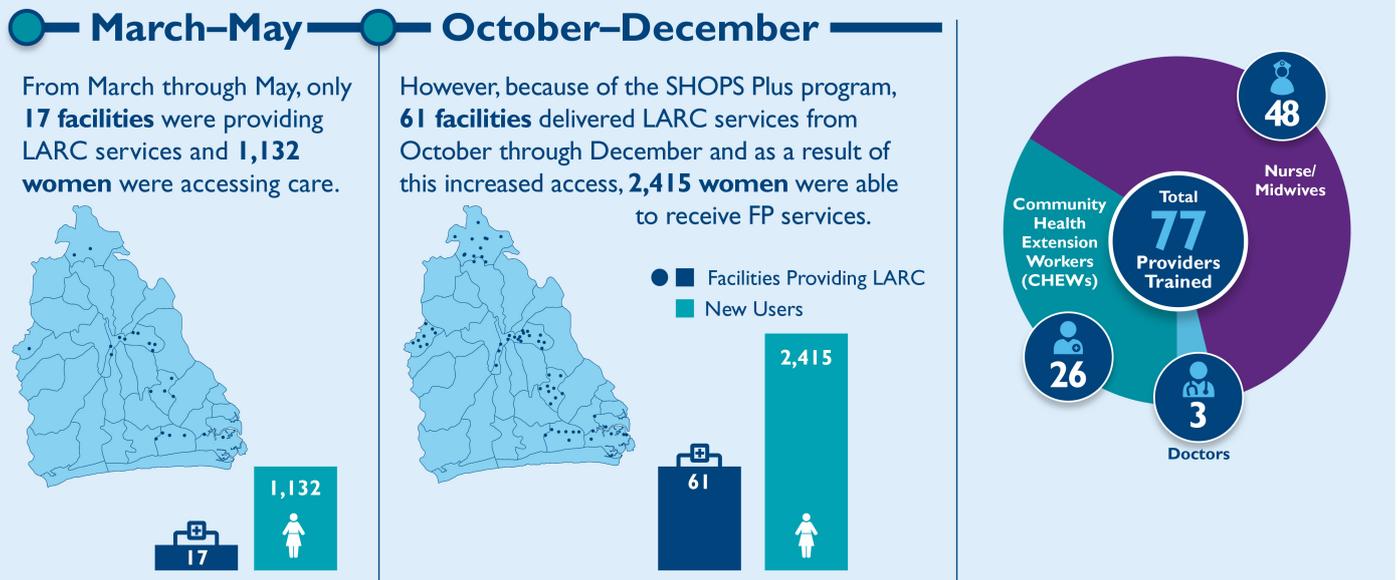


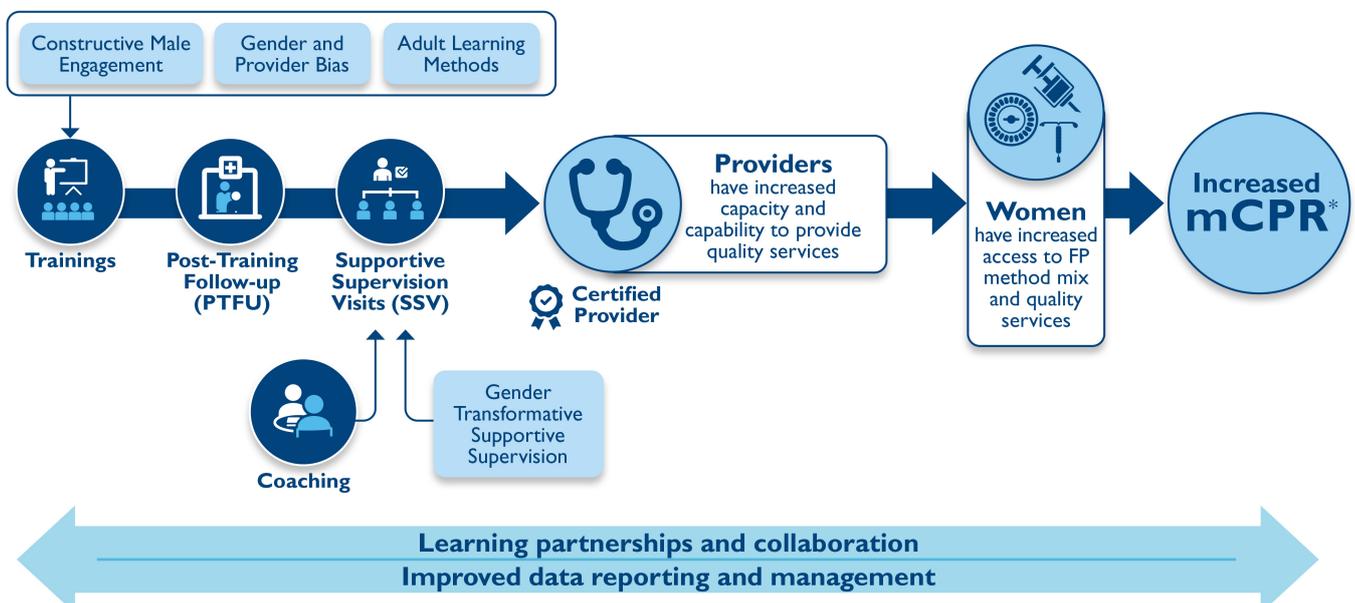
Akwa Ibom State Profile

USAID's Sustaining Health Outcomes through the Private Sector (SHOPS) Plus program in Nigeria worked with the Akwa Ibom state government to increase women's access to voluntary and rights-based FP services by increasing the capability of public and private health providers to deliver quality FP services, including long-acting reversible contraceptives (LARCs), and improving the quality of FP service delivery. According to the 2018 Demographic and Health Survey, 32% of women in Akwa Ibom don't want to become pregnant and are not using a modern contraceptive method. Between 2019, there has been an increase in the availability and use of FP methods.

Between March – May 2019 and October – December 2019, the number of facilities providing LARCs and new users of FP increased in Akwa Ibom.



Program Approach



* Modern Contraceptive Prevalence Rate

Akwa Ibom State Profile

SHOPS Plus collaborated with multiple levels of government to train both trainers and providers using adult learning methods. After working with the Federal Ministry of Health (FMOH) to review the national curriculum on FP/LARC training, SHOPS Plus and the State Ministry of Health (SMOH) identified and trained 25 state trainers who conducted the three provider trainings. The state trainers included the state FP supervisors. Additionally, the local government area (LGA) FP supervisors also supported SHOPS Plus in conducting quarterly SSVs to providers and acted as the program's gatekeepers to local communities. To ensure that providers were getting certified in LARC insertion after three PTFUs and SSVs, SHOPS Plus identified 15 coaches and 12 peer coaches to support uncertified providers. Providers were also able to access supplemental FP content after training via their mobile phones through the Airtel 3-2-1 audio job aids (AJAs).

Components of the SHOPS Plus Approach

Master Trainers

Clinicians with 10 years of practice in RH/FP and knowledge on training and learning methods

State Trainers

Clinicians with five years of practice in RH/FP and knowledge on training providers

Coaches

Retired midwives and LGA FP coordinators who conducted SSVs

Peer Coaches

Certified providers who assist uncertified providers in nearby facilities

Post-Training Follow-Up Visits

Facility visits that occur in the three months after training to check on a provider's FP skills

Supportive Supervision Visits

Facility visits that occur once a quarter to support providers

Gender-Transformative Supportive Supervision

Supervisors support providers to address gender issues at work

Certification

National standard achieved by a provider after they insert five implants and five IUDs

Audio Job Aids

Messages on FP content that providers can access on mobile phones

Achievements



77

Number of SHOPS Plus trained providers

96%

Certified



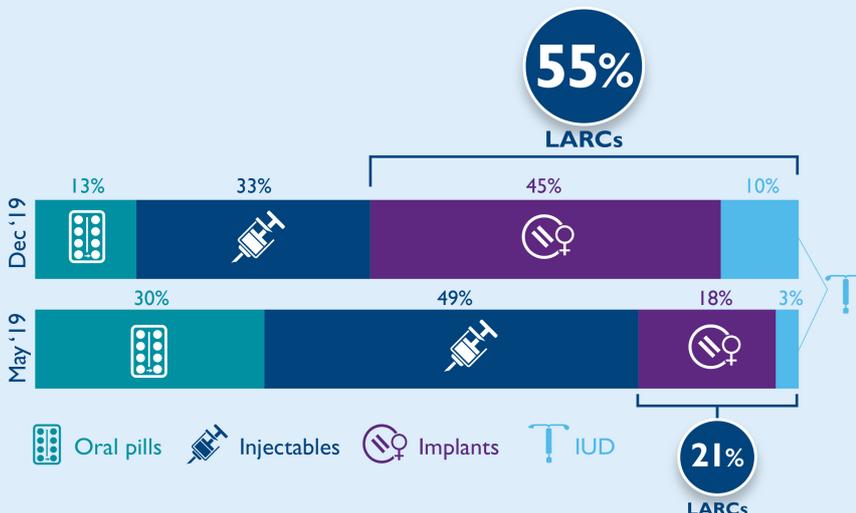
98% of Public providers

83% of Private providers

67% of Doctors

98% of Nurse/midwives

96% of CHEWs



In seven months, the number of women using LARCs increased by

34%

in SHOPS Plus supported facilities

Akwa Ibom State Profile

Using the Airtel 3-2-1 system, providers accessed FP content on their mobile devices

1,079 Total FP providers receiving messages



44,073

Total number of calls sent



21,045

Total number of quizzes pushed

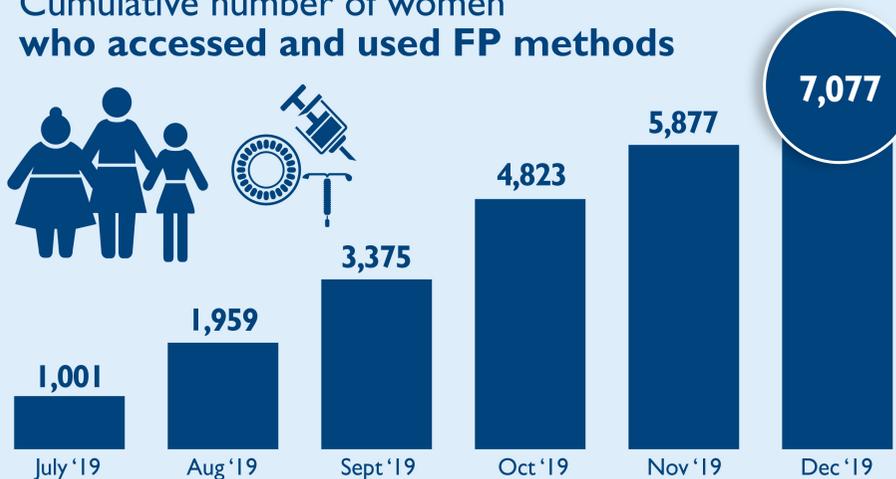
67% of providers answered calls

61% of them completed calls

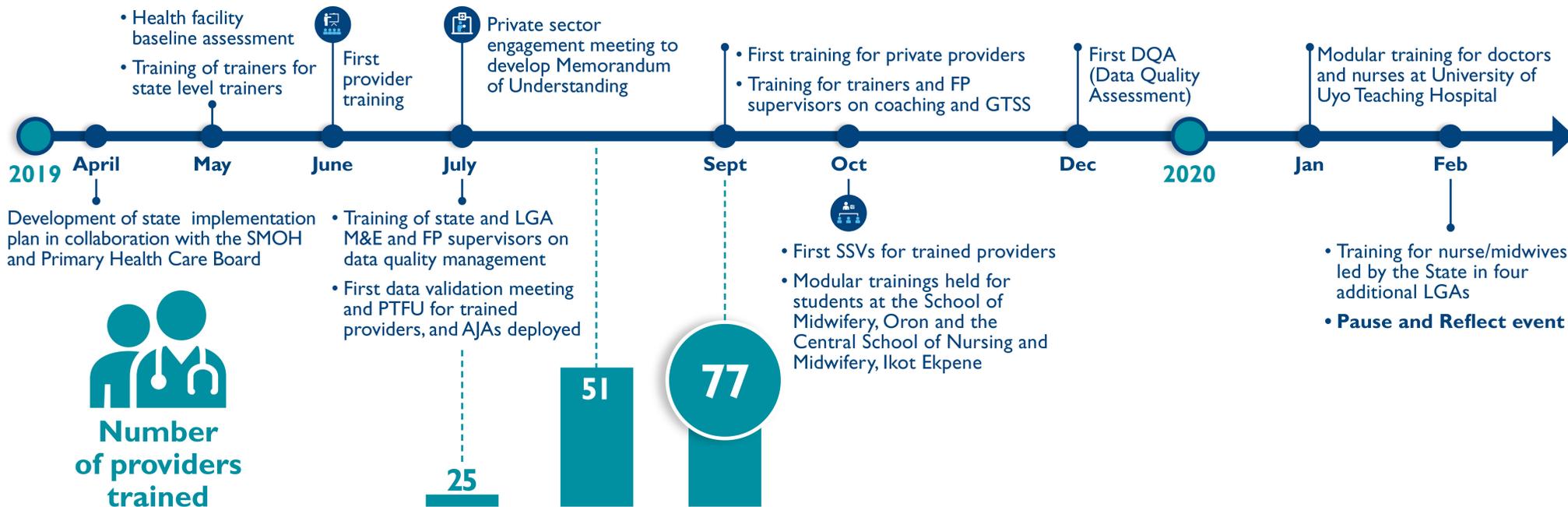
55% of providers attempted the quizzes

92% of providers gave the correct answer

Cumulative number of women who accessed and used FP methods



SHOPS Plus Milestones



Akwa Ibom State Profile

Lessons Learned

SHOPS Plus has supported Akwa Ibom in:

- Training 77 providers, including doctors, nurse/midwives, and CHEWs, of which more than 96% are certified in LARC insertion.
- Supporting 77 facilities in six LGAs in Akwa Ibom, including 12 private facilities.
- Training 25 state trainers who will continue to train providers with the same quality and rigor as SHOPS Plus.
- Identifying and training 15 coaches and 12 peer coaches who can support uncertified FP providers in service provision and LARC insertion.
- Training eight midwife tutors in six training institutions who are cascading the FP training using adult learning methods to students in in-service institutions.
- Conducting state funded modular trainings (gender and provider bias, infection prevention, and LARC insertion and removal) for 35 doctors at the University of Uyo Teaching Hospital and 50 final year nurse/midwives at schools of midwifery and nursing to equip them on the requisite knowledge and skills to be able to provide quality FP services
- Training of 23 nurse/midwives from four additional LGAs on quality FP service delivery, led by the State Primary Health Care Development Agency with support from SHOPS Plus state trainers.
- Institutionalizing and incorporating the SHOPS Plus learning approach into the national training curriculum, which will be rolled out across Akwa Ibom in 2020.



“ It was the first time of my being exposed to this type of training. I really feel fulfilled and satisfied. This training was well packaged and delivered. The method of training and the content are very useful to me. I appreciate the way the facilitators delivered the lectures.”

Dr. Emem Petters – Public health physician, University of Uyo Teaching Hospital



Private sector engagement requires further strengthening. SHOPS Plus successfully collaborated with the only private sector association in Akwa Ibom, the Association of General Medical Practitioners, and private facilities to train and support 12 private providers. However, the private sector continues to



“ I will not stop at providing family planning services, but am in a hurry to make sure that the knowledge gained is being transferred to my students for sustainability.”

Ms. Bridgid James – Midwife tutor, School of Midwifery, Oron

be fragmented as many private providers are not part of any associations, particularly CHEWs and nurse/midwives. The relationship between the public and private sectors also needs to be further developed to improve government oversight of and coordination with private providers.



Post-training support is crucial to reinforce knowledge and skills learned during trainings. The SHOPS Plus approach went beyond only training providers to ensuring that they received support afterwards. Alongside PHC directors and FP supervisors, SHOPS Plus conducted three PTFUs and quarterly SSVs to providers. Supporting and coaching providers in their facilities allowed the program to understand what challenges they were facing, help move them from competency to proficiency, and ensure providers are practicing to standard.



Gender and provider bias are important components of FP trainings. Prior FP trainings have not contained components on how gender and provider bias affect service delivery. SHOPS Plus included exercises that helped providers understand their own biases and why these biases should not be imposed on women during FP provision. Providers have not then only learned how to provide FP methods, but also how to counsel women so that they can make fully informed choices.

In moving forward:

- The SMOH should sign a Memorandum of Understanding with the private sector to improve private sector engagement and increase private facility reporting rates.
- Akwa Ibom should continue to sensitize the public through mass media to dispel myths and misconceptions on FP.