

Interactive Voice Response (IVR) as a cost-effective approach to train and share timely technical updates with Community Volunteers and Local Government Area(LGA) supervisors spread across Nigeria.

Safe Resumption of Community Social Behaviour Change Activities During COVID-19 Pandemic through Implementing Interactive Voice Response in Nigeria

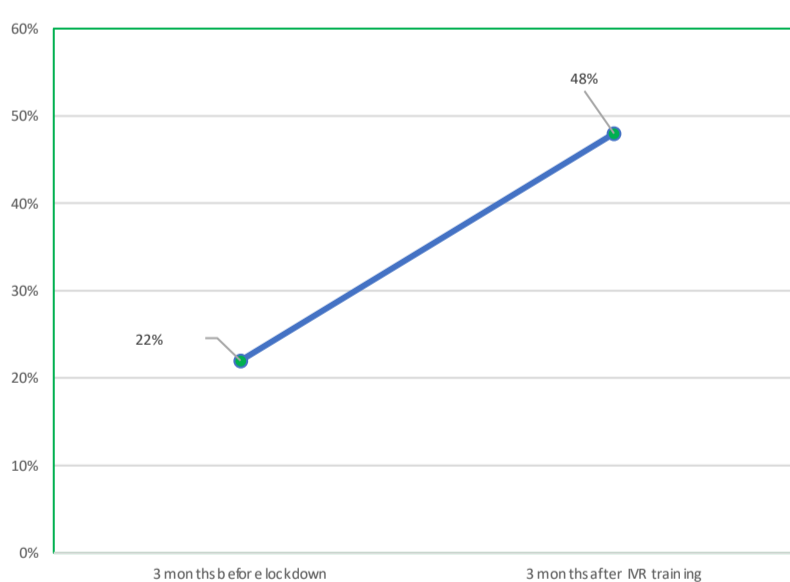
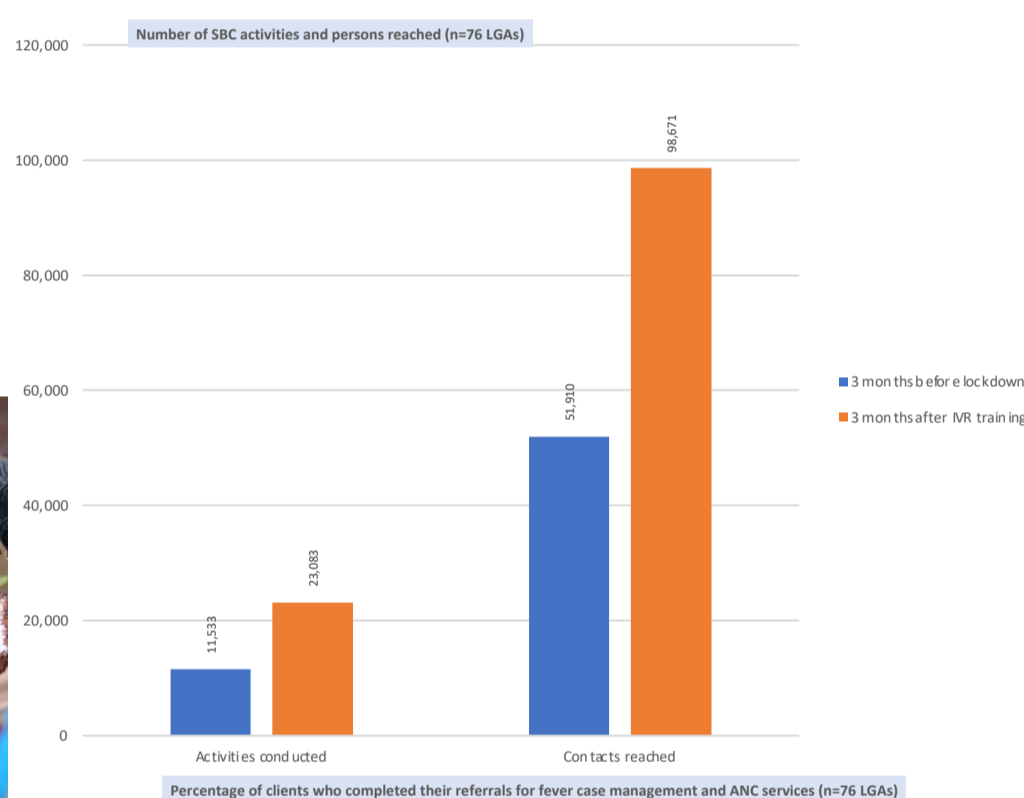
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INTRODUCTION

- The COVID-19 lockdown in Nigeria resulted in the suspension of SBC community interventions.
- Data shows that **mobile access** in Nigeria is high; mobile connections are equivalent to 90% of the population (datareportal.com, 2021).



RESULTS



DISCUSSION

Despite some of the challenges that were encountered due to network fluctuations, we observed high rates of staff confidence post-training (96%) and lower training costs (-\$5,188 USD). There was a two-fold increase in community activities and contacts made, and a two-fold increase in referral completion rates.

METHODS

- Trainees received free automated training calls
- Call-back mechanism
- 76 local government (LGA) supervisors completed the 13 modules in 13 weeks
- Trained LGA Supervisors led one-on-one trainings
- A post training evaluation using the same IVR technology.
- Data on community SBC activities
- Cost data from financial reports

HIGHLIGHTS

Feedback from Post training Survey;

97% think the IVR orientation on malaria is very useful for them

96% are confident they can stepdown this training to other CVs

96% understood the malaria Interactive Voice Response (IVR) refresher orientation.

96% were able to easily navigate the IVR content

92% are satisfied with the way the malaria training was conducted

62% think the duration of each module should be increased

For More Information

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