



AYFHS Modular Training

MODULE 1: Friendly Services for Adolescents & Young People in our Facility



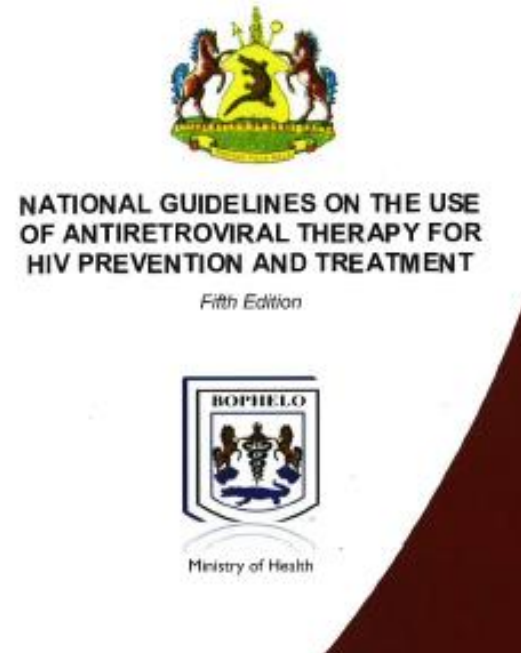
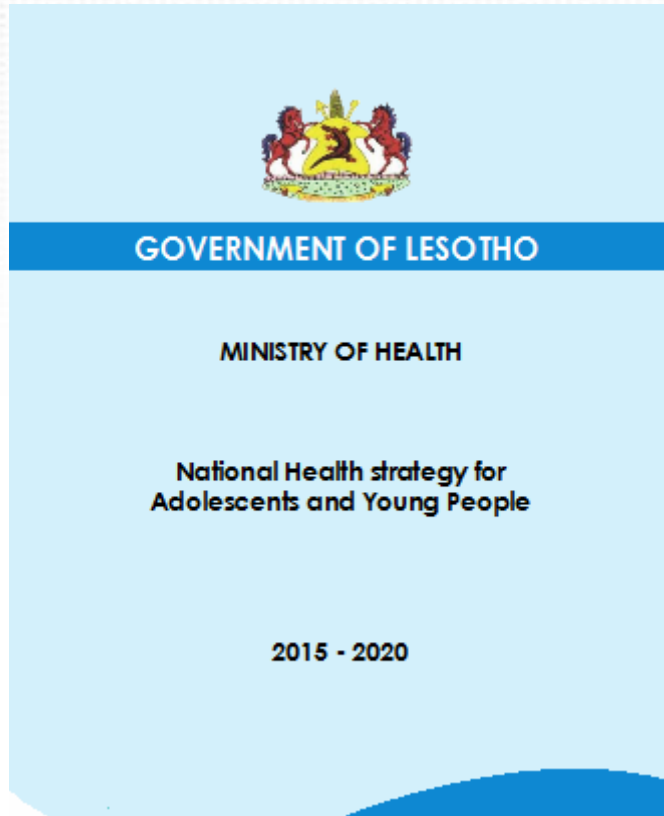
Thanks

- Participants
- Facility leadership
- Ministry of Health
- PEPFAR (PUSH and Star-L Districts)

All material developed for the training are based on Lesotho national health policy and guidelines.



Training Modules Key References



Training Modules

Module 1: Friendly-services for Adolescents & Young People (AYP) in our Facility

Module 2: Test & Treat for Adolescents in Lesotho

Module 3: Undetectable Viral Load: Adherence for AYPLHIV Treatment Success

Module 4: Treatment Support: Disclosure in the family, school and in relationships

Module 5: Aging with HIV: Transitioning Care from Childhood to Adulthood

Module 6: MCH for Teens: Fertility and Pregnancy

Module 7: SRH: Referrals between Clinics and into the Community

Training schedule set in consultation with facility and facilitator.



Training Certification

- Attendance
- Pre and post test scores
- Application and use of training content in the facility

- Between training, site support and data review.



Module 1 Overview: 3 hours

TIME	TOPIC	LEARNING OBJECTIVES
15 min	Welcome & Opening	<ul style="list-style-type: none">• Describe the characteristics of adolescents and young people• Brainstorm barriers to adolescents and young people using health services• Practice skills to apply professional values to clinic care for adolescents• Describe the standards of adolescent and youth-friendly services• Learn about clinical mentoring tools for AYFHS delivery
10 min	Pre-test	
60 min	Introduction to Adolescents & Young People aged 10-24 years old	
5 min	Break	
60 min	Adolescent & Youth-friendly services	
20 min	Applying Training Topics in our Facility	
15 min	Post-test	
5 min	Closing & Next Training Topic	



Welcome

- **INTRODUCTIONS**
 - Trainer, name and background
 - Participants by facility: name and title
- **GROUND RULES**
 - Participate
 - Ask for clarification if unclear
 - Provide constructive comments and share professional experience
 - Cell phones on silent for 3 hours
 - Prepare for success and certification
 - Participate in all trainings & pass tests
 - Demonstrate use in the facility



Pre Test

- 10 minutes given to answer a multiple choice test on the topic area.
- At the end of the training, you'll be given a post-test to check your learning



Training Modules 1 Handout



Elizabeth Glaser
Pediatric AIDS
Foundation

*Until no
child has
AIDS.*

Definitions

Youth: 10-24 years

Adolescents: 10-19 years (early 10-14 and late 15-19)

Young people: 15-24 years

National vision:

All adolescents in Lesotho enjoy the highest standard of health, develop in a well-balanced manner and are adequately prepared to enter adulthood and assume a constructive role in communities and in society at large.



Characteristics of Youth in this Community

10-14	15-19	20-24



Stages of Adolescent Development

Category	Early (10-14)	Late (15-19)	Young adult (20-24)
Physical growth	Secondary sexual characteristics	Growth slows, reaches adult size	Physically mature
Cognition	Here and now	Abstract thinking starts and grows; can engage in problem solving and decisions	Plans for future. Understands present choices affect future
Social	Thinks about body image	Feels powerful Experiments	Understands right from wrong
Family	Struggles with rules	Argues with authority	Able to reason through boundaries
Peer group	Same sex friends	Strong peer influence	Selection of partner based on choice

Reference: http://www.wrhi.ac.za/uploads/files/ALHIV_12August2015-1.pdf



Policy Health Focus

- Health services are a basic human right for all people
- Adolescent and young people health services encompass preventive, curative and rehabilitative care delivered in a comprehensive and holistic manner
- Effective and sustainable adolescent health services require human resources development, strategic leadership, knowledge management and dissemination of lessons learnt alongside institutional capacity development

Key outcome of the national strategy:

To improve the coverage of friendly health services for adolescents and young people by 2020



Are services friendly to youth?

- Why or why not?
- What makes services 'friendly'?

**WHO says that
this is when
services are:**

Equitable

Accessible

Acceptable

Appropriate

Effective



Friendly services in Lesotho meet these standards:

Standards 1: All young people have access to health services, including those who request abortion, mentally and physically challenged, drug users, gays and lesbians, sex workers and very young adolescents

Standard 2: Young people can access information and services in convenient working hours irrespective of ability to pay

Standard 3: Health services are accepted by young people due to the friendly attitude of health care providers, reasonable waiting time, and because confidentiality and privacy are maintained

Standard 4: Young people get all the relevant services that they need from trained health professionals with knowledge and skills in reproductive health, sexuality and care, treatment of STIs, mental health, domestic and sexual violence



Standards (continued)

Standard 5: Services provided to adolescents are provided by well trained health workers and there is enough and appropriate medication and equipment at the delivery points

Standard 6: The services provided are supported by parents and other community members, and young people are aware of the services provided outside the facilities

Standard 7: Young people are actively involved in designing, implementation, monitoring and evaluation of the services

Standard 8: Quality assurance mechanisms, HMIS and financial plans support the provision of services to young people.



What barriers stop adolescent patients from accessing health care?

- Patient – level
- Facility – level
- Provider – level



What facilitators help adolescent patients to access health care?

- Patient – level
- Facility – level
- Provider – level



Of these, which do we have the most control over in our work?

- Patient – level
- Facility – level
- Provider – level
- Why?



Using an anonymous card:

- What is the top reason why providers are challenged to treat adolescent clients in the facility for SRH and HIV issues?

Write this down and hand it to the facilitator.



What do young patients say about services?

- Provider attitudes – towards risk behaviors – such as sex
- Judgment rather than treating health need and preventing a repeat occurrence
- Lack of confidentiality among providers, who talk about patients when others can hear



Values Defined

- The regard that something is held to deserve; the importance, worth, or usefulness of something.
- Consider (someone or something) to be important or beneficial; have a high opinion of.

Individual values are a person's principles or standards of behavior; or one's judgment of what is important in life.



Are professional values the same as personal values?

- Why or why not?
- Some, not all?
- What are professional values?
- What are personal values?
- Can values change in different settings? How?



Handout:

VALUES BOXES EXERCISE





VALUES HATS ROLE PLAY



Discussion

- What do we observe in the role plays?
- How does it make you feel as a provider?
- Could this happen in this facility? Why or why not?
- What do we learn from the exercise?
- How can we apply this in our work & facility?



Clinic Data Review

- (insert data from the pre-visit to discuss with the group).
- This is a summary of the actual services provided to 10-24 year olds for the last quarter across the facility; where available.



Tool Available

While providing health services, does the provider?

Welcome the patient and confirm confidentiality

Listen to the patients' health concerns

If a returning patient, review the patient's chart, inquire & document completion of treatment/lab/referrals

Examine the patient for physical signs and symptoms of interest

Ask questions that will assist to determine the scope of the health need

Communicate in a non-judgmental or values-free manner

Discuss options and help the patient make a choice in care

Explain next steps/treatment/lab in a clear, non-medicalized way

Check for understanding by patient

If applicable, check for understanding by caregiver/parent/spouse

Use the clinic visit to assess sexual maturity & screen for sexual risk

Provide or link patient to additional services for prevention or illness mitigation



Patient Satisfaction Feedback

- Handout
- Solicits information from the patient on the provision of care
- Patient perceptions and views of facility and service provided



Facility Support

- What can we do about our barriers to AYPHS services here?
- How? What are our options?
- What is the plan?

Add notes to the training report to submit the facility head.



Review Learning Objectives: Have we completed the following?

- Describe the characteristics of adolescents and young people
- Brainstorm barriers to adolescents and young people using health services
- Practice skills to apply professional values to clinic care for adolescents
- Describe the standards of adolescent and youth-friendly services
- Learn about clinical mentoring tools for AYFHS delivery



Closing

- Attendance
- Next module topic and date

