

Inspiring family planning providers to improve their facilities to deliver quality services

Context



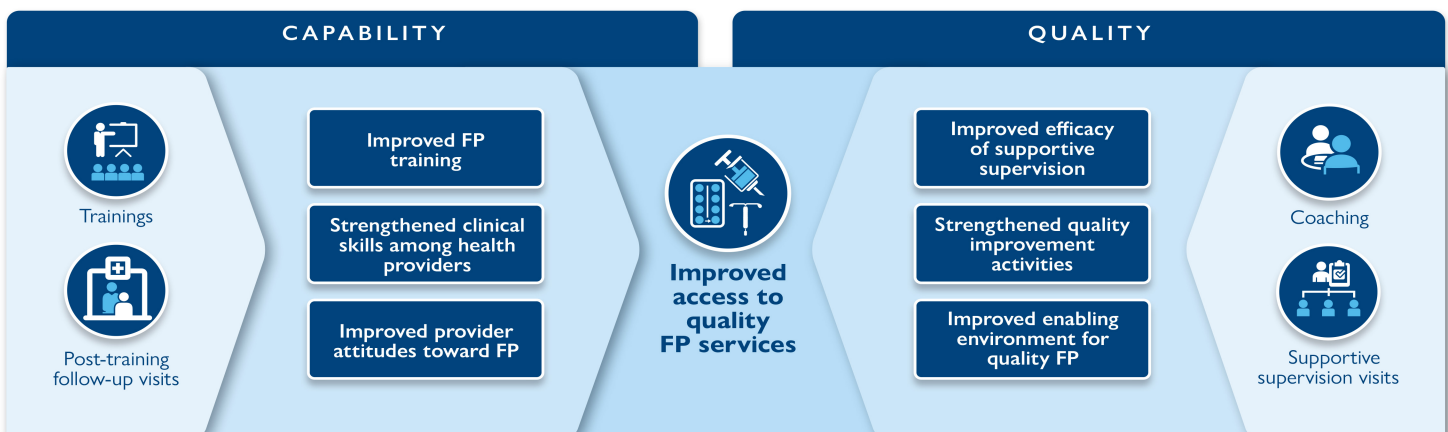
Prior to USAID's SHOPS Plus program, many health providers in the Federal Capital Territory (FCT), Plateau, Akwa Ibom, and Oyo did not have the knowledge, skills, and capability to deliver the full range of family planning (FP) methods.

Aside from the lack of training, many of these providers also work in challenging infrastructural environments. Through training and continuing support, however, many of these providers are overcoming their environments to deliver quality FP services.

Stronger technical knowledge on FP and improved relationships with supervisors and coaches have helped providers understand the importance of quality, which resulted in unanticipated positive outcomes. Many providers have used their own resources to strengthen their practice environment so they can deliver high quality services.

Public and private providers have independently purchased equipment, made infrastructural improvements to their facilities (such as creating dedicated FP units that ensure privacy), and built bore holes and toilet facilities. As a result of these improvements, providers have noted increased client numbers and more men accompanying their wives for FP.

The SHOPS Plus approach



- SHOPS Plus improves public and private provider knowledge and clinical capacity with in-service training
- The program updates the training material to include content on gender and provider bias
- The program incorporates adult learning principles to improve the delivery of this content

- Training is followed with complementary activities including post-training follow-up visits (PTFUs) and supportive supervision visits (SSVs) so that providers achieve and maintain quality standards
- Improving quality requires more than just training
- Providers build and develop competency to deliver quality services

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Creating ideal practice environments

SHOPS Plus creates an optimal learning environment so providers have the best training experience. The clinical practicum portion of the training in particular was eye opening for many providers who began to understand the need for a dedicated space for FP.

“The practical/clinical aspect of training really motivated me to replicate it in my facility.”

Dr. Abimbola Olayiwola Ojediran
private provider in Oyo



However, SHOPS Plus and government staff observed a harsh reality when conducting PTFU visits. Even with the appropriate training, many providers are still constrained in their ability to offer quality FP services because of inadequate facility infrastructure and equipment. However, providers have taken it upon themselves to address their facility challenges.



Provider creates dedicated FP space in Primary Health Center (PHC) Base in Awka Igbom

Implicitly improving quality

“...I improved the facility in order to gain the client’s confidence.”

Dr. Fred Nwadiaro, private provider in Akwa Ibom



Providers often have diverse motivations for making improvements to their facility. These motivations do not always have quality as an explicit outcome, however, their actions ultimately help improve the quality of their services. Altruism, for example, motivated Dr. Semiyu Golden (a private provider in FCT), to create an FP unit to make a difference in his community: “...I felt I could assist in my own way by setting a place aside for them - if they can prevent unwanted pregnancy then their lives can be changed and also that of their children.”

“I realized I had to buy more instruments (in addition to what was given to me) to ease my work.”

Gideon Dams, community health extension worker (CHEW) in Plateau



Creating a private space for FP is not only beneficial to the client, but also facilitates higher quality counseling because women can ask questions, discuss options, and make an informed choice. Similarly, purchasing equipment and supplies to make the task of delivering FP services easier also helps the provider adhere to FP guidelines and protocols.

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Community participation

Communities have helped providers improve the quality of service provision by raising awareness of services and paying for facility improvements. Ojo Esther Adewumi, a CHEW in Koso PHC, recognized that a functioning toilet was necessary to remove a key barrier to quality FP service provision: producing a urine sample to rule out pregnancy. With support from the head of her facility, she successfully advocated for the renovation of the toilets.



Community effort has resulted in the refurbishment of PHC Bughan Gida and the building of its borehole and toilet in Plateau



After learning of the benefits of FP from Ojo Esther Adewumi, the community surrounding Koso PHC in Oyo supported the renovation of toilets and bought a cupboard for storing commodities and consumables

Improvements that extend beyond the facility

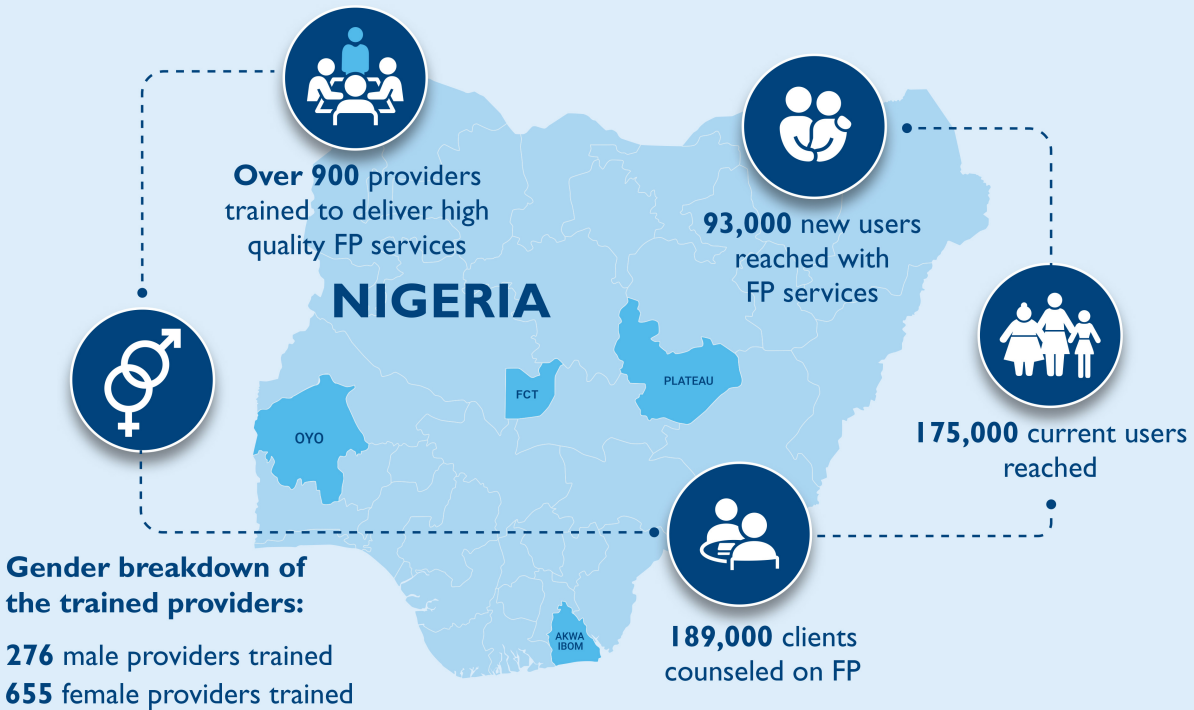
Facility improvements not only support quality service provision, but they sometimes benefit the community at large. Martha Gwaja, a CHEW from PHC Sot in Plateau, used her own money to build a well for the facility. The well, which provides Ms. Gwaja with a dependable source of water for infection prevention, is also used by the community between 10:00 a.m. and 5:00 p.m. each day whether or not they receive clinical services.



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Impact

The SHOPS Plus experience highlights how effective training and coaching that focuses on the provider experience rather than only technical content can result in provider behavior change. Improving quality is a continuous exercise that extends long after training. Although providers often have diverse reasons for making improvements to their facility, these improvements ultimately support the sustainable delivery of quality FP services.



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