





GLOBAL STANDARDS FOR QUALITY HEALTH-CARE SERVICES FOR ADOLESCENTS

A GUIDE TO IMPLEMENT A STANDARDS-DRIVEN APPROACH TO IMPROVE THE QUALITY OF HEALTH-CARE SERVICES FOR ADOLESCENTS

Volume 1: Standards and criteria





WHO Library Cataloguing-in-Publication Data

Global standards for quality health-care services for adolescents: a guide to implement a standards-driven approach to improve the quality of health care services for adolescents. Volume 1: Standards and criteria

4 v.

Contents: Volume 1: Standards and criteria - Volume 2: Implementation guide - Volume 3: Tools to conduct quality and coverage measurement surveys to collect data about compliance with the global standards - Volume 4: Scoring sheets for data analysis

1.Adolescent Health Services – standards. 2.Quality of Health Care. 3.Adolescent. 4.Data Collection. 5. Health Care Surveys – methods. 6.National Health Programs. I.World Health Organization.

ISBN 978 92 4 154933 2 (NLM classification: WA 330)

© World Health Organization 2015

All rights reserved. Publications of the World Health Organization are available on the WHO website (www.who.int) or can be purchased from WHO Press, World Health Organization, 20 Avenue Appia, 1211 Geneva 27, Switzerland (tel.: +41 22 791 3264; fax: +41 22 791 4857; e-mail: bookorders@who.int).

Requests for permission to reproduce or translate WHO publications -whether for sale or for non-commercial distribution- should be addressed to WHO Press through the WHO website (www.who.int/about/licensing/copyright_form/en/index.html).

The designations employed and the presentation of the material in this publication do not imply the expression of any opinion whatsoever on the part of the World Health Organization concerning the legal status of any country, territory, city or area or of its authorities, or concerning the delimitation of its frontiers or boundaries. Dotted and dashed lines on maps represent approximate border lines for which there may not yet be full agreement.

The mention of specific companies or of certain manufacturers' products does not imply that they are endorsed or recommended by the World Health Organization in preference to others of a similar nature that are not mentioned. Errors and omissions excepted, the names of proprietary products are distinguished by initial capital letters.

All reasonable precautions have been taken by the World Health Organization to verify the information contained in this publication. However, the published material is being distributed without warranty of any kind, either expressed or implied. The responsibility for the interpretation and use of the material lies with the reader. In no event shall the World Health Organization be liable for damages arising from its use.

Printed in Switzerland

Cover photos (clockwise from top left): Marcelo Campi, Vancouver Public Library, Ahmad Khan, Edith Kachingwe, Camila Rugenia

Design by Inís Communication – www.iniscommunication.com

CONTENTS

Acknowledgments	V
Abbreviations	vi
Glossary	vii
Introduction	1
Background	2
How this document was developed	2
Global standards for quality health-care services for adolescents	4
Standards' rationale, intent and criteria	5
Implementation	18
Implementation plan	18
Implementation process	21
Key reference documents	26

This document is part of the Global standards for quality health-care services for adolescents: a guide to implement a standards-driven approach to improve the quality of health-care services for adolescents. It is one of four volumes published separately, which include:







ACKNOWLEDGMENTS

The World Health Organization (WHO) is grateful to UNAIDS and all those who gave technical input into the production of this document.

Lead writers: Subidita Chatterjee (independent consultant) and Valentina Baltag (WHO).

WHO working group: Paul Bloem, Krishna Bose (formerly WHO), Venkatraman Chandra-Mouli, Charlotte Christiansen (formerly WHO), Jane Ferguson, Nuhu Yaqub.

Peer review (WHO): Anastasyia Dumcheva, (WHO Country Office in Ukraine), Symplice Mbola Mbassi (WHO Regional Office for Africa), Howard Sobel (WHO Regional Office for the Western Pacific).

Peer review (UNAIDS): staff members.

Peer review (external review group): Regina Benevides (Evidence to Action, United States of America), Doortje Braeken (International Planned Parenthood Federation, United Kingdom), Scott Burnett (loveLife, South Africa), Danielle Engel (United National Population Fund, United States of America), Mychelle Farmer (Jhpiego, United States of America), Bamikale Feyisetan (Evidence to Action, United States of America), Gwyn Hainsworth (Pathfinder International, United States of America), Jari Kempers (Qalys Health Economics, Estonia), Vijay Kumar (Survival for Women and Children Foundation, India), Catherine Lane (United States Agency for International Development, United States of Amercia), Laura Laski (United National Population Fund, United States of America), Galina Lesco (National Resource Centre in YFHS "Neovita", Republic of Moldova), Ricky Lu (Jhpiego, United States of America), Elizabeth Mapella (Ministry of Health, United Republic of Tanzania), Edgar Necochea (Jhpiego, United States of America), Beth Outterson (Save the Children, United States of America), Elizabeth Saewyc (University of British Columbia, Canada), Olena Sakovych (United Nations Children's Fund, Ukraine), Susan Sawyer (University of Melbourne, Australia), Kat Watson (International Planned Parenthood Federation, United Kingdom), Sylvia Wong (United National Population Fund, United States of America).

We wish to especially thank the WHO staff members from regional offices who supported countries to develop and implement national standards for quality health care services for adolescents: Nagbandia Kampatibe (formerly WHO Regional Office for Africa), Matilde Maddaleno Herrera (formerly WHO Regional Office for the Americas), Neena Raina and Rajesh Mehta (WHO Regional Office for South-East Asia).

Editing: Jura Editorial Services, Gex, France.

ABBREVIATIONS

HMIS health management information systems

NGO nongovernmental organizations

SOP standard operating procedure

WHO World Health Organization



预览已结束,完整报告链接和二维码如下:

 $https://www.yunbaogao.cn/report/index/report?reportId=5_27332$

