Increased quality IUDs services utilization among Sun Quality Health Social Franchises through Supportive Supervision

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Sun Quality Health Network

- Private Medical doctors network
- Serving the poor
- Same quality and price at service site
SQHC and Reproductive Health

<table>
<thead>
<tr>
<th>RH services</th>
<th>Tsp</th>
<th>Active Providers</th>
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<tbody>
<tr>
<td>RH</td>
<td>174</td>
<td>1270</td>
</tr>
<tr>
<td>IUD</td>
<td>117</td>
<td>284</td>
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</tbody>
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IUD activities in PSI/Myanmar

2003
Trained 73 IUD providers
Yearly IUD insertion less than 200

2008
Launched IUD mobile Teams and event days activities

2009 November
Stopped IUD mobile Teams
Phased out event days activities
Trained more IUD providers
Launched Supportive supervision activities to recently trained providers
Current IUD Activities in SQH network

Training (3 days)
- 2 days of theory and practice with Zoe model
- 1 day of practice with client

Post Training Supportive supervision visits

Post Training Accreditation
- Independent QA team on annual visit
- In accordance with PSI/Myanmar service delivery model
Supportive supervision activities

Conduct at least 3 post training SS activities

Performed by PSI staffs

Give intensive support

- supervise technical skill
- give constructive feedback
- supervise clinic assistant’s performance
IUD Insertion

Stop mobile team SSV activities

- LTM Team
- SUN
Quality Accredited IUD providers in 2009 and 2010

<table>
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<tr>
<th></th>
<th>2009 without SSV</th>
<th></th>
<th>2010 With SSV</th>
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<tbody>
<tr>
<td>Trained</td>
<td>82</td>
<td>Trained</td>
<td>101</td>
</tr>
<tr>
<td>Quality passed</td>
<td>8</td>
<td>Quality Passed</td>
<td>49</td>
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</table>
- >86% of providers were certified after 3 SSVs

- 49 QA accredited providers inserted 1,868 IUDs in 2010

- No adverse events upon follow-up
Lessons Learnt

- Demand creation by Sun primary health providers
- Cohesive approach between supportive supervision team and quality assurance team
- Strong communication and relationship between SQH providers and franchising staff
Challenges and Solutions

- Maintain providers’ quality after supportive activities
- Providers who haven’t passed quality accreditation after several supportive supervision visits
- SSV versus human resource
Questions?