READY to care

Improving health services for young people living with HIV

The scorecard
Why the scorecard?

- To understand the level of satisfaction of YPLHIV in service provision
- To support health facilities to provide service that meet YPLHIV needs
- To initiate a constant communication between YPLHIV and health providers
- To transform the health facilities in best places for YPLHIV
How does it work?

1. Scorecard leaflet dissemination
2. Endorsement of the charter & scorecard by health facility
3. Data collection by YPLHIV (Network/ CATS/peer supporters)
4. Data analysis
5. Scoring (wow or Improve!)
6. Use data for advocacy (policy and Programmes level)
Let’s prepare for data collection!

- The peer supporters & health facility decide that the evaluation is going to take place.
- Print enough copies of the scorecard copy for the health facility.
- Put a sealed box at health facility that is accessible by young people (clients).
And now let’s collect data!

- The scorecard is implemented for 1 week.
- The scorecard can be completed **only by client**:
  1. Between age 10-24 and
  2. Who access HIV and/or SRH services **during this week**
- The peer supporters have to be there to support the process by:
  1. Explaining to the client the purpose of the scorecard and how to complete it
  2. Answer any questions the client may have
  3. Making sure the client complete it on his/her own
- The scorecard is anonymous.
What next after scorecards are completed?

- Then capture each scorecard in a database
- Analysis together with young people
- Share outcome with health facility and local YPLHIV network
- Use the result to improve, advocate & share experience
Let’s go back in our country context

- What could make it difficult for health facilities and YPLHIV to implement a scorecard like this?
- How could these challenges be addressed?