



Knowledge. Voice. Democracy.

PRIA

August 2021

Visioning Workshop for Inclusive and Adolescent Friendly Health Facilities



Organized by: PRIA, SHLC and Gurugram University

Date: 13th and 14th August, 2021

Venue: PRIA, New Delhi

Introduction

A visioning workshop was organized at PRIA on 13th and 14th August, 2021 with active participation of 29 adolescents from five informal settlements of Gurugram – Sikanderpur, Chakkarpur, Ghata, Nathupur and Harijan Basti. The purpose of conducting the visioning exercise was to enable the adolescents to draft a manifesto to inform policy changes in health systems design, especially Adolescent Friendly Health Clinics in Gurugram. The manifesto, that reflects the adolescents' view of ideal AFHC based on their experience of visiting the health facility and taking into consideration their health needs, would be presented to city-level health officials during the city consultation on “multi-stakeholder dialogue on strengthening city-level facility-based intervention to target adolescent health to be held on 18th August, 2021 in Office of Civil Surgeon, Municipal Corporation of Gurugram.

Background of the visioning exercise

A study by PRIA, Gurugram University and SHLC (University of Glasgow) reported poor levels of awareness among adolescents living in urban informal settlements in Gurugram with regard to health systems designed to cater to their needs, namely the Adolescent Friendly Health Clinics. 91% of the adolescents surveyed had no awareness of the nearest AFHC or services provided at the facility. Further, the study also highlighted need for more engagement of frontline health staff and community workers with the adolescents



living in urban informal settlements. In order to increase outreach of community and primary health services among adolescents and to inculcate independent health seeking behavior in them, it is important to widen the scope of interventions surrounding adolescent health and to scale them up. Intervention from city-level health systems will be crucial to increase awareness and uptake of adolescent health services and to accommodate modifications within the existing design of implementation of provisions under Rashtriya Kishore Swasthya Karyakram (RKSK). A participatory approach to designing the health systems will ensure that the demand and supply side converge on their needs and requirements. The consultation is



planned to include district health officials from the supply side and adolescents from the demand side, who will present their agenda on ‘ideal adolescent friendly health clinic’.

The purpose of conducting the visioning exercise is to increase the stakes of adolescents in urban planning and to suggest policy changes from the

perspective of ‘user group.’ The adolescents would be enabled through participatory methods to identify the gaps in implementation of RSKS from their perspective.

The purpose of conducting the ‘visioning exercise’ is:

- To identify the reasons behind poor health-seeking behavior of adolescents
- To explore avenues for seeking medical care during emergencies and the social and cultural determinants of health-seeking behavior in the community
- To develop an agenda for ‘ideal design of Adolescent Friendly Health Clinics’ to be presented during city consultation.

Methodology

1. Reflection on ‘health’

The facilitator began the visioning exercise by encouraging adolescents to interpret their meaning of ‘health’. Interesting responses like avoiding tobacco and alcohol, yoga, personal



health and hygiene were gathered from the adolescents. The responses were used to identify the reasons behind poor-health seeking behavior of adolescents and to convey the idea that health-seeking approach in everyday life should be preventive and not just ‘curative’. In order to promote preventive health-seeking behavior in adolescents,

Rashtriya Kishor Swasthya Karyakram (RKS) was envisaged with emphasis on health promotion approach with special focus on marginalized and under-served groups.

The facilitator enlightened the adolescents on Adolescent Friendly Health Clinics(also known as ‘Mitrata Clinics’ in Haryana) and advised the children to visit and use the facilities available there. The priority areas of preventive health under RSKS program were also highlighted for adolescents during the session:

- Balanced Nutrition (Behatar Poshan Sthar)
- Non-violent Life (Hinsamukt Jeevan)
- Mental Health & Physical Well-Being (Maanasik aur Bhaavnatmak Swasthya)
- Sexual & Reproductive Health (Yaun aur Prajanan Swasthya)
- Healthy Lifestyle (Swasth Jeevansheli)
- Substance and drug abuse



Dr. Rajesh Tandon, President, PRIA advised the adolescents to have a dialogue with senior members of the community and to dispel myths and taboos surrounding adolescent health-seeking behavior. According to Dr Tandon, the “elders in the community hold the key and it is important to take them into confidence before adolescents’ effect social change through their grasp on knowledge practices and influence”. For adolescents to remain healthy and active, sport is the best medium and as independence day was around the corner, Dr Rajesh Tandon encouraged all participants to fly kites.



2. Inculcating health-seeking through sport

With active support from Pro-Sport Development (PSD), PRIA used the medium of sport to emphasize on the need for improved health-seeking behavior and practices among adolescents.



Akash, the sports coach from PSD, engaged the children by explaining the need for maintaining good health and how health clinics and other health systems should be consulted. As one of the adolescents rated ‘poor accessibility’ as one of the reasons behind poor health-seeking behavior, the adolescents were “given the responsibility of accessing the medical facilities of their community, not just for themselves, but

also for other adolescents in the vicinity”. The youth were divided into two teams and they were given a football each. Rings of different colors, denoting different medical facilities like clinics, AFHC, Primary Health Centre (PHC) and hospitals were placed on the floor. Two adolescents from each group were given a situation, where self-seeking was mandatory. They had to identify the appropriate health system and place the football in the ring. There was active participation from all adolescents and this activity laid the basis for the discussion on preparing the ideal AFHC. Further, the facilitator from PSD spoke about the need to maintain hygiene and cleanliness in the surroundings.



their experience of visiting the AFHC , the adolescents set out to do an ‘aspirational mapping’ (Fig) of what needs to be improved if such facilities are to be truly ‘adolescent-friendly’.

Key takeaways from the agenda:

1. Increase the number of AFHCs in the city to accommodate the health needs of all adolescents in the city
2. Female as well as male counsellors are required in the facility (AFHC)
3. Soft skills training should be imparted to the AFHC support staff, especially skills to engage with adolescents
4. Counsellors of younger age will increase confidence among adolescents to have conversations on ‘confidential matters.’
5. SRH education should be made available to boys as well

As the process of participatory research goes beyond mere technical engagement with community, all participants got together to play games as well as fly kites, an important tradition in India prior to celebration of India’s Independence Day on August 15. The day concluded with the youth hoisting the national flag in PRIA campus.



Annexure:

List of participants

Name of participant	Place of residence
Chanchal	Harijan Basti
Neetu	Harijan Basti
Jyoti	Harijan Basti
Aarti	Harijan Basti
Amer	Harijan Basti
Manish	Harijan Basti
Reena	Ghatta
Sakshi	Ghatta
Priya	Ghatta
Shivani	Ghatta
Sumit	Ghatta
Manit	Ghatta
Arjun	Ghatta
Raj	Ghatta
Prince	Ghatta
Raja	Sikanderpur
Suman	Chakkarpur
Gudiya	Chakkarpur
Priyanka	Chakkarpur
Manish	Chakkarpur
Rahul	Chakkarpur
Neelu	Nathupur
Salma	Nathupur
Yashin	Nathupur
Jakir	Nathupur
Soniya	Nathupur
Raju	Nathupur
Roshan	Sikanderpur



Our Health, Our Voice

(PRIA, Martha Farrell Foundation, SHLC (University of Glasgow) and Gurugram University Initiative¹)

Manifesto by adolescents living in Informal Settlements in Gurugram to make Mitrata clinic facilities effective and adolescent friendly

In order to improve facilities in Mitrata Clinics (AFHC services), adolescents in urban informal settlements in Gurugram envision the following changes:

- Given the adolescent population of Gurugram, increase number of Adolescent Friendly Health Clinics (AFHC), especially catering to adolescents from informal settlements
- Need for female and male counsellors in each AFHC
- Sexual and Reproductive Health (SRH) education should be made available for boys as well
- Revive Peer Educator component of the RKSK scheme to increase use of AFHC services
- Adolescent Friendly Health Clinics should be situated closer to the informal settlements to reduce cost of transportation to go to the center
- Soft skills for AFHC support and medical staff, especially skills to engage with adolescents
- Counsellors of younger age at the AFHCs will increase confidence among adolescents to have conversations about private health-related matters and open up to seek counselling.
- Suitable, locally-relevant behavior change material (IEC) should be distributed to adolescents in the community.
- Improve community outreach by Frontline Health Workers, especially targeting out-of-school children and children from migrant families living in informal settlements

In order to explore, in-depth, the reasons behind poor uptake of AFHC services and insufficient knowledge regarding cost-effective medical services, a participatory visioning exercise was conducted at Participatory Research in Asia (PRIA) on 13th and 14th August, 2021 to prepare an agenda by adolescents to improve their access to health systems and delivery of health services. The purpose of conducting the visioning exercise is to increase the participation of adolescents in determining health service delivery and to suggest policy changes from the perspective of target group. Adolescents from five urban informal settlements, namely Chakkarpur, Sikanderpur, Nathupur, Ghata and Harijan Basti participated.

Rashtriya Kishor Swasthya Karyakram (RKSK) was launched on 7 January 2014 to ensure universal coverage to adolescents in the age group of 10-14 years and 15-19 years. The scheme has provisions to enable establishment of Adolescent Friendly Health Clinics (AFHC) to cater to diverse needs of adolescents, to ensure comprehensive and equitable access to adolescent-specific health needs.

The participatory action research study, conducted in Gurugram, revealed poor health-seeking behaviour among adolescents. 91% of the adolescents, who participated in the survey lacked knowledge about AFHCs. Focus-Group Discussions with mothers revealed poor outreach on adolescent health from Frontline Health Workers (FLW).

Considering the Covid-19 pandemic situation that has impaired health systems and taking into account poor health-seeking behaviour among adolescents from low-income communities, living in informal settlements, it is imperative to explore ways in which adolescent participation and engagement with AFHCs can be increased and strengthened, so that more adolescents become aware as well as benefit from the services.

¹ This participatory research with adolescent boys and girls was conducted in 5 informal settlements (Harijan Basti, Chakkarpur, Ghata, Sikanderpur and Nathupur) in Gurugram city. The purpose of this research is to promote the use of participatory research methodology in the field of adolescent health.

हमारा स्वास्थ्य, हमारी आवाज

(प्रिया, मार्था फेरल फाउंडेशन, एस.एच.एल.सी., ग्लासगो विश्वविद्यालय और गुरुग्राम विश्वविद्यालय द्वारा एक पहल)

मित्रता क्लिनिक (एडोलेसेंट फ्रेंडली हेल्थ क्लिनिक) सुविधाओं को प्रभावी और किशोर अनुकूल बनाने के लिए गुरुग्राम की अनौपचारिक बस्तियों के किशोरों का घोषणा पत्र

'मित्रता क्लिनिक' (एडोलेसेंट फ्रेंडली हेल्थ क्लिनिक) सेवाओं में सुधार के लिए, गुरुग्राम शहरकी अनौपचारिक बस्तियों के किशोर निम्नलिखित परिवर्तनों की आशा करते हैं:

- गुरुग्राम की किशोर आबादी के अनुरूप, खासकर अनौपचारिक बस्तियों के किशोरों को सेवा प्रदान करने में सक्षम किशोर अनुकूल मित्रता क्लिनिकों (AFHC) की संख्या में वृद्धि की जाये।
- प्रत्येक मित्रता क्लिनिक में महिला और पुरुष परामर्शदाता उपलब्ध हों।
- यौन एवं प्रजनन स्वास्थ्य (SRH) शिक्षा लड़कों के लिए भी उपलब्ध करवाई जाये।
- मित्रता क्लिनिक सेवाओं के उपयोग को बढ़ाने के लिए राष्ट्रीय किशोर स्वास्थ्य कार्यक्रम के अंतर्गत 'पीयर एजुकेटर' घटक को कार्यशील बनाया जाये।
- मित्रता क्लिनिक अनौपचारिक बस्तियों के नज़दीक स्थित होने चाहिए ताकि क्लिनिक तक पहुंचने में परिवहन-व्यय कम हो और आने-जाने में कठिनाई न हो।
- मित्रता क्लिनिक के सहयोगियों और चिकित्सा कर्मचारियों के लिए व्यवहार कुशलता, मुख्यतः किशोरों के साथ घुलने-मिलने के कौशल अनिवार्य पर अनिवार्य रूप से जोर दिया जाये।
- मित्रता क्लिनिक में कम उम्र के परामर्शदाता होने से किशोरों में निजी स्वास्थ्य संबंधी मामलों पर बातचीत करने का आत्मविश्वास बढ़ेगा और वे खुलकर परामर्श ले सकेंगे।
- समुदाय में किशोरों को उपयुक्त, स्थानीय रूप से प्रासंगिक व्यवहार परिवर्तन सामग्री वितरित की जानी चाहिए।
- फ्रंटलाइन स्वास्थ्य कार्यकर्ताओं द्वारा सामुदायिक स्तर पर अपनी पहुंच में सुधार करने की आवश्यकता है, विशेष रूप से अनौपचारिक बस्तियों में रहने वाले प्रवासी परिवारों के बच्चों और स्कूल छोड़ चुके बच्चों तक अपनी पहुंच बनाने के लिए।

यह घोषणा पत्र 13 और 14 अगस्त, 2021 को पार्टिसिपेटरी रिसर्च इन एशिया (प्रिया), नई दिल्ली में किशोरों के लिए आयोजित एक विज्ञान कार्यशाला के दौरान हुई चर्चा के आधार पर तैयार किया गया है। इस कार्यशाला को आयोजित करने का उद्देश्य, मित्रता क्लिनिक में उपलब्ध सेवाओं के कम उपयोग और सेवाओं की अपर्याप्त जानकारी के कारणों का गहराई से पता लगाना, किशोर स्वास्थ्य सेवाओं को सुनिश्चित करने के लिए किशोरों की भागीदारी को बढ़ावा देना तथा किशोरों के जरिये से नीतिगत परिवर्तनों हेतु सुझाव देना है। हमें आशा है की घोषणा पत्र की अनुशंसाओं से मित्रता क्लिनिक तक किशोरों की पहुंच और सेवाओं के वितरण में सुधार होगा।

राष्ट्रीय किशोर स्वास्थ्य कार्यक्रम (RKSK) की शुरुआत राष्ट्रीय स्वास्थ्य मिशन कार्यक्रम के अंतर्गत 7 जनवरी 2014 में की गयी थी। इस कार्यक्रम में किशोरों (10 से 19 वर्ष आयु की लड़कियों और लड़कों) के लिए विभिन्न सेवायें उपलब्ध हैं। इन सेवाओं के संबंध में परामर्श और किशोरों की विभिन्न आवश्यकताओं की पूर्ति, किशोर-विशिष्ट स्वास्थ्य देखभाल की व्यापक पहुंच सुनिश्चित करने के उद्देश्य से एडोलेसेंट फ्रेंडली हेल्थ क्लिनिक (AFHC) की स्थापना का प्रावधान है।

गुरुग्राम में किए गए सहभागी शोध अध्ययन में स्वास्थ्य के प्रति किशोरों का खराब दृष्टिकोण सामने आया। सर्वेक्षण में भाग लेने वाले 91% किशोरों को एडोलेसेंट फ्रेंडली हेल्थ क्लिनिक की जानकारी नहीं थी। माताओं के साथ केन्द्रीय-समूह परिचर्चा में किशोर स्वास्थ्य के मामले में फ्रंटलाइन स्वास्थ्य कार्यकर्ताओं की पहुंच को कम पाया गया।

कोरोना महामारी की स्थिति जिसने स्वास्थ्य प्रणाली पर अत्यधिक प्रभाव डाला है, और किशोरों में स्वास्थ्य के प्रति सुस्त रवैये को ध्यान में रखते हुए, ऐसे तरीकों का पता लगाना आवश्यक है जिनके माध्यम से एडोलेसेंट फ्रेंडली हेल्थ क्लिनिक (मित्रता क्लिनिक) के साथ किशोरों की सहभागिता और संपर्क को बढ़ाया और मजबूत किया जा सके और अधिक से अधिक किशोर जागरूक हो सकें और साथ ही सेवाओं से लाभ प्राप्त कर सकें। सुविधा-आधारित हस्तक्षेपों को लागू करना और उन्हें मजबूत बनाना सही दिशा में एक महत्वपूर्ण कदम है जो स्वास्थ्य के प्रति किशोरों के दृष्टिकोण को सकारात्मक बनाएगा।

1 किशोर लड़कों व लड़कियों के साथ यह सहभागी शोध गुरुग्राम शहर की 5 अनौपचारिक बस्तियों (हरिजन बस्ती, चकरपुर, घाटा, सिकंदरपुर और नाथपुर) में किया गया है। इस शोध का उद्देश्य किशोर स्वास्थ्य के क्षेत्र में सहभागी शोध की पद्धति के प्रयोग को बढ़ावा देना है।

© 2021 PRIA. The text may be reproduced for non-commercial purposes, provided credit is given to PRIA. To obtain permission for uses beyond those outlined in the Creative Commons license, please contact PRIA Library at library@pria.org. Please use the following citation:

PRIA (2021) Visioning Workshop for Inclusive and Adolescent Friendly Health Facilities.



Knowledge. Voice. Democracy.

PRIA

Participatory Research in Asia

42, Tughlakabad Institutional Area, New Delhi-110062

Ph:+91-011-29960931/32/33

Web: www.pria.org