

AVAILABILITY

Need to have sufficient quantity of functioning public health and health-care facilities, goods and services, and programmes.

- Do you collect data disaggregated by different and multiple stratifiers – such as infant/adolescent/older persons, rural/urban, people with disabilities, ethnic groups, men/women/transgender – on the availability of health facilities, goods, services and programmes for these populations?
- Are you looking at coverage gaps for populations that are not receiving a sufficient quantity of facilities, goods, services, and programmes?
- Do you monitor the ratio of skilled health workers to the populations needs?

ACCESSIBILITY

Health facilities, goods, and services have to be accessible (physically accessible, affordable, and accessible information) to everyone within the jurisdiction of the State party without discrimination.

- Have you identified barriers to safe physical accessibility to facilities, goods, services, and programmes for different vulnerable or marginalised groups?
- Have you provided norms and standards that seek to overcome barriers to physical accessibility?
- Have you identified financial barriers to services for different vulnerable or marginalised groups?
- Do you monitor the extent to which health-related information is made available at country/district level for different vulnerable or marginalised groups including people with disabilities?
- Do your technical documents provide accurate and understandable information about your health area for all groups?

ACCEPTABILITY

The social and cultural distance between health systems and their users determine acceptability. All health facilities, goods, and services must be respectful of medical ethics and culturally appropriate, sensitive to gender and age. They also need to be designed to respect confidentiality and improve the health status of those concerned.

- Do you ensure that health facilities, goods, services and programmes are people-centred and cater for the specific needs of different populations?
- Are WHO programmes acceptable to diverse groups?
- Do you assure that goods, facilities, services and programmes are realised in accordance with international standards of medical ethics for:
 - confidentiality?
 - informed consent?

QUALITY

Health facilities, goods, and services must be scientifically and medically approved and of good quality.

- Have you established or ensured norms and standards of quality for:
 - health services?
 - health facilities?
 - health professionals?
 - essential medicines and equipment?
 - determinants of health?