

# ANNEX A: WHO Global Standards for Quality Health Care Services for Adolescents

This is a tool referenced in [Chapter 2: Roadmap for Using the ASRH Toolkit](#). WHO facilitated a global consensus building process for development of global standards for quality health-care services for adolescents. Each of the eight agreed-upon global standards defines the required level of quality in the delivery of services.

<b>Adolescents' health literacy</b>	<b>Standard 1.</b> The health facility implements systems to ensure that adolescents are knowledgeable about their own health, and they know where and when to obtain health services.
<b>Community support</b>	<b>Standard 2.</b> The health facility implements systems to ensure that parents, guardians and other community members and community organizations recognize the value of providing health services to adolescents and support such provision and the utilization of services by adolescents.
<b>Appropriate package of services</b>	<b>Standard 3.</b> The health facility provides a package of information, counselling, diagnostic, treatment and care services that fulfils the needs of all adolescents. Services are provided in the facility and through referral linkages and outreach. <sup>1</sup>
<b>Providers' competencies</b>	<b>Standard 4.</b> Health-care providers demonstrate the technical competence required to provide effective health services to adolescents. Both healthcare providers and support staff respect, protect and fulfil adolescents' rights to information, privacy, confidentiality, non-discrimination, non-judgemental attitude and respect.
<b>Facility characteristics</b>	<b>Standard 5.</b> The health facility has convenient operating hours, a welcoming and clean environment and maintains privacy and confidentiality. It has the equipment, medicines, supplies and technology needed to ensure effective service provision to adolescents.
<b>Equity and nondiscrimination</b>	<b>Standard 6.</b> The health facility provides quality services to all adolescents irrespective of their ability to pay, age, sex, marital status, education level, ethnic origin, sexual orientation or other characteristics.
<b>Data and quality improvement</b>	<b>Standard 7.</b> The health facility collects, analyses and uses data on service utilization and quality of care, disaggregated by age and sex, to support quality improvement. Health facility staff is supported to participate in continuous quality improvement.
<b>Adolescents' participation</b>	<b>Standard 8.</b> Adolescents are involved in the planning, monitoring and evaluation of health services and in decisions regarding their own care, as well as in certain appropriate aspects of service provision.

Source: [Global Standards for Quality Health-Care Services for Adolescents](#) (WHO, 2015).