

YOUTH FRIENDLY SERVICES IN SUSSUNDENGA-SEDE & MUNHINGA COMMUNITY HEALTH CENTRES

A NEEDS ASSESSMENT REPORT

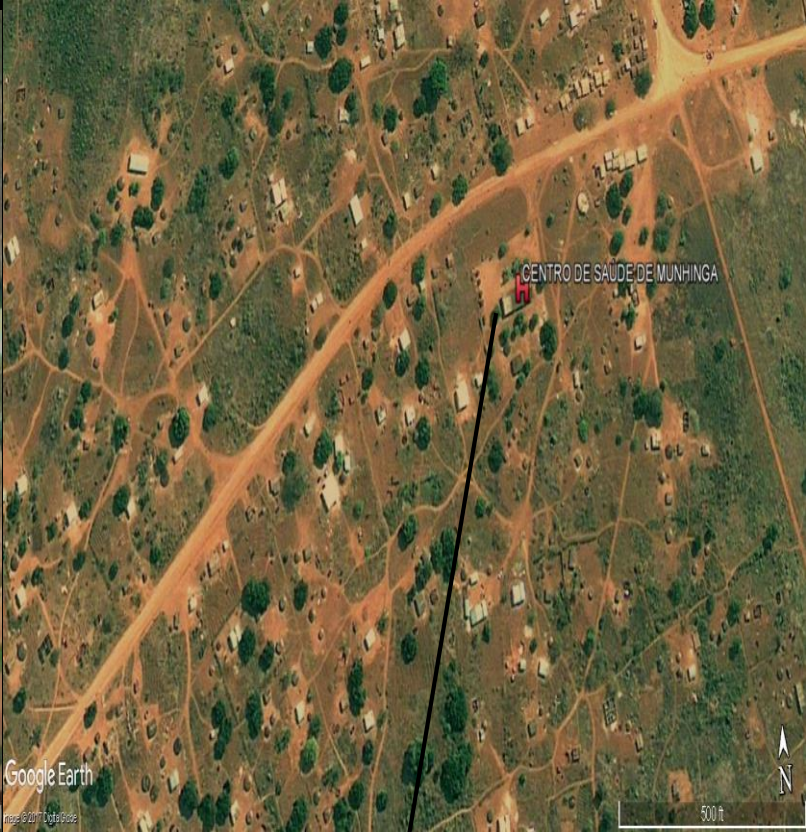
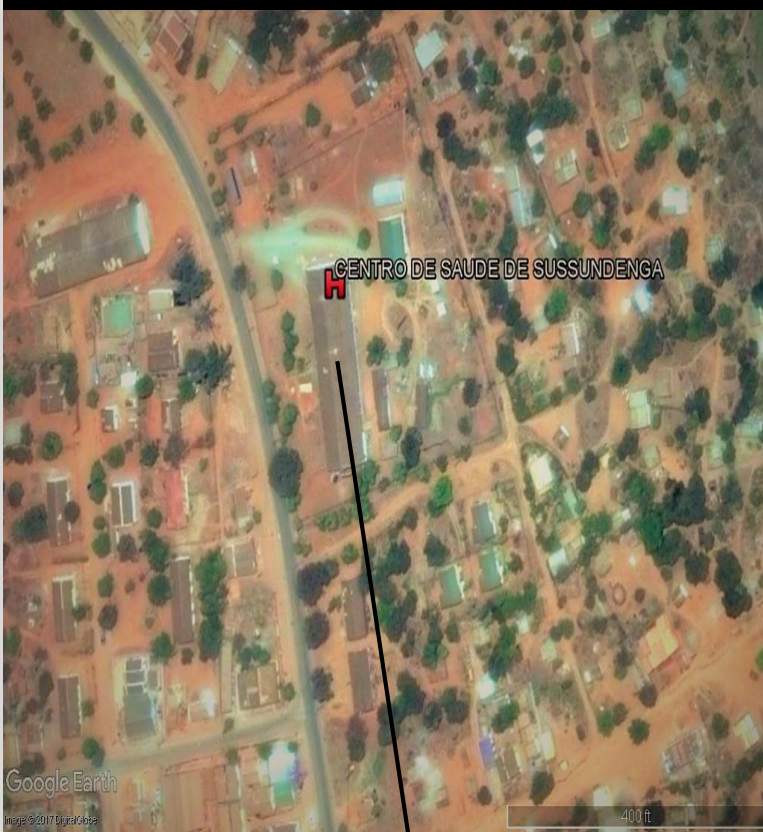


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List of acronyms

AGYW	Adolescent Girls and Young Women
GBV	Gender Based Violence
GCR	Girl Child Rights
HIV/AIDS	Human Immunodeficiency Virus/Acquired Immunodeficiency Syndrome
NGOs	Non-Governmental Organizations
PMTCT	Prevention of Mother to Child Transmission
SAAJ	Serviços Amigo dos Adolescentes e Jovens
SRH	Sexual Reproductive Health
SRHR	Sexual Reproductive Health and Rights
STIs	Sexually Transmitted Infections
YFS	Youth Friendly Services

1.0 Introduction

Mozambique is among the countries experiencing the most severe HIV epidemics in the world and has one of Africa's youngest populations with young people aged 14-24 accounting for 66.64% of the total population (Index Mundi, 2016). This means the sexual reproductive health and rights issues of young people cannot be ignored.

Young people face several reproductive health problems including; sexual abuse and violence, early sexual debut, STIs and HIV/AIDS infections, unplanned teenage pregnancy, unsafe abortions among others.

Sussundenga district in of Manica Province is reported to have an HIV prevalence rate of 15.3% against National prevalence of 11.5%. Commercial sex workers along the Beira corridor contribute to higher risk of contracting HIV infection. Limited HIV knowledge and sexual reproductive health education result in new infections among partners and mothers to children, especially among peri-urban and rural adolescents and young women. Sexual reproductive information is hardly taught in schools, discussed in social gatherings and within their families. Harmful behavior like unsafe sexual practices, prejudices brought on by cultural beliefs, low adherence to receiving anti-retroviral treatment and PMTCT, poor follow up of pregnant women and limited provision of quality and friendly services are also driving factors.

The reproductive health needs of young people are in most cases ignored by existing health facilities. Health facilities on the other hand can play a vital role in promoting the sexual reproductive health rights of young people and this can be achieved by improving the quality of existing health services to incorporate youth-friendly services.

Girl Child Rights-GCR with financial support from OXFAM is implementing The “*É meu direito*” initiative which aims at Improving access to sexual and reproductive health services and HIV / AIDS prevention and treatment for adolescents and women living with HIV / AIDS in 2 communities in Sussundenga district.

The project seeks to empower Adolescent Girls and Young Women aged 15-24 years with knowledge and skills to demand and improve access to comprehensive and integrated services by duty bearers, including sexual Reproductive Health care, voluntary testing and Counselling, prevention and treatment of STIs, HIV / AIDS, and GBV counselling services.

The assessment aimed at evaluating youth-friendly services provided at 2 health centres in Munhinga and Sussundenga -Sede in Sussundenga district to inform of the existing sexual reproductive health and rights service needs of Adolescent Girls and Young Women.

1.1 Rationale for the needs assessment

This assessment evaluated Sussundenga and Munhinga health centres to examine the existence of youth friendly SRH services with the aim of establishing the needs for effective SRH youth-friendly services in the respective communities. The assessment was conducted in November, 2017 through interviews with health centre staff, adolescent girls and young women, and community members.

Objectives for the needs assessment were as follows:

- To establish benchmarks of existing levels of youth friendliness in the health centres
- To identify training needs of the service providers in terms of current knowledge, skills and attitudes that impact on SRH services for AGYW;
- To identify opportunities and areas for improvement in the provision of youth friendly SRH services in the respective health units.

1.0 Assessment Findings

The health facilities were assessed basing on the following issues;

Facility location, Facility operating hours, Staff competency, knowledge, skills and training; Client volume and range of services provided; Components of SRH services offered; Peer education services; Youth involvement; Educational materials and activities; Policies and administrative procedures that influence youth's access to services; and Services fees.

2.1 Description of respondents

Location	Respondent category	Age group	Number of respondents
Sussundenga sede	Adolescent girls	15-19	36
	Young women	20-24	36
	Health centre staff		18
Munhinga	Adolescent girls	15-19	24
	Young women	20-24	24
	Health centre staff		04
Total number of respondents			142

3.0 Discussion of findings

Below is the discussion of the findings per locality based on the assessment thematic areas of focus highlighted in (2.0) above

Sussundenga Health Centre

The Sussundenga Health Centre is located at the centre of the district about 35 kilometres from the provincial capital, Chimoio. The hospital has a total of 25 medical staff of which 3 are responsible for the provision of youth friendly services. It is worth noting that the hospital unlike other health units has a youth-friendly services centre also known as “SAAJ” section where youths drop-in for a wide range of services including voluntary testing and counselling, family planning, sexual reproductive health and rights education, among others.

The hospital serves adolescent girls and young women from the following villages; Nhamegara, 7 de Abril, Chicue, 25 de Junho, Nhamizara, Nhanguzue, Muzona, Samora, and Mussa.

Munhinga Health Centre

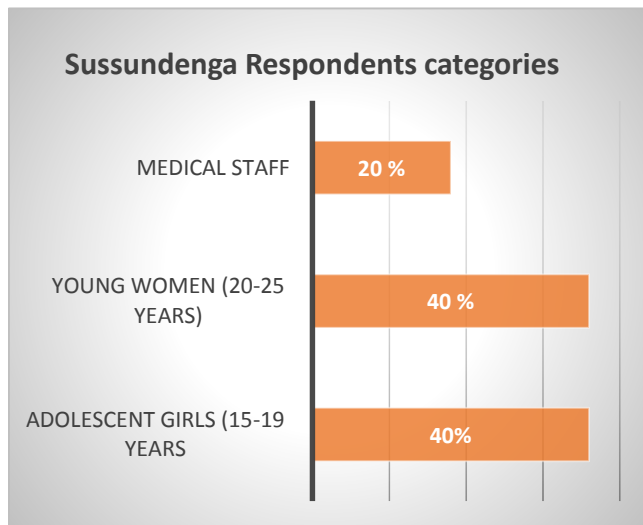
Munhinga Health centre is located in Sussundenga District 11 Kilometres away from Sussundenga town centre and 45 kilometres from the provincial capital, Chimoio. The hospital has a total of 5 medical staff and does not have a youth friendly services drop-in centre. Youth-friendly sexual reproductive health services are provided within the broad range of services offered by the health centre with no specific health staff members designated for the provision of the services

The health centre serves adolescent girls and young women from the following villages; Bloco 9, Matira, Cortina de Ferro, Cissite, Dowa, 5 Congresso B, Dimba-Otore, 9 Congresso A, and Chichira.

3.1 Description of Respondents

Description of Sussundenga respondents

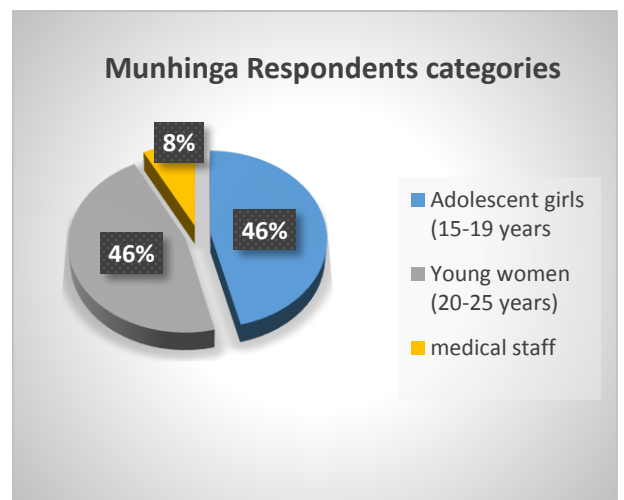
The total number of respondents from Sussundenga sede was (90) including (36) adolescent girls aged 15-19, (36) young women aged 20-26 and (18) medical staff. Adolescent girls mainly reported that they were still pursuing their secondary school education while most young women are involved in economic activities in the market, domestic labour, and small businesses. Medical staff that participated in the assessment on the other hand included; Nurses, general medicine official (tecnico de medicina geral), data analyst, pediatrician, preventive medicine doctors, Laboratory technician, and public administration officer.



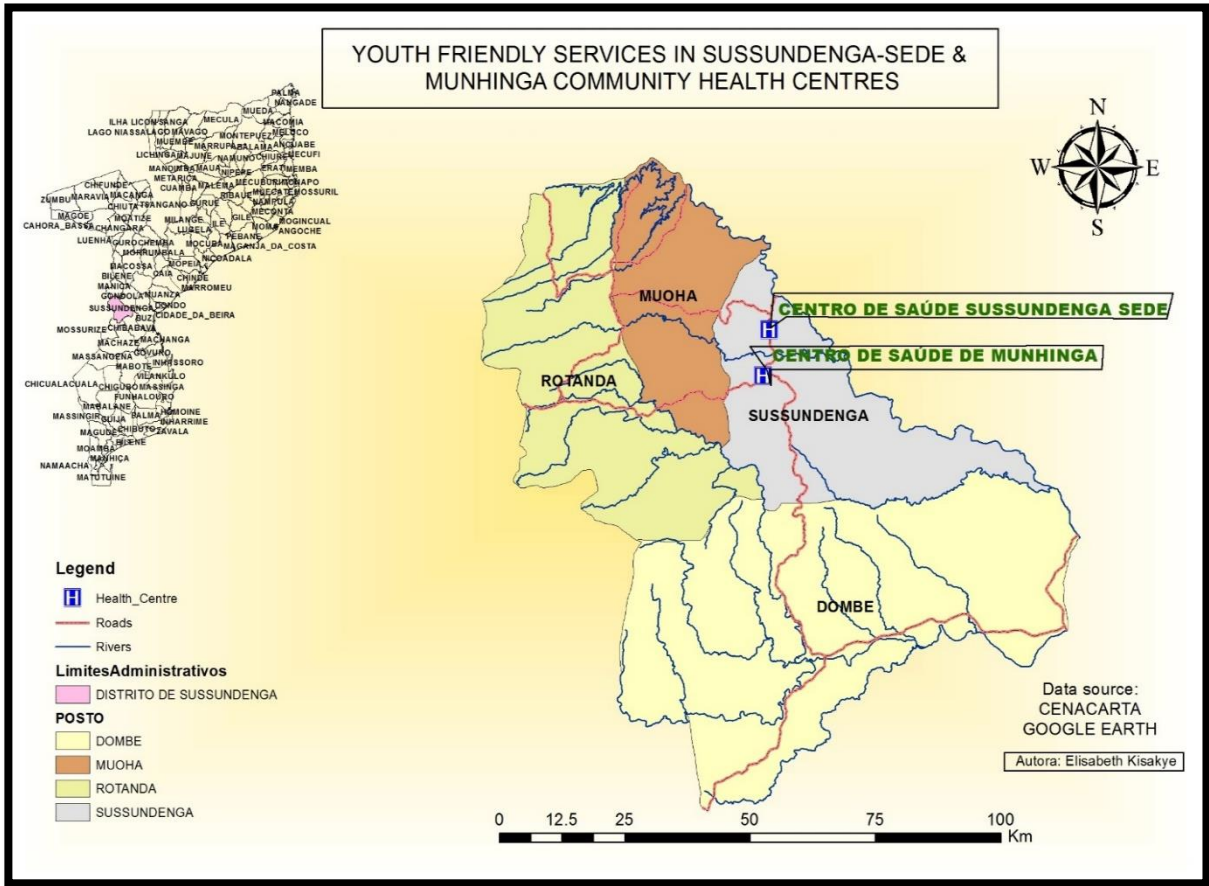
Description of Munhinga respondents

The total number of respondents from Munhinga was (52) including (24) adolescent girls aged 15-19, (24) young women aged 20-26 and (5) medical staff. Most adolescents who participated in the assessment are secondary school students while some young women reported that they are home-stay mothers, others domestic workers, while others are involved in small scale businesses.

Medical staff on the other hand included laboratory technicians, general medicine doctors, and nurses.



3.2 Health Centre Location and accessibility

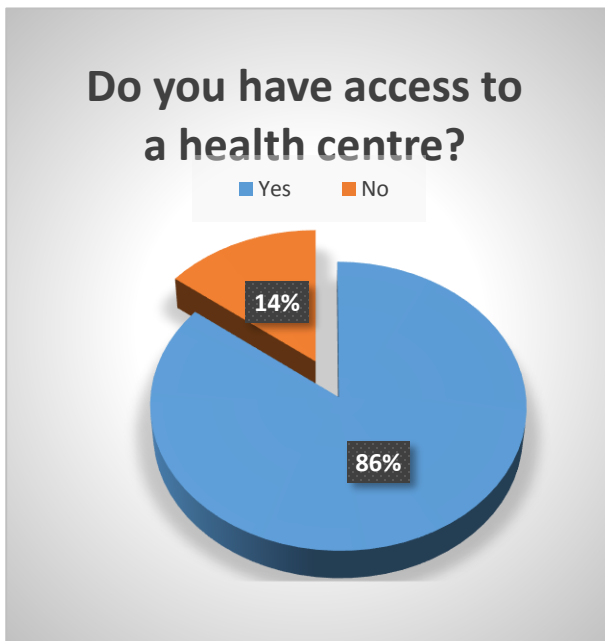


In assessing the location of the health facilities the survey sought to establish if any health facilities exist in the communities and whether they are easily accessible or not. It was also important to find out whether there are any information signs directing potential clients or indicating the type of services available.

Access to health centres where SRH services are provided in Sussundenga community

To the question as to whether there is a health centre in the community that offers youth-friendly sexual reproductive services; 86% respondents from Sussundenga revealed that they have access to a health centre while 14% do not have health centres in their communities.

Respondents from Sussundenga city access services at the district hospital while those from Nhamizana, Nhanguzue), Chicueu, and 7 de Abril do not have access to a health Centre in their communities but walk long distances to access services in Sussundenga and Munhinga town.



Access to health centres where SRH services are provided in Munhinga community

100% respondents from Munhinga reported that they have access to the health centre and that it is easy to locate because it is situated by the road side and near the market.

One respondent however said that the health centre is not easy to access because it does not have a sign post directing people to its location. Consequently some people by pass it and thus do not access services.

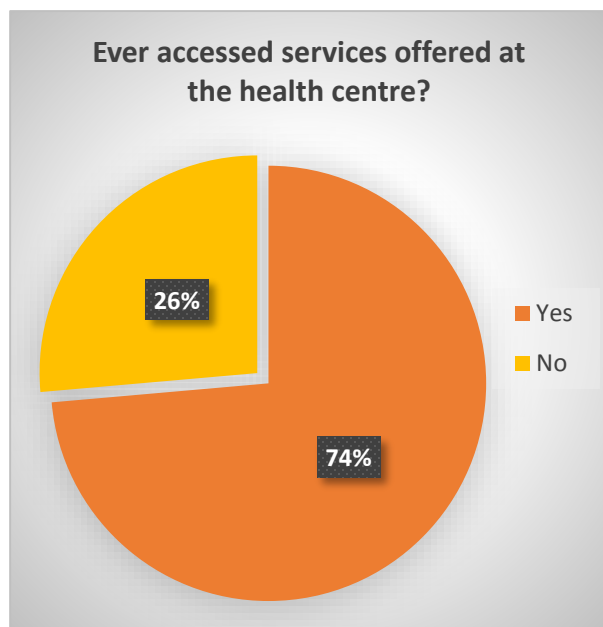
In terms of accessibility to the health centre some respondents revealed that they walk for 2 to 3 hours from their homes to the health centre.



Munhinga Health Centre

Access to SRH services offered in Sussundenga Health Centre

Adolescent girls and young women in Sussundenga town were further asked whether they have accessed SRH services in the existing health centres. Whereas the biggest percentage (74%) of respondents revealed to have access to a health centre in their community and have actually taken the initiative to demand for SRH services, (24%) reported that they have never accessed services in the same health centres despite the fact that they are aware of location of the health centres.

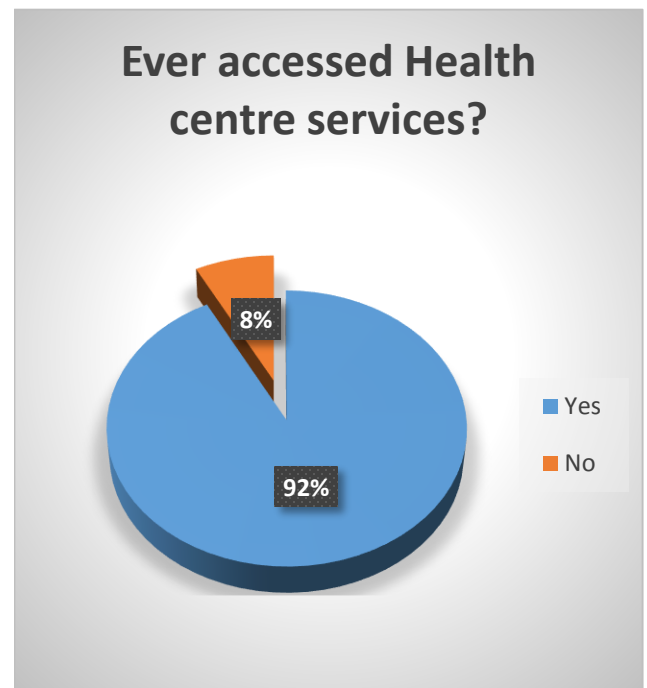


Is it easy to find the health centre?

98% of the respondents affirmed that it is easy to locate Sussundenga Health centre due to the fact that it is located on the main road, near the market, and that it has got a visible sign that directs hospital clients.

Access to SRH services offered in Munhinga Health Centre

92% of the respondents in Munhinga revealed to have ever accessed SRH services from the health centre and only 8% have never accessed services



Is it easy to find the health centre?

Munhinga respondents reported that health centre is particularly hard to access for communities like Dimba Otores, Matira, and Cassite where people take 2 to 3 hours of walking to the health centre.

Besides, the health centre lacks a visible sign that helps people know the kind of services offered.

On the other hand 2% responses revealed that the Sussundenga health centre is not easy to locate due to the long distances between the health centre and communities like Nhanguzue, Muzoria, Nhamezara, and Bairro da Unidade where clients spend more than 1 hour to reach the health centre. It was also reported that it is not easy to locate the SAAJ section from outside because there is no visible sign to lead to the services.

How can access to Sussundenga health centre by youth adolescents be improved?

Sussundenga Health centre staff provided the following suggestions to how access to the health centre can be improved;

- Distribution of information materials like brochures and posters about the services offered,
- Distributing information materials about SRHR to adolescents and youths free of charge
- Counselling and directing the youth and adolescents to the services of their interest
- Helping the adolescents and youths access the SAAJ room
- Through the announcements made on community radio and lectures
- Using sign posts and signs on the doors about services offered.

How can access to Munhinga health centre by youth adolescents be improved?

Munhinga Health Centre staff made the following made the recommendations below toward improved access to the health centre;

- There should be easy location of services at the health centre
- All services for SRH for youth should be provided
- The working hours should be in favour of adolescents and youths
- A private place should be provided for offering services to adolescents and youths
- Through lectures and dissemination of information about the services offered by the health centre
- Timely service provision by the health centre staff
- With the use of reference and counter reference books the AGYW should have quick and timely access to services as they do not have to wait for so long in the queues

3.3 Health Centre working hours

The allocation of a specific hour of access to services by target groups is one of the major benchmarks for the provision of youth friendly sexual reproductive health services. In this regard, the assessment aimed at establishing whether the health facility has arrangements for allocating specific times to provide services to young people and whether the working hour favourable with the AGYW schedules.

Are there specific hours allocated to offering SRH services to AGYWs in Sussundenga Health Centre?

Response	Number of responses	Percentage of responses
Yes	66	92%
No	06	8%
Total	72	100%

As indicated in the table above, 92% of the adult girls and young women in Sussundenga confirmed that there are specific hours allocated to offering SRH services while 8% reported that there is no specific hour for the same. While some respondents reported that the health centre is open 24 hours, others said that the service hours are between 7h30 and 15h30 (Monday to Sunday). On the contrary, some informed that there is no specific hour for offering SRH services but clients can drop in at any time to receive the services.

Are there specific hours allocated to offering SRH services to AGYWs in Munhinga Health Centre?

Response	Number of responses	Percentage of responses
Yes	47	90%
No	04	8%
I do not know	01	2%
Total	52	100%

As indicated in the table above, 90% of the adult girls and young women and hospital staff in Munhinga confirmed that there are specific hours allocated to offering SRH services while 8% reported that there is no specific hour for the same and 2% revealed that they do not know if specific service hours exists or not. It was unanimously reported that the health centre is open between 8h00 and 15h30 and that it is during this time that adolescents and youth can access sexual reproductive health services.

Are the working hours favourable for Sussundenga AGYW?

In addition some reported that the time is not favourable for youths because some are students and cannot access the services after school hours *“The hours are favourable for some but not for others because some go to school and others go for work. Sometimes the working hours are not favourable because some adolescents cannot leave school to access services”*- Lamented a school going adolescent.

Health centre staff also agreed that the working hours are favourable to adolescents and youths because the nurses attend to the youths any moment they come to the health centre throughout the week (Monday to Sunday)

Opening hours favourable for Sussundenga AGYW

Respondents suggested that the service hours that would be favourable with adolescents and young women’s schedules are 7h30-18h00 to put into consideration students who may not be able to access services during school hours.

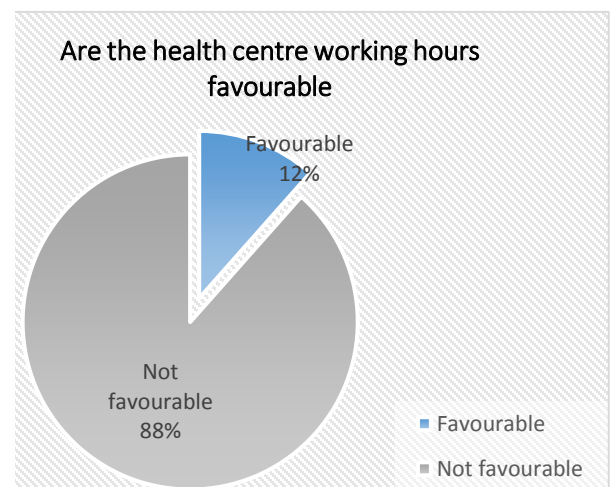
Are the working hours favourable for Munhinga AGYW?

As to whether the working hours are favourable, (88%) of the respondents in Munhinga informed that the hours are not favourable while (12%) reported that the hours are favourable for AGYW.

“Heath centre working hours are favourable because the health centre is open every time I go there, because I study in the afternoon and so I can access the services in the morning”-Said a school going adolescent girl in Munhinga.

Those that do not consider the working hours favourable reported that the hospital staffs charged with offering the services arrive late for work thus keeping the patients waiting for long hours in the queues. Others revealed that the nature of their work does not permit visiting the health centre between 8h30 and 15h30;

“I am a domestic worker and leave work at 16h00, it is only possible for me to go to the health centre after work”. Lamented a young woman.



Opening hours favourable for Munhinga AGYW

On asking about the service hours considered favourable, Munhinga adolescent girls and young women revealed that hours between 10h00-18h00, Monday to Friday are most preferred because that way both school going and working youth can access the services.

From the above findings it is apparent that adolescent girls and young women in Sussundenga and Munhinga are aware of the specific hours of accessing all services offered by the health centre but are not well informed about the specific hours for accessing youth-friendly sexual reproductive health services.

Whereas the health centre staffs attest to the existence of a designated hour for offering SRH services, some clients remain unaware of this reality. This to some extent hinders the AGYW to consult about the specific services due to the fact they are embedded with the general services provided by the hospital and no special focus on the intricate details associated with the AGYW sexual reproductive health needs.

Recommendations

- The Sussundenga and Munhinga health centre management should consider allocating specific hours for the provision of sexual reproductive services and make these hours known to the youth.
- The hours should also be favourable to the schedules of the youth. Most importantly, youth representatives in the health committees should be consulted in determining the favourable hour for providing the services

3.4 Privacy and confidentiality

The provision of most youth-friendly services like voluntary testing and counselling, counselling about sexually transmitted diseases, and family planning methods thrive on privacy and confidentiality. The manner and environment in which they are offered greatly influences youth adherence to the services.

The assessment thus sought responses to the questions as to whether; the health centres offer privacy and confidentiality; the existence of space for conducting SRH counselling sessions; clients' satisfaction with the place where counselling is conducted; minimization of interruptions

during hospital visits by other clients; and recommendations for improved privacy and confidentiality.

Existence of space for conducting SRH counselling sessions in Sussundenga Health Centre

100% of the respondents revealed that the Sussundenga health centre has got a place designated to the provision of sexual reproductive health services like counselling and testing. There is a SAAJ section on the left hand side entrance of the hospital where adolescents and youths can access services.

Satisfaction with Privacy and confidentiality by Sussundenga Health Centre users

Much as the respondents are satisfied with the existence of a place where they can access services, most of them decried the poor conditions of the space including the fact that the room is too small compared to the number of clients who need services each hour, continuous interruptions from visitors during counselling sessions, and lack of curtains in the windows, thus hindering privacy and confidentiality.



The Sussundenga Health Centre Counselling room

Existence of space for conducting SRH counselling sessions in Munhinga Health Centre

It was reported by 95% of the respondents that a specific place for conducting sexual reproductive health sessions does not exist at the Munhinga health centre and that counselling is conducted in different places like under the palm tree, the counselling and testing room, and in the general consultations room.

Satisfaction with Privacy and confidentiality by Munhinga Health Centre users

All adolescent girls and young women as well as the medical staff expressed dissatisfaction of the places where counselling services are offered owing to the fact that all the places do not guarantee confidentiality and privacy.

Respondents provided the following explanations for their dissatisfaction;

- The place where counselling is done is not safe and so open/ exposed
- Other nurses and staff enter the room without even knocking the door
- It is an open place where all can see and tell what is going on or being discussed
- Anyone can enter during the counselling sessions
- It happens under a tree where many people pass
- Many services are offered in the same place and for this reason the space is not enough and appropriate.

Are you satisfied with the place where the counselling services are conducted in Sussundenga Health Centre?

Response	Number of responses	Percentage of responses
Yes	19	26%
No	53	74%
Total	72	100%



Recommendations for improved privacy and confidentiality for the Sussundenga health centre
 Sussundenga respondents provided the following recommendations to guarantee privacy and confidentiality in the provision of YFS

- Provide a television that can help disseminate more information
- Always keep the door of the counselling room closed during sessions
- Keep the door closed and speak in low tone while counselling a client.

Are you satisfied with the place where the counselling services are conducted in Munhinga Health Centre?

Response	Number of responses	Percentage of responses
Yes	2	4%
No	50	96%
Total	52	100%



Recommendations for improved privacy and confidentiality for the Munhinga health centre users

Munhinga respondents provided the following recommendations to guaranteeing privacy and confidentiality in the provision of YFS

- There is need to have a room where SRH services are provided
- There is need to caution or inform all staff not to interrupt counselling sessions
- The government should construct a SAAJ centre for adolescents and youths
- There need to construct a place for providing youth friendly services and counselling for youths and adolescents.

Recommendations for improved privacy and confidentiality for the Sussundenga health centre

- Keep the door to the counselling room closed and do not allow other people to interrupt;
- Provide more space and improve the work environment;
- Voluntary testing and counselling room should be made youth-friendly;
- Keep the door closed, the counselling room should guarantee confidentiality and privacy with the patients;
- Repair the windows of the service room;
- Rehabilitation of the SAAJ room;
- Make the conditions better in the SAAJ section and train specific people to treat all diseases;
- Designate staff specifically trained to offer sexual reproductive health services to youth;
- To ensure confidentiality and privacy it is important that the SAAJ centre be rehabilitated;
- The staff who offer services should do so in a professional manner;
- Curtains should be placed in the counselling room to ensure privacy;
- Provide another room where counselling can be done.

Recommendations for improved privacy and confidentiality for the Sussundenga health centre

- Provide another place where SRH services are provided and notify all staff not to enter into the meeting rooms without knocking the door;
- Counselling should be conducted in a private place where no one passes;
- Get a more secret place for offering services;
- Construction of a place where counselling services can be offered to adolescents and youths;
- Need for room to provide YFS and trained service providers;
- The sessions should not be conducted under a tree but in a building that ensures privacy;
- There is need to train people to specifically offer youth friendly services;
- Provide a place that is big enough and comfortable
- There is need for a place that is safe for counselling;
- One patient should be attended to at a time and the door to the room should be kept closed during counselling sessions;
- There is need for one building designated to offering SRH services to youths and adolescents.

3.5 Health centre staff dedicated to providing SRH services

The assessment further aimed at establishing whether the health centres have appointed staff trained and dedicated to the provision of SRH services to adolescents and youths.

Staff dedicated to providing SRH services in Sussundenga Health Centre

89% of respondents in Sussundenga revealed that the health centre has between 2 to 5 staff that offer services to youth and adolescents while one respondent was not sure about the existence of staff offering the services. The findings from the respondents indicate that there is no specific number of staff trained to offer sexual reproductive services to youths and adolescents in Sussundenga Health Centre.

Staff dedicated to providing SRH services in Munhinga Health Centre

96% of the Munhinga respondents reported that they have 1 to 4 medical staff that offer sexual reproductive health services adolescents and youths while 4% revealed that they are not aware of any medical staff that offer the services. As noted earlier, the Munhinga Health centre has a total of 5 medical staff who are responsible for the provision of a variety of services to not only adolescents and youth but to other age groups as well. It is apparent from the responses that there is no specific staff trained and recruited to provide youth friendly sexual reproductive health services.

Recommendations

- The Sussundenga and Munhinga health centre management should appoint specific staff to offer sexual reproductive youth-friendly services. These should be made known to the adolescents and youths
- The hospital staff in charge of offering sexual reproductive health services should be regularly trained with special focus on responding to the contemporary sexual reproductive health needs of AGYWs.

3.6 Sexual reproductive services offered by the Health Centres

Sexual Reductive Health Services offered by the Sussundenga Health Centre

The following services were reported to be offered at the Sussundenga health centre;

1. Contraception and protective methods provision
2. STI diagnosis
3. HIV counselling and testing
4. Pregnancy testing and antenatal and postnatal care
5. Counselling on sexual violence and abuse
6. Post-abortion care (PAC), counselling and contraception

Recommendations

- There should be focus on complementary services like dual protection in the case of contraception, management in regard to STI diagnosis, and referral for needed services in case of sexual violence and abuse.
- The health centre needs to strengthen the provision of information and counselling on sexuality, safe sex, and reproductive health.

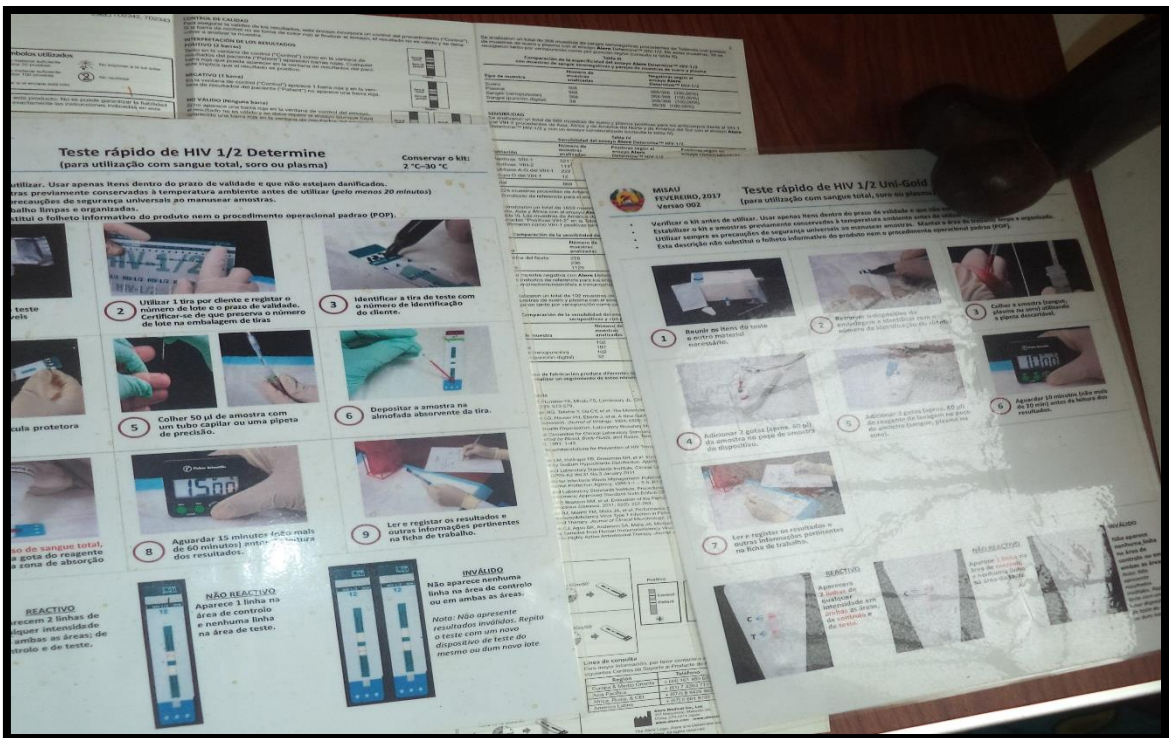
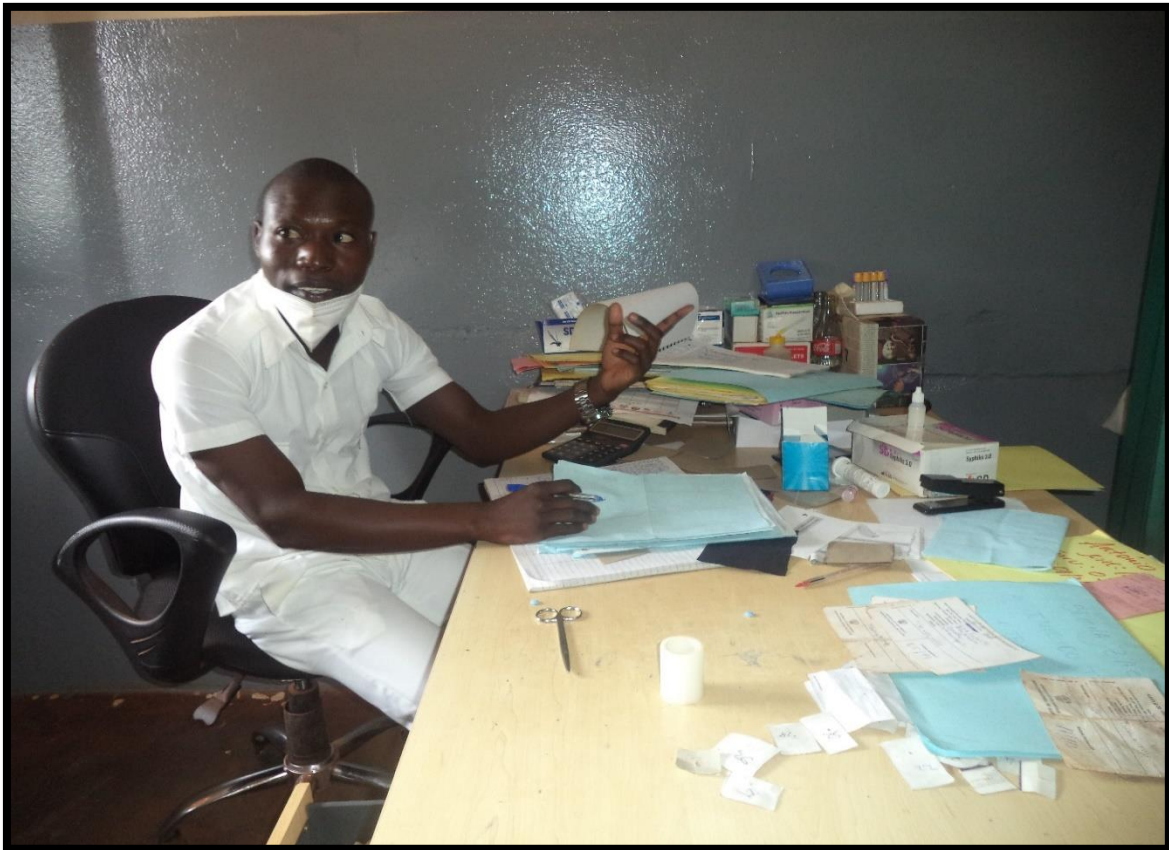
Sexual Reductive Health Services offered by the Munhinga Health Centre

The following services were reported to be offered at the Munhinga health centre;

1. Information and counselling about safe sex and sexual reproductive health
2. Provision of information on contraceptive methods and protection
3. Diagnosis and prevention of sexually transmitted diseases
4. HIV/AIDS testing and counselling

Recommendations-

- There should be focus on complementary services like dual protection in the case of contraception, management in regard to STI diagnosis, and referral for needed services in case of sexual violence and abuse.
- Munhinga health centre needs to strengthen the provision of information and counselling on sexuality, safe sex, and reproductive health.
- The Munhinga health centre should include pregnancy testing among the range of services offered.

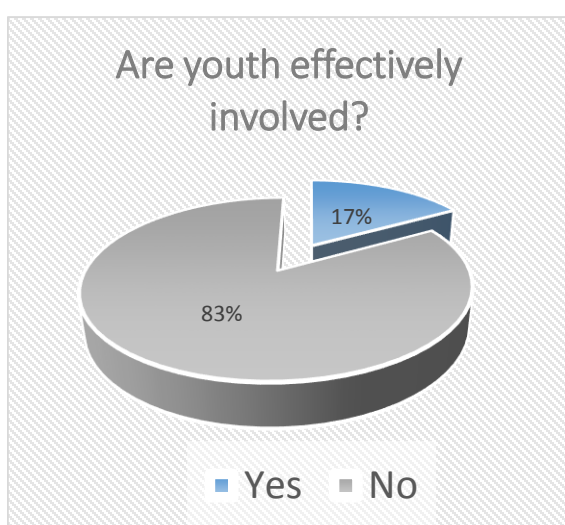


Above: Munhinga Health centre Doctor reviewing adolescents reference forms. Below: Information services about Sexual Reproductive Health offered in Sussundenqa Health Centre

3.7 Youth involvement and participation

Youth involvement and participation is very vital in the design and implementation of their own health services. In light of this the assessment examined the effective involvement of youth in the planning, implementation and evaluation of youth-friendly SRH programs.

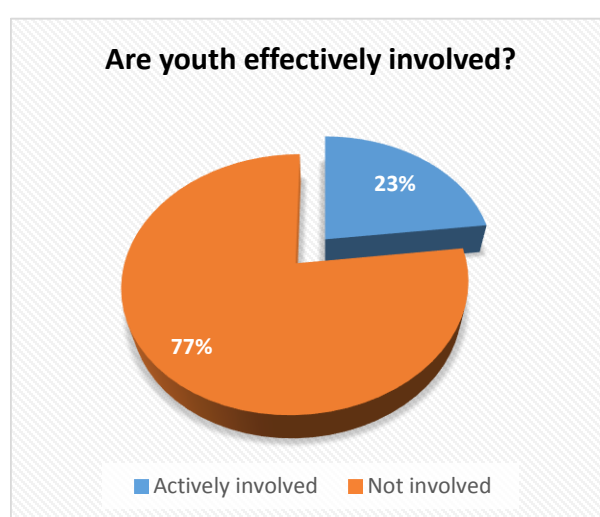
Youth involvement and participation in Sussundenga



As indicated in the diagram above, (83%) of the Sussundenga respondents reported that adolescents and youth are passive and not effectively involved as they should while (17%) revealed that they are effectively involved.

“They are not effectively involved because they need feeding if they are to stay engaged for a long time during lectures. Without this kind of motivation, most of them do not participate” - Reported a hospital staff member.

Youth involvement and participation in Munhinga



77% of the Munhinga respondents reported weak participation of adolescents and youth in the planning, implementation, and evaluation of youth friendly sexual reproductive health services. The only ways in which they have participated is through sexual reproductive health sessions offered by GCR activists and lectures at the health centre.

Munhinga Health centre staffs reported that some youths and adolescents do not adhere to services offered due to lack of proper guidance about the services offered.

Youth involvement and participation in Sussundenga

The reported involvement and participation by youth in Sussundenga is in terms of;

- Lectures on SRH and rights and during demonstration sessions on the use of contraceptives;
- Voluntary testing and family planning campaigns;
- Sensitization campaigns and lectures;
- Lectures in the communities;
- Adhering to the services offered and actively participating in lectures;
- Participation in lectures and adhering to voluntary testing and counselling;
- Participating in lectures at the school and community level.

It is important to note that the kind of involvement that respondents from both health centres revealed is mainly in terms of the services they access and outreach programs but not necessarily involvement in planning and monitoring of the activities implemented. This implies that the target group's voice is not heard in the planning and evaluation process.

Youth involvement and participation in Munhinga

Munhinga youth reported that they are involved in the following ways;

- Lectures and sessions on SRH offered by GCR activists;
- Community campaigns on HIV/AIDS
- Voluntary testing and counselling campaigns;
- Participation in school and community health outreach campaigns;
- Youth are involved in lectures and demonstration campaigns about voluntary testing;
- Youth are involved in the programmes concerning SRH service provision.

Youth and adolescents adherence to sexual reproductive health services in Sussundenga

Health centre staffs were asked whether adolescents and youths adhere to the services offers and 10 out of 18 reported that the youths do not adhere to services due to ignorance about the advantages that the services offered, preference to use traditional medicine, and lack of information about the services offered.

Recommendations on how to help more adolescents and youths in Sussundenga access and adhere to the services

The health centre staff who participated in the interviews made the following suggestions on how adolescents and youth adherence to services;

- Raising awareness about the services among the youth and encouraging them to adhere to the services
- Install an air conditioner in the SAAJ room and provide a TV set to disseminate educative information on SRHR
- Lectures should be conducted for Youths and adolescents in the communities, schools and at the health centre.
- More involvement of activists to conduct lectures and distribute information and education materials
- Sensitizing the youths and adolescents and helping them understand the advantages of

Youth and adolescents adherence to sexual reproductive health services in Munhinga

All Munhinga Health centre staffs reported that some youths and adolescents do not adhere to services offered due to lack of proper guidance about the services offered

Recommendations on how to help more adolescents and youths in Munhinga access and adhere to the services

The Munhinga health centre staff who participated in the interviews made the following suggestions on how adolescents and youth adherence to services can be improved;

- More lectures and meetings should be held focusing on SRH rights to motivate adolescents and youths
- Providing more information about the SRH services to the youths and adolescents provided at the health centre
- Lectures in the community and in schools
- Home visits after AGYW have accessed the services at the health centre
- Home visits, lectures, and distribution of information materials
- Conducting lectures in schools, communities, and community radios
- Need to conduct more lectures in order to identify more adolescents and youths
- Sensitize youth and adolescents about the services offered so in order for them to visit the Health Centre and obtain more information.

3.8 Equipment and supplies

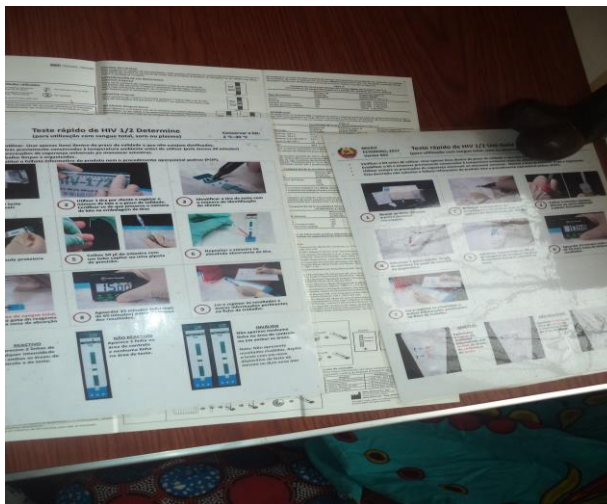
It was deemed necessary to find out from the respondents 'point of view if the health centres have got enough equipment and supplies like condoms, contraceptives, demonstration materials, among others to offer to adolescents and youths that express interest.

Besides equipment and supplies, the assessment aimed at establishing whether health centres display enough information materials (visual and textual) as a means of disseminating more information and offering education and communication about sexual reproductive health and rights.

Equipment and supplies in Sussundenga Health Centre

100% of the respondents revealed that the Sussundenga health centre has got equipment and supplies but they are not enough.

96% of the responses affirmed that the health centre displays sufficient materials for education during sessions on reproductive health and rights, while (4%) reported that the information displayed is not and that there is need to improve in this area.



Equipment and supplies in Munhinga Health Centre

100% of the respondents revealed that the Sussundenga health centre has got equipment and supplies but they are not enough.

Unlike in Sussundenga where 100% of the respondents reported that the health centre has got equipment and supplies, the Munhinga respondents interviewed revealed that the health centre lacks important supplies like condoms, pelvic demonstration samples, and contraceptive methods

In Munhinga (94%) of the respondents revealed that the health centre does not display sufficient materials for education during sessions on reproductive health and rights, while (6%) reported that the information displayed is not sufficient.

3.8 Service fees

Respondents were asked if they are charged any fees to access sexual reproductive services and in case they are, to explain whether the services are affordable or not.

100% of the respondents from Sussundenga reported that sexual reproductive health services are offered free of charge in Sussundenga health centre. Payments are only made in the pharmacy in case of drug purchases, at the first Aid section, and consultancy fees for adults with other kinds of illnesses. The fees charged in other departments besides the SAAJ section were said to be fair.

Likewise, 100% of the respondents from Munhinga reported that sexual reproductive health services are offered free of charge in Munhinga health centre.

3.9 Promotion of SRH services

The successful access to and adherence to youth friendly services to a greater extent depend on the promotion of the services by the health facilities in the community and most importantly among adolescents and youths. Health centres are expected to design effective strategies for the promotion of the different kinds of SRH services as a means of attracting more adolescents and youths to adhere to the services.

In this regard respondents' awareness about the existence and location of the services provided by the health centres was evaluated.

The assessment also ventured into the role of health co-management committees in the promotion of health centre services in the community. To this end, respondents' opinions were sought in regard to whether health committees conduct sensitization campaigns in order to increase access to SRH services.

Promotion of Youth-Friendly SRH services in Sussundenga Health Centre

All Sussundenga respondents reported that they are aware of the location of the services provided at the health centre and that they obtained the information in the following ways;

- Through announcements broadcast on the community radio,
- Health centre posters about the services
- Through advertisements on radio and television
- Radio messages, Radio, TV, and public notices
- Through lectures and information given by activists, Radio, Television
- Through posters/ display materials and brochures
- Through the “E MEU DIRETO” project activists

Role of health co-management committees in the promotion of health centre services

None of the 90 respondents that access Sussundenga health centre indicated knowledge about the existence of neither the health co-management committee nor the role it plays in sensitizing the community about the available sexual reproductive health services.

Promotion of Youth-Friendly SRH services Munhinga Health Centre

96% of the respondents in Munhinga reported that they are aware of the location of the services provided at the Sussundenga health centre and that they obtained the information in the following ways;

- Through friends and activists,
- Through parents and GCR activists,
- Through lectures and sessions by “E meu direto” activists,
- Through activists and community radio
- Through the help of counsellors
- Through health centre staff and community activists
- Through community leaders and community radio
- Through the “E MEU DIRETO” project activists

Role of health co-management committees in the promotion of health centre services

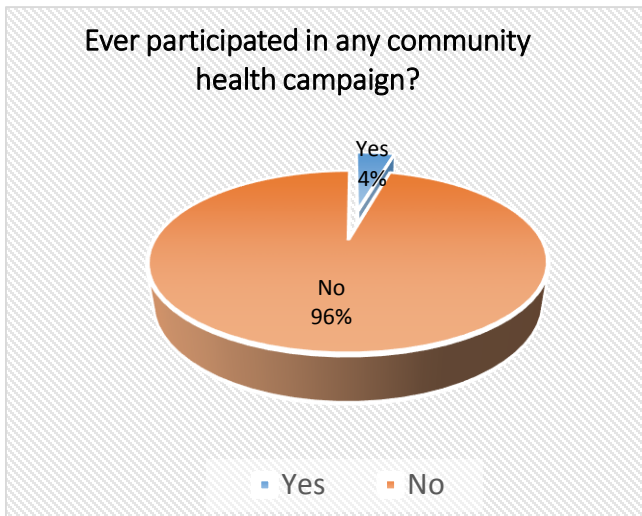
The role of the health co-management committee in the promotion of health services is not known by 100% of the respondents from Munhinga that participated in the assessment. Besides, respondents did not express any knowledge of the existence of a health co-management committee at the health centre.

Recommendation

The health co-management committees ought to be revitalized or constituted in case they do not exist given the important role they play in linking the community and the health centres, promotion of services, and ensuring that clients adhere to the services offered.

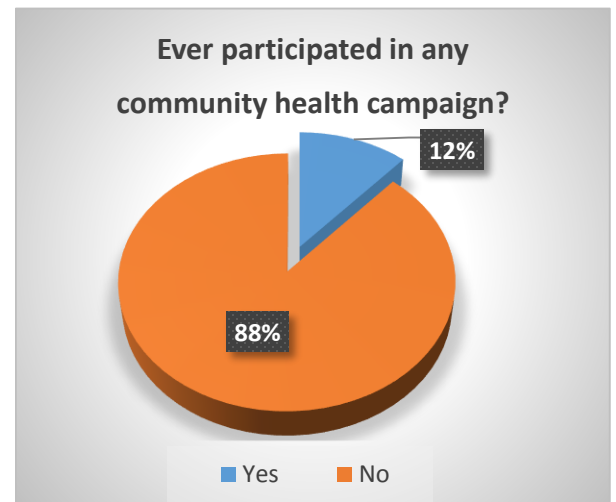
Adolescents and youth participation in community campaigns

Adolescents and Youth participation in community campaigns in Sussundenga



The above diagram shows that only (4%) of the Sussundenga respondents have ever participated in community health campaigns organized by the Sussundenga health centre or other partners in the health sector. HIV/AIDS prevention, voluntary testing and counselling, and vaccination campaigns were highlighted as the community campaigns in which respondents participated.

Adolescents and Youth participation in community campaigns in Munhinga



Only (12%) of the respondents from Munhinga have ever participated in community health campaigns organized by the health centre or other partners in the health sector. HIV/AIDS prevention, Malaria prevention, voluntary testing and counselling, and vaccination campaigns were highlighted as the community campaigns in which respondents participated.

3.10 Data collection and reporting

It was observed that the Sussundenga health centre has general monthly records demonstrating youth clients that access SRH services by age and gender. The register also captures the client's age group, the kind of service offered, and necessary referral service recommended. According to the health centre staff the collected data is used to evaluate the change in behaviour of the referred persons and improve the distribution of medicines and condoms.

3 out of 4 health centre staff interviewed in Munhinga Health Centre reported that the health centre has updated registers, monthly and annual reports which show youths 'access to services-aggregated by age and sex. According to the respondents the data is used to evaluate accomplished activities with the aim of developing new plans of action.

“Basing on the data, the health centre staff evaluate the services offered and draws plans to improve the provision of the services” -Asserted a Munhinga Health Centre medical staff.

3.11 Health policies and protocols

It is important that health service providers understand the policies upon which their work is based like the National family planning policy.

50% of the Sussundenga health centre staff revealed that they are aware of such policies and that they disseminate them using a wide range of means including; counselling sessions, community radio programmes, posters, through lectures and Information and education materials, and meetings with youth and lectures in schools.

All the Munhinga health centre staff revealed that they have good understanding of health policies like the family planning policies and that they disseminate them using different means including;

- Through social networks like whatsapp and facebook
- Through lectures, individual counselling,
- information dissemination in the markets, health centre, community and in schools
- During counselling sessions about unwanted pregnancies,

Recommendation

More awareness and training is needed for health centre staff about the policies and strategies relevant to their work.

4.0 Conclusion and recommendations

On the whole Sussundenga and Munhinga Health centres have frameworks that facilitate the provision of sexual reproductive health services to all clients including health workers, provision of contraceptives, voluntary testing and counselling, some information materials, community activists that work closely with Adolescent girls and young women in the promotion of sexual reproductive health and rights.

The mentioned efforts notwithstanding, the health centres lack focus on the provision of services specifically targeting AGYW and youth.

The following recommendations should thus be put into consideration for the effective provision of youth friendly SRH services in the two communities.

- There is need to disseminate information in the community about the existence of sexual reproductive health services to enable access to the same
- The health co-management committees ought to be revitalized or constituted in case they do not exist given the important role they play in linking the community and health centre, promotion of services, and ensuring that clients adhere to the services offered.
- Other actors like health NGOs and the hospital health committee should support the health facility efforts by sharing information about health services available to their target groups
- The health centres' management should avail sign posts to help clients know about the location of the centre and the services provided.
- The health centres' management should consider allocating specific hours for the provision of sexual reproductive services and make these hours known to the youth. The hours should also be favourable to the schedules of the youth. Most importantly, youth representatives in the health committees should be consulted in determining the favourable hour for providing the services
- The hospital management should allocate a specific room for the provision of YFS inclusive of a counselling room that ensures client privacy.
- The hospital staff in charge of offering sexual reproductive health services should be regularly trained with special focus on responding to the contemporary sexual reproductive health needs of AGYWs.

- There should be focus on complementary services like dual protection in the case of contraception, management in regard to STI diagnosis, and referral for needed services in case of sexual violence and abuse.
- The health centre needs to strengthen the provision of information and counselling on sexuality, safe sex, and reproductive health.
- The posters about sexual reproductive health should be located in an area visible to all clients for instance on a notice board at the outpatient area
- It is also important that the health centre puts in place an information desk and a notice board where information about sexual reproductive health and rights can be accessed and details of the different referral points for clients.
- It is recommended that data about AGYW be solicited from the general registers to enable effective follow up owing to the fact that this specific group is vulnerable to a lot of self and community stigma, a situation which could consequently hinder them from accessing SRH services.
- Community health workers, and peer educators/ community activists need to conduct outreaches in order to increase awareness of youth-friendly services offered at the health centre.