

The Federal Capital Territory 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 identified and trained three master trainers and 34 state trainers who conducted 16 provider trainings. The state trainers included the state reproductive health (RH) and FP coordinators. Additionally, the local area council (LAC) FP coordinators also supported SHOPS Plus in conducting quarterly supportive supervision visits (SSVs) to providers and acted as the program's gatekeepers in local communities. To ensure that providers were achieving certification in LARC insertion after three PTFUs and SSVs, SHOPS Plus identified 14 coaches and 36 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.

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 LAC 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

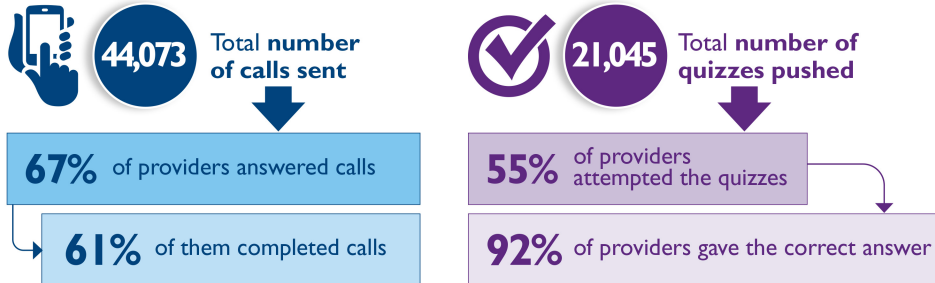
Messages on FP content that providers can access on mobile phones

Achievements

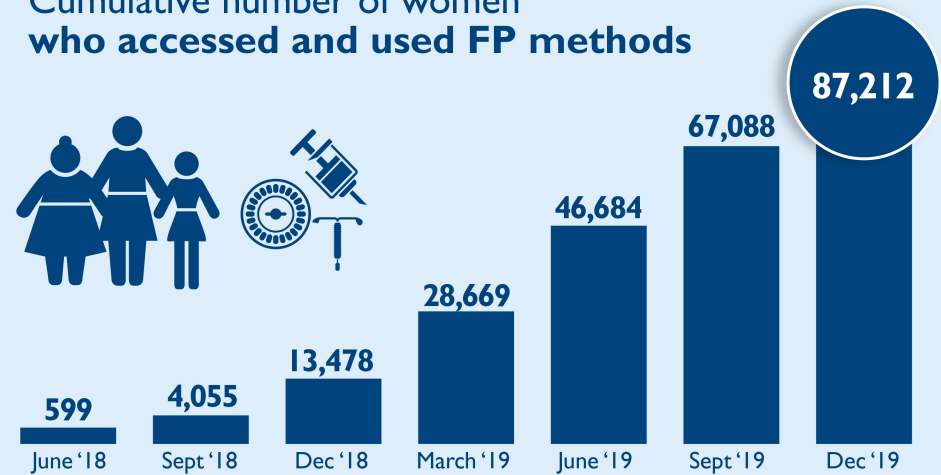
The Federal Capital Territory Profile

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

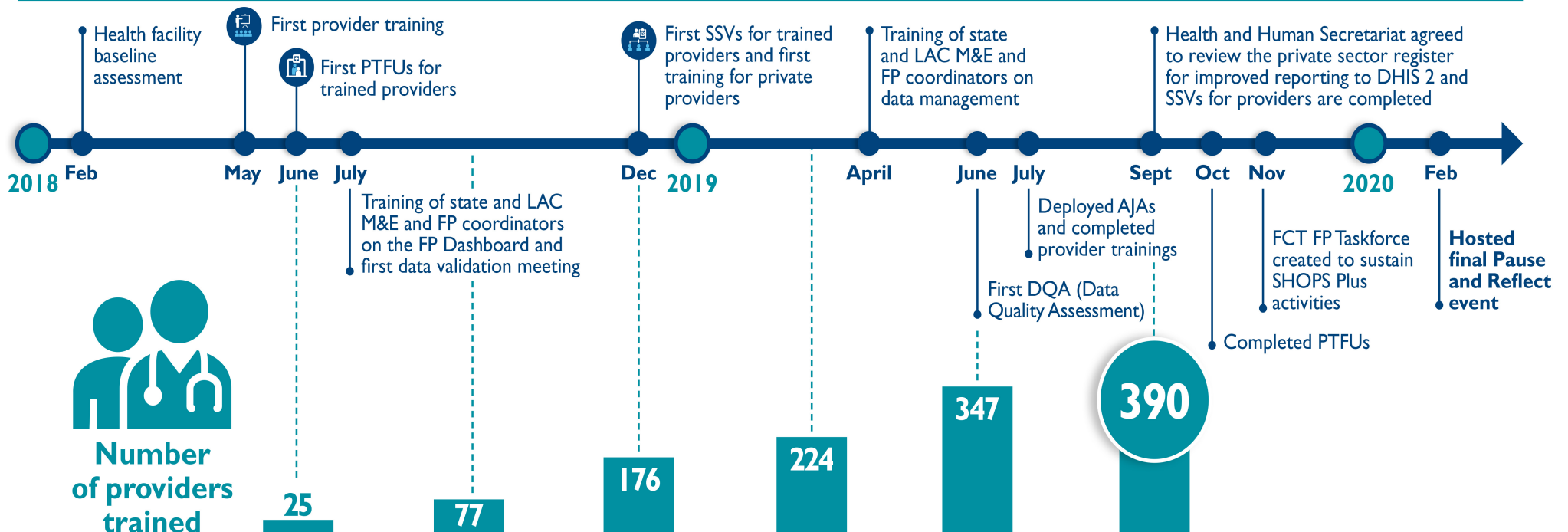
1,079 Total FP providers receiving messages



Cumulative number of women who accessed and used FP methods



SHOPS Plus Milestones



The Federal Capital Territory Profile

Lessons Learned

SHOPS Plus has supported FCT in:

- Training three master trainers and 34 state trainers who will continue to train providers with the same quality and rigor as SHOPS Plus, including Ms. Momoh, the FCT FP coordinator and a master trainer who later helped conduct trainings for trainers when SHOPS Plus expanded to Akwa Ibom.
- Training 390 providers, including doctors, nurse/midwives, and CHEWs.
- Supporting 362 facilities in all six LACs in FCT.
- Identifying and training 14 coaches and 36 peer coaches who can support uncertified FP providers in service provision and LARC insertion.
- Institutionalizing and incorporating the SHOPS Plus learning approach into the national training curriculum, which will be rolled out across FCT in 2020.



“ Before SHOPS Plus commenced implementation, FCT had only seven trainers ... now [FCT] has 37 master/state trainers, an 81% increase in available manpower, which will be useful to FCT even after SHOPS Plus ends.”

Mrs. Mariam Momoh – FCT FP coordinator



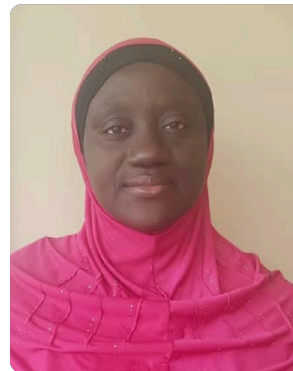
FP trainings need to incorporate modules and exercises on provider and gender bias.

SHOPS Plus worked with providers to identify their own biases and help them understand how these biases may prevent them from offering the full range of FP methods, limiting women’s access to FP services. Providers participated in value clarification exercises and discussions on bias during trainings to improve their FP service delivery skills. These approaches are now part of the national curriculum.



Using adult learning methods to conduct trainings for both trainers and providers is effective.

SHOPS Plus training was based on adult learning methods that use participatory approaches, such as role play scenarios and simulation skills practice. These approaches ensure that participants learn, incorporate, and retain the training content because



“The session on constructive feedback has impacted my leadership skills greatly. I now know there are different approaches to teaching adults using ways that they can better understand without them getting bored.”

Dr. Halima Bello – Consultant Gynecologist & Medical Director of Kwali General Hospital

they are actively engaged throughout the training. Adult learning also encourages providers to take responsibility for their own learning.



Private sector engagement requires further strengthening.

SHOPS Plus successfully brought public and private providers together to increase access to FP services through the private sector. However, there is outstanding work to do to strengthen this collaboration, such as by establishing routine supportive supervision to private providers. FCT should also facilitate private sector reporting into the national health management information system to improve facility reporting rates, helping ensure access to FP commodities.

In moving forward:

- LAC FP coordinators should conduct SSVs to providers to ensure they are delivering quality services using the cost-effective approach we developed together.
- The principal at the School of Midwifery, Gwagwalada should follow up on their commitment to continued FP learning using the SHOPS Plus training modules.
- The FCT government and ward development committees should respond to communities’ requests for funding to improve facility infrastructure and equipment, which will further ensure that capable providers can offer quality FP services.

“ I didn’t know much about family planning until I went to the training program. Now I am so equipped that I even teach others.”

Florence Doghudje – Midwife Tutor, School of Midwifery, Gwagwalada

