Oyo State Profile

USAID’s Sustaining Health Outcomes through the Private Sector (SHOPS) Plus program in Nigeria worked with the Oyo 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, 30.6% of women in Oyo don’t want to become pregnant and are not using a modern contraceptive method. In 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 Oyo.

**Program Approach**

- **Training**
- **Post-Training Follow-up (PTFU)**
- **Supportive Supervision Visits (SSV)**
- **Certified Provider**
- **Coaching**

Providers have increased capacity and capability to provide quality services.

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

**Increased mCPR**

**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 reproductive health (RH) and FP coordinators. Additionally, the local government area (LGA) RH coordinators 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 though 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

- **76** Number of SHOPS Plus trained providers
- **96%** Certified

- **96%** of Public providers
- **95%** of Private providers
- **86%** of Doctors
- **100%** of Nurse/midwives
- **96%** of CHEWs

In seven months, the number of women using LARC increased by **20%** in SHOPS Plus supported facilities.
Oyo 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
55% of providers attempted the quizzes
92% of providers gave the correct answer
61% of them completed calls

Cumulative number of women who accessed and used FP methods

SHOPS Plus Milestones

2019
April
Training of trainers for state level trainers
May
First provider training and private sector engagement meeting to develop Memorandum of Understanding
June
Training of state and LGA M&E and FP coordinators on data quality management and the FP Dashboard

2020
Jan
Last SSVs
Feb
Final Pause and Reflect event

July '19
499
Aug '19
1,908
Sept '19
3,165
Oct '19
4,523
Nov '19
5,380
Dec '19
6,079

• Training for trainer and FP coordinators on coaching and GTSS
• Last provider trainings
• Abridged training of trainers for FP tutors at the Fertility Research and Endocrinology Unit of University College Hospital, Ibadan
• First SSVs for trained providers and first DQA (Data Quality Assessment)
• Meeting to review the National FP Curriculum
Oyo State Profile

Lessons Learned

**SHOPS Plus has supported Oyo in:**

- Training 76 providers, including doctors, nurse/midwives, and CHEWs, of which more than 97% are certified in LARC insertion.
- Supporting 76 facilities in six LGAs in Oyo, including 21 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.
- Identifying the Fertility Research and Endocrinology Unit at the University of Ibadan as model for other institutions to continue using the SHOPS Plus training approach.

“After the training, I had improvement in FP counseling, infection prevention practices, and the confidence to give FP on my own. I was so inspired that I created a family planning room in my facility out of pocket to ensure privacy and quality provision of FP services.”

Ms. Omolara Ogunrombi – CHEW, Llora Health Centre, Afijio

An enabling environment and community engagement are critical to ensuring quality FP provision. Collaboration with community stakeholders helped to foster a relationship between SHOPS Plus supported facilities and the communities they served. Ward development committees and community and religious leaders were instrumental in ensuring male engagement, which can be a barrier to women accessing services. Communities also supported the refurbishment and equipping of facilities, such as building private FP units, ensuring capable providers were able to provide quality FP services.

Using adult learning methods to train providers on provider and gender bias results in behavior change. SHOPS Plus addressed provider and gender bias during trainings using adult learning methodologies such as value clarification exercises and role playing scenarios that were user-friendly. This approach continuously engaged providers, helping them to understand how their own biases can be a barrier to women accessing FP and giving them strategies on how to improve their counseling techniques. During facility visits, SHOPS Plus observed that providers had adopted these approaches.

**Integrating LGA FP coordinators and peer coach into the program improved the ownership and sustainability of SHOPS Plus activities.** LGA FP coordinators were involved throughout the program, from training to SSVs. This allowed them to supervise and build relationships with providers, encouraging them to take ownership of the FP services in their LGAs. Additionally, using peer coaches and the cost-effective approach to SSVs that SHOPS Plus and the state developed together ensures that providers will continue to be supported.

**In moving forward:**

- The LGA FP coordinators should continue to conduct SSVs to facilities that are easily accessible.
- The Oyo State Primary Healthcare Board should train additional providers in LGAs SHOPS Plus did not implement in using the program’s approach.
- The ward development committees should advocate for budget allocation for FP consumables.
- The state and local governments should improve the physical infrastructure of facilities and build the human resource capacity for FP.

“I was fascinated by the adult learning approach, especially the use of study guides and case scenarios. I have since adopted these methodologies for training the tutors and students in our institution.”

Mrs. Adedayo Makinde – Unit Head and Program Coordinator, Fertility Research and Endocrinology Unit, UCH, Ibadan

This brief is made possible by the support of the American people through the United States Agency for International Development (USAID). The contents of the brief are the sole responsibility of Abt Associates and do not necessarily reflect the views of USAID or the United States government. ShopsPlusProject.org/Nigeria