

Improving Quality of Adolescent and Youth-Friendly Health Service (AYFHS) Through Integrated Supportive Supervision in 4 Nigerian States

Abstract:

Although the unique sexual and reproductive health needs of adolescents and youth (AY) are widely recognized, the challenge remains how to integrate adolescent- and youth-friendly health services effectively within a systems-based approach that is both feasible and scalable. This article provides preliminary evidence from 4 Nigerian states who sought to overcome this challenge by implementing capacity strengthening approaches centered around a shortened quality assurance tool that has become part of state health system's routine supportive supervision process and follow-up quality improvement activities.

This program case study used two quantitative data collection tools. The shortened QA tool was administered to assess and track the performance of 130 high-volume health facilities across 5 domains to serve its AY population with quality contraceptive services. 198 facility-based providers' capacity was built on adolescent and youth sexual and reproductive health, AYFHS, and long-acting reversible contraceptive services. Exit interviews from 754 clients (15- to 24-year-old), who accessed contraceptive services from the facilities that met the World Health Organization's minimum standards for quality AYFHS were also collected to corroborate the findings from the checklist.

In the 4 states, the QA tool was applied 3 times, accompanied by QI capacity strengthening after each round. At baseline, only 12% of the 130 facilities in the 4 states scored green (i.e., meeting the minimum standards). After two rounds of application, 88% of the facilities scored green. AY client volume as reported in the registers of these facilities increased over this same period. All states showed great improvements; however, the achievements varied by state. The

feedback from the exit interviews supported client satisfaction with the services provided to AY.

Integrating QA followed by QI within Nigeria's integrated family planning supportive supervision system is not only feasible but also impacts the quality of AYPHS and uptake of contraceptive by 15- to 24-year-olds.