



FAMILY PLANNING ASSOCIATION OF NEPAL

**Study on
Clients' Satisfaction in FPAN's
Weekly Health Outreach Clinics**

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CHAPTER I

INTRODUCTION

1.1 Background

Established in 1959 Family Planning Association of Nepal is a leading NGO in health sector of Nepal. Initiating its activities from just three districts, FPAN has now branches in 34 districts spreading from the Eastern Development Region to the Far Western Development Region. This organisation has been providing family planning and other health related services to the rural and urban community through an extensive network of outreach clinics. Apart from the branch clinic located at the branch office, there are different types of clinics, which cover different Village Development Committee (VDC) in a district. There are mainly five types of clinics.

- i) Rural Outreach Clinic: This clinic is centrally located in a project VDC in collaboration with the local community. FPAN supplies basic paramedic, basic medicine, contraceptives, clinical supplies, furniture and other utilities required for the clinic, while the local community provides clinic space free of cost. There is a provision of three Reproductive Health Female Volunteers (RHFVs) in each clinic and three administrative wards of the VDC is assigned to each RHFV for counseling on FP/STD/MCH, pills and condom distribution, and follow up services with re-supply of contraceptives at the door step. There are altogether 530 such clinics operated by FPAN in its 34 program districts.
- ii) Urban Outreach Clinic: There is no basic difference in services between the rural outreach clinic and urban outreach clinic. The urban outreach clinic is different by its location in urban area. The other difference is that the rural outreach clinic covers entire Village Development Committee (VDC), while urban outreach clinic covers only selected peripheral area to provide the services. This type of clinic is also opened ones a week
- iii) Community Based Distribution Center (CBD): This is another type of outreach clinic of FPAN being different from other clinics in home visits by the RHFVs. The provision of home visits by the RHFVs has been terminated by FPAN in some selected VDCs which have relatively high Contraceptive Prevalence Rate (CPR) and where clients are expected to come to the distribution center for counseling, contraceptive and clinical services. There is a provision of one RHFV in CBD who provides counseling and non-clinical services on regular basis and the clinic services are provided by the paramedic ones a week. Currently 70 community based distribution centers are operated by FPAN.
- iv) Family Welfare Center (Birthing Center) : The birthing center is operated in rural areas aiming to provide safe delivery services from trained paramedics. It is opened 24 hours and 7 days a week for ANC, maternity and PNC services and Sunday to Friday for clinical and non clinical services. There is a provision of three staff nurses and ANM, two helpers, one support staff and one driver in this clinic.

Currently FPAN is operation five such clinic center in Sunsari, Sarlahi, Nawalparasi and Kavre branches.

- v) Community Managed Contraceptive Distribution Center (CBO): There is a provision of handing over the program VDCs to community based organizations (CBOs), where contraceptive prevalence rate is over 60 percent during FPAN operation and the CBOs are considered capable to take over and continue the programs from their own resources. So a CBO is a service delivery center managed by the local community from it own initiative and resources with technical backstopping by FPAN. CBOs operate its services ones a week.

1.2 Rationale of the assessment

As quality of care has been the motto of FPAN, enhancing the same is a must in all the branch and outreach health clinics. To enhance the quality of care and services regular assessment of these health clinics has been carried from the past. The present study is a consequence of the traditional assessment process of these health clinics. This study shall provide feedback and recommendations, which will help the health clinics to strengthen their quality of services in order to fulfill the motto of FPAN. Valley, Kavre, Chitwan and Nawalparasi branches have been selected for this study this year, which were not covered by past studies.

1.3 Introduction of the selected branches

Of the four selected branches for the quality assessment, Valley and Kavre are hilly branches and lie in the Central Development Region of Nepal. These two branches have been providing FP services since the establishment of FPAN. FPAN has covered a population of 192,912 in 27 VDCs in Valley branch and a population of 44472 in 12 VDCs of Kavre. Valley is providing the services through branch clinic, urban outreach clinic, CBO, CBD as well as through youth center and clubs. Kavre is providing the services through branch clinic, rural outreach clinic, CBO, CBD and urban outreach clinic.

Chitwan and Nawalparasi branches are in the terai belt, the former lies in the Central Development Region and the latter lies in Western Development Region. These two branches were introduced later while expanding the operational area of FPAN. The coverage population and VDCs of FPAN in Chitwan branch are 183,450 and 13 respectively. In Nawalparasi branch FPAN has covered a population of 228613 in 21 VDCs. Chitwan branch is providing the services through branch clinic, urban outreach clinic, CBO, CBD and rural outreach clinics. Nawalparasi is providing the services through branch clinic, rural outreach clinic, CBD, CBO, family welfare center and also through clubs.

Ethnic group & economic activity of the Clinic area

Name of branch	Name of the clinic	Location	Major group	Ethnic	Major economic activity	Client turnover in the year 2000
Valley	Danchi	Village	Mixed		Agriculture	1598
	Lokanthali	Urban area	Mixed		Vegetable farming	513
	Khokana	Village	Newar		Agriculture	1083
	Lubhu	Village	Newar		Agriculture	695
	Koteshwor	Urban area	Mixed		Vegetable farming and business	1150
Kavre	Nasika	Urban area	Newar		Business	591
	Chalal	Village	Mixed		Agriculture	398
	Sunthan	Village	Mixed		Agriculture	435
	Sankhu	Village	Bahun chettri		Agriculture	510
	Subbagaon	Highway	Newar		Agriculture and business	602
Chitwan	Jutepani	Village	Mixed		Agriculture	421
	Mangalpur	Village	Mixed		Agriculture	618
	Shivanagar	Village	Bahun chettri		Agriculture	419
	Gunjnagar	Village	Tamang Lamas		Agriculture	574
	Dibyanagar	Village	Mixed		Agriculture	485
Nawalparasi	Tilakpur	Village	Chaudhary		Agriculture	564
	Deurali	Village	Mixed		Agriculture	355
	Dumkibas	Highway	Mixed		Agriculture and business	407
	Kusma	Village	Yadav		Agriculture	551
	Sunwal	Village	Mixed		Agriculture and business	2348

1.4 General objectives:

The purpose of this study is to assess the quality of care and physical status of the FPAN weekly health clinics so that the result may help the organization to improve the quality of FP/MCH Services in the health clinics.

1.5 Specific objectives are:

- To assess client's perception of the services and client/service provider interaction.
- To assess organization appropriateness and acceptability of services regarding opening hours, location, waiting period/place and privacy.
- To assess counseling service and information given to the clients and display of IEC materials in the clinic.
- To assess follow up and encouragement of the clients for continuity of FP services.
- To assess recording and reporting system, sufficiency of contraceptives/medicines.