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

KII guide for Key Stakeholders

INSTRUCTIONS

Includes:

Key stakeholders (e.g., state, local, and international health authorities) involved in the design, implementation, or potential scaling of the hormonal IUD digital training pilot, willing to provide verbal informed consent, willing to participate in this interview, willing to be audio-recorded.

Requires:

- Confirmation that you are speaking with a key stakeholder engaged in the hormonal IUD digital training pilot.
- Confirmation that informed consent has been obtained and documented

Objectives:

- To better understand the feasibility, implementation barriers and facilitators, and scalability of a digital training course for the hormonal IUD method among key stakeholders in Nigeria

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?"

TO INCLUDE AT TOP OF TRANSCRIPTION

Participant ID:

City of Residence: _____ State of Residence: _____

Employment (circle one): State-level Government Federal Government Implementing Partner Donor Other (Specify:_____)

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 the digital training for the hormonal IUD that was recently conducted. I would like to hear your thoughts on the training's feasibility, implementation, quality and scalability 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 [KII 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

KEY INFORMANT EXPERIENCE

1. Can you tell me a little about your current role?
    a. Possible probes:
        i. How long have you been working here?
        ii. What are your day to day responsibilities?
        iii. What is your background/training?)
    b. What cadres of health providers do you work with (if any)? In what sectors?
2. Before this pilot project, had you been involved in the design/implementation/scaling of a digital or e-learning approach to provider FP training? If so, what method, and what was your experience like?
3. Are you aware of any other digital FP or digital health trainings in use in Nigeria? If so, who is putting on these trainings, and what are they for?
    a. Probes:
        i. What are your impressions of these trainings?
4. Were you involved in the hormonal IUD digital training? ***[IF YES GO TO Q5. IF NO GO TO Q16]***

FOR INFORMANTS INVOLVED IN THE DIGITAL TRAINING:

FEASIBILITY OF DIGITAL TRAINING

5. Although you did not take this course, from the perspective of health system administrator, what are your impressions of the digital training?
    a. What do you see as the main benefits of the digital training?
    b. What do you think are the main drawbacks?
    c. In your opinion, how does this digital training compare to traditional, in-person trainings?
        i. Probes:
            1. Participant engagement/motivation
            2. Quality of content
            3. Expense of training providers

4. Convenience/ease of implementation
5. Anything else?

d. Have your thoughts/feelings on the digital training changed now that the digital training pilot has been completed?

6. What role do you think incentives would play in rolling out a digital training approach in your state/district?
    a. Possible probes:
        i. CME credits
        ii. Certificates
        iii. Airtime
        iv. Recognition
        v. Per diems
        vi. Something else?

DESIGN OF DIGITAL TRAINING

7. Were you involved in the design process for the digital training? If so, what are your thoughts on how the training was designed?
    a. Suggested topics to probe:
        i. Stakeholder engagement
        ii. Alignment with MOH standards and priorities
        iii. Considerations of providers and clinical staff
        iv. Considerations of implementing partners
        v. Donor priorities
        vi. Anything else?
    b. How could the design process be improved?
8. Have you reviewed the content of the digital training?
    a. **IF YES:** After reviewing the content of the digital training, what are your views on the content?
        i. Suggested topics to probe:
            1. Quality of information and technical content
            2. Quality of videos and presentations
            3. Ability to thoroughly prepare providers for hands-on clinical practicum.
            4. Appearance on device
            5. Ability for participants to have questions answered
            6. Any other aspects?

IMPLEMENTATION OF THE DIGITAL TRAINING

9. Were you involved with or familiar with the implementation of the digital training pilot?
    a. **IF YES:** What did you think of the implementation of the digital training pilot for the hormonal IUD?
        i. What worked well?
        ii. What didn't work well?
        iii. Did anything surprise you about your experience implementing the training?
        iv. What would you do differently if we had to do this all over again?
10. What do you think the biggest lessons learned were from the digital training on hormonal IUD?
    a. What are the remaining evidence gaps? How might we fill them?
    b. What would you like to know before supporting scaling the digital training approach further?

SCALING THE DIGITAL TRAINING

11. After the COVID-19 restrictions are lifted, would you like to continue with digital training approach for the hormonal IUD in your state / district? Why or why not?
    a. Would you consider using a digital approach for other new methods introduced in your state/district? Why/why not?
12. Do you think the digital training approach should be scaled up in Nigeria?
    a. **IF YES**: why? How do you see that happening?
        i. What role do you see in-person trainings playing when combined with scaled up digital trainings
    b. **IF NO:** why not?
13. What would need to be done/changed before scaling?
    a. Suggested topics to probe:
        i. Content of the training
        ii. Packaging
        iii. Digital platform
        iv. Incentives
        v. Provider certification/monitoring
        vi. Anything else?
    b. Who would need to be engaged/bought-in to the process?
        i. Suggested topics to probe:
            1. To authorize its use across the country
            2. To approve the training's use at scale
            3. To monitor roll-out
            4. To expand to other provider cadres or methods
    c. Do you think the resources required to implement digital training are reasonable/available? What additional resources would be needed to take this to scale?
14. What challenges or barriers do you see to scaling this digital training?
    d. Suggested topics to probe:
        i. Financial barriers
        ii. Human resource barriers
        iii. Policy barriers
        iv. Technology barriers
        v. Others?
    e. Do these challenges vary depending on the sector (e.g., public vs. private)?

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.

FOR INFORMANTS NOT INVOLVED IN THE DIGITAL TRAINING:

FEASIBILITY OF DIGITAL TRAINING

15. Although you did not take this course, from the perspective of a health system administrator, what are your impressions of digital trainings for new contraceptive methods?
    a. What do you see as the main benefits of digital trainings?
    b. What do you think are the main drawbacks?
    c. In your opinion, how does digital training compare to traditional, in-person trainings?
        i. Probes:
            1. Participant engagement/motivation
            2. Quality of content
            3. Expense of training providers
            4. Convenience/ease of implementation
            5. Anything else?
    d. Have your thoughts/feelings on the digital training changed now that the hormonal IUD digital training pilot has been completed?
16. What role do you think incentives would play in rolling out a digital training approach in your state/district?
    a. Possible probes:
        i. CME credits
        ii. Certificates
        iii. Airtime
        iv. Recognition
        v. Per diems
        vi. Something else?

DESIGN OF DIGITAL TRAINING

17. Were you aware of the design process for the digital training? If so, what are your thoughts on how the training was designed?
    a. Suggested topics to probe:
        i. Stakeholder engagement
        ii. Alignment with MOH standards and priorities
        iii. Considerations of providers and clinical staff
        iv. Considerations of implementing partners
        v. Donor priorities
        vi. Anything else?
    b. In your opinion, how could the design process be improved?
18. Have you reviewed the content of the digital training?
    a. **IF YES:** After reviewing the content of the digital training, what are your views on the content?
        i. Suggested topics to probe:
            1. Quality of information and technical content
            2. Quality of videos and presentations
            3. Ability to thoroughly prepare providers for hands-on clinical practicum.
            4. Appearance on device
            5. Ability for participants to have questions answered
            6. Any other aspects?
19. How do you think the digital training compares to a more traditional classroom-based training? How might we further improve the quality of the digital training?
    a. In your opinion what are the benefits of a digital approach vs. an in-person approach?
    b. What are the drawbacks of a digital approach vs. an in-person approach

IMPLEMENTATION OF THE DIGITAL TRAINING

20. Are you familiar with the implementation of the digital training pilot?
    a. **IF YES:** What did you think of the implementation of the digital training pilot for the hormonal IUD?
        i. What worked well?
        ii. What didn't work well?
        iii. Did anything surprise you about your experience implementing the training?
        iv. What would you do differently if we had to do this all over again?
21. What do you think the biggest lessons learned were from the digital training on hormonal IUD?
    a. What are the remaining evidence gaps? How might we fill them?
    b. What would you like to know before supporting scaling the digital training approach further?

SCALING THE DIGITAL TRAINING

22. After the COVID-19 restrictions are lifted, would you like to continue with digital training approach for the hormonal IUD in your state / district? Why or why not?
    a. Would you consider using a digital approach for other new methods introduced in your state/district? Why/why not?
23. Do you think the digital training approach should be scaled up in Nigeria?
    a. **IF YES**: Why? How do you see that happening?
        i. What role do you see in-person trainings playing when combined with scaled up digital trainings?
    b. **IF NO:** Why not?
24. What would need to be done/changed before scaling?
    f. Suggested topics to probe:
        i. Content of the training
        ii. Packaging
        iii. Digital platform
        iv. Incentives
        v. Provider certification/monitoring
        vi. Anything else?
    g. Who would need to be engaged/bought-in to the process?
        i. Suggested topics to probe:
            1. To authorize its use across the country
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            3. To monitor roll-out
            4. To expand to other provider cadres or methods
    h. Do you think the resources required to implement digital training are reasonable/available? What additional resources would be needed to take this to scale?
25. What challenges or barriers do you see to scaling this digital training?
    i. Suggested topics to probe:
        i. Financial barriers
        ii. Human resource barriers
        iii. Policy barriers
        iv. Technology barriers
        v. Others?
    j. Do these challenges vary depending on the sector (e.g., public vs. private)?

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.