

## **NURHI 72-Hour Clinic Makeover Concept**

### **Background**

The 72-Hour Clinic Makeover concept is one of NURHI 2 core service delivery approaches. It is carried out in facilities where NURHI has trained health care workers, built capacity in record documentation and reporting, and provided tools and materials for family planning referrals, health education and coaching. The 72-hour clinic makeover is designed to improve access to care and provide quality family planning services.

The assessment, planning and implementation of the 72-hour clinic makeover activity is carried out with the State health regulatory agencies, management of the facility and/or Ward Developmental Committee (WDC) and community members to ensure community involvement and commitment in the “makeover process”. By the close of business on Friday, repairs, renovations and installing of equipment are carried out through the weekend, and by Monday morning the clinic reopens in a renewed state, ready to provide optimal family planning services. This means that family planning service providers are able to render services in a comfortable and private environment to their clients, thereby improving the clients experience and satisfaction with the state health system.

Distinguished individuals and Senior government functionaries such as the Wife of the Governor, Commissioner for Health or LGA Chairman are invited to commission the facility.

### **72 HOUR MAKEOVER processes**

#### **Format**

The 72-hour clinic makeover is conducted from the close of business on Friday and completed on Monday morning with a commissioning when a newly refurbished center is opened to healthcare workers and clients.

The process is commenced by;

- Conduct Performance Improvement Assessment (PIA) to review;
  - Infrastructure including equipment
  - Human resources including distribution by cadre, skills proficiency and training needs
- Share findings with SMOH and all stakeholders
- Develop Performance Improvement Plan (PIP)
- Identify medical equipment vendors
  - Visit and inspect their facilities to verify their capacity to deliver on specifications.
- Set-up state level procurement committees who will;
  - Review the scope of work required in each facility
  - Review the quantification and quotations submitted by artisans
  - Review processes and costs for direct purchases at the state level.
- Identify local artisans in the community where the facility is located. Different artisans should be identified for;
  - Carpentry
  - Tiling
  - Plumbing
  - Electrical work
  - Mason
  - Painting
- A minimum of 3 artisans in each specialty should provide quotations (including invoices) for the renovations identified.

- Conduct a market survey for direct purchase of building materials, mainly paint, tiles, net meshing and PVC.
- Group health facilities into batches and develop a schedule to cover a maximum of 5 facilities per weekend within the same LGA or locality. There should be 15 to 20 facilities per Batch.
- Develop 72-hour clinic makeover budget
  - Equipment needs per facility
  - Quantification for renovations
  - Logistics budget (including transportation, haulage, cleaning, feeding, etc.)
- Develop work plan, specifying the various roles and responsibilities of NURHI 2 staff
- Inspect all equipment and instruments on delivery to ensure they meet the required NURHI 2 standard/specification

### **Minimum Requirement**

- *Waiting Area*
  - ✓ Comfortable and well ventilated area
  - ✓ Tile
  - ✓ Paint
  - ✓ Notice Board
  - ✓ Patient 3-seater chairs
  - ✓ Ceiling or standing fans
  - ✓ Meshing/netting on the windows
  - ✓ Waste bin
  - ✓ TV set or Radio to keep clients informed on FP while waiting
- *FP Counseling room*
  - ✓ Provide a private counseling room (separate and demarcated from the FP insertion room)
  - ✓ Tile
  - ✓ Paint
  - ✓ Counseling/Consulting table and 3 chairs (1 provider and 2 client's chairs)
  - ✓ Standing/Ceiling fan
  - ✓ Notice Board
  - ✓ Filing cabinet
  - ✓ Card shelves
  - ✓ Weighing scale
  - ✓ Stethoscope and Sphygmomanometer
  - ✓ Pedal bin
  - ✓ Curtains
- *FP Insertion room*
  - ✓ Tile
  - ✓ Paint
  - ✓ Pedal bin
  - ✓ Curtains
  - ✓ Sink with running water or Spigot bucket on wooden stand with receiver
  - ✓ Medium medicine cupboard
  - ✓ Gynaecological couch
  - ✓ Sterilizer/ Manual autoclave with camp gas
  - ✓ Instrument trolley and tray
  - ✓ Small and medium size drum for cotton swabs and gauze
  - ✓ Bed screen
  - ✓ Angle poise lamp and or Head lamp

- Toilet close to or attached to FP room
  - ✓ Tile
  - ✓ Paint
  - ✓ Sink with running water
  - ✓ Flushing toilet

### Scope of Work

- ✓ Procurement of Equipment
- ✓ Branding & Distribution of Equipment
  - This should be completed at least a week from the commencement of infrastructural overhaul.
  - Complete Delivery of Equipment to HVS – Tuesday to Thursday
- ✓ Payments/Advance for Artisans
  - Wednesday
- ✓ Photographer
  - Pre-makeover pictures taken on Thursday
  - During makeover pictures taken on Friday & Saturday
  - Post-makeover pictures taken on Sunday at completion of renovation, cleaning and arranging equipment
- ✓ Supervision of makeover
  - Facility staff e.g. Nursing officer-in-charge
  - Social mobilizer
  - Community member e.g. Ward health committee member

\* It is important to involve community members within the facility in the engagement of artisans and for the supervision of the makeover. This encourages community participation in maintaining and providing oversight in the facility. General oversight during the clinic makeover will be provided by 1 NURHI officer per facility.
- ✓ Plaques
  - Identify dignitaries and engrave their names on the plaques
  - Fitted at the HVS on Sunday
- ✓ Setting-up the facility post renovation on Sunday
  - Complete Cleaning
  - Arrange and display all IEC materials, job aids and NHMIS Tools
  - Arrange all commodities & consumables in the relevant shelves and cupboards
- ✓ Commissioning Event is conducted on Monday
- ✓ Write-up a detailed report highlighting lessons learnt, success stories and feedback from the implementation of the 72-hour makeover – this should be completed within 1 day of commissioning

### MINIMUM EQUIPMENT REQUIREMENT PER FACILITY

ITEM	ITEM/DESCRIPTION	QUANTITY
1	Cheatle Forceps & Container	1
2	Instrument Trolley - <i>two shelves and four wheels stainless (each wheel with stopper)</i>	1
3	Manual Autoclave - <i>stainless steel pot with meter/gauge</i>	1
4	Camp Gas for manual autoclave- <i>10 kg gas</i>	1
5	Provider table - <i>wooden, 4ftx 2.5ft, with three drawers</i>	1
6	1 Provider; 2 Patients	3
7	Drum for swab (small)	1
8	IUD Kit - <i>1 x Field 750mm x 750mm Blue, 2 x Gallipots 150ml, 1 x Kidney Dish 700ml Clear, 1 x Vaginal Speculum Large, 1 x Scissor Mayo 23cm Straight with Green Handles, 1</i>	3

	<i>x Sponge Holder 19cm Plastic, 1 x Tenaculum Forcep 25cm, 1 x Uterine Sound (Hysterometer CH14) 4.67mm with nozzle</i>	
9	Instrument Tray - <i>stainless steel with cover</i>	1
10	Bed screen - <i>four-fold hospital ward screen, made of iron steel and canvas, 4 pieces' panel, Dimension: (W) 500x (H) 1750 mm x 4</i>	1
11	Patient chairs - <i>4 seater. Oxford joint chair for waiting area, made with 18 gauges. 3" x 2" rectangular tubes for chair stand and seat; with 25mm round tubes and perforated sheet</i>	5
12	Weighing Scale - <i>electronic bathroom weighing machine</i>	1
13	Sphygmomanometer - <i>mercury, medical desktop upper arm blood pressure meter</i>	1
14	Stethoscope - <i>acoustic, with bell upwards</i>	1
15	Pedal Bin - <i>stainless steel, 12 litre</i>	1
16	Mackintosh	2
17	Gynaecological couch – <i>three section metal frame, adjustable head rest on ratchet with back uplifting, adjustable leg section on ratchet with standard leg holder, fixed middle section with "U" cut for wash basin, top of the table upholstered and covered with cushioned and washable material</i>	1
18	Vaginal Model	1
19	Penile Model	1
20	Angle poise lamp - <i>brushed aluminium, desk lamp, cast iron base (with aluminium cover), tension spring technology, direct light</i>	1
21	Head lamp with <i>white bulbs</i>	1
22	Implant removal forceps	1
23	Medium Medicine cupboard	1
24	Notice Board (big and small)	2
25	Cabinet	1
26	Vaginal model	1
27	Penile model	1
28	Plastic bucket with tap	1
29	Wooden stand- <i>2 layered with rectangular wall bracket</i>	1
30	Plastic bowl for receiving effluent	1
31	Plastic drain for receiving instrument	1
32	Transparent rectangular plastic bowl with cover	3

## CHAPTER 2 – MODIFIED CLINIC MAKEOVER OF TYPE 2 PHCs

### Background

During the first phase of the project, the concept of '72-Hour' Clinic Makeover was introduced which is renovation, repairs and equipment support to NURHI supported family planning clinics and integration sites at the antenatal care (ANC), delivery, post-natal care (PNC), immunization clinics, post abortion care (PAC), HIV counselling and testing (HCT) to provide ideal family planning services in line with the National Performance Standards for Family Planning. The aim of supporting integration sites with equipment and renovations in these facilities is to ensure referrals to High Volume Sites (HVS) to avoid missed opportunities. Result from Performance Improvement Assessment (PIA) revealed that some facilities had equipment that required repairs, some required rearrangement and cleaning, hence the need to modify the extensive 72-Hour clinic renovation concept to cleaning, repairing, and making functional what exist in the facilities.

In the second year of the NURHI 2 project, Type 2 facilities will be supported to provide family planning services, including Injectables and implants. A Performance Improvement Assessment (PIA) will be conducted in these facilities to determine the extent of upgrade

needed. Fifty (50) Primary Health Centres (Type 2 facilities) will be identified in each project state. These facilities should be situated around already existing NURHI supported HVSs in the supported LGAs.

The Type 2 PHCs will be supported with basic equipment such as weighing scale, stethoscope, sphygmomanometer, 3-seater patient waiting chairs, ceiling fans, notice boards, consulting table and 3 chairs (i.e. 1 provider chair and 2 patients' chairs). In addition, PHCs will be cleaned, painted, re-arranged, waiting area will be demarcated from insertion rooms (where possible), floor will be improved and toilet in the FP clinic or general toilet will be repaired where damaged.

### **Criteria for Selecting NURHI Type 2 PHCs**

The criteria for selecting Type 2 PHCs are:

- Should be located within NURHI 2 supported LGAs, within an underserved slum
- Should be located close to/around NURHI 2 HVS
- Should not be supported by any other partner
- Readiness of PHC i.e. already providing FP services even if limited and willing to scale-up.

## **ENGAGEMENT FRAMEWORK**

These PHCs will be engaged through outreaches, referrals and modified/minimal clinic renovations/repairs.

### **A. Outreaches**

Outreaches will be conducted two days in a month in each of the Type 2 facilities on a quarterly basis with the aim of mentoring in-house providers by a trained provider from the HVS. Outreaches will help these low-performing PHCs to increase the number of new FP users and utilization of Long Acting Reversible Contraceptive (LARC). Social mobilization will commence a day before and on the scheduled day of the outreach to direct traffic to the outreach sites.

### **B. Referral**

Referral linkages and mechanism will be established in each PHC. Referral forms will be made available and training on its uses.

### **C. Proposed priority areas for renovation/repairs**

- i. Provide NURHI SD/DG materials, job aids and SOPs
- ii. Painting of FP clinic
- iii. Curtains in insertion room for privacy
- iv. Partition waiting area from insertion room where necessary
- v. Repair or make functional patient toilets
- vi. ANC/FP waiting areas – flooring, painting, notice boards, 3-seater chairs and ceiling fans

#### D. Equipment Support (Proposed matrix of equipment that can be purchased)

S/NO	EQUIPMENT	QUANTITY
1	Instrument Trolley	1
2	Manual Autoclave	1
3	Camp Gas for manual autoclave	1
4	Provider table	1
5	1 Provider and 1 Patients chair for counselling room	2
6	Patient chairs (4 seater. Oxford joint chair for waiting area, made with 18 gauges. 3" x 2" rectangular tubes for chair stand and seat; with 25mm round tubes and perforated sheet)	3
7	Weighing Scale	1
8	Sphygmomanometer	1
9	Stethoscope	1
10	Pedal Bin	1
11	Implant removal forceps	1
12	Medium Medicine cupboard	1
13	Big Notice Board	1
14	Plastic bucket with tap	1
15	Wooden stand- 2 layered with rectangular wall bracket	1
16	Plastic bowl for receiving effluent	1
17	Plastic drain for receiving instrument	1
18	Transparent rectangular plastic bowl with cover (big)	1

#### Requirements

1. An outsourced provider is assigned to supervise each PHC
2. Set up mechanisms for referrals to our HVS
  - Provide them with referral forms and list of HVS nearest to them
  - Orientation on NURHI referral manual
3. Provide NHIMS registers, client/appointment cards, tools, guidelines and job
4. Give them contact details of NURHI SD team
5. The SD team will coordinate integration with other services (HIV/AIDS, Immunization etc.) depending on services available for integration.
6. Equipment support.
7. All Social and Behaviour Change Communication (SBCC) materials made available and place in proper position for example hang danglers on corridor along FP clinic.
8. Make available commodities and consumables, etc.
9. Ensure source of running water either tap or plastic bucket with tap.
10. Ensure infection prevention measures are in place.
11. Provide list of social mobilizers and their contacts.
12. Hang Danglers along FP clinic corridors and Directions to FP clinic in all integration sites.

#### Expected Preparations by NURHI 2 SD Team

1. Identify slum areas in NURHI 2 LGAs
2. Send list of selected PHCs to Senior Technical Advisor- Health Systems Strengthening and Service Delivery
3. Conduct rapid needs assessment on each PHC
4. Conduct planning meeting with State and LGA FP coordinators
5. Conduct outreach events once a month in each slum area
6. Share monthly outreach report

### Expected Outcome

1. Improved infrastructural capacity at the FP units (and other integrated sites such as ANC) of Type 2 facilities.
2. Increase in the number of new acceptors in Type 2 facilities.
3. In addition, there should be an increase in the number of documented and completed FP referrals from the Type 2 facilities to the NURHI supported HVS

### APPENDICES

#### 72-HOUR CLINIC MAKEOVER FLOW CHART

Activity	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Commissioning							
Branding and Delivery of Equipment							
Payment of artisans							
Photography	Post pictures & commissioning pictures/video			Pre – pictures		During Pictures/video	
Supervision of facility renovations					Nursing OIC, NURHI 2 staff, WHC rep	Nursing OIC, NURHI 2 staff, WHC rep	Nursing OI, NURHI 2 staff, WHC rep
Plaques							
Setting-up post renovation							

#### SCOPE OF WORK FOR BATCH 1 72-HOUR MAKEOVER

**\*NOTE: Friday to Sunday – Renovations; Sunday – Cleaning and Arranging Equipment; Monday - Commissioning**

ACTIIVITY	TIMELINE	KEY RESPONSIBLE/SUPERVISOR	
		NURHI LAGOS	AHQ
Procurement of Equipment	Should start at least 1 week before makeover starts		
Branding & Distribution of Equipment	Branding Equipment – 1 week Complete Delivery of Equipment to HVS – Tuesday to Thursday		
Advance Payments for Artisans	Wednesday *Direct purchase of building materials and delivery to facility (Wednesday to Thursday)		
Photographer	Pre-makeover pictures – Thursday During makeover pictures – Friday & Saturday Post-makeover pictures - Sunday		
Social Mobilizers	- To inform community heads, WDC, etc about commencement of makeover activity - For Commissioning Ceremony		

Plaques	Confirm names written on plaque & fitted at the HVS – Sunday		
SBCC Materials	Complete Cleaning & Arranging – Sunday *All FP rooms will be arranged with equipment and SD materials after completion of the renovations		
NHMIS Tools			
Commodities & Consumables			
Documentation	Write-up a detailed report highlighting lessons learnt, success stories and feedback from the implementation of the 72-hour makeover – this should be completed within 1 day of commissioning		
Commissioning Event	Ribbons and Decorations should be in NURHI Colours *30 minutes to 1 hour event depending on request & preparations from the community		

**\*KEY DATES:**

- Delivery of Equipment to NURHI Oyo Office – 15<sup>th</sup> to 19<sup>th</sup> August
- Branding of Equipment for Batch 1 – 17<sup>th</sup> to 19<sup>th</sup> August
- Batch 1 = 20 HVS over 1 month (i.e. 5 HVS every weekend for 4 weekends)
- 1 NURHI Officer to supervise 1 HVS during makeover (i.e. 5 NURHI Officers every weekend supervising; STL gives oversight function)

**72-HOUR CLINIC MAKEOVER SCHEDULE**

DATES	KEY DATES	Name of Facility	Supervisor Per Site
Put dates (3 days)	<ul style="list-style-type: none"> <li>- Delivery of Equipment from NURHI Office to site – 3 days (<i>put in dates</i>)</li> <li>- Pre-implementation meeting with artisans &amp; advance payment – 1 day (<i>put date</i>)</li> <li>- Commissioning – 1 day (<i>put date</i>)</li> </ul>		
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Put dates (3 days)	<ul style="list-style-type: none"> <li>- Delivery of Equipment from NURHI Office to 1<sup>st</sup> set – 3 days (<i>put in dates</i>)</li> <li>- Pre-implementation meeting with artisans &amp; advance payment – 1 day (<i>put date</i>)</li> <li>- Commissioning – 1 day (<i>put date</i>)</li> </ul>		
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