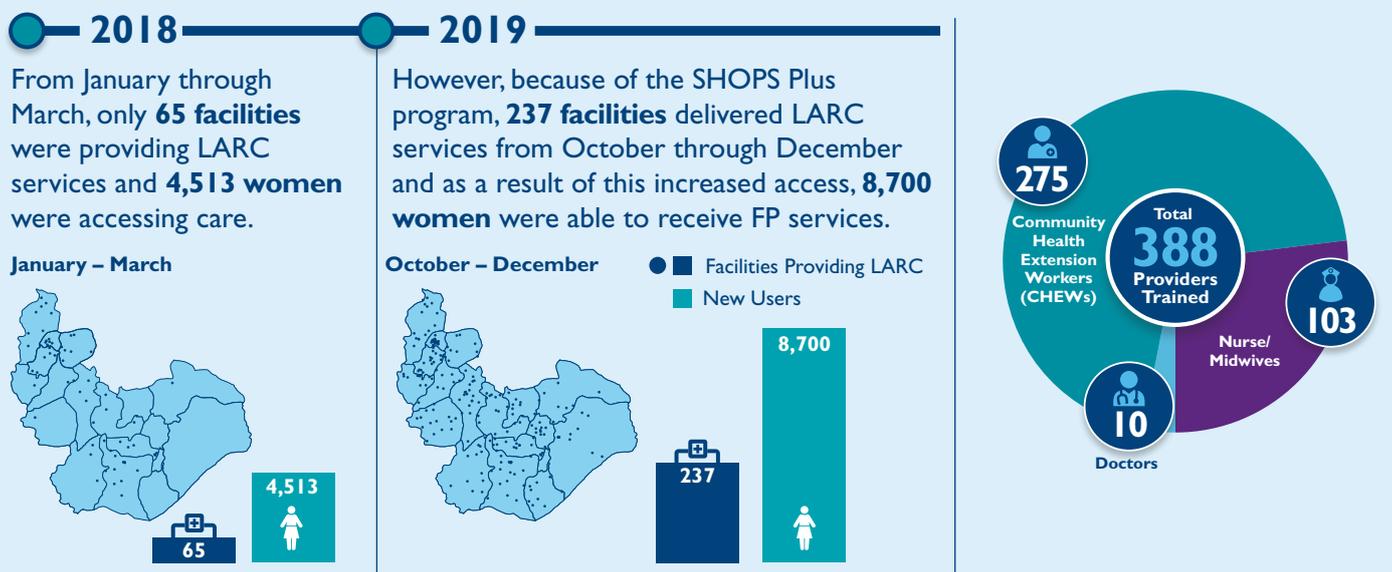


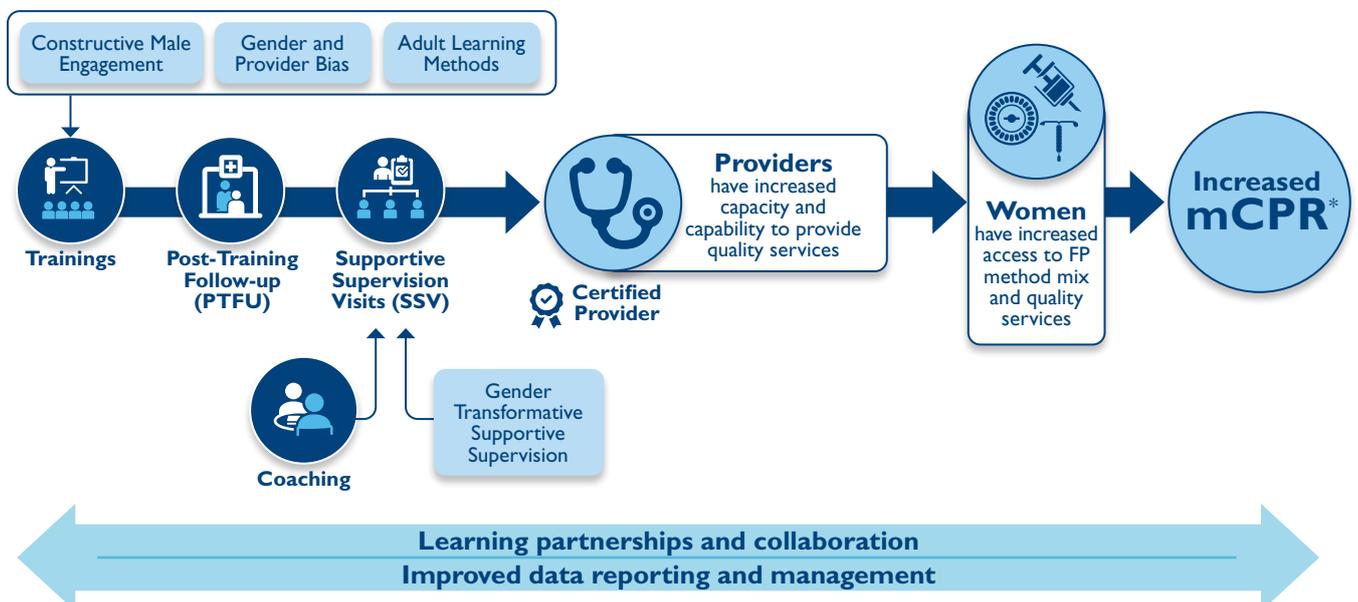
# Plateau State Profile

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.

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



## Program Approach



\* Modern Contraceptive Prevalence Rate

# Plateau 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 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



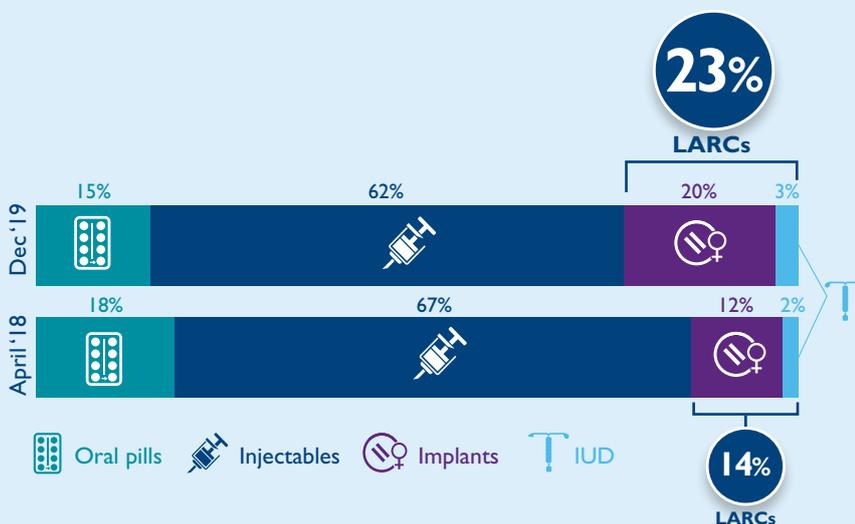
**97%** of Public providers

**89%** of Private providers

**60%** of Doctors

**91%** of Nurse/midwives

**99%** of CHEWs



In 1.5 years, the number of women using LARCs increased by

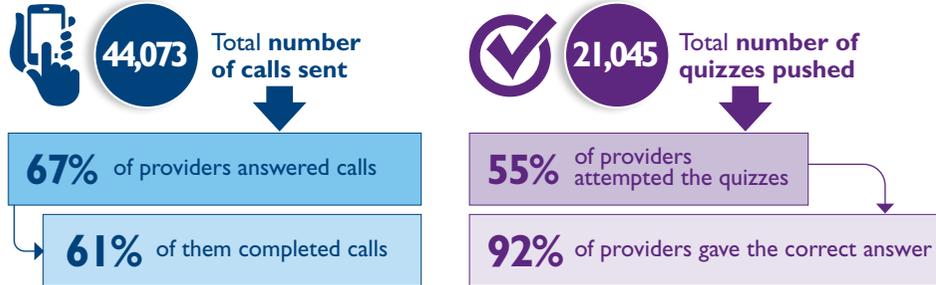
**9%**

in SHOPS Plus supported facilities

# Plateau State Profile

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

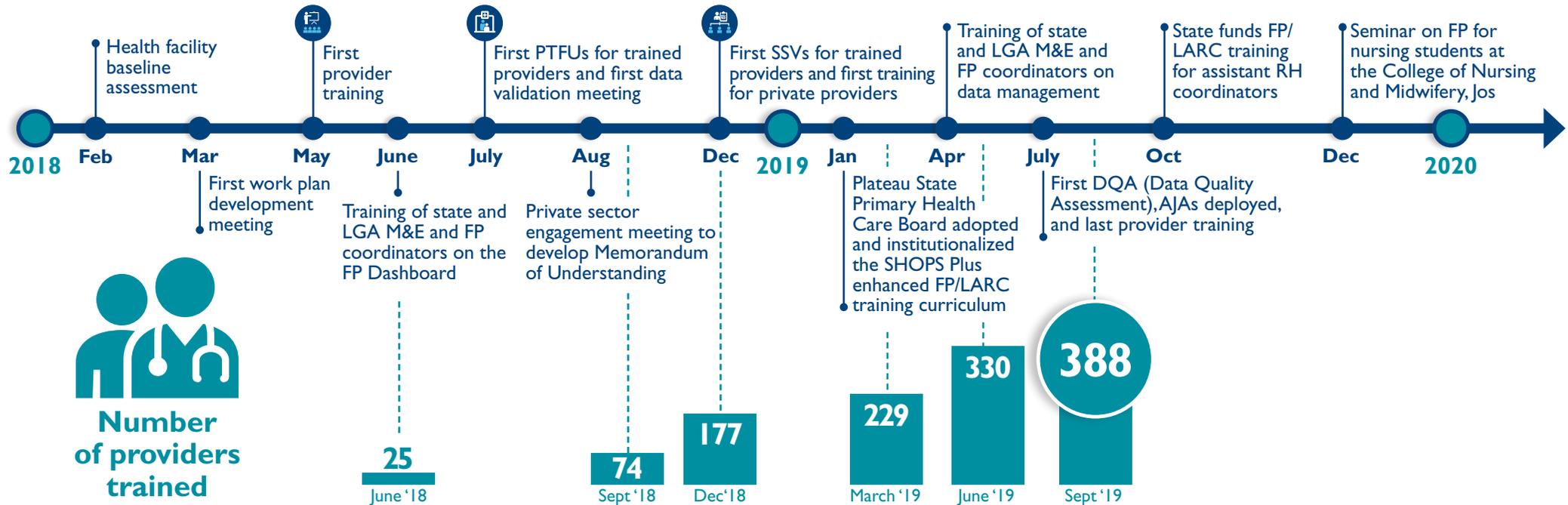
## 1,079 Total FP providers receiving messages



## Cumulative number of women who accessed and used FP methods



## SHOPS Plus Milestones



# Plateau State Profile

## Lessons Learned

### 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.



“ 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



### 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.

“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. Bakyl 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.



### 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.