USAID’s Sustaining Health Outcomes through the Private Sector (SHOPS) Plus program in Nigeria worked with the Plateau 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, 19.8% of women in Plateau don’t want to become pregnant and are not using a modern contraceptive method. Between 2018 and 2019, there has been an increase in the availability and use of FP methods.

### Plateau State Profile

Between January – March 2018 and October – December 2019, the number of facilities providing LARCs and new users of FP increased in Plateau.

<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facilities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Providing LARC</td>
<td>65</td>
<td>237</td>
</tr>
<tr>
<td>New Users</td>
<td>4,513</td>
<td>8,700</td>
</tr>
</tbody>
</table>

From January through March, only **65 facilities** were providing LARC services and **4,513 women** were accessing care.

However, because of the SHOPS Plus program, **237 facilities** delivered LARC services from October through December and as a result of this increased access, **8,700 women** were able to receive FP services.

### Program Approach

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

**Learning partnerships and collaboration**

**Improved data reporting and management**

**Increased mCPR**

**Providers**

- have increased capacity and capability to provide quality services

**Women**

- have increased access to FP method mix and quality services

**Certified Provider**

- Gender Trans formative Supportive Supervision

**Total**

- 388 Providers Trained
- 275 Community Health Extension Workers (CHEWs)
- 103 Nurse/Midwives
- 10 Doctors
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 three master trainers and 31 state trainers who conducted the 15 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 17 coaches to and developed Airtel 3-2-1 audio job aids (AJAs) for providers to have access to supplemental FP training content via their mobile phones.

**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**
  Experienced midwives who offer additional support to providers

- **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**: 388
- **Certified**: 95%

**Plateau State Profile**

- **Injectables**: 62%
- **Oral pills**: 18%
- **Implants**: 3%
- **IUD**: 2%

- **LARCs**
  - **Number of SHOPS Plus trained providers**: 388
  - **Certified**: 95%
  - **In 1.5 years, the number of women using LARCs increased by 9%**
  - **97% of Public providers**
  - **89% of Private providers**
  - **60% of Doctors**
  - **91% of Nurse/midwifes**
  - **99% of CHEWs**
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
- 61% of them completed calls
- 92% of providers gave the correct answer

Cumulative number of women who accessed and used FP methods
- 1,214 June '18
- 6,694 Sept '18
- 13,663 Dec '18
- 26,652 March '19
- 44,102 June '19
- 61,739 Sept '19
- 77,414 Dec '19

SHOPS Plus Milestones
- Health facility baseline assessment
- First provider training
- First PTFUs for trained providers and first data validation meeting
- First SSVs for trained providers and first training for private providers
- Training of state and LGA M&E and FP coordinators on data management
- State funds FP/LARC training for assistant RH coordinators
- Seminar on FP for nursing students at the College of Nursing and Midwifery, Jos
- Plateau State Primary Health Care Board adopted and institutionalized the SHOPS Plus enhanced FP/LARC training curriculum
- First DQA (Data Quality Assessment), AJAs deployed, and last provider training

Number of providers trained
- 25 June '18
- 74 Sept '18
- 177 Dec '18
- 229 March '19
- 330 June '19
- 388 Sept '19
SHOPS plus has supported Plateau in:

- Training 388 providers, including doctors, nurse/midwives, and CHEWs, of which more than 95% are certified in LARC insertion.
- Supporting 373 facilities in all 17 LGAs in Plateau, including 43 private facilities.
- Training three master trainers and 31 state trainers who will continue to train providers with the same quality and rigor as SHOPS Plus.
- Identifying and training 17 midwives as coaches who can support uncertified FP providers in providing FP and inserting LARCs.
- Setting up one training center in each of the three senatorial zones of Plateau.
- Adopting and institutionalizing the SHOPS Plus training design for subsequent LARC/FP trainings by the State Primary Health Care Board.
- Institutionalizing and incorporating the SHOPS Plus learning approach into the national training curriculum, which will be rolled out across Plateau in 2020.

Working with gatekeepers increases ownership of program activities and support for providers. Since program inception, SHOPS Plus has actively and strategically engaged stakeholders, including them in planning meetings, trainings, and post-training visits. Ward and village development committees have been a previously underutilized resource that have played an important role, such as in helping to create private FP units, contributing instruments and equipment, and making infrastructural improvements to facilities.

Provider behavior change is important in improving women’s access to FP. In addition to clinical skills, SHOPS Plus focused on changing providers’ attitudes on FP.

Leveraging the private sector engagement increases access to affordable and quality FP services. SHOPS Plus successfully brought the public and private sectors together, with both committing to partnering through a Memorandum of Understanding (MOU). LGA RH coordinators and private sector providers improved their communication as a result. This has ultimately increased access to affordable and quality FP services in the private sector.

In moving forward:

- The State Ministry of Health and Primary Healthcare Board should integrate SHOPS Plus FP activities into the state’s annual operational plan.
- The Directorate for Medical Services should integrate the SHOPS Plus training enhancements into pre-service curriculum for providers.
- The RH Unit at the State Primary Healthcare Board and the Directorate for Nursing Services at the Hospital Management Board should scale up trainings, PTFUs, SSVs, and data validation activities to non-SHOPS Plus supported facilities.
- The Directorate for Medical Services should use regulatory platforms to ensure health facilities’ adherence to the MOU and set up a state body that effectively monitors the terms of the partnerships, including establishing consequences for non-adherence.

"Before SHOPS Plus training, LARC services were more imaginary than real…I was always fearful because I don’t have any basic training on family planning…the SHOPS Plus training changed it all.”

Ms. Victoria Atong Atu – CHEW, Primary Healthcare Center Fusa, Jos

"There is great improvement in the quality and accessibility of FP in the state since SHOPS plus came. They have always carried us along in all their activities and I must confess, their relationship with us has been very fruitful.”

Mr. Bakyii Zakka - Director of Nursing Services, Plateau State Hospital Management Board, Jos

The training approach included components on provider bias, gender dynamics, and constructive male engagement to address barriers women experience when accessing FP services. By also incorporating these components into post-training activities, providers were able to adopt these improved attitudes on women using FP, increasing their access.