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Meeting Adolescent Reproductive Health Needs in Egypt

Quantitative Assessment of Youth-Friendly Clinics

December 2007

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List of Acronyms

AIDS	Acquired Immunodeficiency Syndrome
ANC	Antenatal Care
EFPA	Egyptian Family Planning Association
FGD	Focus Group Discussion
FHI	Family Health International
FP	Family Planning
HIV	Human Immunodeficiency Virus
IEC	Information Education and Communications
MOH	Ministry of Health
RH	Reproductive Health
STIs	Sexually Transmitted Infections
UNFPA	The United Nations Population Fund
VCT	Voluntary Counseling and Testing
YFCs	Youth Friendly Clinics



Introduction

Youth represent one of the main pillars of any society. In Egypt, they form a large, significant and growing population group. Despite that, young people do not receive much attention and suffer poor knowledge of RH and low contraceptive use rates. They form a relatively high proportion of the country's unmet health needs, new HIV infections, and maternal mortality rates. While these dynamics are attributed to a number of complex social, cultural, economic and gender-related factors, it is clear that many of the national and international health and development goals and targets, such as the Millennium Development Goals (MDGs) and the International Conference on Population and Development (ICPD) goals, cannot be met without addressing the needs of young people.

Promoting comprehensive youth-friendly health services is essential in assisting youth to make responsible sexual and reproductive decisions, and empowering them to enforce these decisions. This vision is strongly supported by Family Health International (FHI), which has worked for more than 30 years to improve maternal and child health, increase the availability, safety, acceptance and use of modern contraceptive methods, and prevent sexually transmitted infections (STIs), including HIV/AIDS, in collaboration with local, national and international organizations in more than 80 countries around the world.

FHI works closely with UNFPA and the Egyptian Family Planning Association (EFPA) to improve sexual and RH services delivered to young people in Youth-Friendly Clinics (YFCs) supported by UNFPA. FHI initiated activities in eight of these clinics by conducting a rapid review of previous project accomplishments, obstacles, and lessons learned. Baseline measurements were established to ensure effective Monitoring and Evaluation (M&E) of the project throughout the various phases. Using a participatory approach involving service providers, peers and clients, the clinics were assessed in order to determine their current status: working conditions (working hours, locations, infrastructure, environments, privacy, confidentiality, costs and clinic protocols) as well as client satisfaction, with the overall aim of determining whether or not they meet the needs of youth. The assessment aimed mainly at enhancing the performance of the YFCs through focusing on the available resources and determining gaps in service delivery, "youth friendliness" issues and training needs of staff.



Goal and Objectives

Goal

The overall goal of the study is to provide an assessment of the eight UNFPA - supported clinics in order to develop a strategy for enhancing their performance, target RH needs of adolescents and encourage young people to benefit from the services provided in the clinics.

Objectives

1. Explore the current situation in the selected YFCs particularly the work environment, facilities, supplies, staffing, organization of work, provision of integrated services and quality of basic services.
2. Assess the clients' and staff perspectives towards the quality of health services delivered in the clinics and their suggestions for improving it.

Study Instruments and Methodology

The following methods were used:

Description of the Assessed Clinics

The study team carried out observations of clinics and met their managers to clarify unclear points. These observations were valuable in enabling the study team to determine the accuracy and reliability of the collected data.

Observation of the Resources and Delivered Services

An observational checklist that consists of 12 sections and was developed to assess resources and services provided. The first section is designed to evaluate the reception and waiting area with a total score of 4; the second section addresses the work environment with a total score of 6; the third section evaluates the furniture of each room with a total score of 6; the fourth section evaluates the condition of toilets and availability of water and soap with a total score of 6; the fifth section evaluates the recording methods and reporting process with a total score of 9; the sixth section deals with the availability of contraceptives with a total score of 5; the seventh section evaluates the availability of IEC materials with a total score of 9; the eighth section assesses infection control practices with a total score of 8; the ninth section evaluates the administrative management with a total score of 4; the tenth, eleventh and twelfth sections are designed to evaluate quality of delivered health services with special focus on counseling, history taking and examination practices with total scores of 14, 9 and 13 respectively. Thus, the total score is 93.

Structured Interviews with Service Providers and Peers

Structured interviews were conducted with 7-8 members at each clinic. A questionnaire was developed and filled by trained data collectors at each clinic. The total number of service providers and peers interviewed was 63. Data entry was undertaken using an Excel software package while statistical analysis was done using Excel Functions.

Exit Interviews with Clients

Exit interviews were conducted with 5-6 clients at each clinic. A questionnaire was developed and filled by trained data collectors at each of the eight clinics. The total number of interviewed clients was 43.

Description of the Assessed Clinics

List of the Assessed Clinics

The assessment was implemented in eight UNFPA supported YFCs as shown in the below list:

Table 1 Distribution of EFPA Clinics by Governorates and Districts

Serial	Governorate	District	Clinic
1	Qalioubia	Banha	Banha Clinic
2		Shebin El-Qanater	Shebin El-Qanater Clinic
3	Dakahlia	El Monsoura	El Shenawy Clinic
4		El Senbelawein	El Moqataa Clinic
5	Ismailia	Ismailia	Abu Attwa Clinic
6		Ismailia	El Mabara Clinic
7	Menoufia	Shebin El-Kom	Shebin El-Kom Clinic
8		El Bagour	El Bagour Clinic

Banha Clinic

Clinic Location:

- Address: Building B, beside the electronic telecommunication central station – New Banha City
- The clinic is surrounded by public medical facilities including university hospital, medical centre, teaching hospital, health insurance hospital, Banha 1 health office, in addition to private clinics
- The clinic consists of two connected ground floor flats: the first contains a waiting area, examination room, counseling room, a bathroom and a kitchen. The second flat hosts an information corner, dermatology clinic, a lab and a bathroom

Building External and Internal Specifications:

- YFC sign is available



- There are not enough direction signs to guide visitors or attract the attention of passers-by
- The painting on the interior walls needs to be refreshed
- There are no curtains on the windows of the dermatology clinic
- The examination rooms are not well ventilated
- The lighting in the information corner is not sufficient
- Bathrooms do not function properly and need repair

Working Hours:

- First shift : 9:00 AM – 1:00 PM
- Second shift : 5:00 PM – 7:00 PM

Service Providers: (total 13 persons)

- 1 OB/GYN specialist (available 6 days / week)
- 1 dermatologist (available 3 days / week)
- 2 nurses
- 2 social workers
- 1 lab technician
- 5 well - trained peers (three young men and two young women)
- 1 janitor

Shebin El-Qanater Clinic

Clinic Location:

- Address: A building beside the medical centre – Al-Neanaia st.
- A flat (about 70 m²) on the 1st floor of a building at the market area in Shebin El-Qanater
- The clinic is surrounded by public medical facilities including general hospital, medical centre, in addition to private clinics
- The clinic consists of:
 - A small room for OB/GYN and dermatology examination
 - A small reception and waiting hall



- A room for counseling
- A very small lab
- An information corner (a small room)
- A bathroom
- A small kitchen

Building External and Internal Specifications:

- YFC sign is available
- There are not enough direction signs to guide visitors or attract the attention of passers-by
- The examination rooms are not well ventilated
- Bathrooms do not function properly and need repair

Working Hours:

- First shift : 9:00 AM – 1:00 PM
- Second Shift : 5:00 PM – 7:00 PM

Service Providers: (total 11 persons)

- 1 OB/GYN specialist (available 6 days a week)
- 1 dermatologist (available 3 days a week)
- 1 nurse
- 1 social worker
- 1 lab technician
- 5 well- trained peers (two young men and three young women)
- 1 janitor

El Shenawy Clinic

Clinic Location:

- It occupies a flat on the fourth floor of a public building in El Shenawy (urban) area, above the governmental unit for issuing passports and work permits
- The clinic consists of:
 - 1 Doctor's office attached to a partition for medical examination and another for sterilization
 - 1 large reception and waiting hall

- 1 counselling room (a partition of the reception)
- 1 small lab
- 1 accounting room
- 1 information corner (a small partition)
- 1 manager 's office
- 2 bathrooms
- 1 small kitchen

Building External and Internal Specifications:

- YFC sign is not available
- The available street sign is located in a side street and refers to the address of the clinic and the different medical services provided such as: RH/FP, ultrasound and lab services
- The counseling room is not suitable for counseling, as it is a non-sound proof aluminium partition without curtains which violates privacy
- The information corner is located in a small non-sound proof aluminium partition, with a limited capacity for 5 -7 persons



Working Hours:

- First shift : 9:00 AM – 1:00 PM
- Second Shift : 6:00 PM – 9:00 PM

Service Providers: (total 20 persons)

- 1 OB/GYN specialist (available 6 days a week)
- 1 dermatologist (available 3 days a week)
- 2 nurses
- 2 social workers
- 1 lab technician
- 6 well- trained peers (four young men and two young women)
- 2 janitors



El Moqataa Clinic

Clinic Location:

- Address: A flat on the first floor of a building in El Moqataa village, above the local council and other government offices
- The Moqataa village is 45 minutes drive from El Mansoura City and 25 minutes drive from El Senbelawein District
- The clinic consists of:
 - 1 examination room for OB/GYN
 - 1 information corner
 - 1 large reception and waiting hall
 - 1 counselling room
 - 1 lab
 - 1 bathroom
 - 1 small kitchen



Building External and Internal Specifications:

- YFC sign is not available
- There are not enough direction signs to guide visitors or attract the attention of passers-by



Working Hours:

- First shift : 9:00 AM – 1:00 PM
- Second Shift : 5:00 PM – 7:00 PM

Service Providers: (total 12 persons)

- 1 OB/GYN specialist (available 6 days a week)
- 1 dermatologist (available 2 days a week)
- 1 nurse
- 1 social worker
- 1 lab technician
- 6 well- trained peers (three young men and three young women)



- 1 social worker
- 1 secretary
- 1 lab technician
- 6 well- trained peers (three young men and three young women)
- 1 janitor

El- Mabara Clinic

Clinic Location:

- The clinic is situated in Damanhur street in an NGO building in the area of the main bus terminal and the shopping centre.
- The clinic consists of:
 - 1 examination room for OB/GYN
 - 1 narrow reception and waiting hall
 - 1 counseling room
 - 1 Information Corner
 - 1 bathroom

Building External and Internal Specifications:

- The clinic is located in an urban area
- YFC sign is available
- The clinic is composed of separate rooms on the ground and first floor. The rooms on the ground floor are:
 - 1 counseling space at the entrance of the building
 - 1 small side area for waiting
 - 1 examination room



On the first floor:

- 1 small hall
- 1 small information corner
- There are not enough direction signs to guide visitors or attract the attention of passers-by

- There is no lab and all tests are performed on a desk in the counseling room. The technician works on call and has another job in another clinic.

Working Hours:

- First shift : 9:00 AM – 1:00 PM
- Second Shift : 6:00 PM – 8:00 PM

Service Providers: (total 10 persons)

- 1 OB/GYN specialist (available 6 days weekly for the first shift and 3 days for the second shift)
- 1 nurse
- 1 social worker
- 1 lab technician (part- time)
- 5 well- trained peers (three young men and two young women)
- 1 janitor

Shebin El-Kom Clinic

Clinic Location:

- It is located in a flat on the 3^{ed} floor of a new building in a densely populated area
- The clinic consists of:
 - 1 room for OB/GYN examination.
 - 1 large reception and waiting hall
 - 1 small counseling room
 - 1 lab
 - 1 room for dermatological examination
 - 1 small room for the information corner
 - 2 bathrooms
 - 1 kitchen

Building External and Internal Specifications:

- YFC is not available

- There is no direction sign for the clinic in the street
- The only direction sign is fixed on the gate of the building and refers to RH services
- The counseling room is very small
- The information corner is located in a small room with a maximum capacity of 5 persons only



Working Hours:

- First shift : 9:00 AM – 1:00 PM
- Second Shift : 6:00 PM – 9:00 PM

Service Providers: (total 16 persons)

- 1 Manager
- 1 OB/GYN specialist (available 7 days a week)
- 1 dermatologist (available 3 days a week)
- 1 internal medicine specialist (available 3 days a week)
- 2 nurses
- 1 social worker
- 1 secretary
- 1 lab technician
- 6 well- trained peers (four young men and two young women)
- 1 janitor

El Bagour Clinic

Clinic Location:

- Address: A flat on the ground floor in the Military street. (Agriculture buildings area).
- The clinic consists of:
 - 1 examination room.
 - 1 large reception and waiting hall

- 1 counseling room (an aluminium partition in the reception hall)
- 1 large lab.
- 1 Information Corner
- 1 bathroom
- 1 kitchen

Building External and Internal Specifications:

- No YFC sign
- The street sign is located in a side street and mentions the different medical services offered there such as RH, integrated medical services, ultrasound, medical lab and FP
- Inside the clinic, there is a list with the prices of different medical services and lab, tests and RH/FP services
- The counseling room is not suitable for counseling, as it is a non-sound proof aluminium partition without curtains, which precludes privacy.



Working Hours:

- First shift : 9:00 AM – 1:00 PM
- Second Shift : 6:00 PM – 9:00 PM

Service Providers: (total 20 persons)

- 1 OB/GYN specialist (Part time)
- 1 nurse
- 1 social worker
- 1 lab technician
- 6 well trained peers (three young men and three young women)
- 1 janitor

Resources and Services of the Assessed Clinics

An observation checklist was used to assess the availability of resources and the quality of health services provided at each clinic. The checklist consists of 12 sections assessing different aspects of delivered services with a score for each section. The total score for the 12 sections is 93. The following table presents the score of each section and the total score for each clinic.

Table 2 Results of the Observation Checklist per Clinic *

	Item for Evaluation (high score)	Banha	Shebin El-Qanater	El Shenawy	El Moqataa	Abu Attwa	El-Mabara	Shebin El-Kom	El Bagour
1	Reception and Waiting Area (4)	2	2	3	4	2	2	4	3
2	Cleanliness, lighting and Ventilation (for each room) (6)	3	5	6	4	4	5	6	6
3	Furniture (for each room) (6)	3	4	6	6	3	4	6	3
4	Accessible Toilet (6)	5	4	6	5	4	1	6	2
5	Records and Reports (9)	6	9	9	8	9	9	9	7
6	Contraceptives Stocks (5)	4	5	5	5	5	5	5	4
7	IEC (9)	8	7	9	8	9	8	9	7
8	Infection Control (8)	6	7	7	7	8	8	8	6
9	Administrative Management (4)	2	4	4	1	3	1	3	1
10	Counseling (14)	10	12	14	12	12	7	14	8
11	History Taking (9)	6	8	9	9	7	7	9	7
12	Examination (13)	10	11	11	8	9	11	13	9
Achieved Scores (93)		65	78	89	77	75	68	92	63
Percentage of Total Score		69.9%	83.9%	95.9%	82.8%	80.6%	73.1%	98.9%	67.7%

Two clinics scored 98.9% and 95.7%, Shebin El-Kom and El Shenawy clinics respectively. Three clinics scored more than (80%): Shebin El-Qanater (83.9%), El Moqataa (82.8%) and Abu Attwa (80.6%), while 3 clinics scored less than 75%: El-Mabara (73.1%), Banha (69.9%) and El Bagour (67.7%)

* Highlighted cells show that the high score for the respective section was achieved

Interviews with Service Providers and Peers

A structured questionnaire was developed to collect data from service providers and peers. The total number of interviewed persons is 63 (35 service providers and 28 peers). The interview of the service providers and peers revealed the following:

- Most of the service providers (doctors, social workers and nurses) are not well informed about the main goal and objectives of the YFCs. They think that YFC is an information-providing service.
- The coordination between the service providers and the peers need to be enhanced to help achieving the objectives aspired for.
- Both service providers and peers listed the following as possible causes for underutilization of YFCs:
 - Deficient promotion
 - Schoolteachers and parents are opposed to the idea of YFC for fear of provision of sexual education to young males and females.
 - The local community claims that YFC is an imported, western concept that encourages free sex practice and violates local religious teachings and traditions.
 - Young people believe that the services are not meant for them but are meant for married people as some clinics have the label of an “RH/FP clinic”
 - The location of some clinics on a high story of a building makes it difficult for patients and FP clients to visit, so they prefer to go to a nearby medical centre located on a ground floor
 - Limited space and the intermittent cut in electric power supply hinder service provision
- Peers complained of poor financial remuneration
- Service providers suggested the following to improve the delivered services at YFCs:
 - Adding a delivery room with required appliances
 - Provision of immunization services
 - Including other medical specializations in YFCs

- Introducing more advanced lab tests, such as hepatitis and hormonal assays.
- Peers recommended the following to improve the delivered services at YFCs:
 - Increasing number of peers assigned to each YFC because of their high turnover rate
 - Providing the information corners with brochures, leaflets, posters and other printed materials focusing on HIV/AIDS and STIs
 - More computers and continuous maintenance of the already available ones
 - Promotion of YFCs in places where young people tend to gather, such as youth centres, sporting clubs and other places.

Below Are the Detailed Results of Interviewing Service Providers:

Table 3.1.A: Opinion on Working Hours

Opinion	Number	Percent of all clients
Good	35	100
Bad	0	0

Table 3.2.A: Existence of Breaks

Opinion	Number	Percent of all clients
Yes	35	100
No	0	0

Table 3.3.A: Clinic Accessibility

Opinion	Number	Percent of all clients
Yes	32	91
No	3	9

Table 3.4.A: Cleanliness of the Clinics and WCs

Opinion	Number	Percent of all clients
Good	32	91
Bad	3	9

Table 3.5.A: Availability of Necessary Resources

Opinion	Number	Percent of all clients
Yes	32	91
No	3	9

Table 3.6.A: Availability of Necessary Instruments

Opinion	Number	Percent of all clients
Yes	31	89
No	4	11

Table 3.7.A: Opinion towards Youth Friendly Clinics

Opinion	Number	Percent of all clients
Good	34	97
No comment	1	3

Table 3.8.A: Fair Distribution of Work Load

Opinion	Number	Percent of all clients
Yes	34	97
No	1	3

Table 3.9.A: Work Environment Conducive for Potential

Opinion	Number	Percent of all clients
Yes	27	77
No	8	23

Table 3.10.A: Good Manager-Staff Relations

Opinion	Number	Percent of all clients
Yes	34	97
No	1	3

Table 3.11.A: Good Staff-Client Relations

Opinion	Number	Percent of all clients
Yes	35	100
No	0	0

Table 3.12.A: Support from Colleagues

Opinion	Number	Percent of all clients
Yes	33	94
No	2	6

Table 3.13.A: Rapid Provision of Work Requirements

Opinion	Number	Percent of all clients
Yes	34	97
No	1	3

Table 3.14.A: Obstacles Faced during Work

Opinion	Number	Percent of all clients
Yes	15	43
No	20	57

Table 3.15.A: Work Appreciated by Managers

Opinion	Number	Percent of all clients
Yes	29	83
No	6	17

Table 3.16.A: Necessary Trainings Received

Opinion	Number	Percent of all clients
Yes	25	71
No	10	29

Table 3.17.A: Participate in Planning Activities

Opinion	Number	Percent of all clients
Yes	28	80
No	7	20

Table 3.18.A: Importance of Quality in Health Care

Opinion	Number	Percent of all clients
Yes	35	100
No	0	0

**Table 3.19.A: Regular and Just Monitoring
of Work**

Opinion	Number	Percent of all clients
Yes	31	89
No	3	8.5
No Comment	1	2.5

**Table 3.20.A: Complaint System Availability
for Staff**

Opinion	Number	Percent of all clients
Yes	34	97
No Comment	1	3

Table 3. 21.A: Salary Matches Effort Made

Opinion	Number	Percent of all clients
Yes	13	37
No	22	63

Table 3.22.A: Leniency in Holiday System

Opinion	Number	Percent of all clients
Yes	30	86
No	5	14

Below Are the Detailed Results of Interviewing The Peers:

Table 3.1.B: Opinion on Working Hours

Opinion	Number	Percent of all clients
Good	27	96
Bad	1	4

Table 3. 2.B: Existence of Breaks

Opinion	Number	Percent of all clients
Yes	27	96
No	1	4

Table 3. 3.B: Clinic Accessibility

Opinion	Number	Percent of all clients
Yes	26	93
No	2	7

Table 3. 4.B: Cleanliness of the Clinics and WCs

Opinion	Number	Percent of all clients
Good	27	96
Bad	1	4

Table 3. 5.B: Availability of Necessary Resources

Opinion	Number	Percent of all clients
Yes	25	89
No	3	11

Table 3. 6.B: Availability of Necessary Instruments

Opinion	Number	Percent of all clients
Yes	21	75
No	7	25

Table 3. 7.B: Opinion towards Youth Friendly Clinics

Opinion	Number	Percent of all clients
Good	28	100
Bad	0	0

Table 3. 8.B: Fair Distribution of Work Load

Opinion	Number	Percent of all clients
Yes	27	96
No	1	4

Table 3. 9.B: Work Environment Conducive for Potential

Opinion	Number	Percent of all clients
Yes	23	82
No	5	18

Table 3.10.B: Good Manager- Peer Relations

Opinion	Number	Percent of all clients
Yes	27	96
No	1	4

Table 3.11.B: Good Peer-Youth Relations

Opinion	Number	Percent of all clients
Yes	25	89
No	3	11

Table 3.12.B: Support from Colleagues

Opinion	Number	Percent of all clients
Yes	28	100
No	0	0

Table 3.13.B: Rapid Provision of Work Requirements

Opinion	Number	Percent of all clients
Yes	27	96
No	1	4

Table 3.14.B: Obstacles Faced during Work

Opinion	Number	Percent of all clients
Yes	23	82
No	5	18

Table 3.15.B: Work Appreciated by Managers

Opinion	Number	Percent of all clients
Yes	26	93
No	2	7

Table 3.16.B: Necessary Trainings Received

Opinion	Number	Percent of all clients
Yes	28	100
No	0	0

Table 3.17.B: Participate in Planning Activities

Opinion	Number	Percent of all clients
Yes	27	96
No	1	4

Table 3.18.B: Importance of Quality in Health Care

Opinion	Number	Percent of all clients
Yes	28	100
No	0	0

Table 3.19.B: Regular and Just Monitoring of Work

Opinion	Number	Percent of all clients
Yes	27	96
No	1	4

Table 3.20.B: Complaint System Availability for Peers

Opinion	Number	Percent of all clients
Yes	24	86
No	4	14

Table 3. 21.B: Financial Remuneration Matches Effort Made

Opinion	Number	Percent of all clients
Yes	19	68
No	9	32

Table 3.22.B: Leniency in Holiday System

Opinion	Number	Percent of all clients
Yes	26	93
No	2	7



Exit Interviews with Clients

Exit interviews in the form of a structured questionnaire were conducted with 5-6 clients at each clinic. The total number interviewed was 43 women. The average age of interviewed clients was 30.46 years. The exit interviews revealed the following:

- Most of the clients came to the clinic seeking FP and ANC services
- The majority of the clients stated that they arrived easily at the clinics
- Nearly all the clients did not experience problems while purchasing tickets and found the ticket price affordable
- The majority of the clients believed that the clinics are adequately ventilated and clean
- Nearly fifth of the clients mentioned that the chairs available in the waiting area were not enough
- More than half of the clients stated that the bathrooms were clean
- Most of clients did not experience problems with the filing or registration system
- Most of the clients perceived the waiting time, before receiving the service provided by the doctor, as being short
- All the clients were satisfied with delivered services, stated that competent physicians and nurses treated them courteously with maintaining privacy and confidentiality
- Surprisingly, 62.8% of the clients were not aware that the clinics offer youth friendly services
- Thirty clients suggested the following to improve the quality of the delivered services:
 - More medical specializations
 - Improving laboratory services
 - Renovating the bathrooms
 - Providing medications and vaccines
 - Changing clinic locations (some clients complained from clinic inadequate space and location at upper floors of building, requiring strenuous physical activity to reach)

Below Are the Detailed Results of Interviewing the Clients:

Table 4.1: Clinic Accessibility

Opinion	Number	Percent of all clients
Yes	39	91
Average	3	7
No	1	2

Table 4.2: Adequacy of Ticket Purchasing System

Opinion	Number	Percent of all clients
Yes	42	98
Average	1	2
No	0	0

Table 4.3: Affordability of Ticket Price

Opinion	Number	Percent of all clients
Yes	42	98
No	1	2

Table 4.4: Adequately Ventilated Waiting Area

Opinion	Number	Percent of all clients
Yes	40	93
No	3	7

Table 4.5: Waiting Area Chair Availability

Opinion	Number	Percent of all clients
Yes	37	86
No	6	14

Table 4.6: WC Cleanliness

Opinion	Number	Percent of all clients
Yes	29	68
Average	4	9
No	6	14
Did not use the WC	4	9

Table 4.7: Efficient File System

Opinion	Number	Percent of all clients
Yes	36	83
Average	2	5
No	3	7
Did not use the service (2males)	2	5

Table 4.8: Speedy Registration

Opinion	Number	Percent of all clients
Yes	39	91
Average	0	0
No	3	7
Did not use the service	1	2

Table 4.9: Efficient Response of Staff to Client Needs

Opinion	Number	Percent of all clients
Yes	42	98
No	1	2

Table 4.10: Satisfaction with Services

Opinion	Number	Percent of all clients
Yes	43	100
No	0	0

Table 4.11: Satisfaction with YFC Mission

Opinion	Number	Percent of all clients
Yes	15	35
No	1	2
Don't Know	27	63

Table 4.12: Satisfaction with Cleanliness

Opinion	Number	Percent of all clients
Yes	42	98
No	1	2

Table 4.13: Efficient Accessibility of Different Services in the Clinic

Opinion	Number	Percent of all clients
Yes	38	88.
No	5	12

Table 4.14: Waiting Time for Services

Opinion	Number	Percent of all clients
Long	7	16
Short	36	84

Table 4.15: Interaction between Nurse and Client

Opinion	Number	Percent of all clients
Good	43	100
Bad	0	0

Table 4.16: Interaction between Physician and Client

Opinion	Number	Percent of all clients
Good	43	100
Bad	0	0

Table 4.17: Adequate Examination Duration

Opinion	Number	Percent of all clients
Yes	42	98
No	1	2

Table 4.18: Efficiency of Physicians

Opinion	Number	Percent of all clients
Yes	43	100
No	0	0

Table 4.19: Patient Confidentiality and Privacy Ensured

Opinion	Number	Percent of all clients
Yes	43	100
No	0	0

Table 4.20: Response to Client Needs

Opinion	Number	Percent of all clients
Yes	42	98
Average	1	2
No	0	0

Table 4.21: Knowledge of Services Provided in the Clinic

Opinion	Number	Percent of all clients
Good	8	19
Average	23	53
Don't know	12	28

Table 4.22: Adequate Medication Information Provided by Physician

Opinion	Number	Percent of all clients
Yes	37	86
No	1	2
No medication	5	12

Table 4.23: Interaction between Lab Technician and Client

Opinion	Number	Percent of all clients
Yes	14	33
No	1	2
Did not use the service	28	65

Table 4.24: Satisfaction with lab Services

Opinion	Number	Percent of all clients
Yes	12	80
No	3	20

Table 4.25: Suggested Improvements

Opinion	Number	Percent of all clients
Yes	30	70
No	13	30



Conclusion and Recommendations

Conclusion

YFCs are valuable facilities for young people, since they offer holistic and comprehensive services that combine both RH services and information. The quantitative assessment revealed the below listed gaps that need to be bridged to ensure that YFCs become increasingly effective channels for the enhancement of young people's RH:

- Most of the service providers are not well informed about the main goal and objectives of the YFCs and perceive youth health services as an information-providing service
- There is poor coordination between the service providers and the peers regarding planning and implementing activities targeting youth
- Married women form the majority of clients
- Most of the clients come to the clinic seeking FP and ANC services
- Males seldom utilize the clinic services and youth rarely show up at clinics

Recommendations

- YFCs still need to be promoted and advocated in order to change the misconception of the local communities that they are RH/FP clinics offering services to married women.
- Developing interactive and innovative approaches to encourage single young men and women to access YFCs without the fear of being stigmatized need to be considered.
- Involving service providers, peers, clients and key figures of the local communities in the planning and implementation of promotion activities and improving the quality of delivered services.