

Gender-Based Violence

QUALITY ASSURANCE TOOL

*Standards for the provision of high quality
post-violence care in health facilities*

Gender-Based Violence (GBV)¹

QUALITY ASSURANCE TOOL

Name of Facility _____ Date _____

Name of Person Completing This Form _____

Title of Person Completing This Form _____

Basic structure of the tool

The Gender-Based Violence (GBV) Quality Assurance (QA) Tool offers health care providers, facilities, and program planners a straightforward way to start, strengthen or expand post-GBV health services through the use of 28 evidence-based standards. It was developed by Jhpiego, the U.S. Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO), with reviews and input from gender/GBV partners at the President's Emergency Plan for AIDS Relief (PEPFAR), an array of international organizations, GBV health providers and ministries of health. The Tool was originally developed by Jhpiego Mozambique with providers and program planners, and has been adapted, piloted and refined in several low and middle-income countries.

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The standards are organized by different aspects of service delivery (e.g., facility readiness, clinical care, etc.). Verification criteria are listed in a column directly next to these standards, and indicate what must be in place for each standard to be considered "achieved". Verification criteria that are marked with a  symbol are considered to be aspirational/ambitious measures of high quality care. A minimum care version of the tool does not include these aspirational standards. Facilities in more resource-constrained settings or facilities just starting to develop their services should be assessed using the minimum care version of the tool.

¹ Gender-based violence is any form of violence against an individual based on that person's biological sex, gender identity or expression, or perceived adherence to socially-defined expectations of what it means to be a man or woman, boy or girl. The most common forms are sexual assault, intimate partner violence against women and child abuse, but GBV also includes physical and psychological abuse, threats, coercion, arbitrary deprivation of liberty, and economic deprivation, whether occurring in public or private life. GBV is rooted in gender-related power differences, including social, economic and political inequalities. It is characterized by the use and abuse of physical, emotional, or financial power and control. GBV takes on many forms and can occur across childhood, adolescence, reproductive years, and old age.

Means of Verification: **D:** Direct observation, **I:** Interview providers or facility managers, **R:** Review of records, guidelines, documents, etc.

Many of the standards in the tool can be verified by doing a facility tour PRIOR to beginning the conversation. The full version of the tool takes approximately 3-4 hours to implement, and the minimum care version of the tool takes approximately 2-3 hours. The assessor should familiarize her/himself with the whole tool prior to the assessment to identify the standards that can be answered by observation during the facility tour.

The first step to starting the conversation should be to ask the team two questions and record their answers:

1. What are your facility's greatest strengths?
2. What are you most proud of regarding this facility's provision of post-GBV care?

Means of Verification:

In the Means of Verification column, one or more of the following methods is suggested to help assessors know how to collect/verify the information needed to score each criterion. It may not be possible to use all the suggested methods for each verification criterion. The assessor should use her/his best judgment:

- D: Direct observation of physical facilities and administrative or clinic processes. This does not include the observation of provider/patient interactions or exams, due to concerns around privacy and ethics.
- I: Interview providers² or facility managers (the assessor asks questions and probes when necessary to determine if the procedure is performed or the item exists as described in the standards).
- R: Review of clinical and administrative records, guidelines, protocols and documents.

² "Provider" refers to a physician, nurse, midwife, psychologist or social worker unless otherwise specified

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Each verification criterion lists whom to ask about achievement of these standards. Most verification criteria list multiple types of individuals within the facility to ask for verification. At a minimum, assessors will need to ask a team of at least two sources for corroboration, whenever possible. Specific instructions are included in the accompanying Facilitation Guide, which includes icons that specify whom to interview:



DOCTOR/NURSE/MIDWIFE/HEALTH WORKER



SOCIAL WORKER/COUNSELOR/PSYCHOLOGIST



FACILITY MANAGER/GBV SERVICES SUPERVISOR



POLICE³

Some standards may be difficult to discuss. For these standards, *prompts with suggested language are included in italic font*. Some standards have supplemental information, or refer to another standard in the tool. For these standards, (INSTRUCTIONS ARE INCLUDED IN BOLD CAPS AND PARENTHESES).

Scoring Instructions:

1. Do not leave any verification criteria blank on the tool. Mark each criterion individually as “YES” or “NO”. Mark “YES” if the procedure, documentation, item, etc. exist as described. Mark “NO” if the procedure, documentation, item, etc. do not exist as described.
2. Provide a short justification for any criteria marked “NO” by recording any gaps, issues, or missing items/elements of care in the comments column.
3. Some verification criteria may not be applicable. If so, the option to mark “N/A” will be clearly indicated directly below the standard category description (**IN BOLD CAPITAL LETTERS AND PARENTHESES.**) For these, write “N/A” in the comments box and include an explanation of why the verification criterion was not applicable.
4. After the assessment, transfer the information collected in this document onto the Scoring Feedback Form. Take care when transferring information from the tool to the Scoring Feedback Form to ensure no data or comments are lost.
5. On the Scoring Feedback Form, score the standard as “YES” if **all** of its verification criteria are met; for the full version of the tool, this includes achieving all of the blue plus (+) “aspirational” criteria in addition to the standard criteria.
6. Score the standard as a “NO” if any of its verification criteria are **not** met, and write in the comments column what item was missing or not performed.

³ Police may not be present in all facilities. Assessors should not reach out to police outside of facilities; however, police can serve as sources of verification where readily available on-site.

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7. Verification criteria marked **“N/A”** are not factored into the score. (If **all** the other verification criteria in that standard are met except the one marked **“N/A”**, score the standard as a **“YES”**. If **any** of the other criteria in that standard are not met, score the standard as a **“NO”**. Do not count a standard as achieved if **all** the criteria are **“N/A”**.) **(EXAMPLES OF SCORED STANDARDS ARE IN THE FACILITATION GUIDE.)**
8. Do not give a partial score (e.g. 0.75) if only **some** of the verification criteria are met, to avoid confusion or calculation errors. These should be marked as a **“NO”**.
9. Count the number of standards scored as **“YES.”** Enter this into the **“# of Standards Achieved”** row.
10. Take the **“# of Standards Achieved”**, divide by 28 (or the total number of standards minus any that were scored as **“N/A”**) and multiply by 100 to get the **“% of Standards Achieved”**. This is the final assessment result; record it on the Scoring Feedback Form.
11. Record overall strengths and challenges at the bottom of the Scoring Feedback Form.

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QUALITY ASSURANCE STANDARDS	VERIFICATION CRITERIA	MEANS OF VERIFICATION	YES	NO	COMMENTS
I. AVAILABILITY AND APPROPRIATENESS OF SERVICES					
1. Facility offers GBV services that are accessible, available, affordable and appropriate	1.1 Facility offers essential GBV care ⁴ 24 hours a day OR facility helps patients to access alternative facilities that provide essential care during off-hours	I 	☐	☐	
	1.2 Facility offers GBV care without requiring GBV patients to report to the police	I, R 	☐	☐	
	1.3 Facility keeps medico-legal forms on site (e.g., patients do not have to go to the police station to obtain forms) (ASK TO SEE THE FORM)	I, R 	☐	☐	
	1.4 Facility maintains patient privacy during triage/intake process	I, D 	☐	☐	
	1.5 Facility eliminates or reduces fees for GBV patients Prompt: Are there any services GBV patients must pay for?	I 	☐	☐	

⁴ Essential GBV care includes first-line support, defined by the WHO as (basic empathetic counseling using **LIVES**: Listening, Inquiring, Validating, Enhancing safety, and Support through referrals. WHO, 2014, as well as), HIV and STI post-exposure prophylaxis, and emergency contraception, and referrals, as needed.

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QUALITY ASSURANCE STANDARDS	VERIFICATION CRITERIA	MEANS OF VERIFICATION	YES	NO	COMMENTS
	1.6 Facility prioritizes patients who have experienced sexual assault to ensure they receive care and support as soon as possible	I 	☐	☐	
	1.7 Facility ensures all patients have equal access to care, regardless of sex, gender identity, sexual orientation, marital status, age, disability, race, religion, ethnicity, etc. Prompt: Have you ever heard of any patient being turned away from the facility due to the ethnic group they were from, because they were unmarried, because they were male, or for any other reason?	I 	☐	☐	
II. FACILITY READINESS AND INFRASTRUCTURE					
2. Facility has visible GBV information, education and communication (IEC) materials	2.1 Facility has visible IEC materials for patients (e.g., posters and/or pamphlets on what to do in case of GBV, GBV laws and rights, and available services) in high-traffic areas (e.g., lobby, waiting areas, consultation rooms, restrooms.)	D, R	☐	☐	
3. Facility has appropriate infrastructure, equipment and commodities in place to provide appropriate GBV care (SEE DETAILS IN BOX 1)	3.1 Facility offers GBV services in a location that is part of — or next to— a health facility (not in a stand-alone location)	D	☐	☐	
	3.2 Facility ensures that signs inside and outside the facility are discreet (e.g., instead of “Rape Center” signs could say “Wellness Center” or “One-Stop Center”) to increase the safety and privacy of patients and providers	D	☐	☐	

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QUALITY ASSURANCE STANDARDS	VERIFICATION CRITERIA	MEANS OF VERIFICATION	YES	NO	COMMENTS
	3.3 Facility's rooms/areas where GBV counseling and clinical services are provided are private (patient cannot be seen or heard from outside), clean and comfortable	D	☐	☐	
	+ 3.4 Facility has a room where the patient can rest and/or recuperate that is private, quiet, clean and comfortable	D, I 	☐	☐	
	3.5 Facility has all essential infrastructure, furniture, equipment, supplies, documents, and commodities available (SEE BOX 1 BELOW THIS SECTION TO SCORE THIS STANDARD. IF ANY ESSENTIAL ITEM IS MISSING, MARK THIS STANDARD AS A NO)	D, I 	☐	☐	
	3.6 Facility has a system in place to check on a quarterly basis whether medicines, vaccines, and tests are within validity/expiration date, and safely discard those that have expired	D, I 	☐	☐	
	3.7 Facility integrates essential GBV supplies, commodities, vaccines, tests and equipment (DETAILS IN BOX 1) within the facility's essential supply chain	D, I 	☐	☐	
	+ 3.8 Facility has not had a stock-out of essential GBV supplies, vaccines, tests or medicines (DETAILS IN BOX 1) in the past 3 months, and there is a system in place for emergency orders	I 	☐	☐	
BOX 1: ESSENTIAL INFRASTRUCTURE, FURNITURE, EQUIPMENT, SUPPLIES AND COMMODITIES					

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QUALITY ASSURANCE STANDARDS	VERIFICATION CRITERIA	MEANS OF VERIFICATION	YES	NO	COMMENTS
(CONDUCT DIRECT OBSERVATION AND INTERVIEW A PROVIDER OR FACILITY MANAGER TO ASSESS WHETHER THE FOLLOWING ARE AVAILABLE. SCORE STANDARD 3.5 AS “YES” IF ALL ESSENTIAL ITEMS, E.G., <u>THOSE WITHOUT A + SYMBOL</u>, ARE PRESENT.)  					
Infrastructure ☐ Private consultation/examination room (patient cannot be seen or heard from outside) that is clean and comfortable ☐ Toilet or latrine that can be locked from the inside ☐ Water ☐ + Laboratory facilities ☐ + Private room for patient to rest/recuperate ☐ + Access to a waiting room for family members or companions Furniture ☐ Chairs for patient, companion, and provider ☐ Table or desk ☐ Door, curtain or screen for visual privacy during examination ☐ Examination table ☐ Washable or disposable cover for examination table					

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QUALITY ASSURANCE STANDARDS	VERIFICATION CRITERIA	MEANS OF VERIFICATION	YES	NO	COMMENTS
☐ Adequate light source in examination room ☐ Angle lamp or torch/flashlight for pelvic exam ☐ Lockable cabinet, room or other unit for secure storage of patient paper files; OR a password protected computer for electronic files ☐ Lockable medical supply cabinet or lockable room where medical supplies are kept ☐ + Lockable cupboard, safe, drawer or room for temporary storage of forensic/medico-legal evidence ⁵ ☐ + For the private recuperation room: bed, pillow, clean bedding, change of clothes, and toys/dolls and drawing supplies (for child patients). To be provided after the examination (to preserve any evidence): shower, sink with soap and clean water for drinking and handwashing, and simple food Administrative Supplies ☐ Job aids in language of provider (e.g., algorithm, referral flow chart) (SEE SECTION “HEALTH CARE POLICY AND PROVISION” FOR LIST OF JOB AIDS) ☐ Relevant national guidelines, protocols and policies ☐ Patient intake form/patient assessment form ☐ Medico-legal form/forensic examination form ☐ GBV or post-rape care register ☐ Consent form or standardized questions the provider uses to obtain verbal or written, informed consent for GBV examination and care ⁶					

⁵ Forensic evidence includes items such as blood, semen, DNA, hairs, fingerprints, fibers, etc. obtained by scientific methods such as ballistics, blood tests, and DNA tests to be used in court.. For further information on how to collect forensic evidence see WHO (2003) Guidelines for medico-legal care for victims of sexual violence.
<http://apps.who.int/iris/bitstream/10665/42788/1/924154628X.pdf> (May also want to refer to [Strengthening the medico-legal response to sexual violence \(WHO, UNODC, UN Action, 2015\)](#))

⁶ Providers must always obtain informed consent prior to any procedure or service. For GBV services, written consent is ideal, however, verbal consent is adequate if a consent form is not available.

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QUALITY ASSURANCE STANDARDS	VERIFICATION CRITERIA	MEANS OF VERIFICATION	YES	NO	COMMENTS
☐ Consent form or standardized questions the provider uses to obtain verbal or written, informed consent for HIV testing ☐ Referral directory ☐ + On-site laboratory register (if GBV services include an on-site laboratory) ☐ + IEC materials in local language(s) ☐ + List of referral services or information pamphlet in the patient's language to take home (only if the patient thinks it is safe to do so) General Clinical Supplies: ☐ Blood pressure cuff ☐ Stethoscope ☐ Clean bed linens and gowns for each patient ☐ Sink with hand soap and/or glycerine-alcohol handrub for use by clinician before exam and by patient after exam ☐ Resuscitation equipment (if the health facility where GBV services are located has this equipment, this is sufficient) ☐ Feminine hygiene supplies (sanitary napkins/pads or clean cloths) ☐ Waste basket with cover and disposable liner for non-biohazardous materials ☐ Biohazardous waste basket with cover and disposable liner for biohazardous materials ☐ Needles/syringes and sharps container with cover ☐ Instrument care and cleaning supplies (functioning autoclave to sterilize equipment, backup system for sterilization, disinfectants, bleach, detergent, brush)					

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QUALITY ASSURANCE STANDARDS	VERIFICATION CRITERIA	MEANS OF VERIFICATION	YES	NO	COMMENTS
☐ Sterile tray for instruments ☐ Blood tubes ☐ Sterile or clean urine containers ☐ Disposable, powder-free exam gloves ☐ Speculum ☐ Tongue depressor (for inspection of oral frenulum and injury) ☐ Scissors ☐ Sutures ☐ Bandages ☐ Clock (to document examination start and end time) ☐ + Telephone ☐ + Cheatle forceps for removal of debris/objects ☐ + Colposcope ☐ + Small speculum for child or adolescent survivors (only to be used in case of vaginal injury and with general anaesthesia) ☐ + Forensic Evidence Collection Supplies ☐ + Sterile swabs and a mechanism for drying them					

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QUALITY ASSURANCE STANDARDS	VERIFICATION CRITERIA	MEANS OF VERIFICATION	YES	NO	COMMENTS
☐  Rape kit; or clean white paper, paper bags, pens, envelopes, and a box or large envelope ☐  Tape and marker for sealing and labeling bags and envelopes ☐  Unused comb (for pubic hair combings) ☐  Sterile saline or sterile water, and glass slides (for evidence collection and lab preparation, as appropriate to site) ☐  Magnifying glass ☐  Spare clothing and undergarments to replace those taken as evidence ☐  Digital camera with flash, memory card, batteries, and photographic reference ruler to document injuries (use of a provider's personal camera phone is not recommended due to privacy concerns) ☐  Toluidine blue dye ⁷ and removal agent (lubricant or diluted acetic acid) ☐  Alternate Light Source ⁸ Essential drugs and commodities ☐ HIV test kit ☐ Pregnancy tests ☐ Emergency contraception pills or IUCD (TYPES AND DOSAGE ACCORDING TO NATIONAL GUIDELINES OR WHO GUIDANCE) ☐ HIV post-exposure prophylactics as per country protocol (TYPES AND DOSAGE ACCORDING TO NATIONAL GUIDELINES OR WHO GUIDANCE)					

⁷ Toluidine blue dye is applied to the female external genitalia on the fossa navicularis and can also be used in cases of anal assault—simple application and removal allows clinicians to highlight and document microtrauma otherwise not seen.

⁸ An Alternate Light Source is equipment used in crime scene investigation to identify physiological fluids (semen, urine, and saliva) through their natural fluorescent properties utilizing UV light.

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QUALITY ASSURANCE STANDARDS	VERIFICATION CRITERIA	MEANS OF VERIFICATION	YES	NO	COMMENTS
☐ Drugs for treatment of STIs as per country protocol ☐ Drugs for pain relief (e.g., paracetamol) ☐ Local anesthetic for suturing ☐ Broad-spectrum antibiotics for wound care ☐ Tetanus Vaccine ☐  Hepatitis B Vaccine ☐  Anti-emetics (for nausea) ☐  Tranquilizers/sedatives (only to be used in exceptional cases and for no longer than a 48 hour period. Benzodiazepines are not recommended). ☐  General anesthesia, if speculum exam is clinically indicated for pediatric patients (SEE VERIFICATION CRITERIA 10.5)					

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QUALITY ASSURANCE STANDARDS	VERIFICATION CRITERIA	MEANS OF VERIFICATION	YES	NO	COMMENTS
III. IDENTIFICATION OF PATIENTS WHO HAVE EXPERIENCED IPV or SV ⁹					
4. Facility has an appropriate system in place for providers to identify patients who have experienced GBV	4.1 If patient presents with common signs and symptoms for IPV or SV (SEE SIGNS AND SYMPTOMS IN BOX 2), the provider conducts clinical inquiry (asks about IPV or SV based on suspicion of violence) (SEE STANDARD 5 FOR QUESTIONS)	I, R 	☐	☐	
	4.2 Facility's policy is to conduct routine enquiry about IPV or SV ONLY IF services meet all of the following WHO minimum requirements for routine enquiry: • A protocol or standing operating procedure exists for asking about and responding to GBV • Providers have received training on how to ask about IPV or SV and provision of first-line support (i.e. LIVES) • Private setting • Confidentiality ensured • A system for referrals or linkages to other services within the facility is in place If any of these minimum requirements is missing providers do not conduct routine enquiry	I, R 	☐	☐	

⁹ While there are many forms of GBV, this tool offers guidance on how to ask about the most common forms of GBV: **IPV and SV**. The WHO outlines three main approaches to ask about **IPV**, of which two are supported by the evidence:

Clinical enquiry is a type of case identification where a provider asks about experiences of violence among patients who either disclose they have experienced violence, or patients who show signs and symptoms of IPV. **This should be done no matter what the condition of GBV services in order to provide appropriate and timely care.**

Routine enquiry is a type of case identification where a provider asks about experiences of violence when assessing clinical conditions associated with intimate partner violence.(e.g. asking all ANC patients or all HIV patients). **This should only be done in settings that meet minimum standards as per WHO guidelines, described in 4.2. To enquire and then offer no services/ poor quality services could re-traumatize the survivor and create a lack of trust in services, and is not recommended.**

Universal screening is a type of case identification where a provider asks about experiences of violence among all patients in all settings (patients are asked no matter what service they receive). **Universal screening is not recommended.** There is insufficient evidence that it leads to a decrease in IPV or health benefits, and it also may overwhelm already over-burdened health systems.

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QUALITY ASSURANCE STANDARDS	VERIFICATION CRITERIA	MEANS OF VERIFICATION	YES	NO	COMMENTS
	(IF THE SITE DOES NOT CONDUCT ROUTINE ENQUIRY, MARK "N/A" IN THE COMMENTS SECTION AND DO NOT SCORE THIS CRITERION)				
BOX 2. GENERAL SIGNS AND SYMPTOMS OF IPV¹⁰ • Bruising, fractures, abrasions, and/or traumatic injury, particularly if repeated over time, and/or with vague or implausible explanations • Unexplained chronic gastrointestinal symptoms such as irritable bowel syndrome and chronic pain • Unexplained reproductive tract symptoms, such as pelvic pain, sexual dysfunction • Adverse reproductive outcomes, such as multiple unintended pregnancies and/or terminations, delayed pregnancy care, or adverse birth outcomes • Unexplained genital or anal injury, such as pain, sores, bleeding or discharge from the genitalia or anus • Unexplained genitourinary symptoms, such as pain during urination, frequent bladder or kidney infections • Repeated vaginal or anal bleeding and sexually transmitted infections • Other unexplained chronic pain • Problems with the central nervous system – e.g., headaches, cognitive problems, hearing loss • Repeated health consultations with no clear diagnosis • Intrusive partner or spouse who insists on being present in consultations • Symptoms of depression, anxiety, PTSD, sleep disorders • Suicidal thoughts and/or behaviors, or other self-harm • Alcohol and other substance abuse Child and Adolescent-Specific Signs and Symptoms of SV • Pregnancy in a child unable to legally consent to sexual intercourse • Any STI in a child beyond the perinatal acquisition period • Pain, sores, bleeding, injury, and discharge from the genitalia or anus of a prepubescent child • Disclosure of sexual violence or exploitation by a child • Anal complaints (e.g., fissures, pain, bleeding) • Recurrent vulvo-vaginitis and other gynecological disorders					

¹⁰ These signs and symptoms are included to assist the provider to triangulate the occurrence of IPV or SV; however, they may also indicate an unrelated cause or health issue. If IPV or SV is suspected, the provider should use subjective discretion and probe further to ascertain whether or not IPV/SV has occurred.

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QUALITY ASSURANCE STANDARDS	VERIFICATION CRITERIA	MEANS OF VERIFICATION	YES	NO	COMMENTS
• Bedwetting and fecal soiling beyond the usual age • Inappropriate or overly sexualized behaviors • Restlessness, irritability and aggressive behavior					
5. Provider asks about IPV or SV in an appropriate manner	5.1 Provider never asks about IPV or SV unless the patient is alone (even if another family member is present, since that person may be the abuser, or a relative of the abuser) AND in a private consultation room (patient cannot be seen or heard from outside)	I 	☐	☐	
	5.2 Provider brings up topic of GBV carefully by making some general statements about GBV before asking patient directly about her/his situation Prompt: How would you first bring up the topic of IPV or SV with a patient? Probe: Would you ask any of the following questions? • We often see people experiencing problems in their relationships that can negatively affect their health and wellbeing • I like to ask patients about any experiences with violence or abuse to help them receive the most appropriate healthcare and support • Violence that happens at home is often not talked about and is something that many people experience. I am a safe person to talk to if violence at home, or anywhere else, is happening to you or someone you care about	I 	☐	☐	
	5.3 Provider does not require patient to talk about her/his experience of IPV or SV if s/he does not want to	I	☐	☐	

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QUALITY ASSURANCE STANDARDS	VERIFICATION CRITERIA	MEANS OF VERIFICATION	YES	NO	COMMENTS
	Prompt: If a patient states that s/he does not want to talk about her/his experience of IPV or SV, do you still encourage them to?				
	5.4 Provider explains that s/he will ask the patient detailed questions to assess his or her safety and to make sure s/he gets the right treatment and support Prompt: If a patient comes in and tells you that s/he has experienced IPV or SV, would you explain what you are going to do and ask? How would you explain it?	I 	☐	☐	
	5.5 Provider asks simple and direct questions about specific acts of violence to enquire about IPV or SV and documents responses Prompt: Could you give me some examples of the questions you ask a patient in order to understand what kind of violence is being disclosed, if any? (IF PROVIDER GIVES A RESPONSE SIMILAR TO 3 OR MORE OF THE QUESTIONS BELOW, MARK THIS VERIFICATION CRITERIA AS “YES”. READ ALOUD 2-3 EXAMPLES BELOW FOR CLARIFICATION) • In the past 6 months, have you been hit, slapped, punched, kicked or strangled? • In the past 6 months, has anyone forced you to have sex against your will? • Has anyone forced you to have any sexual contact you did not want?	I 	☐	☐	

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QUALITY ASSURANCE STANDARDS	VERIFICATION CRITERIA	MEANS OF VERIFICATION	YES	NO	COMMENTS
	- Has anyone ever threatened to hurt you or physically harm you in some way? THE FOLLOWING QUESTIONS ARE FOR SURVIVORS OF IPV, NOT FOR CHILD SURVIVORS OF SV - Does that person(s) try to control you, for instance, not letting you have money or leave the house? - Does your spouse or partner or anyone else bully or insult you? - Has your spouse or partner or anyone else threatened to kill you? - Do you feel afraid of this person?				
6. Provider assesses and addresses any risk of immediate violence or harm when IPV or SV is disclosed (i.e., safety planning)	6.1 Provider asks simple and direct questions to assess immediate danger to the patient's life Prompt: Could you give me some examples of the questions you ask a patient to assess for immediate danger, if any? (IF PROVIDER GIVES A RESPONSE SIMILAR TO 3 OR MORE OF THE QUESTIONS BELOW, MARK THIS VERIFICATION CRITERIA AS "YES". READ ALOUD 2-3 EXAMPLES BELOW FOR CLARIFICATION) - Has the physical violence happened more often, or has it gotten worse over the past 6 months? - Has s/he ever used a weapon or threatened you with a weapon? - Has s/he ever tried to strangle you? - Do you believe s/he could kill you? - Has s/he ever beaten you while you were pregnant? - Is s/he violently and constantly jealous of you?	I 	☐	☐	

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QUALITY ASSURANCE STANDARDS	VERIFICATION CRITERIA	MEANS OF VERIFICATION	YES	NO	COMMENTS
	6.2 If patient responds “yes” to any of the questions above concerning immediate danger, or if the patient requests shelter, the provider offers appropriate referrals to shelter or safe housing, or works with the patient to identify a safe place where s/he can go (e.g., a friend’s home, church, etc.)	I 	☐	☐	
	6.3 Provider helps patient to make a safety plan Prompt: Could you give me some examples of the questions you ask a patient to help them make a safety plan? (IF PROVIDER GIVES A RESPONSE SIMILAR TO 3 OR MORE OF THE QUESTIONS BELOW, MARK THIS VERIFICATION CRITERIA AS “YES”. READ ALOUD 2-3 EXAMPLES BELOW FOR CLARIFICATION) • If you needed to leave your home in a hurry, where could you go? • Would you go alone or take your children with you? (If the patient has children) How will you get there? • What documents, keys, money, clothes, phone, telephone numbers or other things would you take with you when you leave? • Can you put these essential items in a safe place or leave them with someone you trust outside of your home, just in case? • Do you have access to money if you need to leave in an emergency? • Is there a neighbor you can tell to call the police or bring assistance if they hear sounds of violence coming from your home?	I 	☐	☐	

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QUALITY ASSURANCE STANDARDS	VERIFICATION CRITERIA	MEANS OF VERIFICATION	YES	NO	COMMENTS
IV. PATIENT-CENTERED CLINICAL CARE AND COMMUNICATION					
7. Provider obtains informed consent from adult patients and informed assent from patients who are minors	7.1 Provider obtains written ¹¹ or verbal informed consent (or informed assent from minors), ¹² including explaining to the patient what the medico-legal exam entails and how resulting information may be used, prior to medical examination or procedure	I, R 	☐	☐	
	7.2 Provider obtains written or verbal consent for HIV counseling and testing	I, R 	☐	☐	
	7.3 Provider follows national or facility guidelines for obtaining informed assent from children and adolescents if patient is under age of majority	I 	☐	☐	
	7.4 Provider never forces the patient, including children of any age, to undergo an examination against her/his will, unless the examination is necessary for medical treatment (e.g., if a patient may have life-threatening internal bleeding) Prompt: Are there any conditions in which you might force a patient to undergo an examination if they did not want to?	I 	☐	☐	

¹¹ For a sample consent form, see p. 56 of PEPFAR's Step by Step Guide to Strengthening Sexual Violence Services in Public Health facilities:

http://www.popcouncil.org/uploads/pdfs/2010HIV_PEPFAR_SGBV_Toolkit.pdf

¹² "Consent" may only be given by individuals who have reached the legal age of consent (this is typically 18 years old). "Informed assent" is the agreement of someone not able to give legal consent to participate in services. See the Facilitation Guide for guidance on what age patients should be asked for consent vs. informed assent.

Means of Verification: **D:** Direct observation, **I:** Interview providers or facility managers, **R:** Review of records, guidelines, documents, etc.

QUALITY ASSURANCE STANDARDS	VERIFICATION CRITERIA	MEANS OF VERIFICATION	YES	NO	COMMENTS
	7.5 Provider makes it clear to the patient that s/he can decline any component of the examination or counseling session at any point, and seeks verbal consent at each stage of the examination	I 	☐	☐	
	7.6 Provider respects the patient's decision about whether to involve the police, in accordance with national law. Prompt: If the patient does not want to involve the police, are there any reasons why you would force them to?	I 	☐	☐	
	7.7 If police involvement is legally mandated (e.g. for a minor), provider informs the patient and/or guardian about required procedures, patient rights, and possible outcomes of police involvement as early in the discussion as possible (IF THERE ARE NO GUIDELINES OR LAWS MANDATING REPORTING, MARK "N/A" IN THE COMMENTS SECTION AND DO NOT SCORE THIS CRITERION)	I 	☐	☐	
	7.8 After the child's safety has been secured and acute clinical care has been provided, if required by law, provider makes any mandated reports to authorities. This decision is guided by the least harmful course of action that takes into account the best interests of the child and his/her right to protection. Prompt: Have you ever reported abuse of the child to the authorities, and under what circumstances?	I 	☐	☐	
	8.1 Provider assesses and documents vital signs	I	☐	☐	

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QUALITY ASSURANCE STANDARDS	VERIFICATION CRITERIA	MEANS OF VERIFICATION	YES	NO	COMMENTS
8. Provider manages injuries appropriately					
	8.2 Provider ensures patient is medically stabilized and treats serious injuries immediately	I 	☐	☐	
	8.3 Provider takes a detailed medical history, as appropriate, from the patient (or from guardian/trusted companion if patient is unable to give a history and has consented to a companion being present, or the patient is a minor)	I 	☐	☐	
	8.4 Provider manages genital and anal injuries appropriately (e.g., sutures deep vaginal, cervical, or anal lacerations or refers to higher-level facility if indicated, particularly in cases of female genital mutilation)	I 	☐	☐	
	8.5 Provider manages minor injuries appropriately, after forensic evidence is collected (only if patient has given informed consent for collection of forensic evidence) (SEE STANDARD 19), including: • Caring for minor wounds, lacerations or tears • Providing appropriate bandaging and splinting as needed • Providing follow up testing as indicated (e.g., X-Ray for bone fractures)	I 	☐	☐	
9. Provider demonstrates knowledge of appropriate communication techniques	9.1 Provider demonstrates knowledge of empathetic and appropriate communication skills to use with all patients	I 	☐	☐	

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QUALITY ASSURANCE STANDARDS	VERIFICATION CRITERIA	MEANS OF VERIFICATION	YES	NO	COMMENTS
to prevent further traumatization of patient	Prompt: Could you name some of the most important communication techniques to use with all patients? (SCORE AS “YES” IF PROVIDER MENTIONS 3 OR MORE OF THE EXAMPLES BELOW. READ ALOUD 2-3 OF THE EXAMPLES FOR CLARIFICATION) • Listen actively (e.g., do not interrupt, rush or pressure the patient to disclose information if s/he is reluctant) • Validate what the patient says (i.e., verbally acknowledge the importance of what the patient says) • Show kindness, compassion and concern • Avoid judgment or blame • Speak in the language of the patient, or bring in a translator • Use simple language and avoid complex terms • Use language and non-verbal communication that is easy for the patient to understand • Encourage the patient to ask questions				
10. If patient is a child, provider takes special considerations, according to national guidelines	+ 10.1 Provider contacts a trained social worker or advocate to be present throughout the examination and during any interaction with law enforcement	I 	☐	☐	
	10.2 Provider offers compassionate, supportive counseling prior to history taking	I 	☐	☐	
	10.3 If provider suspects home environment is abusive or dangerous, provider works to identify alternative shelter or appropriate course of action for child	I	☐	☐	

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QUALITY ASSURANCE STANDARDS	VERIFICATION CRITERIA	MEANS OF VERIFICATION	YES	NO	COMMENTS
					
	10.4 For child patients, provider uses child-friendly communication techniques. Prompt: Could you name some of the most important child-friendly communication techniques to use with child patients? (SCORE AS “YES” IF PROVIDER MENTIONS THREE OR MORE OF THE EXAMPLES BELOW. READ ALOUD 2-3 OF THE EXAMPLES FOR CLARIFICATION) • Reassure the child that s/he did the right thing in reporting the assault, and that s/he is not to blame • Give the child the ability to make choices throughout (e.g., ask questions like “Would you like this blanket or that blanket?”). This allows the child to regain control and feel empowered • Ask one question at a time • Avoid asking leading questions (e.g., instead of asking “Did s/he touch your genitals?” provider should ask “Where did s/he touch you?”) • Avoid asking multiple-choice or yes/no questions, which can be confusing and lead the child to give inaccurate responses (e.g., instead of asking “Was the person who did this a stranger, classmate, neighbor or family member?” the provider could ask “Who is the person who did this?”) • Avoid asking young children (e.g. under age 10) when something may have happened to them, since they may not have an accurate sense of time	I 	☐	☐	

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QUALITY ASSURANCE STANDARDS	VERIFICATION CRITERIA	MEANS OF VERIFICATION	YES	NO	COMMENTS
	10.5 Provider permits child to have a trusted companion present during the exam, recognizing the companion may or may not be the caregiver or parent	I 	☐	☐	
	10.6 To avoid pain or serious injury, provider does not use a speculum to examine pre-pubertal girls, unless an internal vaginal injury or internal bleeding is suspected— in which case general anesthesia is administered prior to exam and a child-sized, small speculum is used	I 	☐	☐	
	+ 10.7 Facility has child-appropriate dolls, toys or drawing supplies (paper, crayon/marker/pencil/paint) available	I 	☐	☐	
11. Provider respects and maintains patient privacy and confidentiality	11.1 Provider does not share any information regarding the patient or the violent incident(s) with anyone who is not directly involved in the patient's care	I 	☐	☐	
	11.2 Provider allows only authorized people into the consultation or exam (e.g., authorized people could be patient's preferred companion or staff involved in the patient's care)	I 	☐	☐	
	11.3 Provider gives patient adequate time, space, and privacy in order to undress and dress for exams	I 	☐	☐	

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QUALITY ASSURANCE STANDARDS	VERIFICATION CRITERIA	MEANS OF VERIFICATION	YES	NO	COMMENTS
	11.4 Facility keeps patient files, medico-legal forms, GBV register, forensic evidence and any other documents with identifying information about the patient securely in a locked cupboard, locker or locked room, according to national guidelines and facility protocols	I, R 	☐	☐	
	+ 11.5 Facility has a written policy in place to govern who can access patient files, medico-legal forms, and forensic evidence	I, R 	☐	☐	
12. Provider observes the following aspects of respectful care to prevent further traumatization of patient	12.1 Provider takes care to minimize pain during exam	I 	☐	☐	
	12.2 Provider gives pain relief medication when requested or as necessary	I 	☐	☐	
	12.3 Provider keeps patient's body covered with gown or sheet as much as possible throughout exam, so as to avoid unnecessary or traumatic bodily exposure	I 	☐	☐	
	12.4 Facility offers patient the choice of the sex of the provider to conduct the examination. If provider of preferred sex is not available, facility offers the patient to have a staff member of the preferred sex present in the examination room	I 	☐	☐	

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QUALITY ASSURANCE STANDARDS	VERIFICATION CRITERIA	MEANS OF VERIFICATION	YES	NO	COMMENTS
	✚ 12.5 Facility offers inpatients and those staying in the on-site shelter/safe room simple food and fluids (to be given after medico-legal exam if patient has consented to one)	I 	☐	☐	
13. Provider conducts medical examination for genital and non-genital injuries	13.1 Provider conducts medical examination for genital and non-genital injuries, and provides appropriate treatment based on findings (including identifying injuries and observing any petechiae¹³ on the scalp, behind ears, in the mouth, and in the sclera of eyes).	I, R 	☐	☐	
	13.2 Provider uses speculum only when appropriate and only if the provider has been trained on its proper use. Prompt: When would you use a speculum? Probe: Are there any conditions under which speculum use would be inappropriate? EXAMPLES OF INAPPROPRIATE CONDITIONS FOR SPECULUM USE: - On children unless an internal vaginal injury or internal bleeding is suspected - If not clinically indicated - If the patient declines - If provider has not been trained on how to use a speculum - If the patient is more than 20 weeks pregnant and bleeding (as this may cause increased bleeding, unless	I 	☐	☐	

¹³ Small red or purple spots caused by bleeding into the skin

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QUALITY ASSURANCE STANDARDS	VERIFICATION CRITERIA	MEANS OF VERIFICATION	YES	NO	COMMENTS
	exam is conducted by a provider trained in managing pregnancy complications)				
	13.3 If patient has been strangled, provider tells patient to return to the clinic (if able to provide care for strangulation) or seek higher level health facility if experiencing any new onset of: difficulty breathing, voice changes, or signs of respiratory distress up to 72 hours after the assault, as this may be related to possible swelling in the tissue surrounding the trachea Prompt: If the patient has been strangled, are there any special instructions you would give them, and why?	I 	☐	☐	
	+ 13.4 If patient is experiencing heavy or prolonged anal bleeding, trained provider uses anoscope for anal exam	I 	☐	☐	
14. For female sexual assault survivors, provider offers emergency contraception	14.1 Provider offers oral emergency contraception (EC) within 5 days (120 hours) of the assault, according to national guidelines	I 	☐	☐	
	14.2 If oral EC is not available, and if it is appropriate, a trained provider offers to insert a copper-bearing intrauterine device (IUCD) only if the patient is seeking ongoing pregnancy prevention Prompt: If oral emergency contraception is not available, would you offer to insert an IUCD?	I 	☐	☐	

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QUALITY ASSURANCE STANDARDS	VERIFICATION CRITERIA	MEANS OF VERIFICATION	YES	NO	COMMENTS
	Probe 1: (ASK IF THE PROVIDER RESPONDS YES TO PROMPT) Have you been trained to insert an IUCD? Probe 2: (ASK IF THE PROVIDER RESPONDS YES TO PROMPT) Would you confirm first with the patient if she is seeking ongoing pregnancy prevention before inserting an IUCD?				
	14.3 If IUCD is selected, a provider trained in IUCD insertion inserts it within 120 hours (5 days) of sexual assault	I 	☐	☐	
	14.4 If patient declines EC, provider gives information that EC is less effective as time passes, and emphasizes the importance of returning back to the facility for follow-up pregnancy testing and monitoring	I 	☐	☐	
15. Provider offers HIV counseling, testing and HIV post-exposure prophylaxis (PEP) within 72 hours to sexual assault survivors	15.1 For sexual assault survivors, provider offers HIV counseling and testing as per national guidelines	I 	☐	☐	
	15.2 If the patient tests negative for HIV and the assault occurred within the past 72 hours, provider discusses the various risk factors for HIV infection with the patient to determine the patient's need for PEP Prompt: If the patient tests negative for HIV, would you discuss the risk of infection further? What would you ask about?	I 	☐	☐	

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QUALITY ASSURANCE STANDARDS	VERIFICATION CRITERIA	MEANS OF VERIFICATION	YES	NO	COMMENTS
	(SCORE THIS STANDARD AS A “YES” IF PROVIDER MENTIONS 2 OR MORE OF THE EXAMPLES BELOW ON HIV RISK FACTORS) - The nature of the assault (which orifices were penetrated, whether or not there was anal or genital injury, etc.) - The HIV status of perpetrator(s) if known - Number of perpetrators				
	15.3 If patient tests negative for HIV AND the sexual assault occurred within previous 72 hours, provider offers full 28 day dosage of PEP in a two or three-drug regimen, or in accordance with national guidance (i.e. provider gives the full dosage so patient does not have to return for another visit)	I, R 	☐	☐	
	15.4 If patient is a child and tests HIV negative, provider prescribes appropriate pediatric PEP dosage according to national guidance	I 	☐	☐	
	15.5 If PEP is given, provider counsels on side effects, the importance of adherence, and the importance of completing the full course of treatment to ensure PEP effectively reduces the risk for HIV infection	I 	☐	☐	
	+ 15.6 If PEP is given, facility has a tracking and follow-up system in place for ensuring and documenting PEP regimen completion	I, R 	☐	☐	

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QUALITY ASSURANCE STANDARDS	VERIFICATION CRITERIA	MEANS OF VERIFICATION	YES	NO	COMMENTS
	15.7 If patient tests positive for HIV and is interested in disclosing status to partner or family members, provider assesses for IPV and offers tailored guidance on how to disclose patient's HIV status to avoid disclosure-related violence, without pressuring patient to disclose Prompt: If a patient tests positive and wants to disclose this to her or his partner, what would you say and do, if anything?	I 	☐	☐	
	15.8 If patient refuses an HIV test and serostatus is unknown, and assault occurred within previous 72 hours, provider still offers PEP and encourages patient to return for HIV counseling and testing ¹⁴	I 	☐	☐	
16. Provider offers relevant medications and/or vaccinations for prevention and treatment of other sexually transmitted infections	16.1 Provider offers prophylaxis or treatment for sexually transmitted infections (STIs), and the choice of drugs and regimens follows national guidelines	I 	☐	☐	
	16.2 Provider gives tetanus vaccination if patient has not had one in past ten years, or is uncertain about vaccination status	I 	☐	☐	
	 16.3 Provider gives Hepatitis B vaccination within 24 hours of assault if the patient is not already immune	I	☐	☐	

¹⁴ “In emergency situations where HIV testing and counseling is not readily available but the potential HIV risk is high, or if the exposed person refuses initial testing, post-exposure prophylaxis should be initiated and HIV testing and counseling undertaken as soon as possible.” (WHO 2014, Guidelines on Post-Exposure Prophylaxis for HIV, p.18 http://apps.who.int/iris/bitstream/10665/145719/1/9789241508193_eng.pdf?ua=1&ua=1)

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QUALITY ASSURANCE STANDARDS	VERIFICATION CRITERIA	MEANS OF VERIFICATION	YES	NO	COMMENTS
	(determined through a blood test) according to the national guidelines (IF HEP B VACCINATION IS NOT AVAILABLE, WRITE “N/A” IN THE COMMENTS SECTION AND DO NOT SCORE THIS CRITERION)				
17. Providers offer mental health care to patients	17.1 Provider offers basic counseling including active listening, empathy, reassurance, and identification of social support	I 	☐	☐	
	+ 17.2 Providers with a good understanding of violence deliver mental health care to patients, according to national or WHO guidelines ¹⁵	I 	☐	☐	
	+ 17.3 Provider offers referrals to long-term mental health care and/or support groups	I, R 	☐	☐	
+ V. FORENSIC EXAMINATION AND HANDLING OF EVIDENCE ¹⁶ (IF FACILITY HAS NO FORENSIC SYSTEM IN PLACE, MARK “N/A” IN THE COMMENTS SECTION AND DO NOT SCORE THIS SECTION)					

¹⁵ WHO 2013. Responding to intimate partner violence and sexual violence against women: Clinical and policy guidelines.

<http://www.who.int/reproductivehealth/publications/violence/9789241548595/en>

¹⁶ Forensics is a new area for many countries, and some may lack the systems, policies, infrastructure and training to conduct forensic examination and evidence collection. **Carrying out a full forensic exam requires specialized skills and certification, including performing a sufficient number of examinations under supervision.** However, all providers, trained or not, can document basic forensic evidence such as injuries in a comprehensive and detailed manner that can be useful for criminal prosecution. The standards in this section pertain to forensic examination beyond documentation of basic evidence, and only to facilities where providers have received training in forensics. The standards in this section are therefore all considered aspirational and are marked with a + symbol.

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QUALITY ASSURANCE STANDARDS	VERIFICATION CRITERIA	MEANS OF VERIFICATION	YES	NO	COMMENTS
+ 18. Provider conducts a medico-legal examination and collects forensic evidence according to national protocol if available	+ 18.1 Provider conducts forensic examination and evidence collection IF the following are in place: • Provider has received specific training¹⁷ in forensics • Facility has a functional supervision system for providers that includes hands-on preceptorship immediately following training • Country's medical and legal systems have written guidelines or an agreement in place that establishes procedures for cooperation • There is an established system to maintain the chain of custody for evidence If any of these minimum requirements is missing, forensic systems are considered inadequate, and providers should not conduct a forensic examination or evidence collection.	I, R 	☐	☐	
	+ 18.2 Provider who has been trained in forensics takes a detailed forensic history as appropriate from the patient or guardian	I, R 	☐	☐	
	+ 18.3 Provider who has been trained in forensics collects and documents appropriate evidence (in addition to documentation of injuries above) within 5 days of sexual assault or at any time during the cycle of interpersonal violence, based upon the patient's history, which could include: • Vaginal, perianal/anal, oral or penile swabs (as indicated by history) for presence of bodily fluids and debris	I 	☐	☐	

¹⁷ Training can be pre-service or in-service (on-the-job)

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QUALITY ASSURANCE STANDARDS	VERIFICATION CRITERIA	MEANS OF VERIFICATION	YES	NO	COMMENTS
	• Control swab from patient (buccal swab or blood spot card) for comparison to evidence collected • Fingernail swabs (only if indicated) • Clothing such as undergarments to test for presence of semen or other bodily fluids, skin or hair, and to document damage (tears, broken zippers) • Pubic hair combings (to collect perpetrator's hair or debris) • Trace evidence that may be found on the patient's skin, hair or clothing (such as grass, leaves, dirt) • Moistened swabs from all affected bodily areas (e.g., where assailant licked, kissed or bit, or ejaculated on patient), as indicated according to history • Evidence collected through the use of an Alternate Light Source (semen, urine, and saliva) • Forensic photo documentation of injuries				

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QUALITY ASSURANCE STANDARDS	VERIFICATION CRITERIA	MEANS OF VERIFICATION	YES	NO	COMMENTS
+19. Provider collects, stores and/or transports forensic evidence securely, according to national protocol	+ 19.1 Provider is aware of the importance of forensic evidence collection as evidence to present in a criminal case	I 	☐	☐	
	+ 19.2 Providers use a standard protocol, checklist or kit to collect, package and seal forensic evidence correctly, and store it securely	I, R 	☐	☐	
	+ 19.3 Provider is aware of frequently-observed patterns of bruising, laceration and abrasion that are indicative of GBV ¹⁸	I 	☐	☐	
	+ 19.4 Provider asks questions to clarify his or her understanding when there are injuries or patterns observed that do not match the medical or forensic history	I 	☐	☐	
	+ 19.5 Provider wears clean gloves throughout the evidence collection process and changes gloves frequently when examining different body areas and between patients to avoid contamination	I 	☐	☐	
	+ 19.6 Provider collects forensic evidence within 5 days of the assault, since the likelihood of obtaining viable specimens decreases over time	I 	☐	☐	

¹⁸ Refer to table of common assaultive injury patterns in WHO (2003) Guidelines for medico-legal care for patients of sexual violence.
<http://apps.who.int/iris/bitstream/10665/42788/1/924154628X.pdf> p.51-52

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QUALITY ASSURANCE STANDARDS	VERIFICATION CRITERIA	MEANS OF VERIFICATION	YES	NO	COMMENTS
	+ 19.7 When collecting specimens for medical testing and forensic samples, provider collects forensic samples first since there is an increased likelihood of obtaining biologic materials within the first specimens collected	I 	☐	☐	
	+ 19.8 Provider maintains chain of custody ¹⁹ for appropriate and secure collection, storage, and transfer of evidence, including forensic photo documentation	I 	☐	☐	
	+ 19.9 Facility has systems in place to minimize the number of people who handle the evidence to maintain the chain of custody	I 	☐	☐	
	+ 19.10 Facility has systems in place to support and build the capacity of the provider to testify in court, if called upon to do so	I 	☐	☐	
	+ 19.11 If patient gives consent, the provider offering care documents injuries with photographs and ruler, taken with a good quality camera with flash, explaining that these pictures are for the confidential use of the facility to ensure patient receives the most appropriate clinical care, or for use in court and will not be shared publicly or at trial (PROVIDER'S PERSONAL CAMERA OR PHONE IS NOT RECOMMENDED, FOR PRIVACY CONCERNS)	I 	☐	☐	

¹⁹ The chain of custody is a formal chronological documentation of the custody and possession of evidence. It is used to establish the integrity of the evidence collection in a court of law.

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QUALITY ASSURANCE STANDARDS	VERIFICATION CRITERIA	MEANS OF VERIFICATION	YES	NO	COMMENTS
VI. REFERRAL SYSTEM AND FOLLOW UP OF PATIENTS					
20. Facility has a referral system in place to ensure patient is connected to all necessary services	20.1 Provider tells the patient about other available services and makes written referrals to the following services if relevant and wanted by the patient (including community-based services): Prompt: If a GBV patient needs support beyond what you can offer at your facility, what kind of referrals do you provide? Examples may include: • Police/law enforcement • Emergency shelter • Legal counsel • Long-term psychosocial support (individual counseling, support group, cognitive behavior therapy, etc.) • Child protection services (if necessary or when required by law) • Economic empowerment/Livelihood services • Safe abortion services in cases of rape or incest (in accordance with relevant laws in the country) • Follow-up medical care (if necessary or indicated)	I, R 	☐	☐	
	20.2 If facility does not have a functioning laboratory, provider offers a referral to a nearby laboratory (for blood and pregnancy tests, etc.) (IF FACILITY DOES HAVE A LABORATORY, MARK “N/A” IN THE COMMENTS AND DO NOT SCORE THIS CRITERION)	D, I 	☐	☐	

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QUALITY ASSURANCE STANDARDS	VERIFICATION CRITERIA	MEANS OF VERIFICATION	YES	NO	COMMENTS
	20.3 Facility has a system in place to document referral linkage(s) through confirmation with the referral facility, patient, referral card system or other method	D, I, R 	☐	☐	
	20.4 Facility informs stakeholders (police, community organizations, etc.) about the GBV services that are available at the facility, and during what hours they are provided. Facility makes clear that all survivors are welcome, and that seeking GBV care does not mean the survivor will have to pursue a legal case	D, I 	☐	☐	
	20.5 Facility has a list of support services that have been mapped at the local, district and provincial/state levels, and this referral directory is available for on-site review	I, R 	☐	☐	
	20.6 Facility updates the referral directory at least once per year by calling phone numbers and/or visiting locations, adding newly-available resources, and deleting resources that no longer exist	I 	☐	☐	
21. Provider offers the patient follow-up services	21.1 Provider gives as much information as possible and provides all necessary referrals to the patient on the initial visit, in case the patient does not return for follow-up	I 	☐	☐	
	21.2 Facility has a system in place to follow up with patients	I 	☐	☐	

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QUALITY ASSURANCE STANDARDS	VERIFICATION CRITERIA	MEANS OF VERIFICATION	YES	NO	COMMENTS
	21.3 Provider or follow up team monitors the patient's clinical condition and treatment including HIV and pregnancy test results, and provides counseling and support over time	I 	☐	☐	
	21.4 Provider asks patient if s/he consents to follow up by phone or SMS text message, and documents a number where patient can be safely and privately contacted	I 	☐	☐	
	+ 21.5 Facility offers providers a budget, phone credit or mobile phone credit (airtime) to make follow-up phone calls or SMS text messages to patients who consent to being contacted this way	I 	☐	☐	
	+ 21.6 Facility has a focal point or team who help coordinate each patient's care, treatment, follow-up and linkages with referral services	D, I 	☐	☐	
	+ 21.7 Provider and/or focal point follow up with the patient at time intervals according to national guidelines, or at a minimum, 1 month after assault and again at 2 months after assault	I 	☐	☐	
	+ 21.8 Provider encourages follow up visits through strategies including issuing appointment cards, phone call or SMS reminders, home visits, transportation assistance (e.g., voucher, reimbursement), personal accompaniment to services if patient has consented to being contacted this way	I 	☐	☐	

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QUALITY ASSURANCE STANDARDS	VERIFICATION CRITERIA	MEANS OF VERIFICATION	YES	NO	COMMENTS
VII. TRAINING AND QUALITY IMPROVEMENT					
22. All providers who deliver GBV care have received training relevant to their roles and responsibilities in the care of patients	22.1 Providers receive training²⁰ (ideally facility-based, on-site) relevant to their roles and responsibilities. Training should include most of the following elements:²¹ • Patient intake • Obtaining informed consent and assent for post-violence care • First-line support through LIVES (Listening, Inquiring, Validating, Enhancing safety, and Support through referrals). • Maintaining patient privacy and confidentiality • How to ensure the safety of patients, providers and staff • How to document relevant medical history and complete forms • Assessing, documenting, and treating genital and non-genital injuries • Preventing the re-experiencing of trauma during examination • Performing diagnostic tests and prescribing treatments for EC, PEP and STI prophylaxis for adults and children • HIV testing and counseling • Examination and treatment of children and adolescents • Mandated reporting and other policies regarding children and adolescents • Providing referrals • National forms, policies and protocols, including mandatory reporting if applicable	I, R²² 	☐	☐	

²⁰ Training can be pre-service or in-service (on-the-job)

²¹ Note which elements were missing from trainings

²² Providers can be asked to show training certificates, manuals, agendas, attendance sheets, invitation letters, or any notes and content from the training

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QUALITY ASSURANCE STANDARDS	VERIFICATION CRITERIA	MEANS OF VERIFICATION	YES	NO	COMMENTS
	- Types, root causes and consequences of GBV including signs/symptoms of post-traumatic stress disorder (PTSD) - Addressing provider attitudes and values - Prevention of secondary trauma to providers - Addressing stigma and non-discrimination - How to ask in a sensitive and non-judgmental way about IPV - When to ask about violence - Basic mental health counselling + Long-term, comprehensive mental health care according to national or WHO guidelines. + Collecting, sealing and securing forensic evidence and maintaining chain of custody + Examination and treatment of key populations (e.g., sex workers, men who have sex with men, transgender persons, people who inject drugs, prisoners) + Providing follow up care (e.g., linkages to ART if patient is HIV positive, or to economic empowerment programmes, etc.) + Forensic examination and documentation of findings with traumagrams + Testifying in court				
23. Facility has systems in place to ensure continuous quality improvement of post-GBV care services	23.1 Facility has a supervision plan in place that results in the direct observation of at least one patient-provider interaction per year for each provider offering GBV care	I 	☐	☐	
	23.2 Providers receive verbal or written feedback from a supervisor after each directly observed patient-provider interaction	I 	☐	☐	

Means of Verification: **D**: Direct observation, **I**: Interview providers or facility managers, **R**: Review of records, guidelines, documents, etc.

QUALITY ASSURANCE STANDARDS	VERIFICATION CRITERIA	MEANS OF VERIFICATION	YES	NO	COMMENTS
	23.3 Facility has at least one feedback mechanism for patients to anonymously report their level of satisfaction or any grievances with services, including any violation of her/his rights (e.g., regular patient satisfaction surveys, community feedback forum, suggestion box, ombudsman or phone helpline)	I, R 	☐	☐	
	23.4 Facility ensures that all staff providing GBV care achieve and expand competencies via an ongoing capacity-building plan with short, targeted skill-builders, regular team meetings, and other activities, and are supported on a personal level in this work Examples: • Mock interviews to simulate patient interactions and receive feedback regarding patient communication and safety, • Peer-led case review sessions, • Monthly supervision meetings to discuss challenging cases, address any secondary trauma experienced by providers, and receive mentored feedback on the spectrum of GBV services provided.	I, R 	☐	☐	
	 23.5 Facility has mechanisms in place to support and promote self-care ²³ for providers who experience secondary trauma as a result of providing post-violence care	I 	☐	☐	
VIII. HEALTH CARE POLICY AND PROVISION					

²³ Self-care refers to activities performed independently by an individual to promote and maintain personal well-being throughout life. This could include meditation, self-reflection, exercise, yoga, psychotherapy, etc.

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QUALITY ASSURANCE STANDARDS	VERIFICATION CRITERIA	MEANS OF VERIFICATION	YES	NO	COMMENTS
24. Facility has protocols in place to offer standardized post-GBV care according to national or WHO guidelines	24.1 Facility has the following guidelines and documents available on-site for review: - National GBV Guidelines (if in existence) - Algorithms, flow-charts and/or job aids that include the following: - Post-GBV counseling - Post-GBV clinical care including: PEP dosage and provision, EC dosage and provision, STI diagnostic testing criteria, prophylaxis and treatment - Mandatory reporting requirements (if in existence) + GBV clinical care of infants, children and adolescents - Referral directory + Forensic evidence collection and medical examination + Chain of custody protocol for storage and transfer of evidence	I, R 	☐	☐	
	24.2 Providers know of and utilize these guidelines and documents	I 	☐	☐	
IX. OUTREACH					
+25. Facility integrates GBV awareness raising and referrals into other health	+ 25.1 Facility works with other services to integrate GBV identification and care into their programs (e.g., HIV, antenatal care, family planning counseling, etc.), as outlined in STANDARD 4	I 	☐	☐	

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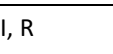
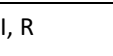
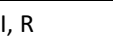
QUALITY ASSURANCE STANDARDS	VERIFICATION CRITERIA	MEANS OF VERIFICATION	YES	NO	COMMENTS
programs and outreach activities	+ 25.2 Facility has a community liaison to raise awareness of GBV and the services that are available OR facility conducts outreach in local communities to raise awareness	I 	☐	☐	
X. REPORTING AND INFORMATION SYSTEMS					
26. Facility has intake forms, chart forms, or registers that collect information about a patient's experience of GBV and the post-GBV care s/he received	26.1 Facility has intake forms, chart forms, or registers that collect information about a patient's experience of GBV and the post-GBV care s/he received (SEE CHART REVIEW TOOL TO DOCUMENT WHETHER OR NOT DATA ELEMENTS ARE PRESENT – BOLDDED ELEMENTS IN CHART REVIEW TOOL ARE CONSIDERED BASIC REQUIREMENTS)	D, I, R 	☐	☐	
	+ 26.2 GBV service data ²⁴ are linked to HIV and other health services data through common unique identifiers (such as a numeric code), a central filing system, or shared electronic medical records system	R 	☐	☐	
27. Providers are trained and supported on proper data collection procedures, and charts and forms are filled in completely with all relevant Information	27.1 Providers have been trained in how to collect and enter data	I 	☐	☐	
	27.2 Provider fills medical records and forms completely with all relevant information (SEE CHART REVIEW TOOL FOR SCORING INSTRUCTIONS)	I, R 	☐	☐	

²⁴ Any personal, confidential patient information and any assault-specific details that could reveal the identity of the patient must be omitted before data are shared.

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QUALITY ASSURANCE STANDARDS	VERIFICATION CRITERIA	MEANS OF VERIFICATION	YES	NO	COMMENTS
	27.3 Adherence to proper data collection methods is verified (e.g., supervisor periodically reviews a sample of charts to assess quality and consistency)	I 	☐	☐	

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QUALITY ASSURANCE STANDARDS	VERIFICATION CRITERIA	MEANS OF VERIFICATION	YES	NO	COMMENTS
28. GBV programme data are appropriately aggregated, reviewed and used for decision-making	28.1 Facility has a system in place to collate and summarize/aggregate GBV data (types of violence, sex of patients, age of patients, services utilized, etc.)	I, R 	☐	☐	
	28.2 GBV data are disaggregated by age (0-4, 5-9, 10-14, 15-19, 20-24, 25-29, 30-49, 50-59, 60+)	I, R 	☐	☐	
	28.3 GBV data are disaggregated by types of violence experienced and whether the perpetrator was an intimate partner or non-partner: - sexual violence by a partner or non-partner - physical violence by a partner or non-partner - emotional violence by a partner or non-partner	I, R 	☐	☐	
	28.4 GBV data includes the number of sexual assault survivors who received PEP at the facility within the 72 hour window	I, R 	☐	☐	
	28.5 GBV data include the number of people who completed the PEP regimen	I, R 	☐	☐	
	+ 28.6 GBV data note patient's key population classification if any (e.g., men who have sex with men, transgender persons, sex workers, persons who inject drugs, or prisoners) or other vulnerable population at risk (e.g., persons with disabilities)	I, R 	☐	☐	

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QUALITY ASSURANCE STANDARDS	VERIFICATION CRITERIA	MEANS OF VERIFICATION	YES	NO	COMMENTS
	+ 28.7 Data reports for GBV statistics (with no personal identifying information of patients) are available for sharing with management team, referral partners and other appropriate, relevant stakeholders, when safe and prudent to do so	I, R 	☐	☐	
	+ 28.8 Improvement plans for service delivery are made after GBV data are reviewed, including changes or updates to the services offered, approaches used, and commodities procured	I, R 	☐	☐	

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Gender-Based Violence Quality Assurance Tool

August 2021

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Baltimore, MD 21231
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Download the tool, facilitation guide, minimum care version and French translations at:

<https://www.jhpigo.org/our-expertise/gender-equity/>