

WHOLE-SITE FAMILY PLANNING ORIENTATION OF HIGH VOLUME FACILITY STAFF

BACKGROUND

TCIHC interventions are centred around Urban Primary Health Centres (UPHCs) as these facilities are located near the slum areas. However, some family planning clients visit high volume facilities like - Urban Community Health Centres (UCHCs), District Women Hospital and Maternal Child Health wing of district level facilities for availing services. Often times, the staff of these facilities are not oriented on the importance of certain health issues such as infection prevention and quality services including family planning services. Hence, orienting the entire staff including the security guard, nurse, sweeper, paramedical staff on these issues is imperative to have a great impact on achieving quality family planning services.

PURPOSE

The purpose of the approach is to provide all facility staff (clinical and non-clinical), including service providers, paramedic staff, lab technicians, pharmacist with accurate information on quality services for sharing with clients when approached.

support staff, sweepers, guards and pharmacist, is conducted by the City Program Manager.

Duration & Place: Prior to orientation, the facility In-Charge issues a letter for the participation of all staff as per the schedule. Three-hour orientation is conducted for clinical staff followed by three hours for non-clinical staff preferably on the same day. Facility premises is utilized to avoid staff travel and curtail expenses.

Over 60 WSOs were done across three states.

Cities Covered	Facilities Covered	No. of Clinical Staff Trained	No. of Non Clinical Staff Trained
29	60	1904	1417
20 (UP)	42 (UP)		
8 (MP)	17 (MP)		
1 (Odisha)	1 (Odisha)		

KEY WSO TOPICS

Clinical staff

- Overview of family planning
- Technical updates on contraceptive methods
- Effective counselling techniques
- Addressing myths & misconception
- Quality assurance in family planning
- Infection prevention standards & protocols

Non-clinical staff

- Overview of family planning
- Brief orientation on family planning methods
- Effective counselling techniques
- Addressing myths & misconception
- Infection prevention practices
- Understanding the role of non-clinical staff in family planning

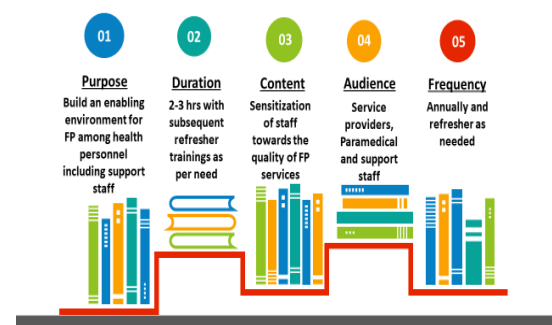
This leads to increase in uptake of family planning services and reduces missed opportunities for family planning. Additionally, it increases the integration of family planning in other service delivery area and inter/intra facility referrals. The approach is also cost effective in disseminating family planning information to all staff within the facility.

OPERATIONALIZATION OF WSO

Facilitators: Facilitators / trainers from the facility/local Obstetrician & Gynaecologist society representative having updated knowledge, good communication skills, and those who can provide voluntary services, are involved for clinical staff orientation.

Orientation of Non-Clinical staff including lab technician,

Facility Whole Site Orientation



LEARNINGS

- The approach integrates family planning in other service delivery areas and is very cost effective.
- In certain facilities, there are challenges in getting health facility staff to attend sessions due to busy schedule and inclination. Breaking the WSO session into 30 minutes' capsule for two-three days is useful.
- Trainers should have updated knowledge and information on family planning.
- The WSO session should not interfere with the normal activities of the facility.
- Most women have misconceptions regarding Intra Uterine Contraceptive Device (IUCD) and Injectable contraceptive. Thus, all facility staff must be oriented on all family planning methods for them to counsel any women on methods of family planning.
- Simple facilitation techniques such as Quiz on family planning methods is effective during WSO as it creates interest among participants.
- Whole-site orientation can integrate with continued medical education sessions, workshops, regular facility updates. The CMO/CMHO/CDMO/CMS should include WSO in the agenda of the monthly review meeting and closely monitor its progress.