please provide answers to the following questions:

FINANCING & DOCUMENTATION

What is the cost of family planning methods for a patient?	How are family planning methods that are provided documented? Where is it recorded? Who fills that out? How often/when is it filled out

Congratulations you just completed the guided visit tool!