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| Client Right to Information | Lack of information among staff about the cost, type and hours of reproductive health services | - Absence of boards, signs, or posters in the facility that indicate the cost, type and hours of reproductive health services  
- Lack of clarity among personnel about national reproductive health policies, norms and procedures | - Design and display signs  
- Organize day of orientation for personnel to review policies, norms and procedures | Health Committee  
Chief Nurse of Facility | Hé Fall Thiéllo  
Fatou Ndiaye | Nov. 3, 2003  
Oct. 31, 2003 |
| Lack of reproductive health education program for clients | - Insufficient materiel for information, education and communication (IEC)  
- Absence of calendar for group counseling in the facility  
- Absence of group counseling sessions in reproductive health | - Complete IEC material in collaboration with district IEC agents  
- Develop and display a calendar for group counseling  
- Organize group counseling once a week at facility and once a month in the surrounding villages | Chief Nurse of Facility  
Health Counselors | Anta Ndiaye  
Papa Seck | Oct. 15, 2003  
Oct. 18, 2003 |
| Client Right to Choice | Violation of client right to choice | - Interruption in stock of drugs or supplies | - Conduct inventory of physical stock at the end of every month | Chief Nurse of Facility  
Stock Manager | Boubacar Ndiaye  
Papa Seck | At the end of every month |
| Insufficient recording of cases of complication and emergency at facility | - Lack of clarity among personnel on national reproductive health policies, norms and procedures | - Regularly consult and apply policies, norms and procedures for record-keeping | Chief Nurse of Facility | District Health Management Team | Oct. 4, 2003 |
| Violation of client right to safety | - Insufficient application of infection prevention measures | - Execute and ensure follow-up of formative supervision  
- Purchase and make available all infection prevention material | All facility staff | Chief Nurse of Facility, District Health Management Team  
Papa Seck | Oct. 4, 2003  
Oct. 6, 2003 |
| Client Right to Privacy, Comfort, and Confidentiality | Violation of client right to privacy and confidentiality | - Absence of curtains in rooms  
- Waiting rooms overcrowded with clients’ companions  
- Lack of clarity among staff regarding client rights | - Design and place curtains in hospitalization and consultation rooms  
- Construct a shelter for client companions  
- Execute and ensure follow-up of formative supervision | Health Committee  
Health Committee  
All facility staff | Papa Seck  
Daga Gaye  
Amy Seck | Health Committee President of Rural Community  
All facility staff | Oct. 31, 2003  
Oct. 31, 2003  
Oct. 31, 2003 |