

Table 4 Quality assurance framework for the issue of insufficient integration of family planning and reproductive health services

Problem	Insufficient integration of family planning and reproductive health services					
Current situation	88% of clients not informed about the prevention of cervical cancer and sexually transmitted infections; 71% not informed about breast cancer prevention					
Priority criteria	Problem organizational, frequent, quality-related					
Objective	Improve the integration of reproductive health and family planning services					
Activities	<i>Responsible member(s)</i>	<i>Start</i>	<i>Additional resources needed</i>	<i>Indicator</i>	<i>Source</i>	<i>Standard</i>
Provide clients with education about breast self-examination before medical visits	Midwives, reception agents	June 2005	No	No. of records indicating that the client received educational information/ total no. of records	Medical records	80%
Identify eligible women and provide them with cervical screening	Physicians, midwives	June 2005	No	No. of records indicating the identification of an eligible woman/total no. of records	Medical records	80%
Offer video prevention education messages about sexually transmitted infections for adolescents	Midwives, nurses	June 2005	No	Clients' knowledge and attitudes regarding sexually transmitted infections	Surveys 6 months after	
Establish an information, education and communication hotline unit presenting the spectrum of preventive services	Managers, health educators	June 2005	No	Family planning centre activities annual report		
Develop a website presenting the different reproductive health services	Managers, physicians	October 2005	No	–		
Identify and refer high-risk clients to a voluntary freeand anonymous HIV screening visit	Physicians	June 2005	No	No. of HIV screening referrals		