

# APPROACH TO ADDRESSING PROVIDER BIAS



## MODIFIED VALUES CLARIFICATION

**For more information contact:**

**NURHI Head Office** - 10, Aderemi Adesoji Street, Off Samuel Jereton Mariere Street,  
Behind Apo Legislative Quarters Apo, Gudu District, Abuja, FCT

**Lagos Office:** 11B, Taiye Olowu Street, Off Victoria Arobieke Street, off Admiralty way, Lekki Phase 1; Lagos, Nigeria.

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## MODIFIED VALUE CLARIFICATION



Nigerian Urban Reproductive  
Health Initiative

[www.nurhi.org](http://www.nurhi.org)



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## TABLE OF CONTENTS

<i>Acronyms and Abbreviations</i>	<i>iv</i>
<i>Acknowledgments</i>	<i>v</i>
<i>Introduction</i>	<i>vii</i>
<i>Preparing for the Activity</i>	<i>1</i>
<i>Identifying Problem Statements</i>	<i>3</i>
<i>Post-it Exercise Using 5-Why Technique</i>	<i>5</i>
Step 1	5
Step 2	6
Step 3	7

## ACRONYMS AND ABBREVIATIONS

<b>FP:</b>	Family Planning
<b>HCD:</b>	Human Centred Design
<b>LGA:</b>	Local Government Area
<b>NURHI:</b>	Nigerian Urban Reproductive Health Initiative
<b>RH:</b>	Reproductive Health
<b>SBCC:</b>	Social and Behaviour Change Communication

## ACKNOWLEDGEMENTS

The Nigerian Urban Reproductive Health Initiative (NURHI 2) is a five-year project funded by the Bill and Melinda Gates Foundation—with the vision to eliminate supply and demand barriers to contraceptive use and make family planning a social norm in Nigeria.

This 'Modified Values Clarification Booklet' was developed through the use of Human Centered Design, in response to the need to address service provider bias in Nigeria. Provider bias if not tackled would affect the quality of services clients receive in the facilities.

The NURHI 2 project would like to appreciate the contributions of the State Ministries of Health (Kaduna, Lagos, and Oyo); State Primary Health Care Development Agencies in Kaduna, Lagos and Oyo; and the Local Council Development Agency in Lagos State. We also want to appreciate the tireless effort of the family planning service providers who were part of the process in developing and piloting this prototype in the three project states: Kaduna, Oyo and Lagos.

The project expresses gratitude to one of core partners, the Association for Reproductive and Family Health (ARFH), and to

the entire staff of Centre for Communication Programs (CCP), the prime organization of the NURHI project, for their leadership during the entire process.

It is our desire that this concept will be used by all stakeholders at different levels to tackle challenges related to provider bias which is core in achieving success in family planning service delivery programming.

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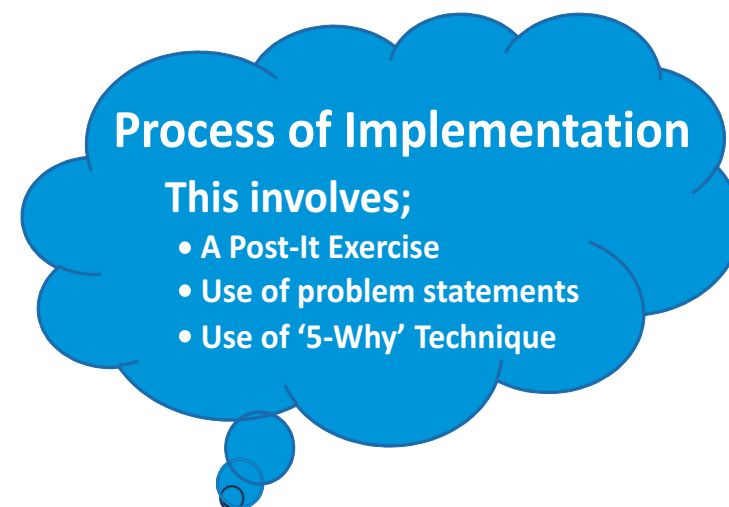
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Values clarification is an important component of the National Family Planning (FP) training curriculum in Nigeria. It is conducted during Family planning trainings for all service providers with the goal to make providers conscious of their personally held beliefs about FP practices. The current mode of implementation uses the 'Sexual Attitude Games' approach, which helps participants clarify their own values and understand how their personal beliefs influence their behaviour, which can in turn, influence their clients. Understanding their own values will help participants avoid personal bias when counselling clients. The purpose of this game is to demonstrate that individuals' values differ greatly and that people have reasons for their beliefs.

The current mode of implementing the values clarification session of the National Family Planning Training Manual has been deployed in the same manner over the years and provider bias still persists. The session as it was, was not sufficient to address providers' bias as the session was too short and required less participation from providers. Similarly, the statements in the current 'Sexual Attitude Games' are focused largely on HIV and not on

Family Planning, and therefore needed to be revised to address the insights found through the initial HCD workshops.

The ***Modified Values Clarification*** approach was developed from lessons learnt during the step-down HCD training in Oyo State. During this time, providers were engaged to discuss their views and beliefs on FP, listen to other participants' views and reflect on the content of the discussion, while all the time using the '5-Why' technique to understand the reasons behind their thinking. Reflecting on the content of the discussion allowed participants a better understanding of “why” people have certain perspectives and allowed for increased dialogue between all parties involved in the activity. The session was also designed to be incorporated into meetings, fora or other engagements that involve service providers.



The Modified Values Clarification approach delivers the values clarification session in a more interactive manner that challenges providers to explore the reasons behind their beliefs, and also reflect on the consequences of their actions when clients are denied FP methods. The session is designed to be held during any formal gathering or meeting, and it lasts for a maximum of an hour. The sessions involves the use of post-its, problem statements and '5-Why' technique to stimulate insight which in turn can lead to behaviour change.

## PREPARING FOR THE ACTIVITY

In preparation for the Modified Values Clarification Session, the facilitator should have the following materials available:

- Flipchart paper
- Flipchart stands
- Markers
- Post-it notes
- Family Planning job aids and guidelines such as WHO MEC Wheel, FP Service Protocol and FP Performance Standard.



## IDENTIFYING PROBLEM STATEMENTS

The target audience for this activity include FP service providers, FP supervisors and managers, administrators and even program officers. Develop problem statements to be discussed based on the prevailing challenges and biases towards family planning in your region.

Using information from the baseline data collected during the health facility survey at the beginning of NURHI 2, key areas of FP service provider bias. Service providers were found to be biased towards the use of contraceptives in relation to age, parity, marital status and husband's consent. Based on these findings, NURHI 2 developed problem statements that target and highlight these crucial areas of bias.

### NURHI 2 Problem Statements

1. FP promotes promiscuity.
2. Most community members do not view teen pregnancy as a problem.
3. My religious beliefs do not allow me to provide certain methods to certain clients.
4. All couples should have a child within a year of getting married.
5. Young unmarried individuals should have access to FP services.
6. Side effects are a major constraint in providing modern FP methods.
7. I tell women to use non-hormonal methods so they don't have side effects.
8. A woman must have had a child before using the IUD.
9. I would give a young person family planning to help prevent unsafe abortion or death.
10. I would require partners' consent before giving any family planning.
11. Women that do not have children should not use an FP method because it can cause a delay in pregnancy.

### Step 1:

- Write each problem statement on the top of a flip chart paper and paste on the wall of the meeting venue.
- Demarcate the lower portion of each flip chart into four segments and label them as: (strongly disagree, disagree, agree, or strongly agree).
- Participants will be given post-it papers to paste their preferred choice for each statement.

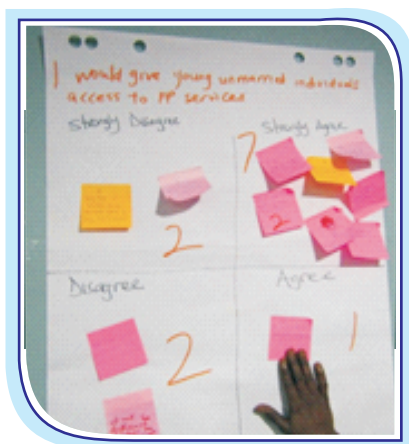
This session will last for 10 - 20 minutes





## Step 2:

- Divide the class into 2-3 groups, with each group headed by a facilitator. The small group size will enable all participants to actively participate.
- Discuss each problem statement and the number of responses i.e. number of post-it under each segment. Using the 5-Why technique to dig deep i.e. Respondents will discuss in-more detail the reasons for their responses using the 5-Why technique.
- You can also use different pictures depicting different scenarios like the problem statement to generate discussions.
- During each discussion, provide the correct information by referencing the national protocols and SOPs. These tools should be available at the venue.
- This session will last for 30 – 45 minutes



## Step 3:

- At the end of step 2, participants return to plenary.
- The facilitators will then provide an opportunity for general discussions around the participants' involvement in the session and the lessons learnt.
- A new flip chart divided into four sections should be pasted on the wall, and participants will then vote again on their preferred choices to see if there has been any mindset shift.
- At the end of the meeting or training, the number of “before” votes will be compared with the number of “after” votes.

This session will last for 10 – 15 minutes.



### Main Activities

- Participants will identify preferences in relation to FP questions.
- Divide the participants into 2-3 groups supervised by a facilitator.
- Use the 5 why technique to explore and discuss their views
- Reflect on all matters arising.
- Refer participants to National Guidelines and Standard of Practice.

