

# Barriers in Access to Care Self-Assessment

Use this assessment to identify the extent to which your family planning agency is addressing the barriers to accessing care experienced by your clients and potential clients. For any elements that your agency could improve upon, refer to the resources provided in the **Reducing Barriers in Access to Care Virtual Tour** and note potential strategies for improvement in the far-right column of this sheet.

ORGANIZATIONAL								
Rate your agency on the organizational elements listed below. Organizational elements relate to how your agency approaches establishing a reputation within the community.								
Domain	Element	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Sure	How could we improve?
Promote the value of services <sup>1, 2, 3, 8, 11</sup>	We promote how people can benefit from the sexual and reproductive health services we provide.							
Let people know about the services you offer <sup>2, 3, 4, 8, 11, 12</sup>	We make sure people know which services we provide by advertising, using social media, conducting outreach, and forming partnerships with others who can help get the word out.							
Establish trust in services <sup>2, 3, 4, 6, 9, 11</sup>	We take steps to establish trust in the services we provide by hiring staff who represent the clients served and emphasizing that all services are completely voluntary and client-centered.							
STRUCTURAL								
Rate your agency on the structural elements listed below. Structural elements relate to how your agency sets up its clinic services and environment to optimize the patient experience.								
Be thoughtful about where you locate services <sup>2, 3, 8</sup>	Our services are located conveniently for people who live in underserved neighborhoods and/or are accessible by public transportation.							
Offer convenient hours <sup>2, 7, 8</sup>	We are open during hours that are convenient to our clients, including some evenings and weekends.							

Domain	Element	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Sure	How could we improve?
<b>Create a safe and welcoming environment</b> <sup>2, 6</sup>	We create a safe and welcoming environment for our clients by keeping it professional and clean, decorating with diverse and inclusive images, and putting up friendly, inviting messages.							
<b>Make scheduling an appointment easy</b> <sup>7, 10</sup>	We make scheduling appointments easier for clients by offering multiple options, including scheduling online or by text.							
<b>Help clients get in and out efficiently</b> <sup>2,7,10,12</sup>	We take steps to minimize wait times and help clients get in and out of the clinic efficiently.							
<b>Consolidate services</b> <sup>2,7,10,12</sup>	We consolidate services into a single visit and reduce the number of visits required, when possible.							
<b>Provide virtual options for services</b> <sup>12</sup>	We provide clients with a virtual appointment option (via phone or video), whenever possible.							
<b>Proactively communicate that confidential services are available for teens</b> <sup>1,2,8,12</sup>	We proactively communicate with teen clients about age-based consent so they know what to expect when they visit our clinic.							
<b>Provide linguistically appropriate services</b> <sup>1,2,3,4,6,9,10,11</sup>	We provide linguistically appropriate services including free, widely available interpreter services and language-appropriate educational materials.							
<b>Reduce the paperwork burden</b> <sup>1,2,4,10</sup>	We reduce the paperwork burden by limiting redundancies in paperwork, distributing clear, plain language written materials, and offering assistance with forms.							
<b>Be upfront and transparent about costs</b> <sup>1,2,4,8,10,11</sup>	We are upfront and transparent with clients about the anticipated cost of services, the sliding fee scale, and payment options.							

## CLINICAL

Rate your agency on the clinical elements listed below. Clinical elements relate to how your agency sets up its clinic to provide inclusive, patient centered care.

Domain	Element	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Sure	How could we improve?
<b>Provide individualized client-centered services free of stigma or judgment</b> <sup>1,2,3</sup>	We provide individualized, client-centered care free of stigma or judgment.							
<b>Create a disability-friendly environment</b> <sup>2,3</sup>	We create a disability-friendly environment by ensuring our services comply with the requirements and recommendations of the Americans with Disabilities Act (ADA) and by providing inclusive care.							
<b>Provide care that is trauma-informed</b> <sup>5</sup>	We provide care that is trauma-informed.							
<b>Provide culturally competent services</b> <sup>1,2,3,6,9,10,11</sup>	We train our providers and staff to deliver culturally appropriate services.							
<b>Make sure services are adolescent-friendly</b> <sup>1,2,3,11</sup>	We ensure services are adolescent-friendly by maintaining neutral language, withholding judgment, and accommodating the needs of individual clients.							
<b>Ensure client privacy and confidentiality</b> <sup>1,2,11</sup>	We implement safeguards to ensure client privacy and confidentiality, and we communicate with all clients about the confidentiality of services.							
<b>Provide gender-inclusive and -responsive services</b> <sup>1,2,3,6,11</sup>	We provide gender-inclusive and -responsive services to all clients.							
<b>Assure clients they are eligible for care regardless of residency status</b> <sup>1,2,3,11</sup>	We assure clients that they will not be asked about, and are eligible for care regardless of, residency status.							

## Sources

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