

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.



CLIENT DIAGNOSIS

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

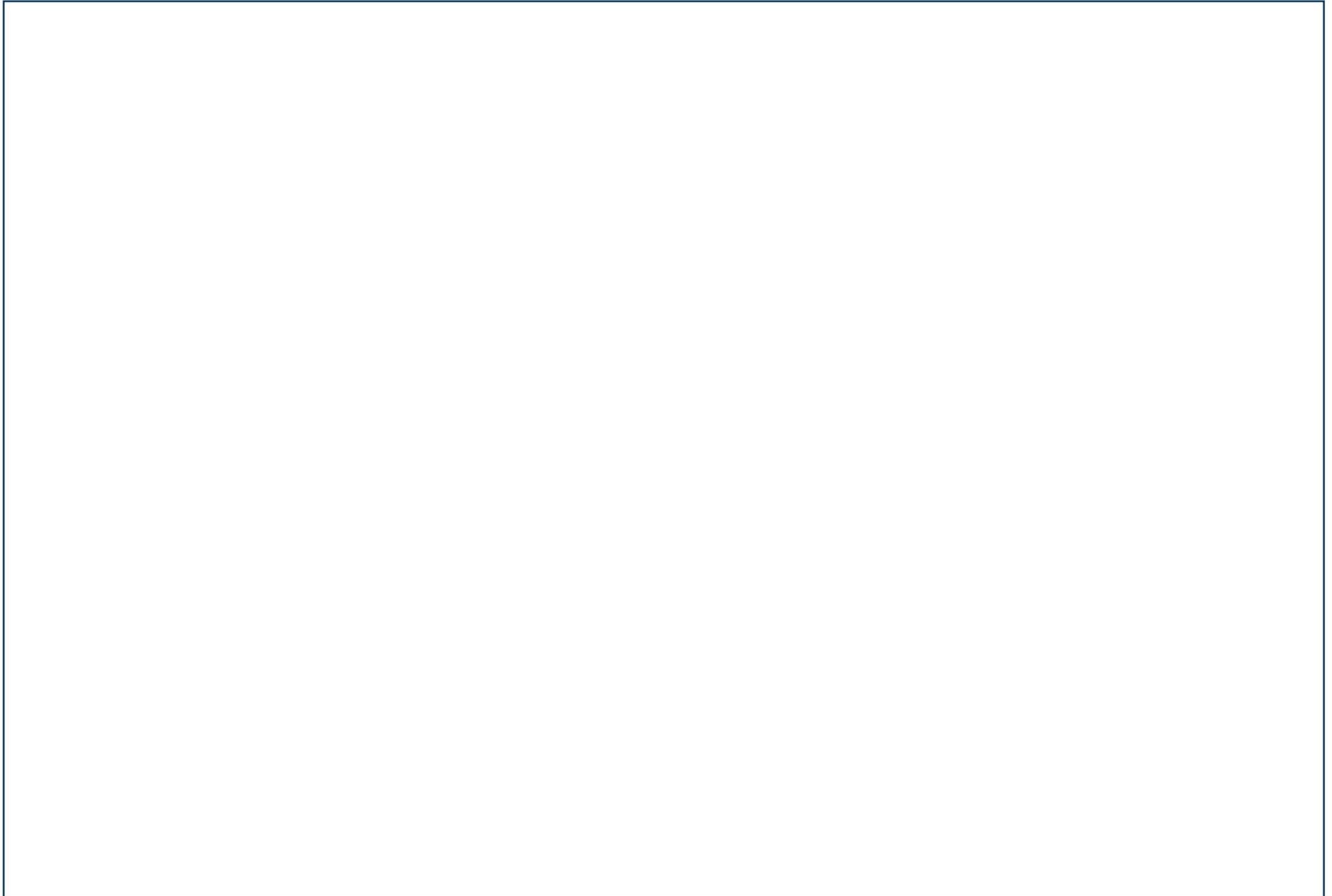
PARTICIPANTS & ROLES

- 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 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"><tr><td data-bbox="190 742 638 813">Currently Using</td><td data-bbox="638 742 1086 813">Previously Used</td></tr><tr><td data-bbox="190 813 638 1452"></td><td data-bbox="638 813 1086 1452"></td></tr></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

Gender and Partner Norms

SCENE DESCRIPTION

Grace, 24, is recently married. She is not ready to have a children yet and wants to graduate from university and obtain a job before she has her first child. She is curious about family planning but believes her community and family would be opposed to it. Her mother-in-law wants her to have children soon and she feels embarrassed talking to her husband about sex and contraception. She has also heard that contraception can make getting pregnant difficult when she finally wants to have children.

Grace decides to visit a health care facility with her cousin and inquire about family planning. Grace expresses interest in using a modern contraceptive method but doesn't know how to bring the conversation to her husband. During the consultation, the provider addresses Grace's misunderstanding about the side effects of contraception but also advises against using family planning since she thinks Grace should not wait to have her first child. The provider also tells Grace to come back next time with her husband (his consent is needed). The provider doesn't provide her with contraception.

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 - Gender and Partner Norms

QUESTIONS AND PROMPTS

How was your family planning consultation similar?

How was your family planning visit different?

Scenario 2 - Gender and Partner Norms

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

Youth Norms & Misconceptions

SCENE DESCRIPTION

Suzanne, 19, lives in a city and has just started sexual activity. She is not ready to have children yet, doesn't have a serious partner, and doesn't have strong feelings about family planning. She doesn't want to talk to her family about sexual activity and family planning because she thinks they would be opposed, and she would be embarrassed. She recently saw some information on social media about family planning and different methods to protect against pregnancy and decided to visit a health clinic.

Suzanne visits a clinic near her house to learn about family planning. She is received warmly by the health care provider who immediately asks if her partner is agreeable to her using family planning. Suzanne says she is single and has infrequent sexual relations. The provider tells her that she disapproves of this behavior but still explains the various family planning method options. Suzanne is intrigued and wants to learn about long-term methods, but wants to discuss a concern she has heard about their side effects. The provider is uncomfortable with the conversation, does not discuss the topic, and recommends a short-term method to her.

Suzanne leaves feeling uncertain and ashamed. Her questions were not answered, and she felt judged for her behavior. She doesn't know if she will return to a health facility to talk about family planning again.



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DIAGNOSIS

Scenario 3 - Youth Norms & Misconceptions

QUESTIONS AND PROMPTS

How was your family planning consultation similar?

How was your family planning visit different?

Scenario 3 - Youth 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 4

Rushed provider

SCENE DESCRIPTION

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

Doris visits a health facility with her husband hoping to discuss the problems she is experiencing. The couple wait for 2 hours because there are many clients at the facility. They see 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 is tired from her long shift that day and quickly suggests another method (oral contraceptive pills). The conversation seems rushed, and the other potential options are still unclear to Doris and her husband. Doris also still questions why she is having this bleeding side effect. Doris and her husband take the oral contraceptive pills and leave the consultation.

The couple feel uncertain about the new method including its potential side effects. While they are happy that they found a new method and talked to a health care provider, they feel their main concern about bleeding was not addressed.



CLIENT
DIAGNOSIS

Scenario 4 - Rushed provider

QUESTIONS AND PROMPTS

How was your family planning consultation similar?

How was your family planning visit different?

Scenario 4 - Rushed provider

QUESTIONS AND PROMPTS

How did the provider treat you?

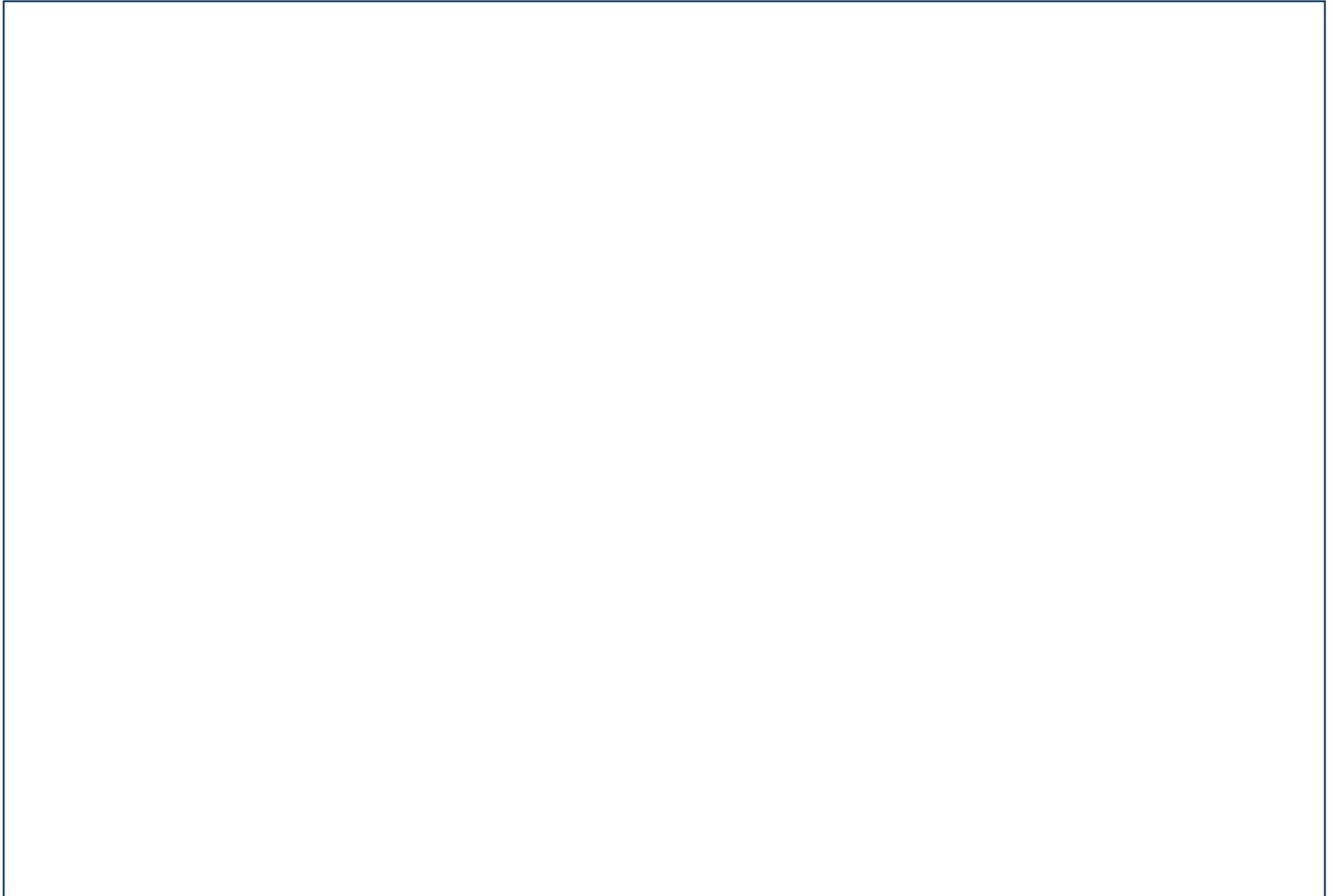
What do you think influenced the way the provider treated you?

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 4



Scenario 5

Caring and Progressive Provider

SCENE DESCRIPTION

Rachel is 23 years old, newly married, and a new mother. She is very happy with her new child but wants to wait at least 2 years until she has another. She has used short term methods in the past but wants to learn more about other options. She talks openly with her husband about family planning, but he doesn't feel the need to join her during her visit to the health care facility. Rachel has had both positive and negative counseling sessions with providers in the past and is always a little hesitant to visit health care facilities for family planning.

Rachel visits the health care clinic alone and is greeted warmly. The provider doesn't ask for her partner's consent as she feels the woman would leave and she would not be able to help her. During the session, the provider feels Rachel is very curious about all method options but reluctant to ask about long-term methods. The provider takes the time to explain the benefits of both short- and long-term methods, potential side effects, and discusses Rachel's fertility and life goals. Rachel feels well informed and chooses an injectable method - a method that meets her needs which she has not tried in the past.

Rachel leaves feeling happy with the interaction. She feels heard and that she has found the best method to reach her fertility goals. She is excited to tell her husband and friends about her positive experience.



CLIENT
DIAGNOSIS

Scenario 5 - Caring and Progressive Provider

QUESTIONS AND PROMPTS

How was your family planning consultation similar?

How was your family planning visit different?

Scenario 5 - Caring and Progressive Provider

QUESTIONS AND PROMPTS

How did the provider treat you?

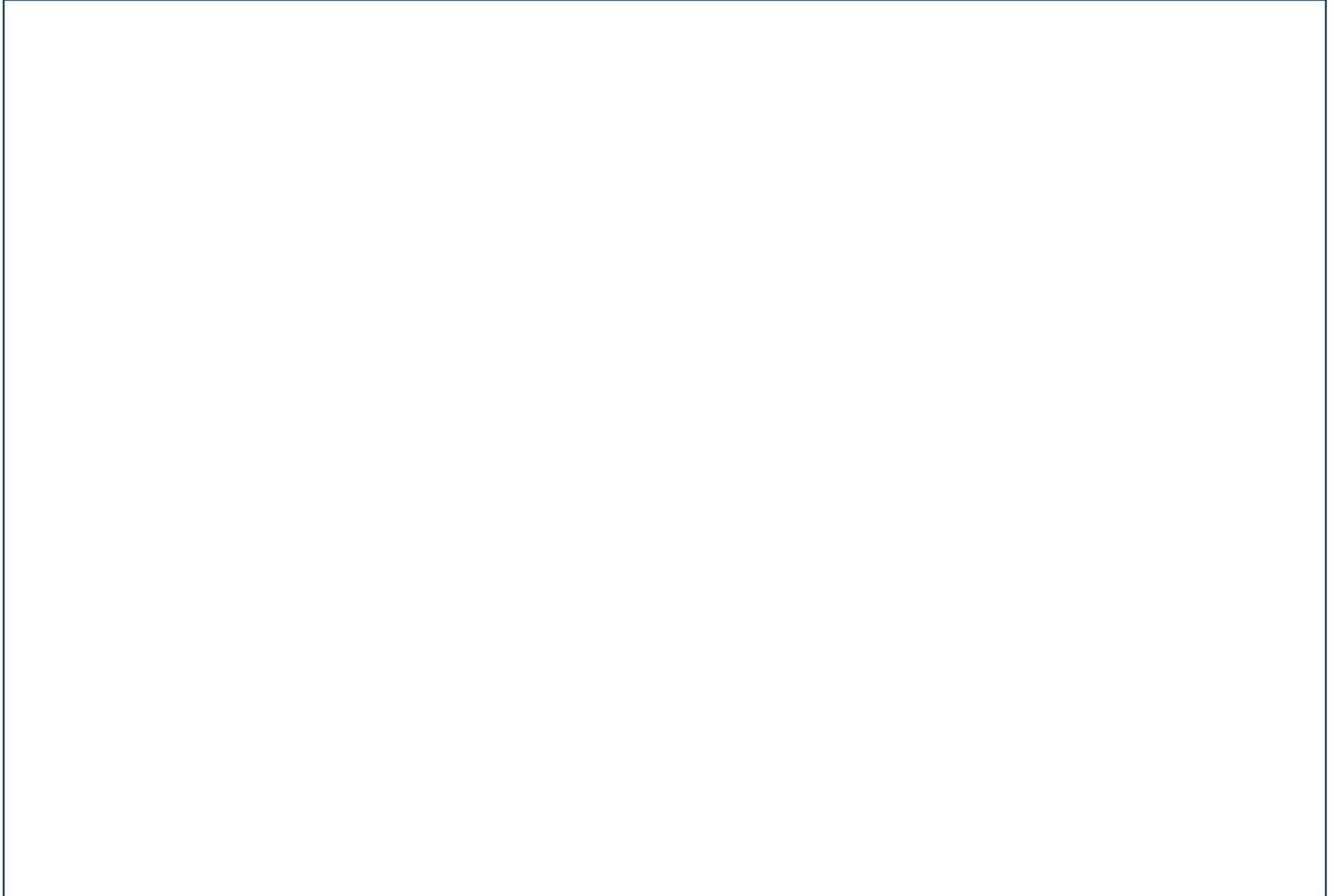
What do you think influenced the way the provider treated you?

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 5



Scenario X

Title

SCENE DESCRIPTION

Insert scenario here



CLIENT
DIAGNOSIS

Scenario X

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?