



Dedicated Providers and Special Service Days

Promising Approaches to Increasing Long-Acting Method Uptake

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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



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



How the Loop works & its effectiveness



The safe way to plan your future



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 non-compliant 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**





Healthy lives. Measurable results.