

PD-AAU-273  
49353

TRIP REPORT:  
COUNTRY PROJECTS MONITORING  
HONDURAS

Prepared by: Patrick L. Coleman

Dates of In-Country Travel:  
August 27-31, 1984

Population Communication Services  
Population Information Program  
The Johns Hopkins University  
624 North Broadway  
Baltimore, Maryland 21205  
U.S.A.

## Executive Summary

The Johns Hopkins University Population Communication Services (JHU/PCS) Regional Program Coordinator, Patrick L. Coleman, visited Honduras August 27-31, 1984. The scope of work included: 1) monitoring the implementation of projects with Asociación Hondureña de Planificación de Familia (ASHONPLAFA) Instituto Hondureño de Seguro Social (IHSS) and Ministerio de Salud Publica (MOH); 2) providing technical assistance for the three projects; and 3) reviewing/approving project materials and plans.

ASHONPLAFA has radio and print materials ready to launch the campaign in Choluteca and Santa Rose de Copan. Four radio spots and four jingles will be initially transmitted via four radio stations in each region starting September 21, 1984. A poster and flyer will be ready for distribution by October 1, 1984.

IHSS has finished its baseline research with its personnel and is ready to start training/motivation sessions. IHSS personnel are in favor of the institution providing family planning services but feel that both an institutional policy and extensive personnel preparation are needed before services are provided.

MOH has continued preparing for a nationwide family planning program but at a very slow pace. All family planning communication activities have been superceded in the last three months by public health emergencies and priorities in other areas. It is hoped that the Health Education Division will be able to devote more time and effort to family planning over the next few months so that communication materials are produced and pretested towards the goal of having materials ready to launch in late 1984 or early 1985.

The inter-institutional coordination committee continues to meet once a month to discuss plans and materials by the three institutions in their family planning communication programs. The committee is a good sounding board for ideas and constructive criticism.

It is recommended that:

- 1) ASHONPLAFA begin its communication campaign as programmed;
- 2) IHSS be supplied technical assistance by JHU/PCS in the area of interpersonal communication;
- 3) MOH develop and pretest family planning communication materials; and,
- 4) AID continue to monitor and assist in the implementation of the three JHU/PCS sponsored projects.

## Introduction

The Johns Hopkins University Population Communication Services (JHU/PCS) Regional Program Coordinator, Patrick L. Coleman, visited Honduras August 27-31, 1984. The purpose of the trip was to 1) monitor the implementation of the JHU/PCS sponsored projects with the Asociación Hondureña de Planificación de Familia, Instituto Hondureño de Seguro Social and Ministerio de Salud Publica; 2) provide technical assistance for the previously mentioned projects; and 3) review/approve materials developed for the projects.

## Asociación Hondureña de Planificación de Familia

The purpose of the project with the Asociación Hondureña de Planificación de Familia (ASHONPLAFA) is to develop communication support activities for ASHONPLAFA's Community Based Distribution (CBD) program. The project involves three departments: 1) CBD; 2) Information, Education and Communication (IEC); and 3) Evaluation.

Prior to this visit ASHONPLAFA's Project Director, Lenin Flores, had completed the baseline research needed to determine the focus of the communication program. Using the survey data, ASHONPLAFA developed radio and print materials to: 1) inform the target audience (rural people) about CBD posts in their community; and 2) tie this campaign to ASHONPLAFA's Social Marketing project promotion by using the phrase "felicidad planificada" (planned happiness).

Lenin presented drafts of the radio and print materials that had been produced for the initial communication activities in two regions of the country, Santa Rosa de Copan and Choluteca. He had prepared four jingles and four spots. The jingles were written and produced by a Honduran campesino (farmer). Lenin had worked with him on the basic concepts and the production. All of the jingles have the same melody. Three jingles have slightly different words and one was only music. The jingles were outstanding. The only suggestion made was that the instrumental jingle should end with the slogan for the campaign, "Ahorra planificación familiar es un derecho de todos," (Now family planning is everyone's right). Lenin said that the pretests of the jingles had been very good, but the drums were mixed too high on one and this would be fixed during the

final production. Authorization was given to produce the jingles in final form with the one recommendation previously noted.

The four radio spots used the same music as the jingles to unify the campaign. The spots were also quite good and three of them were approved with no significant modifications. The fourth spot, aimed at promoting condoms and vaginals, has a phrase which could have been interpreted as denigrating orals. The suggestion was made, and accepted to modify this spot. The other three spots were authorized for final production.

ASHONPLAFA had produced and pretested drafts of three posters and one flyer. All the posters were designed to inform people on how to identify the CBD post in their community. The pretest had shown the materials to be acceptable and informative for the target audience. One of the posters and the flyer carried basically the same illustration. The suggestion to produce, in final form, only the poster and the flyer that carry the same illustration at this time and keep the other two posters ready to launch at a later date was accepted by ASHONPLAFA.

Long discussions were held over what other types of materials need to be produced. In radio, Lenin wanted to create a radio novel. A suggestion for radio microprograms was made. No final determination was made during this trip. It was agreed, however, that print materials should be developed for the CBD workers. ASHONPLAFA will develop a single flipchart based upon a draft developed during a JHU/PCS sponsored print materials workshop in February, 1984. A simple checklist for distributors to use in screening potential orals clients will also be developed along with simple leaflets on orals and condoms.

A meeting was also held to discuss the diffusion strategy for the materials. Based upon the audience research, and station receptivity to transmitting the materials, four stations in each region were chosen. Each station will transmit a total of 20 messages daily. The campaign was scheduled to start September 21, 1984. (Annex B provides more details on the diffusion strategy.)

It was agreed that 5,000 posters and 50,000 flyers will be printed and placed in the rural communities. Locations where people gather and pass by and CBD posts will be the principal locations for the posters and flyers. It was estimated that the print materials will be ready for distribution by October 1, 1984.

In general, the ASHONPLAFA project is progressing very well. However, there has been one persistent problem during the project's development and that is the lack of support from the Evaluation Unit. The research needed to carry out the communicated activities has placed a strain on the Evaluation Units available human resources. The Unit's overcommitments have caused the Chief to withdraw crucial support at key times which has resulted in delays. Discussion were held with ASHONPLAFA's Executive Director, Alejandro Flores, on this subject. His bottom line was that ASHONPLAFA will do all it can to coordinate its various commitments in order that this project has all the support it needs.

#### Instituto Hondureño de Seguro Social

The Instituto Hondureño de Seguro Social (IHSS) project has two purposes: 1) inform and prepare IHSS personnel about the institution's family planning program; and 2) inform the IHSS beneficiaries about the institution's family planning program.

After a very slow start a work group for the project was formed during a previous visit. The work group had undergone a slight modification in its make-up due to a change in the IHSS Medical Service Division Chief. The previous chief, Dr. Sam Dickerman, has taken a leave of absence to acquire a Masters in Public Health and was replaced by Dr. Arturo Alvarez Martinez. During an initial meeting with Dr. Alvarez, he reiterated IHSS's commitment to family planning and the communication project. He blamed the slow progress of the project on personality conflicts and had rearranged the project's work group in order to alleviate these difficulties.

Dr. Alvarez called the work group together so they could report on progress during the previous two months. (Annex C.) A planned Knowledge, Attitudes and Practices (KAP) study of IHSS personnel had been carried out. The work group was also meeting twice a week to prepare themselves better (as trainers) in the areas of: 1) Demography; 2) Human reproduction; 3) Responsible parenthood and general family planning concepts; 4) Contraceptive methods; and 5) family planning IEC. IHSS had also called up ASHONPLAFA to begin training of its personnel through general seminars being sponsored by ASHONPLAFA's leadership project.

A separate meeting was held with the work group to discuss the KAP survey and how to apply its data to the planning of IHSS personnel training courses. A preliminary analysis of the data had been made with the following conclusions: 1) an overwhelming majority of IHSS personnel support the institution providing family planning services; 2) IHSS need to develop institutional family planning policies and needs; 3) both doctors and nurses believe only gynecologists should provide services; 4) doctors and nurses want to know more about family planning and contraceptive technology; and 5) IHSS personnel desire training in interpersonal communication skills in order to deal with clients better.

From the KAP survey it was determined that IHSS will use its own and ASHONPLAFA's resources to begin training in contraceptive technology. JHU/PCS committed to help IHSS in the areas of interpersonal communication and the use of mass media for family planning programs. With these two initial steps the first stage of the IHSS project will be well underway.

### Ministerio de Salud Publica

The purpose of the Ministerio de Salud Publica (MOH) project is to support its family planning IEC activities. The MOH has made a formal commitment to provide family planning services through its clinics and hospitals. Towards this end the MOH has established a Family Planning Unit, conducted a KAP survey of its personnel and begun to overhaul its logistics system in order to ensure that contraceptive supplies are available throughout the country.

The MOH had conducted audience research but had been unable to tabulate and analyze the data due to a polio epidemic and heavy commitments in other health areas. The Chief of the Health Education Division, Dr. Wilfredo Alvarado, demonstrated a poster the MOH had prepared on responsible parenthood which was ready to be pretested.

Dr. Alvarado had attended the World Population Conference in Mexico City and returned highly motivated to promote family planning actively through his division. He stated that the MOH is committed to family planning and that he anticipated having radio and print materials ready for distribution in October. Dr. Alvarado also said that the Minister of Health had declared that all family planning activities should be nationwide, not region-by-region as was initially planned.

The MOH has made slow but steady progress in preparing for a nationwide family planning program. Until its personnel is sufficiently trained and a reliable logistics system functioning, however, there will be no massive IEC effort.

#### Inter-institutional Coordination

JHU/PCS had established an inter-institutional communication committee during a previous visit. The committee meets once a month to discuss plans, share materials and discuss results of previous communication activities in order to coordinate and reinforce their respective family planning communication projects. JHU/PCS coordination of the group is carried out by Oscar Vigano, an Academy for Education Development staff member who is resident advisor for a MOH Water and Sanitation project.

This trip coincided with a scheduled meeting of the committee. ASHONPLAFA presented the drafts of its radio and print materials for the committee's information and comments. The spots and jingles were received with applause. It was pointed out to the MOH and IHSS representatives that the radio materials promoted family planning and family planning "posts" which could be considered generic, that is both the MOH and IHSS services were also being promoted. Once this concept was demonstrated to them they further understood how and why they should work together in order to maximize their resources and not duplicate activities or materials.

The print materials were accepted without comment because they are highly specific for ASHONPLAFA's CBD program. However, the committee was impressed by the repetition of visuals in both the poster and flyer and understood how elements of a communication campaign should mutually reinforce each other for maximum effect.

ASHONPLAFA's Social Marketing project had completed an initial wave of advertising and was analyzing the results. The project director, Ramon Sarmiento, offered to share his data with the other members of the committee.

IHSS explained the progress of its communication project. They stated that IHSS was less experienced in this area and would welcome more active input from ASHONPLAFA and MOH especially in the area of mass media. Both ASHONPLAFA and MOH stated their willingness to assist IHSS in whatever area they wished.

MOH reported to the committee on its IEC activities. The MOH decided that it will use responsible parenthood and child spacing as the basic concepts for mass communication activities. The MOH representative stated he did not believe the MOH would launch its family planning campaign until 1985.

The evolution of the inter-institutional communication coordination committee is very impressive. The initial meeting of the committee was filled with distrust and jealousy. This latest meeting was open, constructive and demonstrated how working together benefits each institution and (hopefully) the Honduran people. Oscar Vigano deserves to be commended for his persistence for keeping the committee meeting on a regular basis and for managing to keep it focused on programatic issues and not on peripheral issues.

#### Agency for International Development

Two meetings were held with AID. During the first meeting a general status report on the JHU/PCS sponsored projects was given. AID expressed concern over the lack of progress on the projects and asked if JHU/PCS might not need more of a presence in the country. During a second meeting this point was addressed in detail along with a detailed explanation of where each project stood and what role AID could play in assuring the timely progression of each project.

Maria del Carmen Miranda, Population Advisor, was assigned to monitor the projects. Since she attended the inter-institutional coordination meeting her role as "facilitator" was clearly expressed to each organization and they were requested (as was Oscar Vigano) to keep her informed on the progress and problems encountered by each project.

AID promised to work with each group and attempt to help with activities that are related but outside the scope of the JHU/PCS sponsored activities: the MOH training and logistics system; and the IHSS contraceptive technology training.

### Conclusions and Recommendations

The three JHU/PCS sponsored communication projects are in various states of development: 1) ASHONPLAFA is progressing well with a minimum of delays; 2) IHSS after initial difficulties is also moving along, albeit at a slower pace than expected; and 3) MOH has made very little progress in 1984.

ASHONPLAFA has proven to be the most dynamic of the three institutions. It has the institutional flexibility to adapt to the circumstances and move ahead. Lenin Flores is an extremely capable social development communicator and this had contributed to the professionalism with which the association's carrying out its communication activities.

IHSS has suffered from changes in the leadership of the institution. The work group that is in charge of the family planning communication project appears to be well-established with a clear focus on what needs to be done during the rest of 1984. In order for IHSS to make any major efforts in family planning it will need support in the other areas of contraceptive technology training and logistics support systems.

MOH appears to be committed to delivering family planning information and services to the Honduran people, but the inertia of the institution has slowed the pace of its activities. It is hoped that the Health Education Division will continue preparing and pretesting materials so that initial IEC activities can be started in early 1985.

It is recommended that:

- 1) ASHONPLAFA begin its communication campaign in Cholutera and Santa Rosa de Copan, with the materials that have already been produced and approved by JHU/PCS;
- 2) ASHONPLAFA produce print support materials to be used by the CBD workers, specifically a small flipchart and a checklist for screening women who wish to use oral contraceptives;
- 3) JHU/PCS supply IHSS with technical assistance for training trainers in interpersonal communication skills;
- 4) IHSS be given by/through JHU/PCS samples of audiovisual materials produced by other social security and family planning organizations in the region;
- 5) MOH continue developing and pretesting family planning IEC materials;
- 6) MOH begin small-scale, low key IEC activities by November, 1984; and,
- 7) AID continue to check on the progress of the three projects in order to for completion of the proposed project work plans as soon as possible.

LIST OF CONTACTS

ASHONPLAFA

Calle Principal Col. Alameda y Ruben Dario  
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Juanita Martinez	Chief, IEC Department
Lenin Flores Anduray	Social Communicator
Ramon Sarmiento	Social Marketing Manager

MINISTRY OF HEALTH

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Tegucigalpa, D.C. Honduras  
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Dr. Wilfredo Alvarado	Chief, Health Education Division
Jose Ignacio Mata	PROCOMSI Advisor
James Foreit	Advisor, Management Sciences for Health
Karen Foreit	Advisor, Management Sciences for Health
Oscar Vigano	PRASSAR Advisor

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**ASOCIACION HONDUREÑA DE PLANIFICACION DE FAMILIA**

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32-6448 |MEMORANDO

PARA: DR. PATRICK COLEMAN  
Coordinador Regional de Programas de Servicios  
de Comunicación en Población. JHU.

DE: LENIN FLORES ANDURAY *Lenin Flores*  
Coordinador Proyecto Comunicación Masiva para  
apoyar al P.D.C.

ASUNTO: Estrategia para la difusión de programas  
radiofónicos y de impresos ya producidos.

FECHA: 30 de Agosto de 1984.

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A continuación me permito plantearle una estrategia general, en la siguiente forma:

**I. PROGRAMACION RADIOFONICA:****A. MATERIALES A DIFUNDIR:**

1. Cuatro jingles musicales, de los cuales 3 son musicales cantados y uno es instrumental. (05,06,07 y 08).
2. Cuatro cuñas, de las cuales 2 son locutadas y 2 dramatizadas. (01,02,03 y 04).

**B. RADIODIFUSORAS A EMPLEAR:**

1. En Choluteca:
  - Circuito Radio Centro.
  - Victoria
  - Choluteca
  - Ferguson.
2. En Copán:
  - La Voz de Occidente
  - Sultana
  - Manantial
  - Cultural

El uso de las radiodifusoras estará supeditado a los resultados de la investigación de patrones y hábitos auditivos y a las recomendaciones que por usted le fueron formuladas al suscrito.

**C. NUMERO DE MENCIONES POR DIA:**

Se ha considerado un promedio de 20 menciones diarias, para 4 materiales por radiodifusoras (cinco menciones diarias por cuña).

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## D. FECHA DE INICIACION:

La difusión principiará a partir del viernes 21 de septiembre.

## E. MONITOREO:

Se verificará por medio de distribuidoras comunitarias y promotores del PDC, a fin de controlar la radiodifusión. Otro tipo de monitoreo será efectuado por el coordinador del proyecto, para identificar entre la población blanco el impacto de las cuñas y las necesidades de modificar la estrategia y/o los programas.

## II. MATERIALES IMPRESOS:

## A. MATERIALES A IMPRIMIR:

1. Afiche 03/84-CACOMA-1. (5.000 unidades).
  2. Hoja volante 04/84-CACOMA-1 (50,000 unidades).
- (En ambos casos, se realizarán las modificaciones acordadas).

## B. DISTRIBUCION:

Un número considerable de afiches será colocado en sitios públicos más concurridos de las zonas urbanas, aldeas y caseríos. Las unidades restantes serán colocadas en viviendas de líderes y dirigentes rurales y de usuarios de anticonceptivos.

La distribución empezará, tentativamente, el lunes 1 de octubre.

## C. ESPECIFICACIONES:

El afiche será impreso en sistema off-set, con dimensiones de 22"x17", a colores.

~~De usted en toda consideración y aprecio.~~

V<sup>o</sup>B<sup>o</sup> ~~José Martínez~~  
 JUANA JOSEFA MARTINEZ.-

INFORMEACTIVIDADES REALIZADAS EN EL PROYECTO DE INFORMACION, EDUCACION Y COMUNICACION EN PLANIFICACION FAMILIAR, UNIVERSIDAD DE JOHN HOPKINS, E INSTITUTO HONDUREÑO DE SEGURIDAD SOCIAL.

Se inicia el Proyecto bajo la Dirección de la Lic. MARIA DE JESUS MOJICA, a partir de la Segunda Semana del mes de Julio del año de 1984, durante el cual se han realizado hasta la fecha las siguientes actividades:

ACTIVIDADES	TIEMPO DE EJECUCION.	RESPONSABLE
- Reunión de presentación de la nueva Dirección del Proyecto. o Necesidades Identificadas o Ajuste de Programación	25/junio/84	Dr. Samuel Dickerman Lic. Ma. de Jesus Mojica
- 1a. Reunión de Trabajo: o Revisión actividades programáticas o Reajuste y adaptación a nueva programación. o Elaboración de Instrumentos para diagnóstico de necesidades educativas. o Planificación de Reuniones para el Grupo: a) Reunión de capacitación - Objetivo de esta capacitación, orientar al personal encargado de ejecutar las actividades previstas en el Proyecto a fin de lograr del grupo un mayor aporte técnico, durante el desarrollo de las actividades educativas del Proyecto.	27/junio/84	Lic. Ma. de Jesús Mojica (Dirección) Lic. Enrique Guzmán (coordinador). E.S. Gloria Mondragón Lic. Argela de Mejía Lic. Consuelo de Lañez Lic. Alicia Paz Meza (Capacitación).
b) Reuniones de trabajo sobre actividades Proyecto. o Reunión de Capacitación - Inicio de la capacitación del Grupo - Ver programa detalle	Miércoles: cada semana, de 10-12 am.  Martes 1:30 a 4:00 p.m. 4/junio/1984	E.S. Gloria Mondragón Coordinador Actividad - Asistente Grupo Total.  E.S. Gloria Mondragón Coordinadora Actividad - Participantes Grupo de trabajo

ACTIVIDADES	TIEMPO DE EJECUCION	RESPONSABLE
<ul style="list-style-type: none"> <li>- Reunión de Trabajo               <ul style="list-style-type: none"> <li>• Revisión de Instrumentos, elaborados para encuesta a personal del IHSS.</li> <li>• Planificación Operativa para pasar encuesta</li> <li>• Solicitud personal colaborador T.S. otros</li> <li>• Orientación al grupo participante como encuestador.</li> <li>• División del trabajo por áreas de aplicación                   <ul style="list-style-type: none"> <li>- Hospital y Consultorio Central</li> <li>- Clínica Periférica No. 1</li> <li>- Clínica Periférica No. 2</li> <li>- División Nor-Occidental, S.P.S.</li> <li>- Hospital y Consultorio Enfermería</li> <li>- Personal Administrativo</li> </ul> </li> <li>• Identificación y Selección de personal objeto de encuesta                   <ul style="list-style-type: none"> <li>- Médico</li> <li>- Enfermera Profesional</li> <li>- Auxiliar de Enfermería</li> <li>- Personal Archivo</li> <li>- Microbiólogos</li> <li>- Laboratoristas</li> <li>- Trabajadores Sociales</li> <li>- Otros</li> </ul> </li> </ul> </li> </ul>	<p>10/junio/1984</p>	<p>Lic. Ma. de Jesús Mojica          Lic. Enrique Guzmán          E.S. Gloria Mondragón</p> <p>Lic. Ma. de Jesús Mojica</p> <p>Lic. Agustina de López          T.S. Priscila de Aguilar          T.S. Mercedes Coello          T.S. Amanda Mejía          E.S. Gloria Mondragón          Lic. Ma. de Jesús Mojica          Lic. Consuelo de Laínez          Sr. Julio Alberto Guzmán</p>
<ul style="list-style-type: none"> <li>• Período de Aplicación</li> </ul>	<p>16-20/julio/84</p>	<p>Personal Asignado</p>
<ul style="list-style-type: none"> <li>- Orientación específica con Instrumento para mecánica de aplicación.</li> </ul>	<p>16-Julio/1984</p>	<p>Lic. Ma. de Jesús Mojica          + Grupo colaborador          ( encuestador )</p>
<ul style="list-style-type: none"> <li>- Distribución encuesta, total - 1000 (muestra               <ul style="list-style-type: none"> <li>400 - San Pedro Sula</li> <li>600 - Tegucigalpa</li> </ul> </li> </ul>		

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ACTIVIDADES	TIEMPO DE EJECUCION	RESPONSABLE												
<p>Divididos en:</p> <p>Consultorio Central 111 encuestas  Hospital Central 268 encuestas  Periférica No. 1. 101 encuestas  Periférica No. 2. 32 encuestas  Dpto. de Riesgos 80 encuestas  Dpto. M. Prevent. 9 encuestas</p> <p>- Reunión de trabajo, para :</p> <ul style="list-style-type: none"> <li>• Información resultados encuestas ( problemas, dificultades, logros ).</li> <li>• Modificaciones en Plan de Trabajo</li> <li>• Amplitud de tiempo solicitado</li> </ul> <p>Problemas relevantes ( comentarios)</p> <ul style="list-style-type: none"> <li>• Instrumento muy largo repetitivo</li> <li>• Se debió hacer hace tiempo (entrenamiento.)</li> <li>• No se utiliza planificación familiar.</li> <li>• Falta tiempo para recolección instrumento lleno.</li> <li>• Se incluyó a otro tipo personal</li> </ul> <p><u>Logros:</u> Se obtuvo una buena cobertura del personal encuestado.</p>	<p>23/julio/1984</p>	<p>Lic. Ma. de Jesús Mojica  + grupo colaborador (encuestador).</p>												
<p>- Reunión de trabajo para entrega de Encuestas.</p> <p><u>Tegucigalpa.</u></p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Consultorio Central</td> <td style="text-align: right;">137</td> </tr> <tr> <td>Hospital</td> <td></td> </tr> <tr> <td>Periférica No. 1</td> <td style="text-align: right;">79</td> </tr> <tr> <td>Periférica No. 2</td> <td style="text-align: right;">35</td> </tr> <tr> <td><u>San Pedro Sula</u></td> <td style="text-align: right;"><u>280</u></td> </tr> <tr> <td style="text-align: right;">Total</td> <td style="text-align: right;">531</td> </tr> </table> <p>Problemas de Cobertura inicial.</p> <ul style="list-style-type: none"> <li>• Incumplimiento en devolución del Instrumento.</li> <li>• Negación en llenado <i>rectificación de datos</i></li> <li>• Número incompleto de Instrumentos</li> </ul>	Consultorio Central	137	Hospital		Periférica No. 1	79	Periférica No. 2	35	<u>San Pedro Sula</u>	<u>280</u>	Total	531	<p>25(julio/1984</p>	<p>Lic. Ma. de Jesús Mojica  + Grupo colaborador (encuestador).</p>
Consultorio Central	137													
Hospital														
Periférica No. 1	79													
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Total	531													

ACTIVIDADES	TIEMPO DE EJECUCION	RESPONSABLE
<ul style="list-style-type: none"> <li>• Extravío de Instrumentos</li> <li>• Reposición Instrumento</li> <li>- Elaboración de lineamientos de tabulación               <ul style="list-style-type: none"> <li>• Establecimiento de Indicadores</li> <li>• División trabajo de tabulación</li> <li>• Tabulación preguntas cerradas</li> </ul> </li> <li>- Análisis de Recomendaciones y Sugerencias.</li> </ul>	26/Julio/1984	Sr. Julio Alberto Guzmán ( Relaciones Públicas ) Lic. Consuelo de Lafnez Lic. Angela de Mejía T.S. Amanda Mejía T.S. Mercedes Coello
<ul style="list-style-type: none"> <li>- Elaboración ( Diagnóstico ), de necesidades de Capacitación.</li> </ul>	27/Agosto/1984	Lic. Enrique Guzman + Grupo Colaborador ( Encuestador )