

Male Services: The other half of the equation

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Making Services Access ble to Males



What Gets in the Way

- o Facility barriers
- o Staff barriers
- o Client barriers

Facility Barriers

- o Name
- o Public Perception
- o What's on the Walls?
- o Signage
- o Restroom access
- o Hours and services



Staff Barriers



- o Personal Mission
- o Attitudes and Stereotypes
- o Personal Level of Comfort
- o Appropriate Skills Set

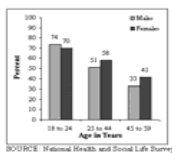
Personal Mission



- o Give staff the opportunity to explore and share
- o Start with self-awareness
 - Why did I get into this kind of work
 - What keeps me doing it?

Attitudes and Stereotypes

- o Uncover the attitudes and stereotypes
- o Challenge the myths with information



Contraceptive Use by Age and Gender

Personal Level of Comfort

- o Uncertainty leads to discomfort
 - Unsure of services/benefits
 - Unsure of eligibility
 - Unsure of ability to address needs
 - Inadequate training/skills
- o Perceived conflict between personal mission and actual job
- o Previous experiences

Client Barriers

- o Male care-seeking patterns
- o Personal Perceived Need (or lack thereof)
- o Gender role and Stereotyping



Addressing Barriers: Planning and Outreach

- Are any men, particularly young men, involved in the planning of male services?
- Do your outreach materials include information on services for males?
- Is there a male-specific outreach program with male outreach workers?
- Is your program part of a strong community network involved with youth (both males and females)?

Addressing Barriers: In the Clinic

- Is there at least one male “friendly face” on staff during client service hours?
- Is it easy for a young man to come in and receive condoms?
- Is your staff trained to work with teen males?
- Are the counselors trained to work with teen males?

Addressing Barriers: In the Clinic

- Are there pamphlets/educational materials that address male health and developmental issues?
- Is the environment (i.e. the name of the site, posters on the walls, signs on the door, restroom access, reading materials) welcoming to men?
- Are ALL forms gender neutral with separate reproductive health sections for males and females?
- Do you have a well-developed and specific referral system for men?

Approaches to Working with Men

- Talk with the male client for a few minutes about more general topics, such as whether this is his first time at the program and why he came in today, before “diving in” to the assessment process.

Approaches to Working with Men

- Assure him that it is often difficult for people, especially men, to talk about such personal issues when they first come to the clinic, but that you’re only gathering the information you need to help him take better care of himself.

Approaches to Working with Men

- Discuss the issue of confidentiality in a clear and understandable manner, specifically addressing both his and his partner’s rights to confidential services if they have come in together
- Make it clear that you are providing care *for him as a client*, not just seeing him as a partner to a female client

Working with Young Men

- Encourage questions and take the time to answer them.
- Remember young men have often been given even less education about contraception than young women and often assume this knowledge is for women, not men.

Working with Young Men

- Be prepared to field questions stated euphemistically or even crudely. Many young people do not have a command of technical language related to sexuality, and may only know colloquial terms for body parts or sexual acts.

Working with Young Men

- Relax and enjoy the interaction. If you are comfortable and concerned about him, he will probably feel comfortable discussing personal information with you.

Some Characteristics that May Impact on Counseling Interactions

- o Men are often decision-makers and want to solve their own problems
- o Men are "supposed" to know everything about sex
- o Men may feel uncomfortable asking questions about sex
- o Men may need validation that they are "normal" and similar to other men

Don't Miss the Chance

- o Consider male healthcare-seeking patterns
- o Take advantage of every opportunity (sports, school, employment PEs) as counseling opportunities

Counseling Issues

- o EC
- o Condom use
- o Ever involved in a pregnancy
- o Relationship roles
- o Legal issues for males
 - Age disparity
 - Sex under the influence
 - The meaning of "NO"
- o Sexual satisfaction/issues of sexual function



Counseling Issues

- o Injury prevention
- o Nutrition and Activity
 - supplement/steroid use
- o Sexual risk
- o Substance Use
- o Mental Health Issues
 - Depression



Is counseling staff prepared to address...

- o Men's sense of what it is to be a man
 - Insecurities related to sexuality, fatherhood and other social expectations
 - Exercise of power in sexual relations
 - Risk taking behaviors
 - View on violence in intimate relationships

Is counseling staff prepared to address...

- o Men's perception of their own sexuality
 - Health-seeking behaviors and preferences
 - Changes throughout the life-cycle

Is counseling staff prepared to address...

- o Dynamics in couple's negotiation and decision-making
 - How are disagreements resolved?
 - How do men relate to women's reproductive health issues
 - How are decisions made in this domain?

Are you thinking of expanding services?

- o Involve staff EARLY
- o Provide training for ALL STAFF that addresses attitudes, values and biases
- o Train ALL STAFF regarding eligibility, services and reimbursement
- o Elicit staff concerns re: impact of male services on current program

Do you have male services that are underutilized ?

- o Has ALL STAFF been trained?
- o Have you assessed facility barriers?
- o How are you promoting services?
 - Male-directed flyers/advertising?
 - Word of mouth?
 - Specific targeted outreach through female clients?
 - Outreach programs?
- o "Secret Shopper": find out what the experience is like for a new male client

Clinical Care: It's more than retracting the foreskin and palpating testicles

- Male reproductive physiology
- Male sexuality
- Male contraceptive methods
- STI prevention, recognition and treatment
- Non-STI genital findings and etiology
- HIV prevention
- Male infertility

What does it *really* take to serve men in family planning settings?

- Commitment on the part of *ALL* staff
- Training opportunities for *ALL* staff
- Flexibility and an interest in innovation
- Participation from the "target population" throughout the process
NOT ABOUT US WITHOUT US

CASES FOR DISCUSSION