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 Health Care Providers, V2

INSTRUCTIONS

Includes:

Health care provider study participants who have enrolled in the digital training course and who have agreed to an in-depth interview, 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 family planning provider who recently participated in the digital pilot training on hormonal IUD and verify provider study ID
- Confirmation that informed consent was obtained and documented

Objectives:

- To better understand the acceptability and quality of a digital training course for the hormonal IUD method among LARC-trained family planning providers in the public and private sectors.
- To assess perceptions of providers regarding the digital training platform, as well as any challenges faced, and recommendations for improving the platform, curriculum, or delivery of the training.
- To assess provider readiness and confidence to proceed to in-person clinical learning 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?”
- Inform the participant about the expected length of the interview (<30 minutes maximum) and ensure that time limit is observed

TO INCLUDE AT TOP OF TRANSCRIPTION

Participant ID:

Respondent city where employed: _____ State where employed: _____

Sector (circle one): Public Private NGO Other

Gender of Participant: Male Female Other

Date of interview:

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. I would like to talk to you about your experiences with the hormonal IUD digital training curriculum and hands-on clinical practicum. I would like to hear your thoughts on the training's feasibility, acceptability and quality. This information will help us understand the potential for using digital approaches for delivering the classroom-style training component for the hormonal IUD and other FP methods. Your feedback is invaluable to this study, and to improving the digital training curriculum. 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:

PROVIDER EXPERIENCE IN HORMONAL IUD DIGITAL TRAINING

1. Please tell me a little about your experiences during the digital training on hormonal IUD you recently completed. [*Pause for 1-2 minutes to let participant respond*]
    a. What did you like about the digital training?
    b. What did you dislike about the training?
    c. Did you encounter any challenges in accessing and using the digital training?
        i. Probes:
            1. Network issues
            2. Challenges with using or navigating Kaya
            3. Access to internet-enabled devices like a phone, tablet, computer
            4. Any other technology challenges

2. What kinds of help or assistance (if any) did you receive during these digital trainings?
    a. *If they received help:*
        i. Who helped you?
        ii. How did they help you?
    b. If you did another digital training in the future, what kinds of help (if any) do you think you would still need?

3. Did you encounter any challenges in completing the training (like a lack of time or ability to have your questions answered)?
    a. *Potential topics to probe:*
        i. lack of time
        ii. lack of support from supervisors
        iii. lack of understanding of the training material
        iv. ability to have questions answered,
        v. Anything else?

4. Where did you do the training?
    a. If you did the training again, would you do it in the same place? Why/why not?

5. Did you do the training in a single long session, or did you break it up into smaller pieces? Why?

6. What did you think about the length of the training?
    a. Would you have preferred it to be shorter or longer? Why?

ACCEPTABILITY OF HORMONAL IUD DIGITAL TRAINING

7. Did you have sufficient opportunities to ask questions or have concepts clarified during the digital portion of the training? Please explain.
    a. Probes:
        i. How easy/difficult was it to ask questions or have concepts clarified?
        ii. How did you ask questions?
        iii. How did you like the Zoom calls and WhatsApp group? Why?

8. Which parts of the digital training were easiest for you to learn from? Why?
    a. Probes:
        i. Videos
        ii. Zoom calls
        iii. WhatsApp chat
        iv. Readings
        v. Quizzes or tests
        vi. Website links

9. Digital trainings can be live (like a Zoom call where you have to log-in at a set time, and you can ask questions in real time) or self-paced (like a video that is pre-recorded and you can watch at any time but can't ask questions in real time). Which of these would you prefer? Why?
    a. Probe:
        i. Some trainings can be a mix of both live and self-paced. Would you like this better? Why/why not?

10. How interested would you be in doing digital training rather than in-person training for new methods in the future?
    a. Would the level of interest be different if the digital training included an incentive?
        i. Probes:
            1. Continuing medical education (CME) credits
            2. A certificate of completion
            3. A letter from a training institute
            4. A per diem
            5. Some other incentive

11. How did this digital training compare to past in-person trainings you've participated in?
    a. What were some of the advantages of digital training (compared to in-person) in your opinion? What were some of the disadvantages?
        i. Probe:
            1. Ability to ask questions
            2. Travel
            3. Per diems/money
            4. Social/networking aspects of training
            5. Time away from clinic
            6. Learn better in person
            7. Get hard copies of material
            8. Anything else?

12. How would you compare how much you learned from a digital training vs. in-person?

13. Did you print out the training materials? Why/why not?
    a. If YES: where did you print them, and how much did printing cost? How challenging was it for you to print these materials yourself?
    b. If NO: Why didn't you print your materials? If printed materials had been provided to you as a part of the training, how do you think this might have changed your experience or opinion of the training?

14. If you need to go back later, how do you like to review content from previous trainings?
        i. Probe: Review notes you took
        ii. Read printed materials
        iii. Read downloaded materials or slides
        iv. Watch videos again
        v. Something else?

READINESS TO ENGAGE IN CLINICAL PRACTICUM FOLLOWING DIGITAL TRAINING

15. Can you describe how prepared you felt going into the practicum after completing the digital training?
    a. How did this compare to how you felt going into the Copper IUD or implant practicum?
    b. If you think back to previous in-person trainings, did you feel more or less prepared for the practicum than you then than you felt after the digital training? Why do you think this is?
16. How confident are you that you could safely provide IUD services to a client without the supervision of a master trainer?

a. How does your level of confidence compare to how you felt after the copper IUD training or your implant training?

HORMONAL IUD DIGITAL TRAINING IN CONTEXT

17. If you had the power to make any changes or improvements you wanted to the digital training, what would you change about it? What would you keep the same?

18. Would you recommend digital trainings to your colleagues? Why or why not?

19. If you could take another digital training in the future, what topic would you want to be trained on? Why?

WRAP-UP

Before we end our interview, do you have any other feedback you'd like to share with us about your experience with the digital training? Is there anything you'd like to mention but that we didn't ask you about today?

Thank you for your time. We appreciate the answers you have given us.