

Training Session Plan

Site Visits

Applying the AAAQ framework in health institutions



The International Federation of Health and Human Rights Organisations (IFHHRO)

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Cover: sign for hospital direction



Learning Objectives

- To become more familiar with the four essential standards that the right to health imposes on health services, goods and facilities. (Availability, Accessibility, Acceptability and Quality also referred to as AAAQ)
- To find out how these four standards can be applied to a real health facility setting



Target Group

Individuals with basic knowledge about the right to health, at least familiar with the AAAQ framework.



Duration

Preparatory session: 90 minutes

Visit (excluding transportation): 120 minutes

De-briefing session: 60 minutes



Training Aids

1. Profile resource person and presentation outline
2. Preparatory assignment site-visit



Session Plan

Preparation

Make arrangements necessary to visit a site. Depending on the size of the group it can be necessary to arrange for several tours in the same institution or more than one site to visit. The visit can be to any facility where healthcare is provided to patients. For example: a hospital ward, a healthcare centre in a prison, or a health post in a specific community. It is a good idea to ask for a staff member to be available to guide the participants around the site. When making the arrangements it is also important to explain the purpose of the site visit to ensure that participants will have the freedom to ask questions to staff and patients.

Arrange for a resource person for the preparatory session who meets the criteria as mentioned in Training Aid 1. Explain the learning objectives of the session to the resource person and give clear instructions about the expectations for the brief presentation he or she will give.

Photocopy Training Aid 2, one for each participant.

Preparatory Session - 90 Minutes

Step 1 Introduction & Objectives (5 minutes)

Explain the purpose of the site visit to the participants and introduce the site(s) that will be visited.

Step 2 Presentation (20 minutes)

Invite the resource person to give his/her presentation about some aspects of the general health system in the country.

Step 3 Question and Answer (25 minutes)

Give the participants some time to ask questions to the resource person.

Step 4 Group Assignment: preparation checklist (30 minutes)

Hand out Training Aid 2 to each participant. Divide the participants into 6 groups and number the groups from 1 to 6. Ask each group of participants to prepare a checklist for the site they are visiting according to the instructions given in Training Aid 2. Walk around and check if all groups are formulating questions that clearly relate to the AAAQ framework. Provide additional information about the AAAQ if necessary.

Step 5 Practical arrangements and closure (10 minutes)

Divide the participants in groups for the actual visit. Make sure that each group has at least one representative of all 6 groups of the group work. This is easily done if you need two groups for the hospital visits: group A and B. You just split all the 6 groups from the group work: half of each group goes to group A and the other half to group B. When you need three groups for the hospital visit (group A, B and C) you divide each of the 6 groups into 3 smaller groups and divide these three groups over the A, B and C groups for the visit, etc.

Brief the participants on practical arrangements in relation to the site visits. Give participants the opportunity to ask any questions they may still have in relation to the preparation for the site visit.

Site Visit – 120 minutes

The exact content of the visit depends on what site will be visited. A visit may start with a general introduction to the facility by a member of staff. Following this introduction participants are usually guided around the facility by a staff member. During this tour they will have the opportunity to see the facility and ask questions to other staff members and patients.

De-briefing Session – 60 minutes

Step 1 Preparing presentation (15 minutes)

Ask each group to prepare a short presentation on their findings from the site visit using the AAAQ format.

Step 2 Presentations (15 minutes)

Ask the groups to present their findings in turn. Each group has a maximum of 5 minutes for their presentation.

Step 3 Discussion and round-up (30 minutes)

Discuss the site visit referring to the prepared checklists and using the following questions:

- What type of information did they receive as introduction before their visit?
- Was this information in line with what they observed during their visit, why or why not?
- Was it difficult to apply the AAAQ framework during the visit?
- Were they able to ask all questions they had formulated in advance? If not, why not?
- If the questions were answered do they think the answers given were comprehensive, why or why not?
- Do they recognize anything if they compare it to their own situation?

Round up with a summary of the discussion.

Training Aid 1 – Profile resource person and presentation outline

Profile

- General knowledge of the health system in the country
- Preferably a health professional
- Independent, at least not attached to the institute you are visiting

Presentation outline

Aim of the presentation is:

- to get an impression about how the health system in the country is organised
- to become aware of recent developments in the health system in relation to the right to health

Ask the resource person:

- to keep his or her presentation brief, not longer than 15 minutes
- to use the following structure:
 - General introduction to the health system in the country.
Think of information about the number of hospitals, distribution among the country, public vs. private, etc. but not too detailed.
 - One or two illustrative example(s) related to the health system such as:
 - an issue that is currently a hot topic
 - a recent change in the health system
 - positive and negative aspects of a certain issue
 - specific health issue (mental health, domestic violence)
 - health insurance
 - distribution of medicines
 - treatment of undocumented migrants
 - human resources
 - etc.
- to keep enough time for participants to ask questions.

Training Aid 2 - Preparatory Assignment Site Visit

Each group will concentrate on one issue from the list below to prepare a checklist for the site you are visiting. A few general questions explaining the AAAQ framework are already given. Try to come up with specific ways to find answers to these questions. You can add anything as long as there is a clear connection to the element of the AAAQ framework your group has been assigned to. Some examples are: “is information provided in the right language?”, or “how many patients per doctor are there?”, or “who decides what medicines should be available?”, etc.

During the visit you will try to find answers to the questions you formulated. Be aware of the fact that you don't need to ask all questions you formulate. Looking around will provide you with a lot of information as well. Try to look for examples of good practices in relation to the right to health as well as areas where things should be improved.

GROUP 1

Availability

- Are the services available in sufficient quantity?
- Are there aspects of the service that should be given greater or less priority?

GROUP 2

Accessibility

Non-discrimination

- Are the services accessible on the basis of non-discrimination?
- Are the services accessible to vulnerable groups?

Physical Accessibility

- Are the services accessible in safe physical reach of the client group?
- Are the services accessible to vulnerable groups?

GROUP 3

Financial Accessibility

- How is this service funded? Do users have to pay a fee?
- Can the services be financially afforded by the client group?

GROUP 4

Information Accessibility

- (How) is health information imparted to service users?
- Is this information made available in an accessible format for all users?
- Is personal health data treated confidentially?

GROUP 5

Acceptability

- Are the services respectful of the culture of individuals, minorities, peoples and communities?
 - Are the services sensitive to gender and life-cycle requirements?
 - Are the services designed to respect confidentiality of those concerned?
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GROUP 6

Quality

- Is medical personnel skilled?
 - Are the drugs used unexpired and scientifically approved?
 - Is the hospital equipment of good quality?
 - Is there adequate sanitation?
 - Is there safe and potable water available at the facility?
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