

NURHI Family Planning Providers Network Incentive Concept Note

Background

Family planning services are provided by both health sectors in Nigeria with the public sector (primary, secondary and tertiary health facilities) providing more of the long-term and permanent methods while the private sector providers, mainly the patent medicine vendors and pharmacies, provide the relatively short-term methods such as condoms and oral contraceptive pills. The private sector providers mainly the non-clinical are also poised to provide FP information within their communities of practice (NDHS 2008; NURHI baseline facility report, 2012; NURHI midterm survey 2013). NURHI works with both the public and private health sector providers in order to attain its goal of increasing CPR by at least 20% in the six selected cities where the project operates.

Interactions with these providers reveal that these facilities have hitherto operated in “silos” with little or no interaction between them. Referrals for services, in particular FP, were almost non-existent and if it offered at all, was usually informal or word of mouth with little or no feedback or follow-up.

The Family Planning Providers Network (FPPN)

The FPPN was therefore established in order to test an innovative public private partnership approach to improve the quality of FP services. The FPPN is made up of providers of family planning services from within the NURHI high volume sites, as well as non-clinical providers operating in the same geographic areas. Presently, membership of the FPPN stands at over 400 and includes doctors, nurses, midwives, community health extension workers, pharmacists and patent medicine vendors.

The network was established in each NURHI city to provide a platform for interaction between members to improve quality of family planning services. It is also believed that the network will foster social relationships (the basis for the FPPN Social Network Studies) between providers. The regular FPPN review meetings are designed to provide a platform for feedback to the FPPN members on their activities including referrals.

To strengthen the system there is need to support members of the network through appropriate incentives to generate referrals by motivating the FPPN members (the non-clinical core in particular) through its incentive scheme to carry out referrals to the next level. Incentives give the providers a “reason” to be part of the network, as they can enjoy a wide range of exclusive benefits. Incentives also function to encourage the providers to “let go” of their clients by referring them to access FP services at a higher level, bridging the gap in particular between the clinical and non-clinical providers. Providing incentives is therefore a key part of the overall FPPN strategy.

Purpose of Incentives:

This is to ensure all levels of providers are motivated to deliver their set objectives within the network

The network is seen as a system. The system is as strong as its weakest link so there is need to continuously evaluate the strength of the entire system to identify areas that require support

The incentive concept was discussed with the FPPN members at different meetings to get their input and to get ideas on what kind of incentives will be appreciated by them. This feedback helped NURHI to come up with a holistic incentive package (noted below)

Members of the network suggested the following ideas:

1. Recognition ceremonies with presentation of plaque gift and or certificates.
2. Opportunity of local and international travel to attend seminars and share the FPPN experience (subject to approval by NURHI and availability of such opportunities).
3. Opportunities for peer review by attending FPPN meetings for other sites.
4. Assurance for the non-clinical members that clients would be referred back for refills.

5. Instant prizes such as recharge cards, phones, maybe laptops and so on.

At these sessions NURHI suggested the following, which were also deemed acceptable:

1. Feature on the website,
2. Business development trainings and opportunities,
3. Building capacity in the area of network management
4. NURHI is also considering providing NURHI branded overalls to all non-clinical members to create sense of belonging and visibility at the community level.
5. Other items to be considered include items like FPPN branded Clock, certificate of recognition

NURHI FPPN Incentive Package

NURHI has been able to provide the following to members of the network as incentives over the four period of establishing the FPPN

- Equipping the FPPN secretariat with items to make it functional like: desk top computers, office tables and chairs, internet modem
- Support of the FPPN to develop strategic guide documents and costed work plans with a focus on resource mobilization
- Providing branded family planning commodities (donated by USAID) to the private sector as seed stock to boost investment in FP commodities and supporting the public sector facilities with unbranded FP commodities during periods public sector commodity stock out
- Branding FPPN sites with promotional materials to increase visibility
- Improving health facility infrastructure and support with equipment to improve quality of FP services (NURHI 72 hour clinic makeovers)
- Promoting the FPPN across the different media
- Individual and facility level recognition for outstanding performance
- Opportunity to share the FPPN experience with other professional groups/ states outside the defined FPPN sites
- Feature on the NURHI websites
- Improving technical performance through trainings (clinical and non-clinical trainings, proposal writing etcetera)
- Support of some FPPN sites with seed money to help with the implementation of activities