Facilitator Guide

Incorporating Family Planning Counselling in PNC

Updates since last version of training

1. Conversation guide: We have simplified the conversation guide, shifting from a 14-step process, given in a 6-page document, to a 5-step process laid out in one page. The conversation guide is now more integrated with the method cards: the concept is that the conversation guide is placed on the table at the beginning of each session to guide the conversation.
2. Method cards: We have added a “method preference table” and labelled each method card with ways they may fit into method preferences. After the provider solicits the client’s preferences, they can shape how they use the cards accordingly.
3. Referral cards: We are adding in simple referral cards (as we did in the previous project in the CWC arm). Providers will simply circle the chosen method and hand the card to the client to take to the family planning unit.
4. Training: The training has been shortened, and material related to breastfeeding and LAM has been reduced. The three things we want most emphasised in the training are:
    a. Individual FP counselling based on this training should be provided to **every mother** at PNC, not just those who are high risk or particularly interested.
    b. FP counselling should be **focused on the client**. We learned in the surveying that clients often aren’t speaking up at all in the current counselling sessions. Throughout the roleplays, we would like the need for clients to be able to express their preferences, and providers to listen to clients, to be stressed. Women should be receiving the methods that they want, not what providers think as best.
    c. Women should receive **accurate information about side effects**. That means that providers need to give them honest information about the potential for side effects such as bleeding, but also to provide information about side effect management and to defuse misconceptions about bleeding and fertility.

Guidelines on roleplays

We expect that the afternoon session will involve a combination of roleplaying the counselling in pairs and having pairs demonstrate in front of the group. Please be sure to allow time for everyone to practise providing counselling at least twice; there needs to be at least an hour allowed for simultaneous paired practise.

Expectations

Facilitators are a crucial part of the changes we want to make. You will teach providers how to inform clients about birth spacing methods (family planning) using the changed counselling model. We need 100% of the providers to be implementing the changes.

This program needs to be 'replicable', meaning it can be repeated many times in the same way. We need you to follow the training plans as closely as possible, so that all healthcare providers are receiving the same training in line with the research and stakeholder engagement we conducted to inform its design.

Training Overview

Objectives

- All modules of the training are covered, with timing within 15 minutes of agenda
- All forms are filled out by all participants
- Participants all carry out the skills assessment, practising the use of the tools and system of counselling we have designed

The goal of this training is to empower providers with knowledge & techniques to effectively counsel women using the conversational guide and methods cards. We've incorporated group activities and discussions throughout in order to ensure that the training is engaging and to allow providers to practise the counselling method.

Throughout, facilitators should make an effort to:

- Keep providers engaged
- Create space for genuine engagement with concerns and misconceptions about family planning

The agenda and slide notes include recommended timings for specific activities. Facilitators should attempt to adhere to these timings as much as possible. If necessary, activities should be shortened in order to allow participants to move to the next activity. When shortening activities, remember that you can refer providers back to the conversation guide document and suggest that they follow it during counselling.

Forms

1. Skills assessment (during paired skills practise)
2. Post-training test to assess change in knowledge
3. Post-training evaluation to get feedback from providers

Forms and assessments will be completed through SurveyCTO. In advance of the training, participants will be instructed to download the SurveyCTO 'Collect' app. We use this app as any form on here can be completed and submitted offline, so the providers will not need an internet connection to begin.

During the training, you will need to monitor that all the participants have submitted their forms by logging on to SurveyCTO.

Monitoring submissions

1. Once logged in, click on the 'Monitor' tab and look under 'Form submissions and dataset data'. Check that you can see:
    - Skills Assessment
    - Provider Knowledge Post-Test - PNC
    - Training Feedback

   This is where you will check how many submissions have come in, and what date and time they have come in.
2. During the training, take note of how many participants you have and check that in the time allocated to each form, there is a form submitted for each of the participants.
    - For example, if you have 7 participants and you asked them to complete the pre-training test between 9 and 9.30am, you should check that you have 7 submissions between this time.
    - If there are less forms submitted than participants, ask all the participants to show you the confirmation screen from when they submitted their form.
3. You will need to do this same monitoring process for all three tests so that you should have a form for each participant under each form by the time you have finished training.

SurveyCTO (App) Instructions - How to Use

Participants at the training session will have to fill out forms on the SurveyCTO app. They should have already downloaded the app and completed set-up at home, however we are including instructions on how to use it here in case any participants have questions during the session.

The app requires a data or wifi connection to download new forms and send forms back to us. However, it does not require wifi or data to record data and save responses on your device.

SurveyCTO Collect supports a wide range of devices, and can run fully on Android version 4.4 (released 2013) or higher, or iOS version 11 or higher (released 2017).

Downloading the app and joining our SurveyCTO server

1. Logging in
    - We will send a username and password to you over whatsapp.
    - Connect to internet and download the 'SurveyCTO: Collect' app. You can see what the app looks like on the right.
    - If asked, select Allow to each permission popup.
    - When prompted, select 'Run quick-setup' to log in.
    - Server name: mhi
    - Input your username and password
2. Filling out surveys
    - Choose 'Fill Blank Form', and fill out the relevant form.
    - At the end, make sure to select "Save Form and Exit"

Back-up Method

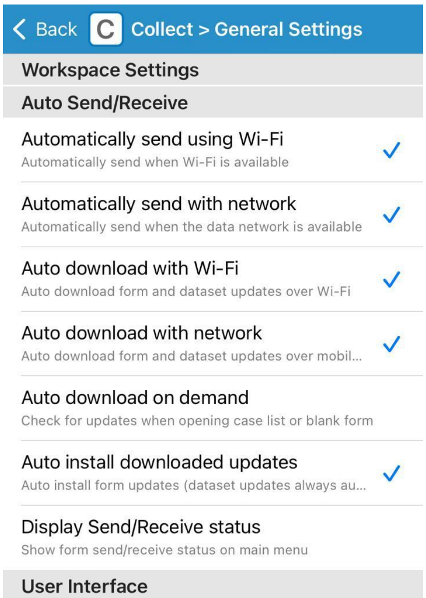
If you have selected 'Run quick set-up', all the necessary surveys should be automatically uploaded. However, we have included details below on how to manually download surveys in case this is needed.

Only use this if 'Run quick-setup' has not worked.

1. Logging in

- We will send a username and password to you over whatsapp.
- Connect to internet and download the ‘SurveyCTO: Collect’ app. You can see what the app looks like on the right.
- If asked, select Allow to each permission popup.
- When prompted, select ‘Run quick-setup’ to log in.
- Server name: mhi
- Input your username and password

2. Adjusting settings
    - Go to the three vertical dots on the top right hand corner of the app.
    - Select ‘General Settings’
    - Scroll down to the section called ‘Auto Send/Receive’
    - Select five of the seven options in this section, as shown in the picture to the right.
    - In case you cannot see the picture, then the five options you should select are also given below.
        i. Automatically send using Wi-Fi
        ii. Automatically send with network
        iii. Auto download with Wi-fi
        iv. Auto download with network
        v. Auto install downloaded updates



3. Downloading surveys
    - Select ’Get Blank Form’
    - Select ‘Programme Champions - PNC’.
    - Blue ticks should appear next to each of the four surveys in that section.
    - Select ‘Get selected’
    - A pop-up message will appear confirming that the form was downloaded successfully; press *OK*, then go back to the main Collect menu.
4. Checking
    - Select ‘Fill Blank Form’. Check that you can see:
        i. The knowledge assessment: *PNC Programme Champion Knowledge Assessment*
        ii. The client survey: *PNC Programme Champion's CLIENT Survey*
        iii. The facility notes: *PNC Programme Champion's FACILITY Notes*
        iv. The observation checklist: *PNC Programme Champion's Observation Checklist*
    - (You may also have surveys from the provider training session)

    - If one or more of these four surveys is not there, then go back to 'Get Blank Form' and select the missing survey(s). When a blue tick appears next to it, then select 'Get selected'.
5. Filling out surveys
    - Choose 'Fill Blank Form', and fill out your form.
    - At the end, be sure that 'Mark form as finalized' is checked before saving.
6. Sending the survey to us
    - When you are connected to wifi, you can send forms back to us.
    - On the main Collect menu, choose 'Send Finalized Form'.
    - Either select each of the form responses individually, or select 'Toggle all'
    - Select 'Send Selected'
    - Press *OK* when the pop-up message confirms that the form was uploaded successfully. (If you are currently offline, you can send the submission once you are back online.)

Principles of effective facilitation

Training is relevant

The purpose of training is so that providers can practise the counselling model with support and in a comfortable environment before the real thing. 100% of those trained should master the new model and be able to demonstrate it. To do this, you will facilitate:

- Practical role plays and simulations of counselling
- Participation from all the providers at the training

Training is a positive experience

Training can make people nervous, your job is to make them feel comfortable and supported. Training should build providers' confidence. To do this, you should:

- Ensure learning goals are clear from the start so providers know what is expected
- Give lots of positive feedback
- Remain supportive, curious and engaged

Learning is two-way

We should encourage providers' contributions and feedback on the model; we have a lot to learn from them too! We need to know if any part of the counselling model is not possible. To do this, you should:

- Encourage openness and a 'no silly question' approach
- Ask for feedback on the model
- Record what participants say about the model and how practical it is
- Make sure the providers complete the 'training feedback' form at the end of the session

Guide to Each Module

Welcome and Pre-Test

As participants arrive, they should be provided with the training packet of materials, containing the agenda, counselling guide, method cards, and method information booklet. If they don't have paper and a pen, that should be provided as well. Check that they have submitted the registration form.

Project Overview

Objectives:

1. Explain the project's scope, objectives, and rationale so that participants understand the project.

Conversation guide

Objectives:

1. Teach providers how to effectively use the conversation guide
2. Convey key concepts regarding the risks of short-spaced births, the return to fertility, and exclusive breastfeeding
3. Teach providers how to ask open questions and actively listen to clients' concerns about family planning

Lunch Debrief

Facilitators should take 10 minutes during lunchtime to reflect on how the training is proceeding and troubleshoot any issues. Do learners appear to be engaged? Do they have sufficient time for roleplays?

If you require support, you can:

- Engage with the Norsaac team, they are there to support you
- Message or call Ben Williamson (Maternal Health Initiative) via Whatsapp +61421886297

As needed, solutions can be implemented for the second half of the day. For example, if phone use is an issue, you can create a fine for those who use their phones during sessions.

Afternoon session – Practising Counselling

Objective:

1. Allow providers to practise how to effectively use the method cards during conversations with clients

Skills Test (70 minutes)

Pair up participants. Participants should take turns demonstrating how to counsel using the conversation guide. The "client" should grade the provider using the rubrics provided in SurveyCTO.

Walk around the room. Check that they are filling out the rubrics honestly. Give participants tips if they are having difficulties, and correct any errors as they arise.

Ensure that rubrics have been filled out for both tasks for all participants.

If providers complete the skills test quicker than expected, encourage them to discuss with their partner how they could have improved based on their scoring on the skills test rubric. If there is a significant amount of additional time, consider encouraging the providers to each complete a second runthrough with a different partner.

Post-Test and Feedback

- Ask everyone to fill out the post-test on SurveyCTO. Give providers 10 minutes to fill it out; end earlier if everyone is finished.
- If issues arise with app access or internet connection for the post-test, use paper copies instead.

- Have providers fill out the feedback form as well.

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