

Job Aids Design in the Context of Family Planning Operations Research

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OR: Program Improvement through Controlled Innovations

5-Step Process: Application of Social Science Methods

1. Problem identified
2. Solution proposed
3. Solution tested
4. Results disseminated
5. Solution utilized

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Problem Identification

Results from 19 Peru MOH Clinics Visited 6 Times in 1999

- **Biased/Limited Use of Need Diagnosis**
- **Excessive Information for Method Choice (Flipchart)**
- **Limited Focus on Method Chosen**

4 Problem Identification

Conclusions About Peruvian Counseling Paradigm

- **Unclear Goals of Need Diagnosis**
- **Information Overload Due to Lack of Guidance**
- **Enrolling Client Prioritized**

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Design of Solution

What is Needed?

- **Provider Should Use Need Diagnosis to Assist Client in Method Choice**
- **Provider Should Offer Only Relevant Method Options and Few Items**
- **Provider Should Dedicate Session Block to Method Chosen**

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Design of Solution

Method Cards

Eleven Method Cards Devised, One per Method Offered

Front : Method Name, Method Figure, Logos

Back : Four Basic Descriptors

Advantages

Can be Flexibly Manipulated

All Methods Have the Same Presentation

Focus is on the Essentials

Potential to Engage Client in Playful Activity

Represent Bridge Rather than Obstacle in CPI

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Design of Solution

Use of Method Cards in Need Diagnosis

Ask about Reproductive Intentions, Partner Attitudes, etc.

Discard Methods Irrelevant to the Client's Needs

Tell the Client Why You Are Discarding Method

Use of Method Cards in Method Choice

Read (or Let Client Read) Four Descriptors of Surviving Methods

Group Method Cards According to Their Effectiveness

Ask Client to Make a Choice

Method Pamphlets

- **To overcome:**
Information Overload Concerning Method Chosen
- **Problem:**
Limited Information of Current Method Pamphlets
- **Eleven Detailed Method Pamphlets Devised,
One per Method**
- **Use of Pamphlet as a Job Aid**

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Design of Solution

Cont...

Method Pamphlets

- **Not Seen as Job Aid by Client**
- **Contraindications Shifted from Need Diagnosis to Method Chosen**
- **Can be Used by Client in Problem Solving**

Research Design

- **24 Representative Health Directorates of Peru MOH (out of 34)**
- **Matching and Random Assignment to Treatment Conditions**
- **Clinics in Largest Health Networks Tapped for Study**
- **Target: 14 Providers per Health Directorate Recruited**

11 Testing Solution

Cont...

Research Design

	Pretest	Intervention	Posttest
Experimental Group (12 DISAs)	Service Test	X	Service Test
Control Group (12 DISAs)	Service Test		Service Test

Intervention

- **Experienced Consultants**
- **Negotiated Counseling Strategy**
- **Checklist Instead of Method Pamphlets**
- **Two-day Training for Providers**
- **June-September 2000**

Figure 2. Pretest Service Profiles

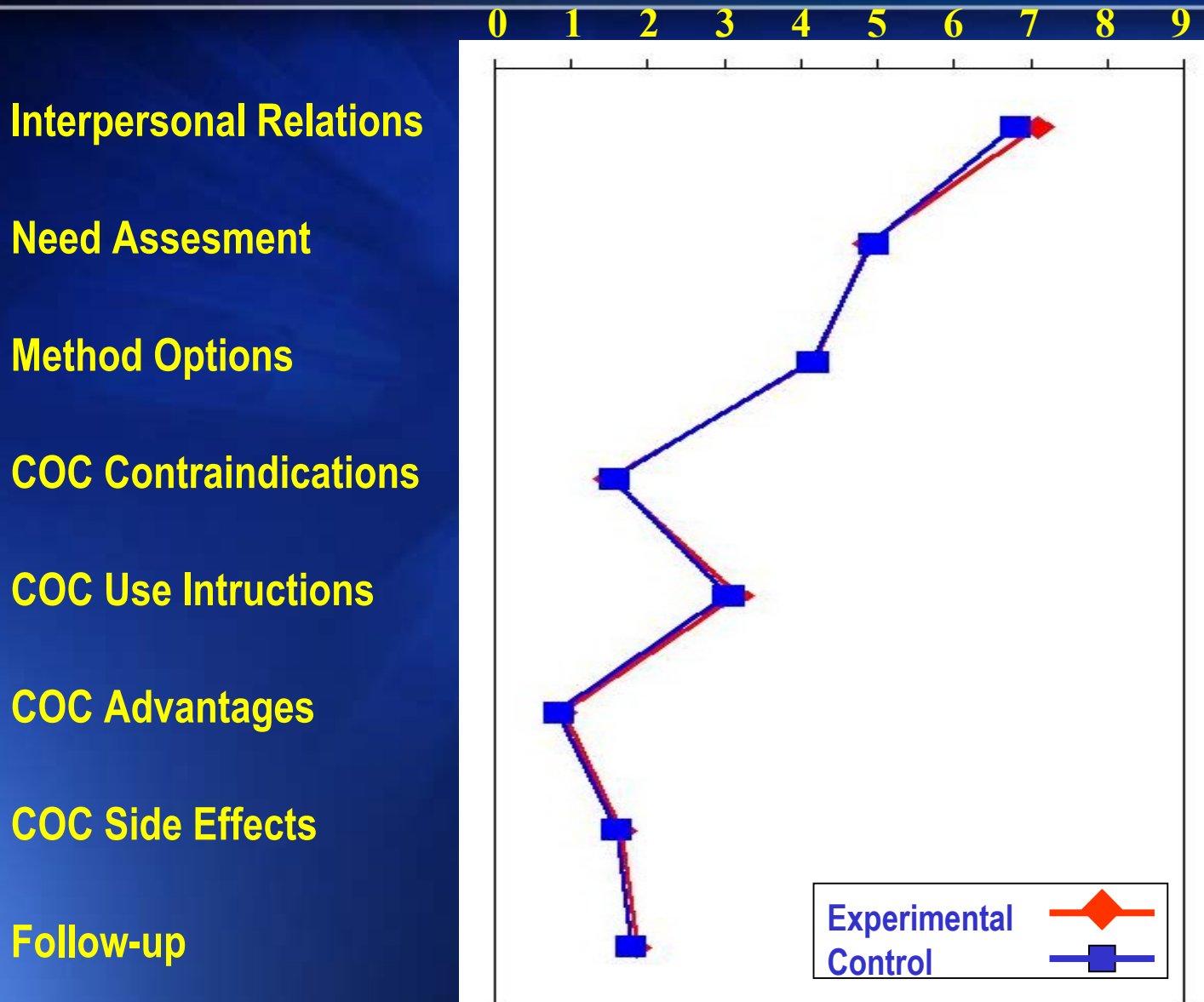


Figure 3. Posttest Service Profiles

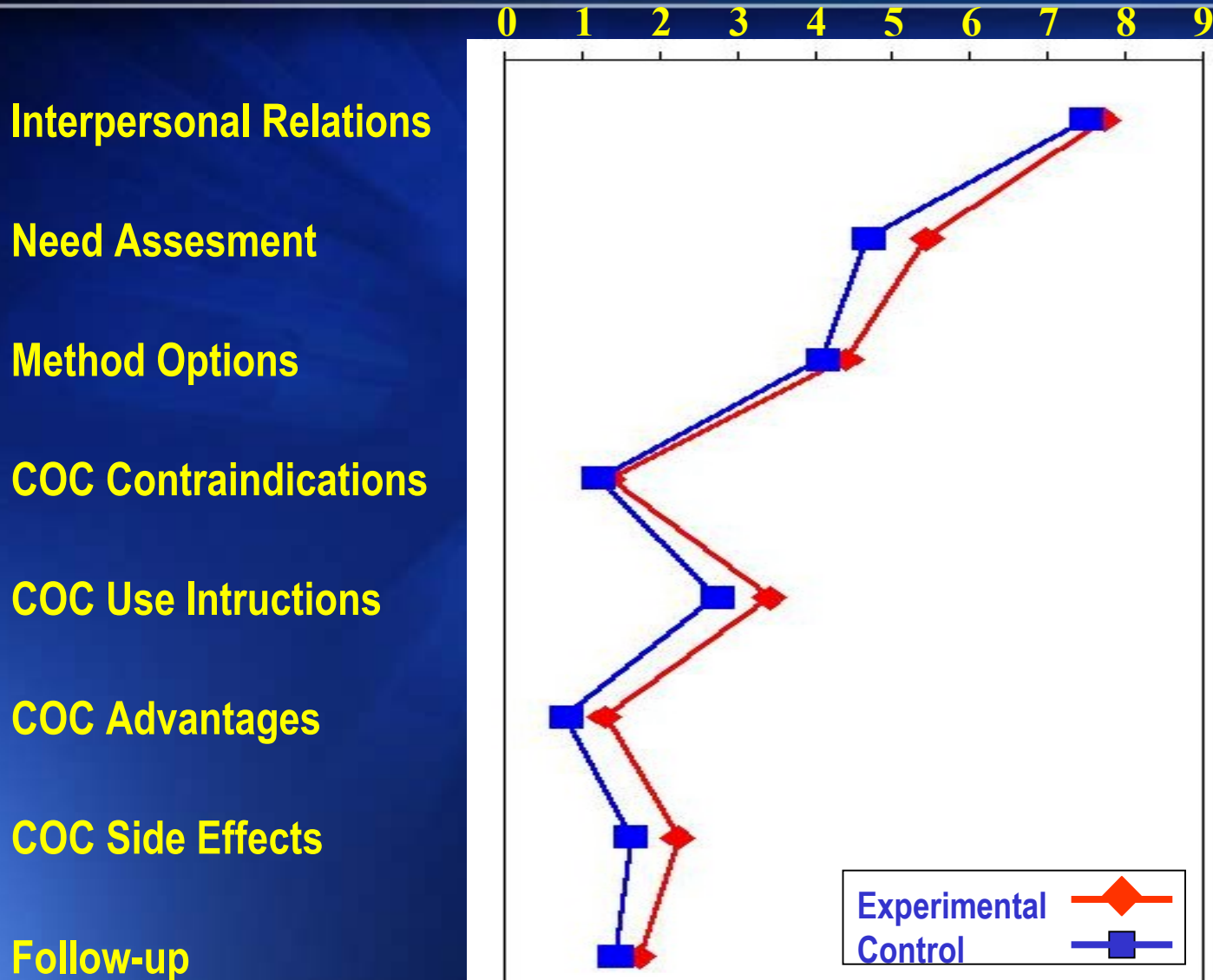


Figure 1. Mean Global QoC by Treatment Group and Testing Occasion

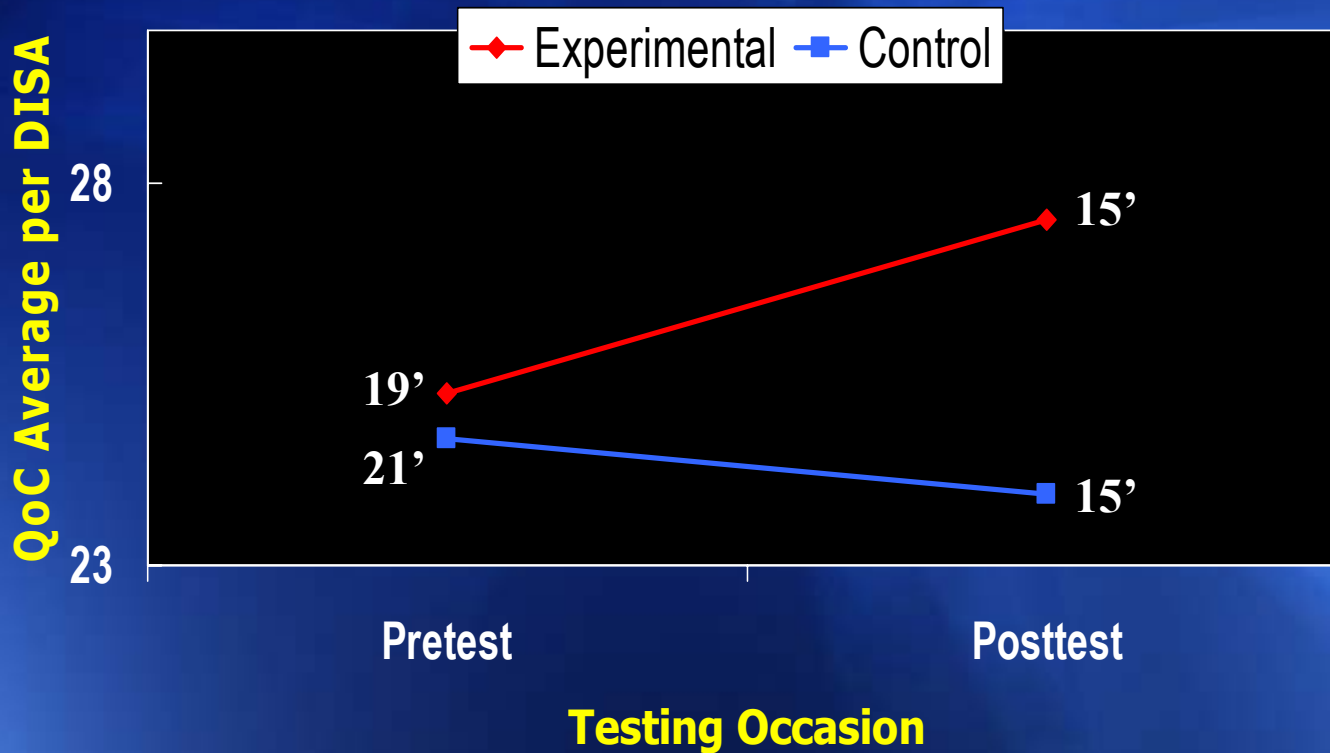
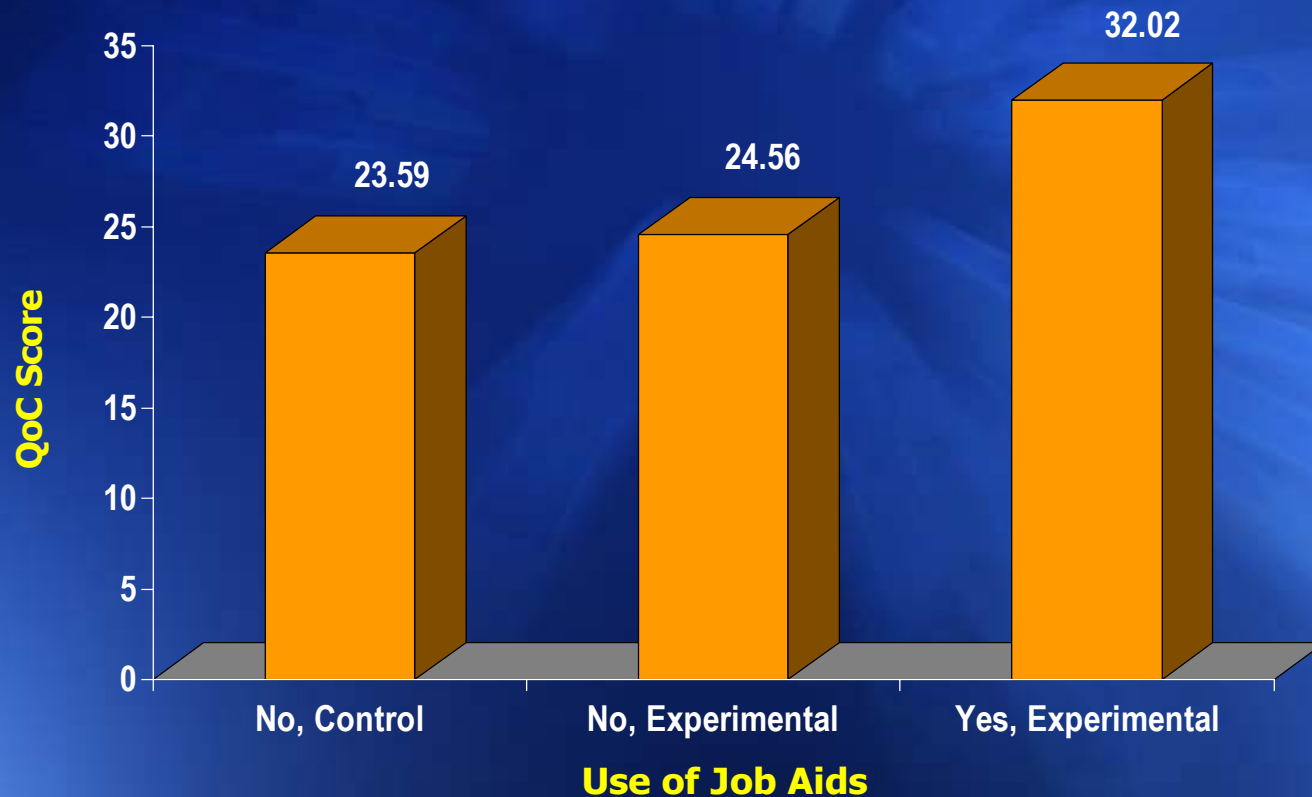


Figure 4. Mean Posttest Global QoC Scores for Users and non Users of Job Aids



Why Were Not Job Aids Used More Frequently?

- **Too Much Time on General Principles**
- **Training Too Short**
- **Providers Lose Face Before the Client**
- **Checklist is Really Awkward**
- **Intervention Was Not Legitimate Enough**
- **Lack of Follow-up by MOH Supervisors**
- **Overcome in Intervention 2**

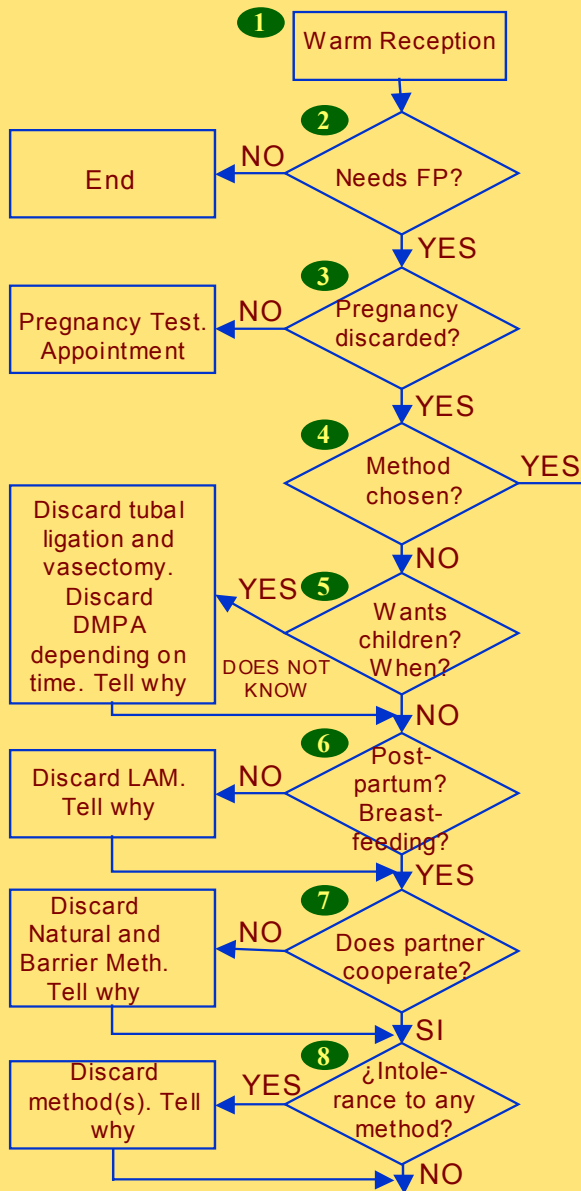
- **Guatemala, August-December 2000: MOH, IGSS**
- **Lima, 27 Feb. 01: To New MOH Staff**
- 🔊 **International, 28 Feb. 01: OR Project's Bulletin # 6**
- 🔊 **Geneva, 27-29 Mar. 01: WHO Guidelines Review**
- 🔊 **Lima, 18 Apr. 01: To Newer MOH Staff**
- 🔊 **Guatemala, 25-26 Apr. 01: To MOH and IGSS Staff**
- 🔊 **Lima, 21 May 01: To Fourth Wave MOH Staff**

- **Peru MOH : Manual, Tools, ToT**
- **Guatemala Social Security Institute**
- **WHO, JHU, INTRAH/PRIME II**
- **Guatemala MOH**
- **Association of Midwives of Yemen**

Three-Phase Counseling Algorithm

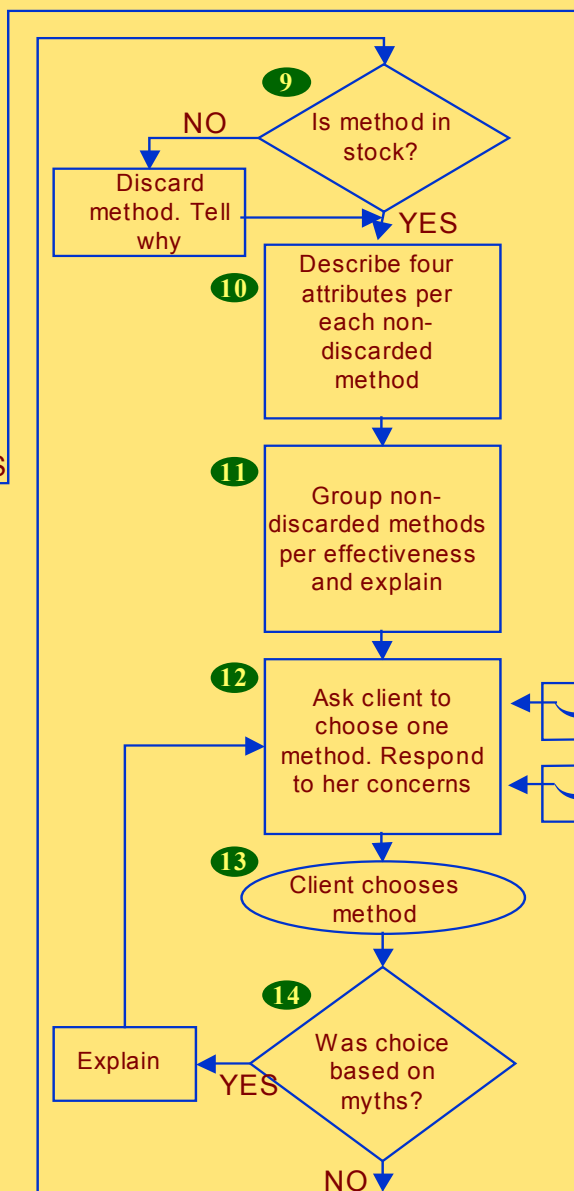
NEED DIAGNOSIS

Use Cards



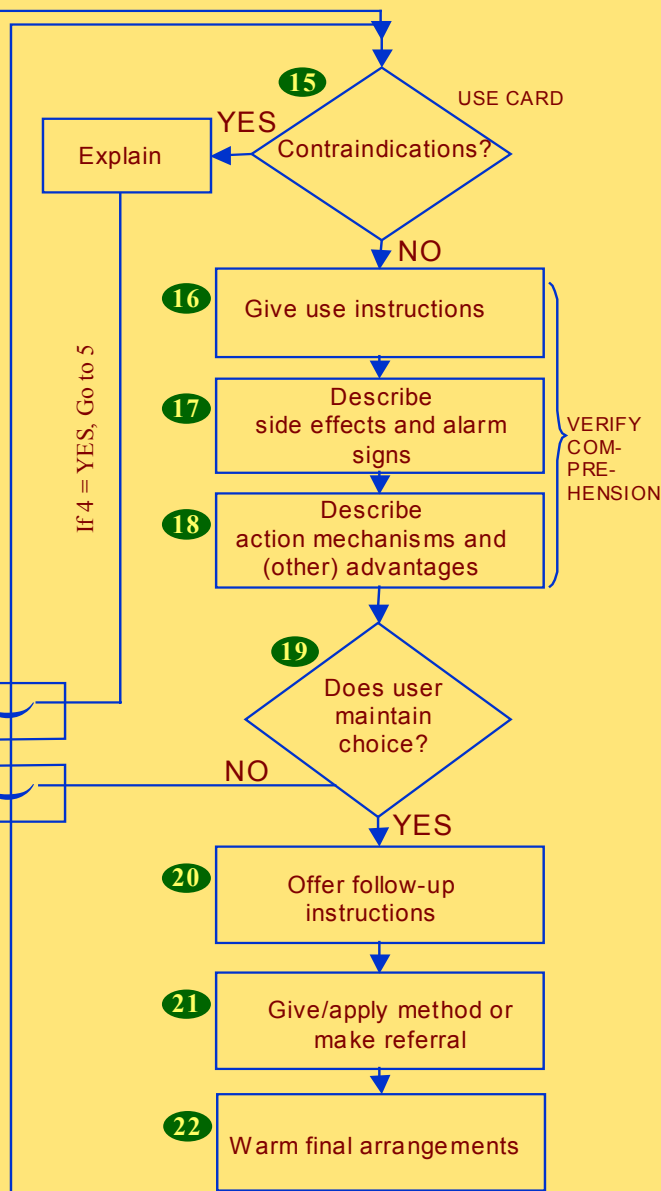
METHOD CHOICE

Use Cards



POST-CHOICE MANAGEMENT

Use Pamphlet, except in Step 15



- **Precise measurement led to problem recognition**
- **Theoretical concepts helped define what was needed**
- **Trial and error led to creation of job aids**
- **Rigorous research design permitted detection of effects**
- **Dissemination generated discussion/enrichment**
- **Outcome: utilization transcended local boundaries**