

Distance Education: NURHI Approach to Quality FP Services

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The Distance Learning Education (DLE) purposed to address the findings of NURHI midline evaluation that revealed high prevalence of myths, misconceptions and provider biases. Secondly, there is often reduced interaction with trained providers after completion of trainings. Therefore, there is the need for reinforcement of FP providers' skills post-training. The DLE was launched in November 2013; the application uses Android-based smart phones or tablets as platforms to access relevant educational content and resources. It also complemented existing forms of site-based training and supportive supervision.

Development

NURHI project team had series of conversations with FP providers, conducted content development workshop followed by script writing meetings and reviews by content developers to aid in the design of the tool and content
Reality checks with providers, content developers and actors.

Content of the DE Application

The three main FP service provision areas recognized by FMOH and documented in FP training curricular; Counseling, Clinical service provision and CLMS. These areas depict series of videos modeling 'good (Supportive) and bad (unsupportive) behaviors of service providers depicted in different client care scenarios. Following each, Providers are presented with quizzes to evaluate understanding of the content

A library contains clinical services provision resources – standard of practice, eligibility criteria and; other counseling and method specific job aids.

Field/Pilot Testing was conducted in Ibadan and Kaduna. Each of the ten The Providers interacted the phones independently for one

week. Results of the consequent FGD eventually fine-tuned the system. The DE was later rolled out among 285 FP providers in Abuja, Ibadan, Ilorin and Kaduna.

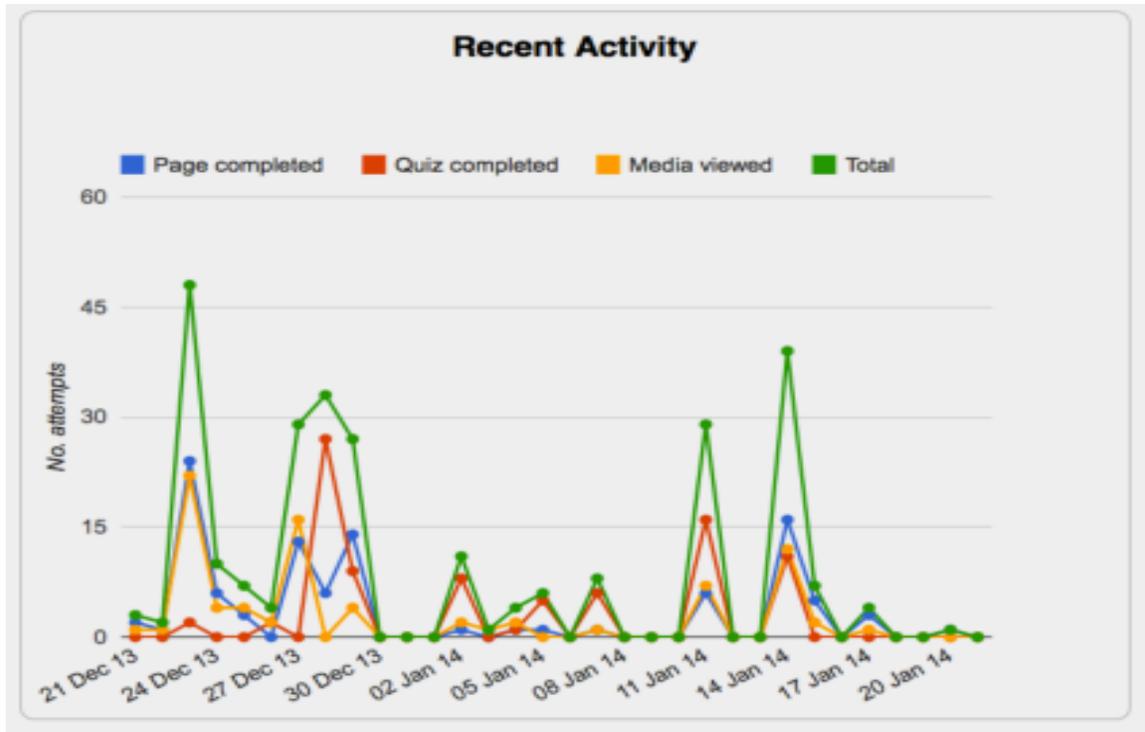
Evaluation and Result

Evaluation of phase one was conducted between March and April 2014 and focused on the counseling content only using the following criteria:

- **Using the phone** - *Registration process, Navigation; accessing video & Phone features.*
- **Review of Content** - *Animated introduction, Overview of Good FP Counseling Techniques, Supportive & Unsupportive Provider Case Studies*
- **Library:** *Use of library*
- Overall use of the tool

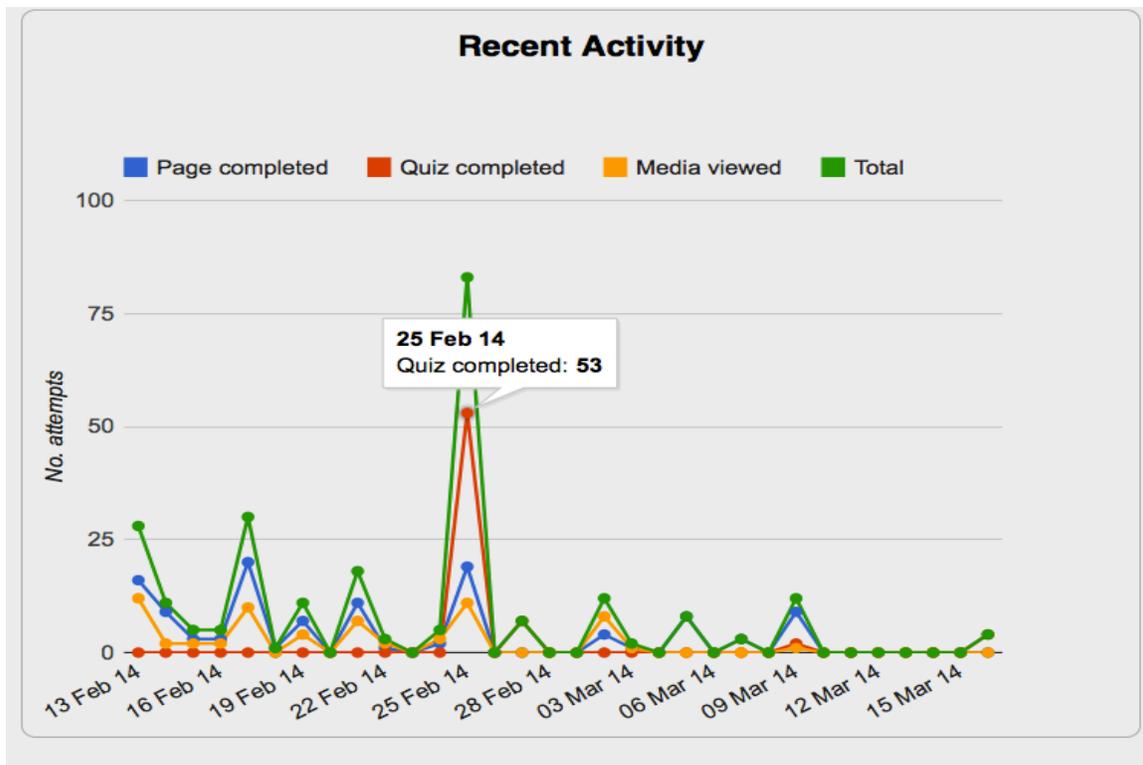
Results

Overall Use: 21 Dec 13 to 20 Jan 14 The graph below indicate the pages completed, quizzes completed, media viewed and the total number of persons per time.



Overall Use: 13 Feb 14 to 13 Mar 14

The second graph revealed continuing activities on the Distance Education platform indicating that users are still reviewing the content and (based on anecdotal evidence) sharing the content with other providers and clients. A total of 53 FP providers had completed the quizzes as at 25 February 2014.



Summary

The FP providers like the video and quiz format, shared videos with colleagues and desired addition of other contents. Providers reported better interpersonal communication with clients and self-evaluated their services by comparing both positive & negative video scenarios and making amends. The videos can be viewed and/or download from this link

<https://play.google.com/store/apps/details?id=org.nurhi.oppia>