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.

**March–May**

From March through May, only 17 facilities were providing LARC services and 1,132 women were accessing care.

**October–December**

However, because of the SHOPS Plus program, 61 facilities delivered LARC services from October through December and as a result of this increased access, 2,415 women were able to receive FP services.

**Program Approach**

- **Constructive Male Engagement**
- **Gender and Provider Bias**
- **Adult Learning Methods**

**Providers**

Providers have increased capacity and capability to provide quality services.

**Women**

Women have increased access to FP method mix and quality services.

**Increased mCPR**

- Modern Contraceptive Prevalence Rate

Learning partnerships and collaboration

Improved data reporting and management
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

- **Number of SHOPS Plus trained providers**: 77
- **Certified**: 96%
- **55% LARCs**: In seven months, the number of women using LARCs increased by 34% in SHOPS Plus supported facilities

**98% of Public providers**
**83% of Private providers**
**67% of Doctors**
**98% of Nurse/midwives**
**96% of CHEWs**
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

- Development of state implementation plan in collaboration with the SMOH and Primary Health Care Board
- Health facility baseline assessment
- Training of trainers for state level trainers
- First provider training
- Private sector engagement meeting to develop Memorandum of Understanding
- First training for private providers
- Training for trainers and FP supervisors on coaching and GTSS
- First DQA (Data Quality Assessment)
- Modular training for doctors and nurses at University of Uyo Teaching Hospital
- Training for nurse/midwives led by the State in four additional LGAs
- Pause and Reflect event
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.

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.

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