

360 HEALTHCARE

Co-training tool for Family Planning

This activity is made possible by the generous support of the American people through the U.S. Agency for International Development (USAID). The contents are the responsibility of Breakthrough ACTION and do not necessarily reflect the views of USAID or the U.S. Government.



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WELCOME

Family Planning is an ever evolving field. This game aims to help Family Planning (FP) service providers to share and update their knowledge, but also to fight biases and misconceptions.

What are the objectives of this tool?

- 1. Talk about methods, side effects & switching*
- 2. Share experiences & build new practical knowledge about Family Planning*
- 3. Develop skills known to be beneficial to relationships between colleagues and with clients : trust and empathy.*

This game is part of the 360 Healthcare package, also including monthly *Co-training sessions* to share and enrich your knowledge (see the *Co-training Roadmap* document).



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INSTRUCTIONS

This game is made of 26 cards, to play in this order: “OPEN”, “DISCOVER” and “CONNECT.”

We recommend playing it in group with your FP colleagues during monthly *Co-training Sessions* (1h), and together with 1 or 2 colleagues during breaks and between consultations. You can use only a few cards according to your needs and availability, thanks to the following symbols:



I choose the cards with this icon if I only have 15min to play



I choose the cards with this icon to fight biases & misconceptions



I choose the cards with this icon to practice empathy & trust



I choose the cards with this icon to discuss FP methods & switching

OPEN UP



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Instructions

1st round

Recognizing what two people have in common is the easiest way to create a connection between them.

During this round, you will get to know your colleague(s), exchange knowledge, learn to build trust and practice empathy. This will, in turn, benefit your patients.

You have limited time?

Are you interested in a specific learning?

Pull cards out of the deck using the symbols of page

2. Remember to put the cards back together when you're done!

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Commitment

To start, each participant reads the following sentence to his / her partner(s):

“I commit to trusting you, and to talking to you openly and honestly.

I promise to listen carefully to you during this exercise.

I promise that what you tell me will remain between us.”

Each participant reads this text aloud.

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Understanding each other

What are the human qualities that
help you trust someone?

All participants should answer.

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Empathy

Empathy is the ability to listen to and acknowledge the feelings and principles of the other person, setting aside one's own principles for the duration of the conversation.

How do you practice empathy with
your colleagues?
And with your patients ?

Give an example for each.

Each participant should answer.

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Expectations

Do you confide in your colleagues
when a difficult situation with a
patient arises ?

What support would you like to receive
from your colleagues ?

Each participant should answer.

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Did you know ?

Most health care workers interrupt patients only 11 seconds after they have begun to explain their symptoms.

Eliciting the Patient's Agenda- Secondary Analysis of Recorded Clinical Encounters (2019).
Journal of general internal medicine, 34(1), 36-40. <https://doi.org/10.1007/s11606-018-4540-5>

Do you think your patients always feel heard during a consultation ? Why ?

Could you do something differently ?

Each participant should answer.

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Creating trust

How can you help patients feel comfortable and confident during the Family Planning consultation ?

Each participant should answer.

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Switching

It could take several tries and years for a woman to experiment and find a suitable Family Planning method for herself.

How do you help a patient find the right method(s) through time ?

Each participant should answer.

DISCOVER



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Instructions

Round 2

In this round, you will explore how your own experiences and views on Family Planning influence one another.

This will help you understand what influences your patients' behaviors and decisions.

Sit in a space that facilitates confidentiality to discuss openly.

DISCOVER



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Community Opinion

What do you think the majority of people in your community think about Family Planning?

Do you agree?

Each participant should answer.

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In practice

What usually prevents you from empathizing* with a patient who is experiencing side effects and wants to stop her contraception method ?
Give examples.

What could you do differently ?

*Find the definition of empathy on page 6 of this card deck

Each participant should answer.

DISCOVER



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Did you know ?

Patients who receive an explanation of the different treatment options, and are included in the treatment decision making, have a greater chance of being satisfied with their treatment and continuing it in the long term.

Health Care Value hub, Research Brief | No. 37 | May 2019

Do you systematically present all the methods to your patients ? Why ?

How can you involve your patient in deciding to use a method ?

Each participant should answer.

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Considerations

In your opinion, what are the duties of a health worker towards his/her patient?

What are the duties of a patient towards the health worker?

Each participant should answer.

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Reassurance

When a patient experiences side-effects linked to her contraception use, such as weight gain, spotting, nausea or headaches, what do you tell her ?

Could you do something differently ?

Each participant should answer.

DISCOVER



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Discontinuation

How can you prevent a woman, who does not want to have children, from stopping her contraception methods due to having experienced side effects?

Give examples.

Each participant should answer.



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Instructions

Round 3

During this round, you will discuss scenarios based on real experiences. The goal is to find solutions to these situations together.

The scenarios present situations that are not perfect, and sometimes negative. They do not represent the consultations in your country, but serve as examples to talk about improvements, using the qualities trained in the previous rounds.

This round will end with 3 cards of reflection and learning.



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SCENARIO

Halima, 24, got married last month. She and her husband have started having sex but do not want children just yet. They both seek advice from Sarah, a health worker, who tell them to use injections. But Halima heard from her sister that injections stop menstrual bleeding, and could make you become infertile.

Sarah prescribes injections despite Hallima's worries, telling her and her husband it is best for their situation.

How do you think Halima felt during, and after this consultation?

What would you change in this scenario?

Each participant should answer.



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SCENARIO

Maureen, 18, goes to the Family Planning clinic for her third injection of contraception. Her mother supports her and accompanies her. A new health worker sees them in consultation, and says to Maureen's mother, "Is your daughter having sex? She is too young to have had two injections. Her mother smiles, embarrassed, without answering.

How do you think Maureen and her mother feel after this?

What could the health worker do to make the consultation more welcoming and empathetic?

Each participant should answer.



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SCENARIO

Lucy has 4 children. She doesn't want to have more kids, and goes to the Family Planning service. When the health worker presents her with all the methods, Lucy refuses to listen to explanations and asks him to choose a method for her. The health worker tells her that she must listen to all options and potential side effects, so she can make an informed decision.

Lucy decides to leave without a prescription.

In your opinion, why did Lucy change her mind ?

What could the health worker do differently to help Lucy get the right contraceptive ?

Each participant should answer.



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SCENARIO

Priscille is a supervisor in a health clinic. Health workers find it difficult to empathize with each patient because they see so many every day and don't have enough time. Before becoming a supervisor, Priscille was a Family Planning health worker, so she understands their difficulties. She wants to support the health workers and give them advice.

How does Priscille show support, trust and empathy to her staff ?

What advice can Priscille give to health workers ?

Only supervisor(s) or manager(s) should answer.



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SCENARIO



Aminta has an intrauterine contraceptive device (IUD). Her intimate relationship with her husband is suffering as she is experiencing pain during sex. She thinks this is due to her IUD and goes to the health facility for advice. The health worker receives her, asks her to describe her pain, and removes the IUD without proposing alternative methods to Aminta. She stops using contraceptives.

How could the health worker support Aminta's contraceptive journey ?

How can he/she prevent Aminta from stopping contraceptives altogether ?

Each participant should answer.



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Learnings

Based on your conversations during this game, name 3 things that would help support patients and their needs during the Family Planning consultation.

Each participant should answer.



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Consideration

How can you use empathy and trust to recommend the best Family Planning options to your patient?

Each participant should answer.



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Consideration

How can you strengthen collaboration between colleagues, to exchange knowledge on Family Planning methods and on recent experiences ?

Each participant should answer.