

Action Plan for Health Post Bandegne (District Kebemer, Region of Louga)

| Problems | Causes | Solutions | People Responsible | Follow-Up Managers | Deadline for Execution |
|--|---|--|--|---|---------------------------|
| Client Right to Information | | | | | |
| Lack of information among staff about the cost, type and hours of reproductive health services | - Absence of boards, signs, or posters in the facility that indicate the cost, type and hours of reproductive health services | - Design and display signs | Health Committee | Hé Fall Thiéllou | Nov. 3, 2003 |
| | - Lack of clarity among personnel about national reproductive health policies, norms and procedures | - Organize day of orientation for personnel to review policies, norms and procedures | Chief Nurse of Facility | Fatou Ndiaye | Oct. 31, 2003 |
| Lack of reproductive health education program for clients | - Insufficient materiel for information, education and communication (IEC) | - Complete IEC material in collaboration with district IEC agents | Chief Nurse of Facility | Anta Ndiaye | Oct. 15, 2003 |
| | - Absence of calendar for group counseling in the facility | - Develop and display a calendar for group counseling | Health Counselors | Papa Seck | Oct. 18, 2003 |
| | - Absence of group counseling sessions in reproductive health | - Organize group counseling once a week at facility and once a month in the surrounding villages | Health Counselors | | |
| Client Right to Choice | | | | | |
| Violation of client right to choice | - Interruption in stock of drugs or supplies | - Conduct inventory of physical stock at the end of every month | Chief Nurse of Facility Stock Manager | Boubacar Ndiaye | At the end of every month |
| Client Right to Safety | | | | | |
| Insufficient recording of cases of complication and emergency at facility | - Lack of clarity among personnel on national reproductive health policies, norms and procedures | - Regularly consult and apply policies, norms and procedures for record-keeping | Chief Nurse of Facility | District Health Management Team | Oct. 4, 2003 |
| Violation of client right to safety | - Insufficient application of infection prevention measures | - Execute and ensure follow-up of formative supervision | All facility staff | Chief Nurse of Facility, District Health Management Team | Oct. 4, 2003 |
| | | - Purchase and make available all infection prevention material | | Papa Seck | Oct. 6, 2003 |
| Client Right to Privacy, Comfort, and Confidentiality | | | | | |
| Violation of client right to privacy and confidentiality | - Absence of curtains in rooms | - Design and place curtains in hospitalization and consultation rooms | Health Committee | Papa Seck Daga Gaye | Oct. 31, 2003 |
| | - Waiting rooms overcrowded with clients' companions | - Construct a shelter for client companions | Health Committee President of Rural Community | Amy Seck | Oct. 31, 2003 |
| | - Lack of clarity among staff regarding client rights | - Execute and ensure follow-up of formative supervision | All facility staff | District Health Management Team | Oct. 31, 2003 |