

Standards of Quality Youth-Centered Care

Adolescents' Participation

Youth are involved in the planning, monitoring and evaluation of health services.



Policies are in place to engage adolescents in service planning, monitoring and evaluation.

Adolescents' Health Literacy

Systems are implemented to ensure adolescents are knowledgeable about their health and how to access and obtain health services.



Hours of Operation:
Monday-Friday: 9am-5pm
Saturday: 9am-12pm

Health facility has a staffed and staff member operating hours.
Provide youth with age and developmentally appropriate health education and available services.

Community Support

Parents, guardians, and other community members recognize the value of adolescent health services.



Providers educate parents, teachers, and other community organizations about the value added of adolescent health services.

Appropriate Package of Clinical Services

The health facility provides a package of information, counseling, diagnostic, treatment and care services that fulfills the needs of adolescents.



Policies are in place that define the required package of evidence-based clinical preventive services.

Providers' Competencies

Providers demonstrate the technical competence required to provide effective health services to adolescents (e.g., confidentiality, respect, and non-discrimination).



Providers and staff have been trained on providing sensitive health services to adolescents.
Consent support tools (e.g., protocols, guidelines) are in place for providers.
Providers' obligations and adolescents' rights are clearly communicated to adolescent patients.

Facility Characteristics

The health facility has convenient operating hours and an adolescent-friendly environment that maintains privacy and confidentiality.



WiFi Passwords: 1234

Extend operating hours, allow walk-in appointments.
Youth-friendly amenities in waiting room (e.g., magazines, internet access, brochures).

Equity and Non-Discrimination

Adolescents are provided quality services regardless of income, age, sex, marital status, education, race/ethnicity, sexual orientation, or other characteristics.



Policies and procedures are in place to ensure equitable care for all young people.
Services are offered at more affordable rates.
Providers and staff are trained on providing sensitive services to vulnerable groups of adolescents.

Data and Quality Improvement

Data and service utilization and quality of care is collected, analyzed, and used to support quality improvement.



Systems are in place to collect relevant data.
Staff is trained to collect and analyze data.

Educating The Adolescent

Yicheng Fang



Educating The Adolescent:

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