



ASSOCIATION XY

DONOR: IPPF EN (International Planned Parenthood Federation European Network)

PLACE OF IMPLEMENTATION: Bosnia and Herzegovina (Sarajevo and Banja Luka)

TIME OF IMPLEMENTATION: 2010

PROJECT IMPLEMENTED BY: Association XY



Project title:

YOUTH FRIENDLY HEALTH CENTER XY

PROJECT SUMMARY

Youth Friendly Health Centre (YFHC) is a place to talk, exchange information, have counseling services and medical checkups for young people in BiH. During service we use a friendly (kind) approach that shows respect towards all young people, and it is this approach that makes the YFHC so special. In the framework of the Youth Friendly Health Centre XY we also have Youth Counseling and XY Clinic which provides services in areas of gynecology and dermatovenereology. A team of experts (gynecologist, dermatovenerologist, nurse and psychologists) who provide services within the Friendly Center have all previously been additionally trained to work with young people, with special emphasis on working with various vulnerable (vulnerable) groups of the population.

Also, an efficient system of referral of clients to relevant health institutions has been established: Institution 'Institute for Women's Health and Maternity in Sarajevo Canton', Gynecology-Obstetrics Clinic - Clinical Center of Sarajevo, Department of Dermatology and Venereology - KCU Sarajevo, Centre for Voluntary Counseling and Testing / Clinic for Infectious diseases -KCU Sarajevo, KJU Family Counseling and a private neuropsychiatric practice.

If a young person cannot be provided with a service within a Youth Friendly Health Centre XY, young people are then on referred to these institutions.

All the services that young people need, that relate to his / her sexual and reproductive health, are in one place. Staff of the Youth Friendly Health Centre XY continues to develop and distribute new promotional materials, media promotion and familiarize the youth with high quality and accessible services that are available to them every day.

All services of the Youth Friendly Health Centre are free and strictly confidential and open for the population of age 14 to 26.



The Counseling Centre XY

The Counseling Centre XY provides individual and group counseling services as well as counseling services for couples, parents, teachers and others who are interested in the topics of healthy lifestyles and health of young people.

In the Counseling Centre we have employed young working professional psychologists who are specially sensitive to the needs of young people, and their services are provided in three ways: by e-mail, phone lines and during counseling sessions. From past experiences, we can say that issues that young people come with when visiting the Centre are various and are mostly related to: sex, sexual orientation, abortion, pregnancy and contraception, love and partnership relationships, family problems, peer violence, trauma and emotional problems, mental health, different types of addiction, basic information on sexuality, contraception, sexually transmitted infections and HIV.

Number of counseling services provided to young people from 2004 to 2009 - 2482

Number of services in 2010 - 846

Family Counseling - 23
Advice on contraception - 77
HIV Counseling - 274
Emotional problems -
Sexuality - 126
Violence - 74
Abortion - 24

Counseling of males - 287
Counseling of females - 447

Counseling representatives of vulnerable groups

Roma - 31
Sex workers - 42
YPLHIV - 11
(Men who have sex with men) - 28

Medical Practice XY

Medical Practice XY was first registered in 2006, and in 2010 it was registered in the new premises. In 2010, a Memorandum of Understanding between the Association XY and the Institution 'Institute for Women's Health and Maternity in Sarajevo Canton' has been signed as well as the agreement regarding the disposal of medical waste. In medical practice XY there is an ongoing provision of sexual and reproductive health services, exclusively for the youth (girls and boys). The novelty in 2010 was the acquisition of free therapy and contraception that can be offered to the client /customer when having a checkup at the XY Medical Practice. Also, an efficient system of referral of clients to relevant public health facilities has been continued.

Since the beginning of medical practice and by the end of 2009, 1438 young people used gynecological and dermatology services. In 2010 - 367 young people used the services of the XY Medical Practice at the YFHC.



LEFT: Psychological counseling services
 RIGHT: Medical practice XY

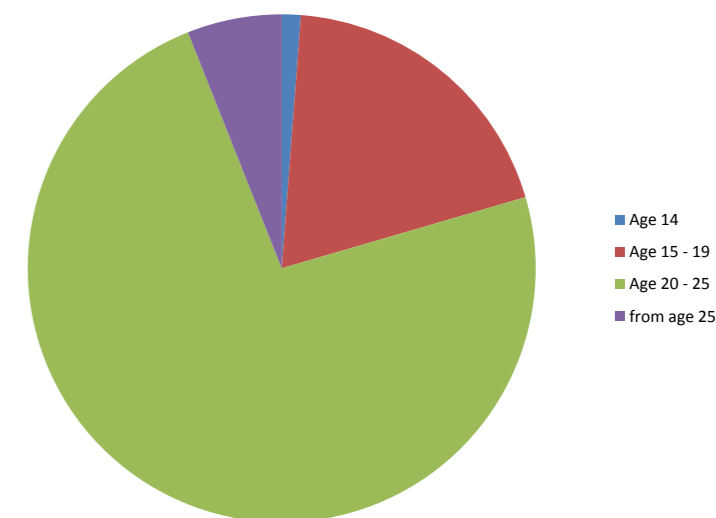
Gynecologic Practice

345 clients used the service of Gynecologic Practice.

Dermatovenerological Practice

22 clients used the service of Dermatovenerological Practice. Number of clients who have visited "Youth Friendly Health Center XY" for the first time per age in 2010.

- Age 14 – 1 client – 0,86 %
- Age 15 – 19 – 26 clients – 22,22 %
- Age 20 – 25 – 84 clients - 71,79 %
- From age 25 – 6 clients - 5,13 %



Scheme 1. Number of clients who have visited Youth Friendly Health Center XY for the first time per age

Evaluation of client satisfaction with services of YFHC



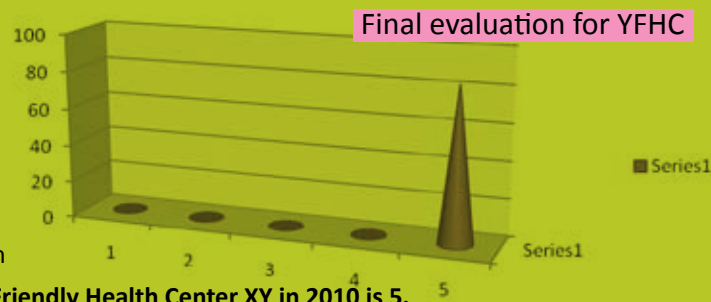
In order to gain insight into the satisfaction of clients / customers with the services provided by the XY Medical Practice, we developed a questionnaire with questions on the subject of access, rights, information and quality services, and the answers are analyzed by the research team of the Association XY.

In the period January – December 2010 a number of 117 clients has been anquitted.

Main questions in this anquette were:

- How did you feel during your visit to the YFHC XY?
- Did the staff have a friendly and kind approach?
- The information I got from the YFHC staff was complete and in accordance to my needs?

Over 95% of young people have answered that they are completely satisfied with our services. Data collected from customers are used to improve the quality of services provided within the Youth Friendly Health Center XY. **Overall rating which clients evaluate the work of the Youth Friendly Health Center XY in 2010 is 5.**



Educational materials

Through cooperation with experts we developed various educational materials who are offered to every young person who visits the Counseling centre and Medical practice. Various informative - educational material is containing important information such as: "When and why to visit the psychologists, " "Friendly Centers for Youth", "First time at the gynecologist, " "Yes or No", "Myths and Facts", "Condoms and lubricants ","Sexually transmitted infections", "Table of acceptable terms "and " HIV / AIDS ".

Accomplishments

Thanks to the development and distribution of new promotional material, guest appearances in the media and the improvement of the Counseling centre for sexual and reproductive health XY the number of young people who sought our professional assistance, advice or information via the help-line, web page or directly by visiting the clinic is continuously growing. In 2010 there was an increase of young people using services of YFHC XY by 21% in comparison to the year 2009.

Recommendations

- **Maintain continuity in the work of the Counseling centre and the XY Medical practice XY with respect to the increase of the number of customers who use their various services and also keeping that trust;**
- **Improve access to the services of YFHC XY among different vulnerable groups from e entire territory of BiH;**
- **Provide ongoing media campaign to inform young people about the services offered by Youth Friendly Health Center XY;**
- **Continuous training of professionals (psychologists, social workers, gynecologists, dermatovenerologists and other medical personnel) to meet the needs of young people in particularly members of different vulnerable groups as well as to increase gender sensitivity;**
- **Improving the type and quality of service in accordance with specified requirements and customers comments.**

Danijela Ozme 12 Sarajevo, Bosnia and Herzegovina

Tel: 033 260 615 Fax: 033 260 617

E-mail: bhfpa.xy@bih.net.ba

www.xy.com.ba