[NAME OF COUNTRY] [NAME OF ORGANIZATION] FORMATTING DATE: 01 Nov 2024 ENGLISH LANGUAGE: 09 Oct 2024

# THE DHS PROGRAM SERVICE PROVISION ASSESSMENT OBSERVATION OF FAMILY PLANNING CONSULTATION

| FACILITY IDENTIFICA  | FACILITY IDENTIFICATION   |  |  |  |  |
|--|---|--|--|--|--|
| FACILITY NUMBER  PROVIDER SERIAL NUMBER [FROM STAFF LISTING FORM]  CLIENT CODE [FROM CLIENT LISTING FORM]  | QTYPE F P O   |  |  |  |  |
| PROVIDER INFORMA   | ATION   |  |  |  |  |
| PROVIDER QUALIFICATION CATEGORY:           PROVIDER TYPE 1         01           PROVIDER TYPE 2         02           PROVIDER TYPE 3         03           PROVIDER TYPE 4         04           PROVIDER TYPE 5         05           PROVIDER TYPE 6         06 | PROVIDER CATEGORY   |  |  |  |  |
| PROVIDER TYPE 7       07         PROVIDER TYPE 8       08         PROVIDER TYPE 9       09         OTHER TYPE       96   | SEX OF PROVIDER (1 = MALE; 2 = FEMALE)  |  |  |  |  |
| INFORMATION ABOUT OB   | SERVATION   |  |  |  |  |
| DATE   | MONTH   |  |  |  |  |
| INTERVIEWER'S NAME:  | OBSERVER'S NUMBER   |  |  |  |  |
| LANGUAGE OF 0 1 LANGUAGE OF INTERVIEW**  LANGUAGE OF LANGUAGE OF LANGUAGE OF QUESTIONNAIRE**   | TRANSLATOR USED (YES = 1, NO = 2)  **LANGUAGE CODES: 01 ENGLISH 03 LANGUAGE 05 LANGUAGE |  |  |  |  |
| QUESTIONIVAIRE   | 02 LANGUAGE 04 LANGUAGE 06 LANGUAGE   |  |  |  |  |
| TEAM TEAM SUPERVISOR  NUMBER NAME NUMBER   |   |  |  |  |  |

#### **OBSERVATION OF FAMILY PLANNING CONSULTATION**

BEFORE OBSERVING THE CONSULTATION, OBTAIN PERMISSION FROM BOTH THE SERVICE PROVIDER AND THE CLIENT. MAKE SURE THAT THE PROVIDER KNOWS THAT YOU ARE NOT THERE TO EVALUATE HIM OR HER, AND THAT YOU ARE NOT AN "EXPERT" TO BE CONSULTED DURING THE SESSION.

| PC | INTRODUCTION AND PROVIDER CONSENT   |  |  |  |
|----|---|--|--|--|
|    | READ THE FOLLOWING CONSENT STATEMENT TO THE PROVIDER. IF THIS IS NOT THE FIRST CLIENT YOU'RE OBSERVING FOR THIS PROVIDER, DON'T READ THE CONSENT AGAIN, BUT ASK THE PROVIDER IF YOU CAN STAY IN THE ROOM TO OBSERVE THE NEXT CLIENT'S CONSULTATION. RECORD THE ANSWER AS APROPRIATE, SIGN AND DATE. IF CONSENT IS GRANTED, MOVE TO THE                          |  |  |  |
|    | Good day! My name is We are here on behalf of the [IMPLEMENTING AGENCY] conducting a survey of health facilities to assist the government in knowing more about health services in [COUNTRY].   |  |  |  |
|    | Your facility was selected to participate in this study. We will be observing your consultation with this client in order to understand how family planning services are provided in this facility. At the end of the consultation, we will ask you questions about the types of services that you provided. The observation usually takes about 15-20 minutes. |  |  |  |
|    | Information from this observation is confidential and will not be shared with anyone other than members of our survey team. The information acquired during this observation may be used by the [IMPLEMENTING AGENCY], other organizations or researchers, for planning service improvements or further studies of services.                                    |  |  |  |
|    | Neither your name nor the names of your clients participating in this study will be included in the dataset or in any report; however, there is a small chance that the facility can be identified. Still, we are asking for your help to ensure that the information we collect is accurate.   |  |  |  |
|    | Participation in the survey is voluntary. You may refuse to answer any question, or you can ask me to leave at any point, if you feel uncomfortable. There is no penalty for refusing to participate, however, we hope you won't mind our observing your consultation.  |  |  |  |
|    | In case you need more information about the survey, you may contact the person listed on the card that has already been given to your facility manager.   |  |  |  |
|    | Do you have any questions?  |  |  |  |
|    | Do I have your permission to be present at this consultation?   |  |  |  |
|    | SIGNATURE OF INTERVIEWER DATE   |  |  |  |
|    | DAY   |  |  |  |
|    | MONTH   |  |  |  |
|    | YEAR . 202  |  |  |  |
|    | PROVIDER AGREES PROVIDER DOES NOT AGREE  TO BE OBSERVED . 1 TO BE OBSERVED 2 → END  |  |  |  |

| 101 | CLIENT CONSENT   |   |  |  |  |
|-----|--|---|--|--|--|
|     | READ THE FOLLOWING CONSENT STATEMENT TO THE CLIENT  Good day! My name is We are here on behalf of the [IMPLEMENTING AGENCY] conducting a survey of health facilities to assist the government in knowing more about health services in [COUNTRY].  |   |  |  |  |
|     |  |   |  |  |  |
|     | This facility was selected to participate in the study. I would like to be present while you are receiving services today in order to understand how family planning services are provided in this facility. The observation usually takes about 15-20 minutes.  |   |  |  |  |
|     | We are not evaluating the [NURSE/DOCTOR/PROVIDER] or the facility. Information from this observation is confidential and will not be shared with anyone other than members of our survey team. The information acquired during this observation may be used by the [IMPLEMENTING AGENCY], other organizations or researchers, for planning service improvements or further studies of services.  |   |  |  |  |
|     | Neither your name nor the date of service will be provinformation about you will remain completely confiden  |   |  |  |  |
|     | Please know that whether you decide to allow me to observe your visit is completely voluntary and that whether you agree to participate or not will not affect the services you receive. If at any point you would prefer I leave please feel free to tell me. There is no penalty for refusing to participate, however, we hope you won't mind our observing the consultation.  After the consultation, my colleague would like to talk with you about your experience here today. In case you need more information about the survey, you may contact the in-charge manager of this health facility. |   |  |  |  |
|     |  |   |  |  |  |
|     | Do you have any questions for me at this time?   |   |  |  |  |
|     | Do I have your permission to be present at this consu  | Itation?                                  |  |  |  |
|     | SIGNATURE OF INTERVIEWER   |   |  |  |  |
|     | CLIENT AGREES CLIEN TO BE OBSERVED . 1  ↓  | IT DOES NOT AGREE  TO BE OBSERVED 2 → END |  |  |  |
| 102 | RECORD THE TIME THE OBSERVATION STARTED  | HOURS                                     |  |  |  |
| 103 | IS THIS THE FIRST OBSERVATION FOR THIS PROVIDER FOR THIS SERVICE?  | YES                                       |  |  |  |

## **CLIENT HISTORY AND REPRODUCTIVE INTENTION**

| NO.      | QUESTION / OBSERVATIONS  | CODING CATEGORIES   | GO TO |
|----------|--|---|-------|
| 104      | INDICATE BELOW WHETHER THE PROVIDER ASKED ABOUT OR THE CLIENT VOLUNTEERED INFORMATION ON THE FOLLOWING ITEMS:    |   |       |
| 01       | AGE OF CLIENT  | A   |       |
| 02       | LAST MENSTRUAL PERIOD (ASSESS IF CURRENT   | LY PREGNANT) B  |       |
| 03       | NUMBER OF LIVING CHILDREN  | C   |       |
| 04       | LAST DELIVERY DATE OR AGE OF YOUNGEST CH   | ILD D   |       |
| 05       | BREASTFEEDING STATUS   | E   |       |
| 06       | REGULARITY OF MENSTRUAL CYCLE  | F   |       |
| 07       | DESIRE FOR A CHILD OR MORE CHILDREN  | G   |       |
| 08       | DESIRED TIMING FOR BIRTH OF NEXT CHILD   | н   |       |
| 09       | NONE OF THE ABOVE  | Y   |       |
|          | PHYSICAL EXAMINATION ASSESSI   |   |       |
| 105      | RECORD WHETHER THE PROVIDER PERFORMED EXAMINATIONS OR ASKED ANY OF THE FOLLOW                                    |   |       |
| 01       | TOOK THE CLIENT'S BLOOD PRESSURE   | A   |       |
| 02       | WEIGHED THE CLIENT   | B   |       |
|          |  |   |       |
| 03       | ASKED THE CLIENT ABOUT HER SMOKING HABIT   | C   |       |
| 03<br>04 | ASKED THE CLIENT ABOUT HER SMOKING HABIT  ASKED THE CLIENT ABOUT SYMPTOMS OF STIS ( VAGINAL/URETHRAL DISCHARGE)  |   |       |
|          | ASKED THE CLIENT ABOUT SYMPTOMS OF STIs (  | E.G., ABNORMAL  D  SES (HEART DISEASE, DIABETES,          |       |
| 04       | ASKED THE CLIENT ABOUT SYMPTOMS OF STIS ( VAGINAL/URETHRAL DISCHARGE)  ASKED THE CLIENT ABOUT ANY CHRONIC ILLNES | E.G., ABNORMAL  D  SES (HEART DISEASE, DIABETES, NCER)  E |       |

### **SEXUALLY TRANSMITTED INFECTIONS**

| 106 | RECORD WHETHER THE PROVIDER DISCUSSED ANY OF THE FOLLOWING ISSUES RELATED TO SEXUALLY TRANSMITTED INFECTIONS, INCLUDING HIV |  |
|-----|---|--|
| 01  | CLIENT'S PERCEIVED RISK OF STIs/HIV A   |  |
| 02  | USE OF CONDOMS TO PREVENT STIs/HIV B  |  |
| 03  | USING CONDOMS ALONG WITH ANOTHER METHOD (DUAL METHOD) TO PREVENT BOTH PREGNANCY AND STIs/HIV                                |  |
| 04  | NONE OF THE ABOVE Y   |  |

#### METHODS PROVIDED, PRESCRIBED, OR DISCUSSED

109 VERIFY METHOD WITH PROVIDER AND INDICATE WHICH METHOD(S) WERE EITHER PROVIDED, PRESCRIBED, OR DISCUSSED DURING THIS VISIT.

QUESTION / OBSERVATIONS

FOR EXAMPLE, IF CONDOMS WERE EITHER PRESCRIBED OR PROVIDED FOR USE ALONG WITH ANOTHER METHOD, CIRCLE BOTH METHODS. IF OTHER METHOD(S) WAS DISCUSSED, IN ADDITION, CIRCLE THAT METHOD(S) IN COLUMN C. "DISCUSSION" REFERS TO PROVISION OF SOME INFORMATION ABOUT THE METHOD SUCH AS HOW THE METHOD WORKS, WHAT SIDE EFFECTS MAY OCCUR, OR COMPARISON AGAINST METHODS PRESCRIBED OR PROVIDED.

IF CLIENT IS CONTINUING, CLIENT WHO RECEIVED REFILLS FOR PILLS, REPEAT INJECTION, OR REPLACEMENT FOR IUD DURING THIS VISIT, CIRCLE THE METHOD THAT WAS REPLENISHED IN COLUMN B.

#### CAUTION

AT LEAST ONE RESPONSE MUST BE REPORTED FOR EACH OF THE COLUMNS IF NO METHOD IS PRESCRIBED, THEN "Y" SHOULD BE CIRCLED IN COLUMN "A".

|             |  | (A)  | (B)                                      | (C)       |  |
|-------------|--|--|--|-----------|--|
|             | METHOD   | PRESCRIBED TO BE FILLED OUTSIDE THE FACILITY | PROVIDED TO<br>CLIENT IN THE<br>FACILITY | DISCUSSED |  |
| 01          | COMBINED ORAL PILL   | А  | А  | А         |  |
| 02          | PROGESTIN-ONLY ORAL PILL   | В  | В  | В         |  |
| 03          | ORAL PILL (TYPE UNSPECIFIED)   | С  | С  | С         |  |
| 04          | COMBINED INJECTABLE (MONTHLY)  | D  | D  | D         |  |
| 05          | PROGESTIN-ONLY INJECTABLE<br>(2 OR 3-MONTHLY)<br>INTRAMUSCULAR (DMPA-IM)                               | E  | E  | E         |  |
| 06<br>(FN1) | [PER COUNTRY GUIDELINES] PROGESTIN-ONLY INJECTABLE (2 OR 3-MONTHLY) SUBCUTANEOUS (DMPA-SC)             |  |  |           |  |
|             |  | F  | F  | F         |  |
| 07          | MALE CONDOM  | G  | G  | G         |  |
| 08          | FEMALE CONDOM  | Н  | Н  | Н         |  |
| 09          | IUD  | I  | I  | I         |  |
| 10          | IMPLANT  | J  | J  | J         |  |
| 11          | EMERGENCY<br>CONTRACEPTIVE   | К  | К  | К         |  |
| 12          | FERTILITY AWARENESS<br>METHODS SUCH AS STANDARD<br>DAYS METHOD, CYCLE BEADS,<br>OR PERIODIC ABSTINENCE | L  | L  | L         |  |
| 13          | VASECTOMY (MALE<br>STERILIZATION)  | М  | М  | М         |  |

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| NO. | QUESTION / OBSERVATION                   | S CODING CATEGORIES |  | EGORIES | GO TO |  |
|-----|--|---------------------|--|---------|-------|--|
| 14  | TUBAL LIGATION (FEMALE<br>STERILIZATION) | N                   |  | N       | N     |  |
| 15  | LACTATIONAL AMENORRHEA<br>METHOD         | 0                   |  | 0       | 0     |  |
| 16  | SPERMICIDE                               | Р                   |  | Р       | Р     |  |
| 17  | DIAPHRAGM                                | Q                   |  | Q       | Q     |  |
| 18  | OTHER MODERN                             | х                   |  | Х       | Х     |  |
| 19  | NO METHOD                                | Y                   |  | Y       | Y     |  |

| METHOD USE - FOR PRESCRIBED OR PROVIDED METHODS  CIRCLE THE APPROPRIATE LETTERS TO INDICATE IF THE INFORMATION UNDER EACH RELEVANT SECTION WAS DISCUSSED OR SHARED WITH THE CLIENT. IF MULTIPLE METHODS ARE PROVIDED OR PRESCRIBED, CIRCLE THE APPROPRIATE LETTERS AS LONG AS THE INFORMATION IS DISCUSSED FOR ANY OF THE METHODS.  110 CHECK Q109 COLUMNS 'A' AND' B'. ARE ANY LETTERS OTHER THAN 'Y' CIRCLED?  YES NO NO THE METHODS.  111 RECORD WHETHER THE PROVIDER DID ANY OF THE FOLLOWING:  112 DISCUSSED WHETHER METHOD PROTECTS AGAINST STIS, INCLUDING HIV A  113 DISCUSSED WHEN THE METHOD BECOMES EFFECTIVE TO PREVENT PREGNANCY B  114 DISCUSSED HOW LONG THE METHOD IS EFFECTIVE TO PREVENT PREGNANCY C  115 DISCUSSED IF AND HOW LONG IT TAKES FERTILITY TO RETURN AFTER STOP TAKING/USING THE METHOD  116 EXPLAINED HOW TO USE THE METHOD OR WHEN TO TAKE THE METHOD E  117 DISCUSSED WHAT TO DO IF FORGET TO TAKE THE METHOD ON TIME FOR PILLS/ INJECTABLES F  118 DISCUSSED A RETURN VISIT TO RESUPPLY THE METHOD FOR PILLS, INJECTABLES, OR CONDOMS  119 DISCUSSED A RETURN VISIT TO CHECK THE METHOD FOR IUD H  120 DISCUSSED A RETURN VISIT TO CHECK THE METHOD FOR EMERGENCY CONTRACEPTIVES (EC)  130 DISCUSSED WHAT TO DO IF CLIENTS WANT TO STOP USING OR REMOVE THE METHOD  141 DISCUSSED WHAT TO DO IF CLIENTS WANT TO STOP USING OR REMOVE THE METHOD IS NOT SUITABLE AFTER TRYING IT  152 NONE  153 NONE  154 NONE  155 NESCUSSED A SELECTED METHOD IS NOT SUITABLE AFTER TRYING IT  155 NONE  165 NESCUSSED A SELECTED METHOD IS NOT SUITABLE AFTER TRYING IT  165 NONE  176 NONE  177 NONE  187 NONE  188 CIRCLE THE INFORMATION OF THE METHODS IF A SELECTED METHOD IS NOT SUITABLE AFTER TRYING IT  177 NONE  |     |   |     |              |
|--|-----|---|-----|--------------|
| RELEVANT SECTION WAS DISCUSSED OR SHARED WITH THE CLIENT. IF MULTIPLE METHODS ARE PROVIDED OR PRESCRIBED, CIRCLE THE APPROPRIATE LETTERS AS LONG AS THE INFORMATION IS DISCUSSED FOR ANY OF THE METHODS.  110 CHECK Q109 COLUMNS 'A' AND' B'. ARE ANY LETTERS OTHER THAN 'Y' CIRCLED?  YES NO NO HE FOLLOWING:  111 RECORD WHETHER THE PROVIDER DID ANY OF THE FOLLOWING:  112 DISCUSSED WHETHER METHOD PROTECTS AGAINST STIS, INCLUDING HIV A DISCUSSED WHEN THE METHOD BECOMES EFFECTIVE TO PREVENT PREGNANCY B DISCUSSED HOW LONG THE METHOD IS EFFECTIVE TO PREVENT PREGNANCY C DISCUSSED HOW LONG THE METHOD IS EFFECTIVE TO PREVENT PREGNANCY C DISCUSSED HOW LONG IT TAKES FERTILITY TO RETURN AFTER STOP TAKING/USING THE METHOD WHEN TO TAKE THE METHOD E EXPLAINED HOW TO USE THE METHOD OR WHEN TO TAKE THE METHOD E DISCUSSED WHAT TO DO IF FORGET TO TAKE THE METHOD ON TIME FOR PILLS/INJECTABLES G CONDOMS G DISCUSSED A RETURN VISIT TO CHECK THE METHOD FOR PILLS, INJECTABLES, OR CONDOMS G DISCUSSED A RETURN VISIT TO CHECK THE METHOD FOR IUD H DISCUSSED A RETURN VISIT TO CHECK THE METHOD FOR IUD H DISCUSSED A RETURN VISIT TO CHECK THE METHOD FOR EMERGENCY CONTRACEPTIVES (EC)  10 DISCUSSED WHAT TO DO IF CLIENTS WANT TO STOP USING OR REMOVE THE METHOD IN SOUTH SOUTH SECURITIES IN SOUTH SECURED HAS A SELECTED METHOD IS NOT SUITABLE AFTER TRYING IT KETTERS AS CONDOMS IN THE METHOD SIF A SELECTED METHOD IS NOT SUITABLE AFTER TRYING IT KETTERS AND TO THE METHODS IF A SELECTED METHOD IS NOT SUITABLE AFTER TRYING IT KETTERS AND TO THE METHODS IF A SELECTED METHOD IS NOT SUITABLE AFTER TRYING IT KETTERS AND TO THE METHODS IF A SELECTED METHOD IS NOT SUITABLE AFTER TRYING IT KETTER AND THE METHODS IF A SELECTED METHOD IS NOT SUITABLE AFTER TRYING IT KETTER AND THE METHODS IF A SELECTED METHOD IS NOT SUITABLE AFTER TRYING IT KETTER AND THE METHODS IF A SELECTED METHOD IS NOT SUITABLE AFTER TRYING IT KETTER AND THE METHOD SIT A SELECTED METHOD IS NOT SUITABLE AFTER TRYING IT KETTER AND THE AND THE METHODS. | I   |   | DEI | )            |
| THE PROVIDER DID ANY OF THE FOLLOWING:  1111 RECORD WHETHER THE PROVIDER DID ANY OF THE FOLLOWING:  11 DISCUSSED WHETHER METHOD PROTECTS AGAINST STIS, INCLUDING HIV   |     | RELEVANT SECTION WAS DISCUSSED OR SHARED WITH THE CLIENT. IF MULTIPLE METHODS ARE PROVIDED OR PRESCRIBED, CIRCLE THE APPROPRIATE LETTERS AS |     |              |
| DISCUSSED WHETHER METHOD PROTECTS AGAINST STIS, INCLUDING HIV  | 110 |   |     | <b>→</b> 112 |
| DISCUSSED WHEN THE METHOD BECOMES EFFECTIVE TO PREVENT PREGNANCY  DISCUSSED HOW LONG THE METHOD IS EFFECTIVE TO PREVENT PREGNANCY  DISCUSSED IF AND HOW LONG IT TAKES FERTILITY TO RETURN AFTER STOP TAKING/USING THE METHOD  EXPLAINED HOW TO USE THE METHOD OR WHEN TO TAKE THE METHOD  DISCUSSED WHAT TO DO IF FORGET TO TAKE THE METHOD ON TIME FOR PILLS/ INJECTABLES  DISCUSSED A RETURN VISIT TO RESUPPLY THE METHOD FOR PILLS, INJECTABLES, OR CONDOMS  DISCUSSED A RETURN VISIT TO CHECK THE METHOD FOR IUD  DISCUSSED A RETURN VISIT TO CHECK THE METHOD FOR EMERGENCY CONTRACEPTIVES (EC)  IDISCUSSED WHAT TO DO IF CLIENTS WANT TO STOP USING OR REMOVE THE METHOD  DISCUSSED WHAT TO DO IF CLIENTS WANT TO STOP USING OR REMOVE THE METHOD  DISCUSSED CLIENTS COULD SWITCH TO DIFFERENT METHODS IF A SELECTED METHOD IS NOT SUITABLE AFTER TRYING IT  K   | 111 | RECORD WHETHER THE PROVIDER DID ANY OF THE FOLLOWING:   |     |              |
| DISCUSSED HOW LONG THE METHOD IS EFFECTIVE TO PREVENT PREGNANCY C  DISCUSSED IF AND HOW LONG IT TAKES FERTILITY TO RETURN AFTER STOP TAKING/USING THE METHOD D  EXPLAINED HOW TO USE THE METHOD OR WHEN TO TAKE THE METHOD E  DISCUSSED WHAT TO DO IF FORGET TO TAKE THE METHOD ON TIME FOR PILLS/ INJECTABLES F  DISCUSSED A RETURN VISIT TO RESUPPLY THE METHOD FOR PILLS, INJECTABLES, OR CONDOMS G  DISCUSSED A RETURN VISIT TO CHECK THE METHOD FOR IUD H  DISCUSSED A RETURN VISIT TO CHECK PREGNANCY STATUS FOR EMERGENCY CONTRACEPTIVES (EC) I  DISCUSSED WHAT TO DO IF CLIENTS WANT TO STOP USING OR REMOVE THE METHOD J  DISCUSSED CLIENTS COULD SWITCH TO DIFFERENT METHODS IF A SELECTED METHOD IS NOT SUITABLE AFTER TRYING IT K  | 01  | DISCUSSED WHETHER METHOD PROTECTS AGAINST STIs, INCLUDING HIV   | А   |              |
| DISCUSSED IF AND HOW LONG IT TAKES FERTILITY TO RETURN AFTER STOP TAKING/USING THE METHOD D  EXPLAINED HOW TO USE THE METHOD OR WHEN TO TAKE THE METHOD E  DISCUSSED WHAT TO DO IF FORGET TO TAKE THE METHOD ON TIME FOR PILLS/ INJECTABLES F  DISCUSSED A RETURN VISIT TO RESUPPLY THE METHOD FOR PILLS, INJECTABLES, OR CONDOMS G  DISCUSSED A RETURN VISIT TO CHECK THE METHOD FOR IUD H  DISCUSSED A RETURN VISIT TO CHECK PREGNANCY STATUS FOR EMERGENCY CONTRACEPTIVES (EC) I  DISCUSSED WHAT TO DO IF CLIENTS WANT TO STOP USING OR REMOVE THE METHOD J  DISCUSSED CLIENTS COULD SWITCH TO DIFFERENT METHODS IF A SELECTED METHOD IS NOT SUITABLE AFTER TRYING IT K   | 02  |   | В   |              |
| TAKING/USING THE METHOD D  EXPLAINED HOW TO USE THE METHOD OR WHEN TO TAKE THE METHOD E  DISCUSSED WHAT TO DO IF FORGET TO TAKE THE METHOD ON TIME FOR PILLS/ INJECTABLES F  DISCUSSED A RETURN VISIT TO RESUPPLY THE METHOD FOR PILLS, INJECTABLES, OR CONDOMS G  DISCUSSED A RETURN VISIT TO CHECK THE METHOD FOR IUD H  DISCUSSED A RETURN VISIT TO CHECK PREGNANCY STATUS FOR EMERGENCY CONTRACEPTIVES (EC) I  DISCUSSED WHAT TO DO IF CLIENTS WANT TO STOP USING OR REMOVE THE METHOD J  DISCUSSED CLIENTS COULD SWITCH TO DIFFERENT METHODS IF A SELECTED METHOD IS NOT SUITABLE AFTER TRYING IT K   | 03  | DISCUSSED HOW LONG THE METHOD IS EFFECTIVE TO PREVENT PREGNANCY   | С   |              |
| DISCUSSED WHAT TO DO IF FORGET TO TAKE THE METHOD ON TIME FOR PILLS/ INJECTABLES F  DISCUSSED A RETURN VISIT TO RESUPPLY THE METHOD FOR PILLS, INJECTABLES, OR CONDOMS G  DISCUSSED A RETURN VISIT TO CHECK THE METHOD FOR IUD H  DISCUSSED A RETURN VISIT TO CHECK PREGNANCY STATUS FOR EMERGENCY CONTRACEPTIVES (EC) I  DISCUSSED WHAT TO DO IF CLIENTS WANT TO STOP USING OR REMOVE THE METHOD J  DISCUSSED CLIENTS COULD SWITCH TO DIFFERENT METHODS IF A SELECTED METHOD IS NOT SUITABLE AFTER TRYING IT K  | 04  | TAKEN OF THE METHOD   | D   |              |
| PILLS/ INJECTABLES  DISCUSSED A RETURN VISIT TO RESUPPLY THE METHOD FOR PILLS, INJECTABLES, OR CONDOMS  BISCUSSED A RETURN VISIT TO CHECK THE METHOD FOR IUD  DISCUSSED A RETURN VISIT TO CHECK PREGNANCY STATUS FOR EMERGENCY CONTRACEPTIVES (EC)  DISCUSSED WHAT TO DO IF CLIENTS WANT TO STOP USING OR REMOVE THE METHOD  DISCUSSED CLIENTS COULD SWITCH TO DIFFERENT METHODS IF A SELECTED METHOD IS NOT SUITABLE AFTER TRYING IT  | 05  | EXPLAINED HOW TO USE THE METHOD OR WHEN TO TAKE THE METHOD  | Е   |              |
| INJECTABLES, OR CONDOMS G  DISCUSSED A RETURN VISIT TO CHECK THE METHOD FOR IUD H  DISCUSSED A RETURN VISIT TO CHECK PREGNANCY STATUS FOR EMERGENCY CONTRACEPTIVES (EC) I  DISCUSSED WHAT TO DO IF CLIENTS WANT TO STOP USING OR REMOVE THE METHOD J  DISCUSSED CLIENTS COULD SWITCH TO DIFFERENT METHODS IF A SELECTED METHOD IS NOT SUITABLE AFTER TRYING IT K   | 06  |   | F   |              |
| DISCUSSED A RETURN VISIT TO CHECK PREGNANCY STATUS FOR EMERGENCY CONTRACEPTIVES (EC)  DISCUSSED WHAT TO DO IF CLIENTS WANT TO STOP USING OR REMOVE THE METHOD  DISCUSSED CLIENTS COULD SWITCH TO DIFFERENT METHODS IF A SELECTED METHOD IS NOT SUITABLE AFTER TRYING IT  K   | 07  | · · · · · · · · · · · · · · · · · · ·   | G   |              |
| CONTRACEPTIVES (EC) I  DISCUSSED WHAT TO DO IF CLIENTS WANT TO STOP USING OR REMOVE THE METHOD J  DISCUSSED CLIENTS COULD SWITCH TO DIFFERENT METHODS IF A SELECTED METHOD IS NOT SUITABLE AFTER TRYING IT K   | 08  | DISCUSSED A RETURN VISIT TO CHECK THE METHOD FOR IUD  | Н   |              |
| METHOD J  DISCUSSED CLIENTS COULD SWITCH TO DIFFERENT METHODS IF A SELECTED METHOD IS NOT SUITABLE AFTER TRYING IT K   | 09  |   | I   |              |
| METHOD IS NOT SUITABLE AFTER TRYING IT K   | 10  | METHOD  | J   |              |
| 12 NONE Y  | 11  | ALETHOD IS ALST SHITTABLE AFTER TRAVELS   | К   |              |
|  | 12  | NONE  | Υ   |              |

GO TO

#### SIDE EFFECTS OR HEALTH RISKS - FOR PRESCRIBED **OR PROVIDED METHODS**

CIRCLE THE APPROPRIATE LETTERS TO INDICATE IF THE INFORMATION UNDER EACH RELEVANT SECTION WAS DISCUSSED OR SHARED WITH THE CLIENT. IF MULTIPLE METHODS ARE PROVIDED OR PRESCRIBED, CIRCLE THE APPROPRIATE LETTERS AS LONG AS THE INFORMATION IS DISCUSSED FOR ANY OF THE METHODS.

| 112 | CHECK Q109 COLUMNS 'A' AND' B'. IS 'A', 'B', OR 'C' CIRCLED IN EITHER OR BOTH COLUMNS<br>OR BOTH COLUMNS? | ?   |
|-----|---|-----|
|     | YES NO  | 114 |
| 113 | PILLS   |     |
| 01  | BLEEDING CHANGES ARE COMMON SIDE EFFECTS  |     |
| 02  | POSSIBLE OTHER SIDE EFFECTS CAN OCCUR SUCH AS HEADACHES, DIZZINESS, AND BREAST TENDERNESS B               |     |
| 03  | SIDE EFFECTS ARE NOT SIGNS OF ILLNESS   |     |
| 04  | MOST SIDE EFFECTS USUALLY BECOME LESS OR STOP WITHIN THE FIRST FEW MONTHS D                               |     |
| 05  | WHAT TO DO TO MANAGE IRREGULAR BLEEDING SUCH AS TAKING PILLS REGULARLY E                                  |     |
| 06  | THE CLIENT CAN COME BACK IF SIDE EFFECTS BOTHER HER OR IF SHE HAS OTHER CONCERNS F                        |     |
| 07  | FOR COMBINED ORAL PILL, BLOOD CLOT IS A VERY RARE HEALTH RISK G   |     |
| 08  | NONE OF THE ABOVE Y   |     |
| 114 | CHECK Q109 COLUMNS 'A' AND'B'. IS 'D','E', OR 'F' CIRCLED IN EITHER OR BOTH                               |     |
|     | YES NO NO   | 116 |
| 115 | INJECTABLES   |     |
| 01  | BLEEDING CHANGES ARE COMMON SIDE EFFECTS  |     |
| 02  | POSSIBLE OTHER SIDE EFFECTS CAN OCCUR SUCH AS WEIGHT GAIN, HEADACHES, AND DIZZINESS B                     |     |
| 03  | SIDE EFFECTS ARE NOT SIGNS OF ILLNESS   |     |
| 04  | MOST SIDE EFFECTS USUALLY BECOME LESS OR STOP WITHIN THE FIRST FEW MONTHS D                               |     |
| 05  | THE CLIENT CAN COME BACK IF SIDE EFFECTS BOTHER HER OR IF SHE HAS OTHER CONCERNS E                        |     |
| 06  | NONE OF THE ABOVE Y   |     |

| NO.      | QUESTION / OBSERVATIONS  | CODING CATEGORIES                | GO TO            |
|----------|--|----------------------------------|------------------|
| 116      | CHECK Q109 COLUMNS A AND B. IS "I" CIRCLED I   | N EITHER OR BOTH COLUMNS?        |                  |
|          | YES NO NO  |                                  | <b>→</b> 118     |
| 117      | IUD  |                                  |                  |
| 01       | BLEEDING CHANGES ARE COMMON SIDE EFFEC   | TS A                             |                  |
| 02       | POSSIBLE OTHER SIDE EFFECTS CAN OCCUR SI<br>MONTHLY BLEEDING, ACNE, HEADACHES, AND E |                                  |                  |
| 03       | SIDE EFFECTS ARE NOT SIGNS OF ILLNESS  | С                                |                  |
| 04       | MOST SIDE EFFECTS USUALLY BECOME LESS O<br>MONTHS                                    | R STOP WITHIN THE FIRST FEW D    |                  |
| 05       | THE CLIENT CAN COME BACK IF SIDE EFFECTS IN OTHER CONCERNS                           | BOTHER HER OR IF SHE HAS E       |                  |
| 06       | PELVIC INFLAMMATORY DISEASE IS A RARE HEA<br>STIS AT THE TIME OF INSERTION           | ALTH RISK IF THE CLIENT HAS F    |                  |
| 07       | NONE OF THE ABOVE  | Y                                |                  |
| 118      | CHECK Q109 COLUMNS 'A' AND 'B'. Is CODE 'J' CII                                      | RCLED IN EITHER OR BOTH COLUMNS? |                  |
|          | YES NO L   |                                  | → <sub>120</sub> |
| 119      | ↓<br>  IMPLANTS  |                                  |                  |
| 01       | BLEEDING CHANGES ARE COMMON SIDE EFFEC   | TS A                             |                  |
| 02       | POSSIBLE OTHER SIDE EFFECTS CAN OCCUR SI   |                                  |                  |
| 02       | ABDOMINAL PAIN, AND BREAST TENDERNESS  | B                                |                  |
| 03       | SIDE EFFECTS ARE NOT SIGNS OF ILLNESS  | C                                |                  |
| 04       | MOST SIDE EFFECTS USUALLY BECOME LESS O<br>YEAR                                      | R STOP WITHIN THE FIRST          |                  |
| 05       | THE CLIENT CAN COME BACK IF SIDE EFFECTS BOTHER HER OR IF SHE HAS OTHER CONCERNS E   |                                  |                  |
| 06       | NONE OF THE ABOVE  | Y                                |                  |
| 120      | CHECK Q109 COLUMNS 'A' AND 'B'. IS CODE 'M' O<br>OR BOTH COLUMNS?                    | R 'N' CIRCLED IN EITHER          |                  |
|          | YES NO NO  |                                  | <b>→</b> 122     |
| 121      | MALE OR FEMALE STERILIZATION   |                                  |                  |
| 01<br>02 | PROCEDURE INTENDED TO BE PERMANENT . NONE OF THE ABOVE .                             | A<br>Y                           |                  |

**DESIRE TO** 

DISCONTINUE FP

DISCUSS OTHER PROBLEM

. . . . . . . . 4

..... 5

| NO. | QUESTION / OBSERVATIONS                                    | CODING CATEGORIES  | GO TO |
|-----|--|--|-------|
| 204 | What was the outcome of the visit? (FOR CURRENT USER)      | CONTINUED WITH CURRENT METHOD 1 SWITCHED METHOD 2 PLANNED METHOD SWITCH NOT RECEIVED TODAY CONTINUED USE OF CURRENT METHOD 3 PLANNED METHOD SWITCH NOT RECEIVED TODAY DISCONTINUED CURRENT METHOD 4 DECIDED TO STOP USING FP METHODS 5 | → 206 |
| 205 | What was the outcome of the visit?  (FOR NON CURRENT USER) | ACCEPTED TO START  METHOD  |       |
| 206 | RECORD THE TIME THE OBSERVATION ENDED                      | HOURS  |       |
|     | THANK THE SERVICE PROVIDER AND THE CLIEN COLLECTION POINT. | T AND MOVE TO THE NEXT DATA  |       |
|     | Interviewer's comments:                                    |  |       |
|     |  |  |       |

#### OBSERVATION OF FAMILY PLANNING CONSULTATION: FOOTNOTES

(FN1) Verify country program and adapt as per country needs or specific injectable. For example, in countries with a Sayna Press program, you may specify "DMPA-SC/ Sayana Press "