



**COMMUNITY**  
INFLUENCING FACTOR CARDS



**CLIENT**  
INFLUENCING FACTOR CARDS



**PROVIDER AND COLLEAGUES**  
INFLUENCING FACTOR CARDS



**WORKPLACE ENVIRONMENT**  
INFLUENCING FACTOR CARDS



**HEALTH SYSTEM**  
INFLUENCING FACTOR CARDS



1. Community Cards - FRONT SIDE

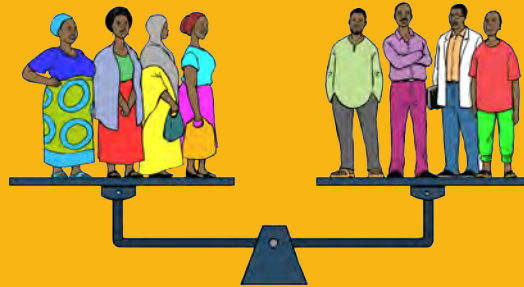
**COMMUNITY  
INFLUENCING FACTOR**



**COMMUNITY DEFINITION  
OF QUALITY CARE**

1

**COMMUNITY  
INFLUENCING FACTOR**



**SOCIO-CULTURAL AND  
GENDER NORMS**

2

**COMMUNITY  
INFLUENCING FACTOR**



**HEALTH  
MIS-INFORMATION**

3

**COMMUNITY  
INFLUENCING FACTOR**



**RELIGIOUS LEADERS  
AND INFLUENCES**

4

**COMMUNITY  
INFLUENCING FACTOR**



**CONFIDENCE COMMUNITY  
MEMBERS HAVE IN THE FACILITY**

5

**COMMUNITY  
INFLUENCING FACTOR**



**SOCIAL STIGMA AGAINST  
CERTAIN GROUPS**

6

How the community perceives and defines "quality" healthcare and services

1

The unwritten rules and expectations about how people should behave and what is acceptable

2

Rumors, false or inaccurate information that is shared deliberately or accidentally in the community

3

The influence that religious beliefs, bodies, practices, and leaders have on communities and FP practices

4

The degree of confidence and trust that community members have in providers and local facilities

5

Discrimination or negative feelings against a certain group of people, based on a particular circumstance, trait, or characteristic

6

2. Community Cards + Client Cards FRONT SIDE

COMMUNITY  
INFLUENCING FACTOR



NEED FOR  
PARTNER CONSENT

7

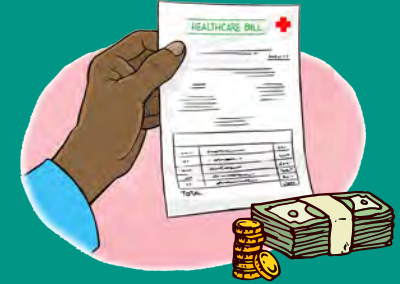
COMMUNITY  
INFLUENCING FACTOR



YOUTH-SPECIFIC  
EXPECTATIONS

8

CLIENT  
INFLUENCING FACTOR



FINANCIAL  
RESOURCES

1

CLIENT  
INFLUENCING FACTOR



DEMOGRAPHIC  
CHARACTERISTICS (AGE, SEX,  
CLASS, ETHNICITY, PARITY)

2

CLIENT  
INFLUENCING FACTOR



ATTITUDES, VALUES, AND  
BELIEFS

3

CLIENT  
INFLUENCING FACTOR



AGENCY AND  
POWER

4

How gender and community norms around FP decision making power and agency impact service seeking, counseling and provision

7

How youth-specific expectations on sexual activity (e.g., youth shouldn't be sexually active), fertility, and gender roles impact counseling and method provision

8

The level of monetary resources the client has available to cover healthcare costs

1

Characteristics or traits of the client, such as age, sex, class, ethnicity, number of children, and marital status

2

The way a client thinks or feels about FP, healthcare, society, and broader issues (e.g., biases towards methods, fear of side effects)

3

The degree to which the client feels or is able to act independently and make their own choices

4

3. Client Cards + Provider Cards FRONT SIDE

**CLIENT  
INFLUENCING FACTOR**



**EXPECTATIONS  
FOR CARE**

5

**CLIENT  
INFLUENCING FACTOR**



**HEALTH LITERACY AND  
SKILLS**

6

**PROVIDER AND COLLEAGUES  
INFLUENCING FACTOR**



**EMPATHY  
TOWARD CLIENT**

1

**PROVIDER AND COLLEAGUES  
INFLUENCING FACTOR**



**KNOWLEDGE AND  
SKILLS**

2

**PROVIDER AND COLLEAGUES  
INFLUENCING FACTOR**



**ABILITY TO MAKE  
DECISIONS AND ACT**

3

**PROVIDER AND COLLEAGUES  
INFLUENCING FACTOR**



**COMMITMENT**

4

### 3. Client Cards + Provider Cards BACK SIDE

Clients' expectations about how they will be treated, how a provider should act, and the services and products available to them

5

The client's health knowledge and skills, including the ability to obtain, process, understand and act on health information

6

Providers' willingness and capacity to understand and share the feelings of their clients

1

The knowledge, skills, and abilities a provider possesses to do their job, including both technical and soft skills

2

The degree of autonomy and agency a provider has to make decisions and act in their job

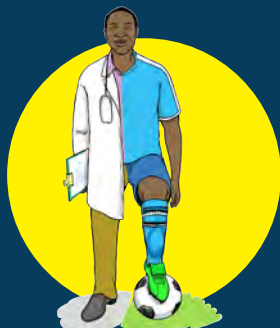
3

The motivation and desire to serve clients and provide quality care

4



PROVIDER AND COLLEAGUES  
INFLUENCING FACTOR



PROVIDER'S IDENTITY IN AND  
OUT OF THE FACILITY

5

PROVIDER AND COLLEAGUES  
INFLUENCING FACTOR



ATTITUDES, VALUES,  
AND BELIEFS

6

PROVIDER AND COLLEAGUES  
INFLUENCING FACTOR



GENDER  
COMPETENCY

7

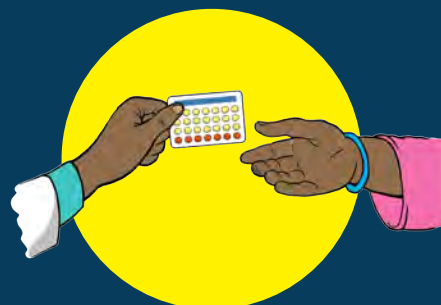
PROVIDER AND COLLEAGUES  
INFLUENCING FACTOR



WILLINGNESS TO  
DISCUSS SENSITIVE TOPICS

8

PROVIDER AND COLLEAGUES  
INFLUENCING FACTOR



PERCEIVED RISK  
OF PROVIDING FP FOR  
PROVIDER OR FACILITY

9

WORKPLACE ENVIRONMENT  
INFLUENCING FACTOR



TRAINING AND PROFESSIONAL  
DEVELOPMENT

1

The provider's roles, personality, and characteristics that form who the provider is and how they are viewed

5

The way a provider thinks or feels about clients, FP methods, behaviors, sexuality, and broader issues (e.g., perceptions of method use by youth)

6

The capacity to understand how gender can impact clients' FP/RH behavior, choices and health

7

Provider's willingness, ability, and accountability to discuss sensitive topics (e.g., side effects, provision of certain methods to youth, confidentiality)

8

Provider's (and the facility's) perceived reputational, legal, and physical risk if they provide FP methods to women without their partner's/ family's consent

9

Systems and processes that enable providers to learn, grow, and build professional skills

1

5. Workplace Environment - FRONT SIDE

WORKPLACE ENVIRONMENT  
INFLUENCING FACTOR



RESOURCE  
AVAILABILITY

2

WORKPLACE ENVIRONMENT  
INFLUENCING FACTOR



PHYSICAL ENVIRONMENT  
OF FACILITY

3

WORKPLACE ENVIRONMENT  
INFLUENCING FACTOR



WORKPLACE  
CULTURE

4

WORKPLACE ENVIRONMENT  
INFLUENCING FACTOR



LEADERSHIP AND  
MANAGEMENT STYLE

5

WORKPLACE ENVIRONMENT  
INFLUENCING FACTOR



FEEDBACK AND  
RECOGNITION

6

WORKPLACE ENVIRONMENT  
INFLUENCING FACTOR



STAFFING LEVELS AND  
WORKLOAD

7

The availability of specific items needed to maintain the quality of care (e.g., counseling tools, contraceptives, medical supplies)

2

The physical space in the facility and its condition, including private spaces for consults, break areas, and hygiene conditions

3

The values, expectations, and practices that guide actions of staff in the facility, including the overall feeling in the facility (e.g., confidentiality, respectful care)

4

The overall approach and style of leadership and management in a facility, including ideology and expectations

5

Information given to providers about their performance and acknowledgement of good work, formally or informally

6

Whether a facility is sufficiently staffed, the client load and level of responsibility, and time available to do tasks

7

6. Workplace Environment + Health System Cards - FRONT SIDE

WORKPLACE ENVIRONMENT  
INFLUENCING FACTOR



COORDINATION BETWEEN  
PROVIDERS/ DEPARTMENTS

8

WORKPLACE ENVIRONMENT  
INFLUENCING FACTOR



ADHERENCE TO LAWS AND  
STANDARDS

9

WORKPLACE ENVIRONMENT  
INFLUENCING FACTOR



YOUTH-SPECIFIC  
TRAINING AND PROFESSIONAL  
DEVELOPMENT

10

HEALTH SYSTEM  
INFLUENCING FACTOR



POLICIES, GUIDELINES  
AND PROTOCOLS

1

HEALTH SYSTEM  
INFLUENCING FACTOR



PERFORMANCE  
MONITORING

2

HEALTH SYSTEM  
INFLUENCING FACTOR



PROVIDER SUPPORT  
STRUCTURES (MENTORING,  
COACHING, TRAINING)

3

The degree to which providers are able and willing to coordinate care efforts and are aware of others' activities (e.g., collaboration and teamwork)

8

The degree to which the providers and facility norms align with laws and standards of care

9

Systems and processes that enable providers to learn, grow, and build professional skills that are youth-specific

10

Documents, laws, and tools that standardize and provide guidance on service delivery and healthcare administration

1

Systems and processes for evaluating provider performance and tracking metrics

2

Structures to support positive provider behavior, including training, coaching, mentoring, and supervision

3

**HEALTH SYSTEM  
INFLUENCING FACTOR**



**PROMOTION, TRANSFER,  
AND COMPENSATION**

4

**HEALTH SYSTEM  
INFLUENCING FACTOR**



**FP  
PRIORITIZATION**

5

**HEALTH SYSTEM  
INFLUENCING FACTOR**



**RESOURCE  
MANAGEMENT**

6

**COMMUNITY  
INFLUENCING FACTOR**

**COMMUNITY  
INFLUENCING FACTOR**

**CLIENT  
INFLUENCING FACTOR**

Policies and practices related to how/when providers are promoted, transferred, and compensated for their work

4

The level of importance and funding that FP services and commodities receive in the country/state

5

How the health system manages, disseminates, and distributes financial and other resources to facilities

6





8. Template Cards - FRONT SIDE 2 cards for each category

**CLIENT**  
**INFLUENCING FACTOR**

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**PROVIDER AND COLLEAGUES**  
**INFLUENCING FACTOR**

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**PROVIDER AND COLLEAGUES**  
**INFLUENCING FACTOR**

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**WORKPLACE ENVIRONMENT**  
**INFLUENCING FACTOR**

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**WORKPLACE ENVIRONMENT**  
**INFLUENCING FACTOR**

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**HEALTH SYSTEM**  
**INFLUENCING FACTOR**

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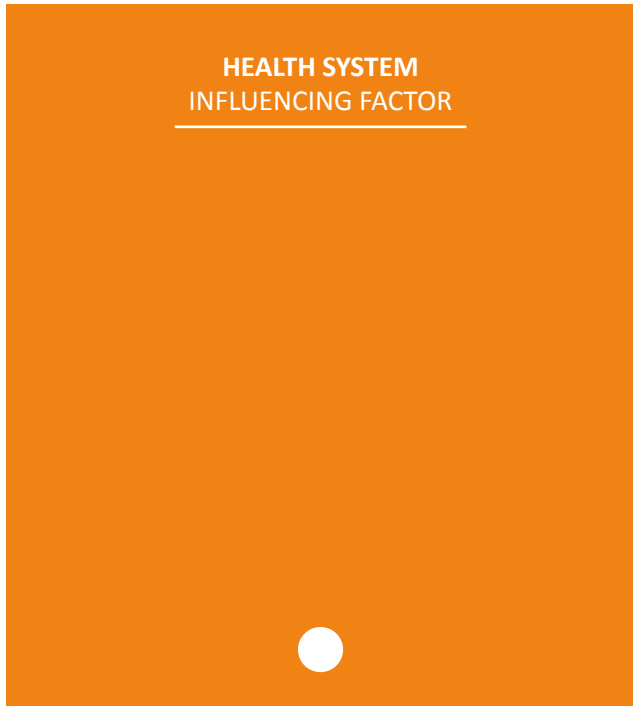


8. Template Cards - BACK SIDE

2 cards for each category



**9. Template Cards - FRONT SIDE** 2 cards for each category



**9. Template Cards - BACK SIDE**

2 cards for each category

