



Contraceptive Counseling Observation Tool

The Contraceptive Counseling Observation Tool is designed to support designated health center Supervisor(s) or Mentor(s) in building the capacity of health center staff to implement client-centered contraceptive counseling. Specifically, the tool will enable the Supervisor or Mentor(s) to assess the extent to which designated contraceptive counseling staff are applying the CAP 5 Step Contraceptive Counseling process.

Through use of this assessment, the Supervisor or Mentor can work collaboratively with staff providing contraceptive counseling to identify strengths and areas for improvement that can be addressed by re-taking identified CAP e-Learning Modules or through a process of coaching and mentoring.

INSTRUCTIONS:

- The Contraceptive Counseling Observation Tool should be completed for each staff member that provides contraceptive counseling within two weeks of completing the CAP Contraceptive Counseling E-Learning Modules.
- The tool should be completed by directly observing an interaction between staff person providing the contraceptive counseling session and the client.
- The Supervisor or Mentor completing the tool should always ask for the client's permission before observing a counseling session and explain the purpose of the observation.
- Ideally, the Supervisor or Mentor will observe at least 3 sessions for each staff member providing contraceptive counseling during the first month of implementation, and periodically thereafter to support staff performance review.
- These observations will assist the Mentor in gaining a comprehensive understanding of the staff member's strengths and areas in need of improvement that can be rapidly addressed.
- If necessary, the Supervisor or Mentor can review the CAP Contraceptive Counseling E-Learning Modules with the staff member to reinforce key elements of client-centered contraceptive counseling.



Date: _____ Health Center Name: _____
 Observer Name: _____ Staff Providing Contraceptive Counseling: _____

CONTRACEPTIVE COUNSELING SESSION REVIEW			
To what extent did the staff person conducting contraceptive counseling address the following areas...?			
Step 1. IDENTIFY pregnancy intentions.			
1. Clarified the client’s pregnancy intentions by asking “Do you want to be pregnant in the next few months, or have a baby in the next year?”	YES	NO	SOMEWHAT
Step 2. EXPLORE contraceptive experiences and preferences.			
2. Explored reasons why the client does not want to be pregnant or desires pregnancy.	YES	NO	SOMEWHAT
3. Explored client’s past experiences and knowledge of birth control methods.	YES	NO	SOMEWHAT
4. Explored client’s preferences and priorities for birth control method.	YES	NO	SOMEWHAT
5. Explored the feelings of people in her life that may impact her decisions around birth control.	YES	NO	SOMEWHAT
Step 3. ASSIST with selection of a birth control method			
6. Conducted birth control education using CAP Birth Control Options Grid.	YES	NO	SOMEWHAT
7. Ensured client aware of method SIDE EFFECTS.	YES	NO	SOMEWHAT
8. Assisted and supported birth control method selection.	YES	NO	SOMEWHAT
Step 4. REVIEW understanding and satisfaction			
9. Reviewed the client’s pregnancy intentions, goals and thoughts about using birth control.	YES	NO	SOMEWHAT
10. Reviewed key information about the client’s chosen birth control method, including how to use the method and potential side effects.	YES	NO	SOMEWHAT
11. Developed a follow-up plan for addressing questions or side effects	YES	NO	SOMEWHAT
Step 5. PROVIDE contraception today			
8. Described what to expect for the rest of the visit with clinician.	Yes	NO	SOMEWHAT
General Observations			
9. Addressed client’s myths or misperceptions about birth control by providing accurate information throughout the session.	YES	NO	SOMEWHAT
10. Used OARS (open-ended questions, affirmations, reflection, and summarizing) and appropriately address change talk during the session.	YES	NO	SOMEWHAT
11. Discussed EMERGENCY CONTRACEPTION with clients who do not want to be pregnant, and do not want a birth control method.	YES	NO	SOMEWHAT
12. Offered CONDOMS to clients to promote dual protection.	YES	NO	SOMEWHAT
13. If client presented on less effective method (i.e., pills, patch, Depo, condoms) provided information about LARC methods (IUD/Implant).	YES	NO	SOMEWHAT



Observer Comments/Observations:

Next Steps for Improving Identified Gaps: