Dedicated Providers and Special Service Days

Promising Approaches to Increasing Long-Acting Method Uptake

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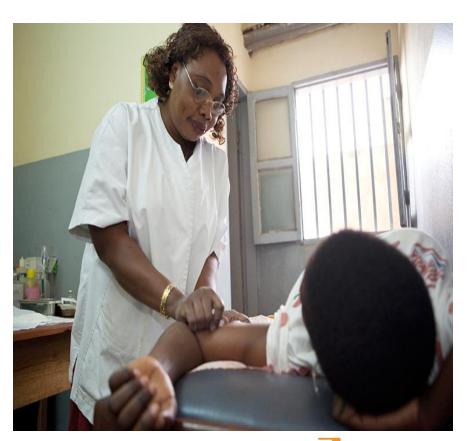
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Challenges to Providing LAM in the Private Sector

- Time required for LAM could be spent on more lucrative services
- Disruption to clinic flow
- Low provider confidence/fear of complications
- Risk to provider reputation
- Potential loss of "repeat" customers
- Client inability to pay





Special Service Days



- Also known as "Training Support Days"
- ½ to 2-day events
- Intensive demand creation through outreach and IPC
- Opportunity to apply/refresh skills under supervision
- Efficiencies of Scale
- Generate new, regular clients





Dedicated Providers

- Public-Private Partnership
- Builds on existing health behavior
- On-site service provision
- Expand hours and options in overburdened clinics
- Capacity building for host-clinic staff





Zambia 2011 Results	IUD	Implant	Total
Providers			30
Insertions	21,432	30,612	52,044
New Users	49%	49%	49%



Maintaining Quality

- Regular provider and facility evaluations
 - Remedial actions for noncompliant providers
- Special Service Days as post-training and confidence-building opportunities
 - Inactive providers not competent
- Trained low-level clinic staff/community worker in infection prevention
- On-going supportive supervision
- Annual internal service audit
- Biannual external/independent service





Lessons Learned

- Match models to local context
- They will come: address access, cost, business model, information barriers
- Create efficiencies of scale: Special Service Days or dedicated service provision
- Ensure providers have adequate clientele to maintain competence and confidence





