Evaluating Knowledge, Competency, Feasibility and Acceptability of a Digital Training Course on Hormonal IUD for Private and Public Sector Family Planning Providers in Nigeria

IDI guide for Clinical Supervisors, V2

INSTRUCTIONS

Includes:

Clinical supervisors or master trainers who conducted clinical practicum for health care providers who had just completed the digital training course on hormonal IUD, and who are willing to provide verbal informed consent, willing to participate in this interview, and willing to be audio-recorded.

Requires:

- Confirmation that you are speaking with a clinical supervisor/master trainer who conducted clinical practicum for health care providers who had just completed the digital training course on hormonal IUD.
- Confirmation that informed consent has been obtained and documented

Objectives:

- To characterize clinical supervisors' perceptions on the acceptability of a digital approach to training health care providers on new contraceptive methods, like the hormonal IUD
- To understand clinical supervisors' perspectives on provider readiness when they started the clinical practicum following the digital training, and clinical competency following the digital training and practicum.

Remember:

- Ask one question at a time
- Silence can be a great probe. Give the participant time to answer.
- Ask for examples
- Ask open-ended questions, probe further with follow-up questions like "Can you tell me more about that?"
- The interview should last no longer than 30 minutes

TO INCLUDE AT TOP OF TRANSCRIPTION

Participant ID:

Provider's City where employed: _____ State where employed: _____

Sector where employed (circle one): Public Private NGO Other

Gender of Participant: Male Female Other

Date of interview: ___ ___ / ___ ___ / ___ ___ (dd/mm/yy)

Interviewer: _____ Start time: [___ ___ : ___ ___]

End time: [___ ___ : ___ ___]

Language of interview: _____ Length of interview (minutes): _____

Transcriber: _____ Date of Transcription:

READ: *Good morning/afternoon/evening. Thank you for speaking with me today. As I mentioned before, I would like to talk to you about your experiences conducting clinical practicums for providers who received the digital training curriculum for the hormonal IUD. I would like to hear your thoughts on the training's feasibility, acceptability, and quality to help. us understand the potential for using digital approaches to deliver the classroom-style/didactic portion of clinical trainings in the future. As a reminder, everything you tell me will be kept confidential, and we will not share anything that could identify you outside the research team. I will use an audio recorder to more accurately capture what you have to say. Ready?*

[*TURN ON RECORDING FUNCTION ON PHONE NOW*]
Today is [date] and I've just started the audio recorder for [IDI ID]. You've consented to participating and I'd like to get confirmation of that on the audio recording please.

- *Do you agree to being audio-recorded?* **[IF NO: STOP INTERVIEW, RESPONDENT NOT ELIGIBLE]**
- *Do you agree to participate in this interview?* **[IF NO: STOP INTERVIEW, RESPONDENT NOT ELIGIBLE]**

INTERVIEW GUIDE

MASTER TRAINER/SUPERVISOR INITIAL IMPRESSIONS

1. Can you tell me about your experiences during the digital training on hormonal IUD you recently served as a master training/supervisor for? *[PAUSE for a few minutes to let the participant describe their experiences]*
    a. What did you like about the digital training?
    b. What did you dislike about the digital training?
    c. Can you tell me about any challenges you encountered during the training?
    d. Can you describe some of the challenges the providers you supervised experienced during the training?
    e. How did your experience compare to supervising providers trained using an in-person approach?

2. Did you review the digital training materials prior to supervising providers on the hormonal IUD? If so, what were your impressions of the training?
    a. Probes:
        i. The content
        ii. The appearance on the device
        iii. Ability to engage audience/keep people interested
        iv. The quality and completeness of the information provided
        v. Anything else?

ACCEPTABILITY OF DIGITAL TRAINING

3. What are your thoughts on replacing the in-person classroom-style training approach with a digital training?
    a. Have your thoughts/feelings on the digital training changed now that you have supervised clinical practicums with providers who received the digital training?
4. In your opinion, how does this digital training compare to traditional, in-person trainings?
    a. What do you see as the main benefits of the digital training?

b. What do you think are the main drawbacks?
    i. Probes:
        1. Participant engagement
        2. Ability to ask questions
        3. Networking/socializing with peers
        4. Challenges accessing the digital training
        5. Anything else?
c. If given a choice, would you prefer to supervise providers who had been trained digitally or in-person? Why?

PROVIDER COMPETENCY & READINESS TO ENGAGE IN CLINICAL PRACTICUM FOLLOWING HORMONAL IUD DIGITAL TRAINING

5. Can you describe how ready the providers you supervised were to begin the hands-on clinical practicum following completion of the digital training?
    a. Suggested topics to probe:
        i. Background knowledge on hormonal IUD
        ii. Counseling for hormonal IUD
        iii. Insertion of hormonal IUD
        iv. Removal of hormonal IUD
        v. Refresher on other methods
        vi. Anything else?
6. Have you supervised clinical practicums for LARCs before?
    b. If so, how would you compare the readiness of the health care provider(s) you supervised following the digital training to health care providers who were trained using an in-person approach?
        i. Potential probe:
            1. What do you think explains these differences or similarities?
7. Can you talk about the challenges or knowledge gaps you observed among providers during the clinical practicum?
    c. Probe: Do you think these challenges were related to the digital training? Why/why not?
8. How did the proportion of providers who reached clinical competency compare to LARC trainings you've done in the past with providers who did their didactic training in a classroom (vs. digital training)? Why?
9. Were there specific areas of weakness among the providers trained using a digital approach that you observed during the practicum
    d. Probe: Number of questions providers needed to ask to understand concepts
    e. Number of insertions/removals on a model needed
    f. Number of insertions/removals on a live client needed to achieve competency
    g. Time spent answering questions during the practicum
    h. Anything else that was different from providers trained in the classroom?
    i. How did this impact on the time the practicum took, or the number of observations you had to perform before a provider was deemed competent?
10. Do you think it is more work to supervise providers who were trained digitally vs. who were trained in-person? Why or why not?

SCALE-UP AND TRAINING IMPROVEMENTS

11. Do you think the digital training approach should be scaled up in Nigeria?
    a. If yes,
        i. Why?
        ii. How do you see that happening?
        iii. What might be some barriers or challenges to scaling up a training like this?
        iv. What role do you see in-person trainings playing when combined with scaled up digital trainings?
    b. If no,
        i. Why do you think the digital training approach should not be scaled up?
        ii. What might be some barriers or challenges to scaling up a training like this?
        iii. What role do you see in-person trainings playing when combined with scaled up digital trainings?

12. Do you have suggestions for improving the training or providers using the digital training approach?
        j. How might a digital training approach be changed to improve provider readiness for hands-on clinical supervision?
            i. Potential topics to probe:
                1. Content of the training itself
                2. The digital training methodology/approach
                3. The types of providers targeted with training, etc.
13.

WRAP-UP

Before we end our interview, do you have any other feedback you'd like to share about your experience with the digital training? Is there anything you'd like to mention but that we didn't talk about today??
Thank you for your time. We appreciate the answers you have given us.