



**USAID** FROM THE AMERICAN PEOPLE



# Training Report

## Training of CMW Tutors (ToT) in Client Centered Family Planning Services (CCFPS)-Advance



*Islamabad, March 8 -17, 2011*



# Training of CMW Tutors

- Activity:** Client Centered Family Planning Services - CCFPS (Advance)
- Date:** March 08 - 17, 2011
- Venue:** Islamabad
- Attended by:** 24 CMW tutors from 12 Midwifery Schools of National MNCH Program
- Resource Persons:** Dr. Zakir Hussain Shah, Dr. Gul Rashida, Dr. Ali Muhammad Mir, Dr. Waqar Saleem, Dr. Afshan and Dr. Azam Mohiuddin
- Reported by:** Dr. Zakir Hussain Shah



# Table of Contents

Executive Summary .....	1
Introduction .....	2
Goal.....	2
Objectives .....	2
Participants .....	2
Training Materials.....	2
Contents.....	3
Client Centered Family planning Services Component.....	3
Client Centered Approach: .....	3
Contraceptive update: .....	4
Teaching and Learning:.....	4
Adult Learning:.....	5
Teaching Methods: .....	5
Qualities of a Facilitator.....	5
Practice Sessions.....	5
Opening Ceremony .....	6
Closing Ceremony .....	6
Some Glimpses of the Training .....	8
Annexes .....	9
Annexure – 1: Schedule for Training of CMWs Trainers on Provision of Client Centered Family .....	10
Annexure – 2: Participants Personal Data .....	12

## Executive Summary

National Maternal, Newborn and Child Health (MNCH) Program has an agenda to implement comprehensive family planning services through all the health outlets of health departments. In this regard, MNCH has the mandate to train all the service providers of health departments and community midwives (CMWs) in family planning counseling techniques.

FALAH | Population Council is partnering with National MNCH Program to build the capacity of MNCH program to implement the training of service providers and CMWs in “Client Centered Family Planning Services” (CCFPS). This includes preparing the master trainers at provincial and district levels and to train the CMW tutors through training of trainers. Overall 48 CMW tutors were to be trained through two TOT workshops. These trained midwifery tutors will in turn train all the graduated CMWs in **birth spacing counseling** through 6-day training at their respective midwifery schools. Each training batch of CMWs would comprise of 20 CMWs. FALAH| Population Council would facilitate the Program to develop roll out plans.

The second batch of training of midwifery tutors (TOT) in “**Client Centered Family Planning Services (CCFPS)**” was organized by FALAH | Population Council in collaboration with National MNCH Program from March 08 to 17, 2011 at Islamabad. Overall, 24 midwifery tutors from 12 midwifery schools attended the training. Among these, 10 tutors were from 5 districts of Punjab, 8 participants were from 4 districts of Sindh and 6 participants were from 3 districts of Balochistan. In addition to that, one supervisor from Provincial MNCH Office, Balochistan also attended the training as Observer. Earlier, during the month of February, 24 midwifery tutors from 12 districts of Punjab and KPK have already been trained in CCFP. Objective of the training was to build the capacity of the CMW tutors for imparting quality birth spacing counseling training (i.e. CCFPS) to the graduated CMWs. Subsequently the training will strengthen the counseling skills of the CMWs regarding birth spacing (Healthy timing and Spacing).

The training was divided in two main contents; Client Centered Approach (CCA) and Contraceptive Technology. CCA aims to bring a shift in the behavior of service providers towards their clients. This is achieved through interactive sessions on self awareness, behavior and interpersonal communication skills. Finally the steps of counseling i.e. Salutation, Assessment, Help and Reassurance (SAHR) are derived from to apply these concepts clinically. Participatory methodologies e.g. brain storming, discussions, role plays, case studies, group exercises, videos, games, and energizers were used. Half of the training time is devoted to discuss the contraceptive methods with all the latest technical details. A pre-test and post test was also employed which showed a significant increase in the knowledge of participants. During last 4 days, the participants learnt the interactive training methodologies and practiced the training sessions themselves. A trainer’s manual on ‘Client Centered Family Planning Services’ developed by the Population Council was used to impart the training.

## Introduction

Client Centered Family Planning Services (CCFPS) is basically a training of 'Counseling for Birth Spacing'. The prime objective is to strengthen the counseling skills of the CMWs regarding birth spacing (Healthy timing and Spacing-HTSP). Approach of this training is very holistic. Concepts of self awareness, empathy and human behavior are central and form the basis of this training. Interpersonal communication skills are an important part of this training and participants practice these skills through innovative exercises e.g. brain storming, role plays, case studies, group practice, videos, games, and energizers. These concepts then converge on real life clinical situations and a practical checklist of steps of counseling evolve through discussion, comprising the four major steps of Salutation, Assessment, Help and Reassurance (SAHR). Half of the training time is spent on technical learning of contraceptive methods and technology. Through this all the methods of birth spacing are introduced and latest information is shared.

## Goal

The goal is to provide the client centered family planning services to all the clients in the catchment areas of the community midwives (CMWs)

## Objectives

- To build the capacity of CMW tutors to conduct the training of graduated CMWs in provision of quality birth spacing counseling services
- To improve the understanding of CMW tutors about 'birth spacing as a health intervention to improve maternal & child health' through introducing Healthy Timing and Spacing (HTSP). This concept would in turn be inculcated into the undergraduate CMW students

## Participants

A total of 24 midwifery tutors from 12 midwifery schools of Punjab (10 Participants from 5 Districts – Bahawalnagar, Bahawalpur, Khanewal, Multan and Muzaffargarh), Sindh (8 Participants from 4 Districts- Matiari, Karachi, Larkana and Sukkur) and Balochistan (6 Participants from 3 Districts– Gawadar, Quetta, and Khuzdar) along with one supervisor as Observer from Balochistan Provincial MNCH Office attended the training. *List of participants is given as Annexure-2*

## Training Materials

- **Trainers Manual:** A guide as how to conduct each session along with necessary teaching material was provided to each participant.
- **Participant's Manual:** This booklet is provided to each participant (in step down training also) and contains all the necessary information for future reference.

- **Booklet on hand outs for Client Centered Approach:** This also provided to each participant (in step down training also)
- **Set of Charts:** Provided to each team to be used for conducting step down trainings on Client Centered Approach in their institutes.
- **Set of Transparencies:** To be used for conducting technical sessions.
- **Medical Eligibility Criteria Wheel:** Provided to each participant (in step down training also)
- **Counseling Desk:** Provided to each participant (in step down training also) and this will be used while counseling clients on birth spacing.

## Contents

The training has two main components; Basic CCFP training and practice sessions

1. **Client Centered Family Planning Training:** The participants attend full six days actual training as they will conduct in step down training.
2. **Teaching Practice sessions:** Participants conduct sessions in front of the group, which are then critically assessed by the fellow participants and facilitators to provide constructive feedback for improving the skill and competence of trainers.

## Client Centered Family planning Services Component

First 6 days of the training are devoted for the basic CCFP training that has the following specific objectives:

By end of the training, the participants will be able to:

- Become acquainted with the concept and principles of Client Centered Approach in providing Family Planning / Birth Spacing services.
- Understand the mode of action, medical eligibility criteria, technique of use, side effects and management of modern and traditional contraceptive methods.
- Use the Trainer’s Manual for imparting training on Client Centered Family Planning Services during the step down trainings.
- Effectively apply different teaching methods / aides in the subsequent step down trainings.
- Evaluate / assess the training sessions and give appropriate feedback.

This component has two parts:

### Client Centered Approach:

This is a behavioral change component of the training that aims to bring a change in the manner provider’s deal with their clients and to help them in providing client centered services. The training includes teaching ways to become more self-aware, improve interpersonal communication skills and to



use a conceptual framework (called SAHR) in helping clients meet their reproductive health needs. The training also sensitizes the providers about the influence of society in creating gender roles and how gender discrimination in turn has detrimental effects on women’s health. Providers are also sensitized to the power dynamics within households that impact upon women’s health and made to appreciate the importance of empowering clients through sharing health information in an atmosphere of equality. The concept, which permeates throughout the training, is giving respect and importance to clients while assessing and addressing their identified needs.

### **Contraceptive update:**

During these sessions different contraceptive methods are discussed in detail giving their indications, medical eligibility criteria, the technique of use, and side effects the client may encounter and how to manage them. The contents were quite elaborate and discussed in more detail with their practical applications as compared to the Client Centered Family Planning Services Basic. The Government of Pakistan’s policy regarding provision of Family Planning Services was also discussed.



## **Methodology**

The training recognizes that well entrenched and ingrained ideas and behaviors cannot be altered using conventional training methods. This training breaks the traditional hierarchy models. Both the facilitators and trainees are at the same level physically and an atmosphere of equality is created. Facilitators ensure experiential learning, giving credence to and drawing lessons from the experiences of participants. The sessions are highly interactive and participatory by using brain storming, case studies, role plays, and group discussions.

From the second day of training, in the afternoon sessions, discussions on teaching methodologies were conducted. Following topics were discussed.

### **Teaching and Learning:**

Learning is a very personal process in terms of the learner’s own needs and interest. It is a dynamic process—not just pouring in of a passively received message. Learning encompasses a change in behavior, be it mental, emotional, or physical but it can also be stressful. Teaching helps people to learn, by providing a conducive atmosphere. The objective of this session is to make the participants realize that it is the responsibility of the trainer to ensure



that participants learn otherwise there is no teaching.

### **Adult Learning:**

The difference between Androgogy and Pedigogy was discussed. This was then related to the characteristics of an adult learner and what principles should be kept in focus when conducting training of adults.

### **Teaching Methods:**

People of all ages learn more rapidly from variety of teaching methods than from one, so using different teaching technologies is the best way to reinforce the learning process. Through brainstorming, it was evolved which methods could best be used for transferring knowledge, developing skills (manual and communication) and for changing attitudes especially for illiterates.

For each of the following teaching methods, discussion was generated on their uses, advantages, limitations and then practical demonstration on how to use the method was done.

- Lecture method
- Case study
- Role Play
- Brainstorming
- Video



### **Qualities of a Facilitator**

Some say that a good trainer is born, but others say that a good trainer can be developed. Both are correct. Some qualities are God given but with proper training it is possible to develop good trainers. Group discussions were conducted to identify the qualities and skills needed for being an effective facilitator. Throughout the training, individual counseling sessions and discussions were held and practical assignments given to develop and improve the skills of the participants.

### **Practice Sessions**

In the afternoon and full 7th and 8th day of training, the participants (in teams) were given assignments to conduct practice sessions on different topics of Client Centered Approach and Technical training in front of their colleagues. Each session was then critically assessed and appropriate feedback provided to help the teams to improve their facilitating skills.



Daily in the evening all the facilitators helped the teams to prepare their sessions for the next day and they all worked till late at night. This activity could only be conducted because all were staying in the same hotel.

The teams were very good as they had vast experience of training and they actively participated. The practice sessions helped improve the skill of the participants immensely.

## Opening Ceremony

Dr. Sher Baz, Deputy Program Manager, National MNCH Program Islamabad was the chief guest at the opening ceremony. Dr. Sher Baz congratulated and praised the efforts of Population Council, for organizing the training.

Opening ceremony started with the recitation of Holy Quran. Dr. Ali Muhammad Mir, Chief of Party FALAH Project, Islamabad briefed about the FALAH project and objectives of the training. Dr. Syed Zakir Hussain Shah, Program Manager, Population Council, Islamabad presented an overview of TOT and partnership with National MNCH program. At the end, Dr. Sher Baz shared his feelings regarding the components of training with the participants.



## Closing Ceremony

Dr. Sherbaz Khan, Deputy Program Manager, National MNCH Program, Islamabad was the chief guest at the closing ceremony to award certificates to the CMW Tutors on their successful completion of the training course on “Client Centered Family Planning Services (Advanced)”.

In his welcome remarks, Dr. Zakir H. Shah, Program Manager, Population Council, Islamabad thanked the chief guest for his presence at this very important occasion. He gave an overview of the training workshop and gave a background and importance of Client Centered Approach in reducing maternal and infant mortality rates.



Dr. Sherbaz Khan congratulated the participants on completing the training program. He said that most deliveries in the rural areas are conducted at homes by Dai's (TBAs) with very little knowledge of hygiene and post-natal care. The National MNCH wants to move away from this tradition by improving the 'Quality of Care' provided by CMW's, in a way that the CMWs can perform this task in a more skilled and hygienic manner. The aim was to train 12,000 CMW's and to set up 124 midwifery schools, of which 114 are currently operational.



Speaking directly to the participants, he asked them to put the training they had received into practice by imparting this training to the graduated and under-training CMWs, and win the trust of their community by providing a better service for the community they serve.

Dr. Sherbaz Khan was full of praise for the FALAH project and the consortium partners in providing premium training which was very necessary for the National MNCH program to fulfill its agenda. The recent release of funds would also be of great help to the program in achieving these goals.

The ceremony was concluded by a vote of thanks by Dr. Gul Rashida, Senior Director Trainings, FALAH. In the end, certificates were distributed among the participants of the training.



## Some Glimpses of the Training



## **Annexes**

## Annexure – 1: Schedule for Training of CMWs Trainers on Provision of Client Centered Family Planning Services- Advance




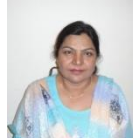


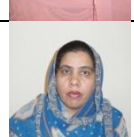
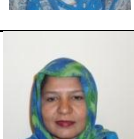
*March 8 - 17, 2011 at Islamabad*









Day ONE March 08 (Tue)	Day TWO March 09 (Wed)	DAY THREE March 10 (Thu)	DAY FOUR March 11 (Fri)	DAY FIVE March 12 (Sat)	DAY SIX March 13(Sun)	March 14(Mon)	DAY SEVEN March 15 (Tue)	DAY EIGHT March 16 (Wed)	DAY NINE March 17 (Thu)
<b>8:30-9:30</b> -Registration -Welcome -Introduction of the Project -Partnership with MNCH program -Objective of: -TOT -Step down training	<b>8:30-9:00</b> Reflections	<b>8:30-9:00</b> Reflections	<b>8:30-9:00</b> Reflections	<b>8:30-8:45</b> Reflections	<b>8:30-8:45</b> <b>Reflections</b>	<b>Team Building Exercise</b>	<b>8:30-8:45</b> Presentations by groups on CCA	<b>8:30-9:00</b> Reflections	<b>8:30-8:45</b> Reflections
<b>9:30-10:00</b> Introduction of participants	<b>9:00-9:30</b> When I supported some one (Go around)	<b>9:00- 9:30</b> When I felt supported (Go around)	<b>9:00-10:15</b> Providing Client Centered Services “The SAHR framework” Role play/ Case Study	<b>8:45-10:00</b> <ul style="list-style-type: none"> <li>Natural Family Planning Methods</li> <li>Fertility Awareness Methods</li> </ul>	<b>8:45-9:25</b> Intra uterine Contraceptive Device (IUCDs)		<b>9:00-11:00</b> Presentation by the groups” <ul style="list-style-type: none"> <li>GoP policy on FP</li> <li>HTSP</li> <li>Quality and Access</li> </ul>	<b>8:45-11:00</b> Presentations on CCA	
<b>10:00-10:30</b> Hopes, Fears and Contributions	<b>9:30-11:00</b> Gender <ul style="list-style-type: none"> <li>The concept of gender</li> <li>The importance of gender in accessing care</li> </ul>	<b>9:30-11:00</b> Behavior <ul style="list-style-type: none"> <li>How are our behaviors shaped</li> <li>Influence of behavior on service delivery</li> </ul>	<b>10:15-11:00</b> Birth Spacing and Islamic Perspective	<b>10:00-10:30</b> Barrier Methods/Male condoms	<b>9:25-10:00</b> Voluntary surgical contraception (VSC)				
<b>10:30- 11:00</b> Norms of learning				<b>10:30-11:00</b> Medical Eligibility Criteria	<b>10:00-10:30</b> New Contraceptive Technology  <b>10:30-11:00</b> Infection Prevention				
<b>11:00 - 11:30 TEA BREAK</b>									
<b>11:30-12:00</b> Qualities of an Ideal Health Worker	<b>11:30-12:45</b> Communications	<b>11:30-1:00</b> Power <ul style="list-style-type: none"> <li>Influence of power</li> <li>Power dynamics at the community &amp; household level</li> </ul>	<b>11:20- 12:00</b> Pre-Workshop Questionnaire  <b>12:00- 12:15</b> Overview of the technical component	<b>11:30-11:40</b> Warm-up  <b>11:40-1:40</b> Hormonal Contraception <ul style="list-style-type: none"> <li>COC’s</li> <li>PIC’s</li> <li>Progestin Only Pills</li> </ul>	<b>11:30-12:10</b> Contraceptive needs for special situations		Presentations by groups on CCA	<b>11:30-1:00</b> <ul style="list-style-type: none"> <li>Natural Birth Spacing Methods</li> <li>Condoms</li> </ul>	<b>11:30-1:00</b> Discussion and planning on step-down Training









<b>12:00-12:45</b> Who am I	<b>12:45- 2:00</b> Tools of Communication - Reflective Listening - Stroking - Listening - Questioning - Importance of inter personal communication	<b>1:00-2:30</b> Providing Client Centered Services the SAHR framework	<b>12:15-12:45</b> Govt. of Pakistan’s Policy on Family Planning	<b>1:40-2:15</b> Emergency Contraceptives	<b>12:10-12:30</b> Solving the post-workshop questionnaire		Presentations by groups on CCA	<b>1:00-2:30</b> Presentations on Hormonal Contraception	<b>1:00-2:00</b> Closing
<b>12:45-1:30</b> Johari Window	<b>2:00-2:30</b> Video on Client Provider interaction		<b>12:45 -1:15</b> Importance of quality and access to services		<b>12:30-1:50</b> - Video on Client Provider interaction - Practicing “SAHR” role plays				
<b>1:30-2:30</b> Self Awareness			<b>1:15-2:00</b> Why birth spacing is important: -Healthy timing and spacing of pregnancy for a healthy outcome		<b>1:50-2:10</b> Discussing the post-workshop questionnaire answers				
			<b>2:00-2:30</b> How to counsel a client		<b>2:10-2:40</b> Closing session				
<b>2:15-3:00 LUNCH</b>									
<b>3:00-5:00</b> -Formation of teams -Providing Trainer’s Manual for Client Centered Family Planning Services	<b>3:00-5:00</b> Teaching Methodology -Teaching/Learning -Adult learning -Principles of adult learning -Give assignments for next day to groups	<b>3:00-5:00</b> Feed back -How to give and receive feedback - Presentations by Groups - Give assignments for next day to groups	<b>3:00-5:00</b> - Presentations by Groups - Give assignments for 7 <sup>th</sup> day to groups	<b>3:00-3:45</b> An approach to Birth Spacing Training  <b>4:00-5:00</b> Creating positive learning climate (interactive presentation)	<b>3:00-4:30</b> Delivering interactive presentation (case studies, role plays and brain storming)  <b>4:30-5:00</b> Use of audio visual aids		<b>3:00-5:00</b> -Give assignments for next day to groups	<b>3:00-5:00</b> Presentations on • EC • IUCD • VSC	

## Annexure - 2: Participants Personal Data





### Trainee's Section:

Picture	Name	Designation	Address	Contact/Cell
	Ms. Azra Parveen	CMW Tutor/ Charge Nurse	School of Nursing & Midwifery, DHQ Hospital, Bahawalnagar	063-9240146
	Ms. Bilqees Akhtar	CMW Tutor/ Charge Nurse	School of Nursing & Midwifery, DHQ Hospital, Bahawalnagar	063-9240146
	Ms. Robina Shaheen	CMW Tutor	School of Nursing, Bahawal Victoria Hospital, Bahawalpur	0622-885312
	Ms. Shahida Parveen	Nursing Instructor	School of Nursing, Bahawal Victoria Hospital, Bahawalpur	0622-885312
	Ms. Surriya Ghufra	Principal/CMWs Tutor	School of Nursing, DHQ Hospital, Khanewal	065-9200250
	Ms. Aneesa Aziz	Clinical Instructor	School of Nursing, DHQ Hospital, Khanewal	065-9200250
	Ms. Zubaida Hanif	Nursing Instructor	School of Nursing & Midwifery, DHQ Hospital, Muzaffargarh	066-9200230
	Ms. Tahira Parveen	Nursing Instructor	School of Nursing & Midwifery, DHQ Hospital, Muzaffargarh	066-9200230

Picture	Name	Designation	Address	Contact/Cell
	Ms. Rehana Iqbal	Nursing Instructor	School of Nursing, Nishter Hospital/Medical College, Multan	061-9200228 061-9200243
	Dr. Bushra Anwar	CMW Tutor/ Nursing Instructor	School of Nursing, Nishter Hospital/Medical College, Multan	061-9200228 061-9200243
	Ms. Yasmeen Zahra	Principal/CMWs Tutor	CMW School , Taluqa Hospital, Hala, Matiari	022- 3039627
	Ms. Shazia Qurban	CMWs Tutor	CMW School , Taluqa Hospital, Hala, Matiari	022- 3039627
	Dr. Razia A Shaikh	Principal/Tutor	Public Health School & MCH Centre, Karachi	021-99215258
	Ms. Catherine Feroze	Nursing Instructor	Public Health School Karachi	021-99215258
	Ms. Mariam Bhutto	CMWs Tutor/LHV Tutor	Public Health Nursing School Larkana	074-9410539
	Ms. Aisha Lashari	CMWs Tutor/LHV Tutor	Public Health Nursing School Larkana	074-9410539

Picture	Name	Designation	Address	Contact/Cell
	Ms. Khalida Shah	Clinical Instructor	Public Health School, Sukkur	071- 9310131
	Ms. Musarrat Naveed	Clinical Instructor	Public Health School, Sukkur	071- 9310131
	Dr. Rubina Nazeer	Principal/CMWs Tutor	Community Midwifery School Gawader	086-4210314 DHO Office
	Ms. Mehr un Nisa	CMW Tutor/Staff Nurse	Community Midwifery School Gawadar	086-4210314 DHO Office
	Ms. Rubina Hameed	CMW Tutor	Public Health School, Jinnah Road, Quetta	0819203494
	Ms. Ghulam Sakeena	CMW Tutor/ Nursing Instructor	Public Health School Quetta	0819203494
	Ms. Benazir Riaz	CMW Tutor	Community Midwifery School, DHDC, Khuzdar, Balochistan	084-8412913
	Ms. Fareeda Shah	CMW Tutor/Staff Nurse	Community Midwifery School, DHDC, Khuzdar, Balochistan	084-8412913

Observers/ Supervisor's Section					
	Ms. Khalida Perveen	Assistant Controller	Provincial Health Directorate, National MNCH Programme, Link Sariab Road, Quetta	081-9211352	
Trainer's Section					
	Dr. Zakir Hussain Shah	Program Manager	# 7, Street No.62, F- 6/3, Islamabad	051-8445566	<a href="mailto:zshah@popcouncil.org">zshah@popcouncil.org</a>
	Dr. Gul Rashida	Sr. Director Trainings	# 7, Street No.62, F- 6/3, Islamabad	051-8445566	<a href="mailto:grashida@popcouncil.org">grashida@popcouncil.org</a>
	Dr. Waqar Saleem	Manager Quality Assurance	# 7, Street No.62, F- 6/3, Islamabad	051-8445566	<a href="mailto:wsaleem@jhpiego.net">wsaleem@jhpiego.net</a>
	Dr. Azam Mohiuddin	Consultant Jhpiego	15-B, Fasih Road, Islamia Park, Lahore	0322-8007576	<a href="mailto:drazammd@hotmail.com">drazammd@hotmail.com</a>
	Dr. Ali Muhammad Mir	Chief of Party, FALAH	# 7, Street No.62, F- 6/3, Islamabad	051-8445566	<a href="mailto:amir@popcouncil.org">amir@popcouncil.org</a>

Organizer's Section					
	Ms. Lubna Mahmood	Program Officer	# 7, Street No.62, F-6/3, Islamabad	051-8445566	<a href="mailto:lmahmood@popcouncil.org">lmahmood@popcouncil.org</a>
	Abdur Rauf Khan	Staff Assistant	# 7, Street No.62, F-6/3, Islamabad	051-8445566	<a href="mailto:akhan@popcouncil.org">akhan@popcouncil.org</a>
	Ms. Farzana Arif	Training Assistant	# 7, Street No.62, F-6/3, Islamabad	051-8445566	<a href="mailto:farif@popcouncil.org">farif@popcouncil.org</a>
	Ms. Zubaida Khanum	Training Assistant	# 7, Street No.62, F-6/3, Islamabad	051-8445566	<a href="mailto:zkhanum@popcouncil.org">zkhanum@popcouncil.org</a>