

Appendix \_\_\_\_\_

**SDM Service Implementation - Assessment Checklist**

Organization: Mission and Goals			
	Yes	No	Comments
1) Does the organization's mission statement and goals support the provision of natural methods within a range of family planning methods? Describe the organization structure.			
2) Does the organization have linkages/ties to other public and private organizations that would influence (positively or negatively) the organizations ability to provide the SDM? E.g. Ministry of Health, Community organizations, Religious Organizations, etc.			
3) Does the organization currently provide natural methods? Describe the importance of natural methods in the current program.			
4) Is senior level management staff supportive of the decision to incorporate the SDM? Describe the interest/motivation of senior staff for introducing the SDM.			
5) How will the decision to incorporate the SDM be communicated to the organization? Who will be responsible for management oversight of the introduction?			
6) What steps, if any, are required at the organizational and management level to support the introduction of the SDM? Describe the necessary steps.			

Service Delivery			
	Yes	No	Comments
1) Does the existing service delivery structure support the introduction of the SDM?			
2) Are family planning services currently being offered by the organization? Describe the current range of available services.			
3) Are services easily accessible to the organization's target audience? Describe the accessibility in terms of office hours, locations, transportation issues, etc.			
4) Will introduction of the SDM benefit the existing clientele of the organization? Describe the socio-economic and demographic profile of existing clients?			
5) Will introduction of the SDM allow the organization to reach new clients? Describe the profile of potential new clients.			
6) Are the staffing and professional profiles of the clinic staff appropriate for the introduction of the SDM? Describe the normal staffing structure of the service delivery centers.			
7) Are service providers open and positive about the potential introduction of the SDM? Describe their initial reactions.			
8) Does the organization have existing norms			

and service delivery protocols for the provision of family planning services? Describe these norm/protocols.			
9) Is the service delivery program complemented by strong counseling and information services? Describe the counseling process.			
10) How will service delivery staff be informed of the decision to incorporate the SDM? Who will be responsible for introduction of the SDM at the service delivery level?			
11) What additional steps are required to ensure quality provision of the SDM within the existing services? Describe the necessary steps.			
<b>Client Flow Process</b>			
	Yes	No	Comments
1) Describe the client flow within the facility for family planning services. (making a map may be useful).			
2) Do counseling rooms offer privacy to clients?			
3) How will client-flow patterns be adapted to address the particular needs of SDM clients? What will be the client-flow pattern for a first-time user interested in information on the SDM? Describe.			

Counseling			
	Yes	No	Comments
1) Is the amount of time allotted for counseling services appropriate? Describe the organization's existing counseling protocol.			
2) Are counselors well trained in counseling for sexual and reproductive health? Describe the existing counseling training program.			
3) Do counselors have appropriate job aids/support materials and counseling tools on FP available to them? If so, describe how the SDM could be integrated into these existing materials.			
4) What additional steps will be required to incorporate quality counseling for new and follow-up SDM users? Describe the steps.			
Information, Education, & Communication			
	Yes	No	Comments
1) Does the facility take advantage of the client's waiting period to provide additional information and education opportunities? Describe what materials/mechanisms are available, e.g. TV, VHS, displays, wall hangings, printed materials.			
2) Are the IEC materials provided to the client unbiased and non-technical? Are the appropriate to local culture and literacy levels? Describe the printed materials available.			

3) Are materials easily accessible to clients should they want to take them home?			
4) Does the organization have on going community outreach and education activities? Describe these activities and how the SDM can be incorporated into them.			
5) Who is responsible for IEC and community outreach at the facility level?			
6) What additional steps are needed to change or improve IEC and community outreach in support of quality SDM services?			
7) Does the organization have routine in-reach educational activities?			
<b>Training</b>			
	Yes	No	Comments
1) Does the organization have institutionalized training for service providers and other professional staff? Describe the types of training.			
2) Does the organization offer both in-house and external training programs? Describe the types of training offered.			
3) Does the organization have in-house trainers? Describe the profiles of the trainers.			
4) What type of training will be most appropriate for the introduction of the SDM? (e.g. 2-hour training, full-day, etc.)			

5) Can the SDM be easily incorporated into existing training materials? Describe what type of adaptations will be necessary. Describe.		
6) What providers will receive training on the SDM? Describe the training needs by provider profile, e.g. counselors, nurses, physicians, support staff, community promoters.		
7) What type of follow-on training evaluation activities will be necessary to ensure that providers have the appropriate skills on-the-job?		
8) Who will be responsible for overseeing the adaptations and implementation of the training for the SDM?		
9) What additional steps will be required to change or improve training in support of quality SDM services?		

**Service Fees**

	Yes	No	Comments
1) Does the organization currently charge a fee for family planning services? Describe the fee structure.			
2) Does the organization currently charge for counseling services? Describe the organization's policy.			

3) Will clients be charged for receiving the SDM? If so, how will fees be determined?			
4) Is the organization aware of the unit cost of CycleBeads?			
5) Does the organization have a sliding scale fee system (for clients who can't afford the normal price) or a policy of providing services for free for indigent populations?			
6) Who is responsible for determining fees for different services?			
7) What additional considerations will need to be taken into account to ensure that CycleBeads are affordable and accessible to interested users?			
<b>Procurement, Logistics and MIS</b>			
	Yes	No	Comments
1) Does the organization have an existing procurement system in place for the purchasing of family planning commodities and supplies? Describe the current procedures.			
2) Does the organization currently have a centrally managed logistics and distribution system for distributing medical supplies and information materials to its service sites? Describe.			
3) Will the organization be able to easily procure CycleBeads based on estimated demand for the method?			
4) Will the organization be able to efficiently			

and effectively distribute SDM materials to its service sites?			
5) Who will be responsible for procurement and logistics of CycleBeads and SDM support materials?			
6) What additional steps will need to be addressed to ensure smooth procurement and distribution of CycleBeads?			
7) Does the organization have an appropriate management information system in place to collect information on service statistics. Collect existing forms and reports that are available. Describe what types of service delivery statistics are collected.			
8) How will information on the SDM be incorporated into the MIS of the organization?			
9) What steps are needed to change or improve the MIS in support of quality SDM services?			
<b>Management &amp; Supervision</b>			
	Yes	No	Comments
1) Does the organization have appropriate systems in place for management and supervision of services and personnel? Describe existing systems.			
2) Does the organization have any special mechanisms in place to evaluate new initiatives?			

3) Does the organization have existing monitoring systems in place to monitor provider performance?			
4) Does the organization have a mechanism in place to solicit client evaluation of the services or feedback from clients on services?			
5) Is there a mechanism in place to provide client feedback to providers and other support staff?			
6) Who is responsible for monitoring and supervision at the service delivery level? Describe the system for the different levels of service delivery personnel.			
7) What steps are needed to change or improve evaluation in support of quality SDM services?			