

MSION Perspective: Sustaining Family Planning & Sexual Reproductive Health Services Delivery amidst COVID 19

Effiom Nyong Effiom

Country Director

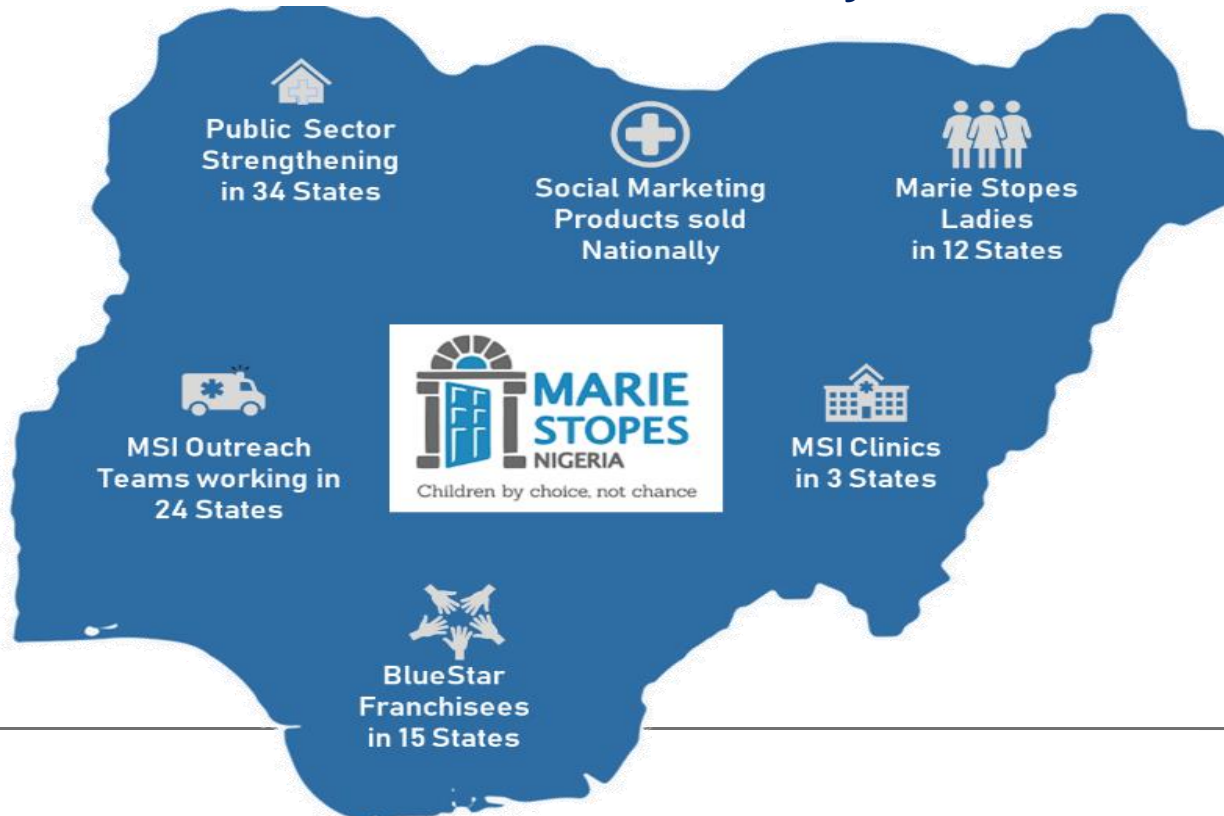
MSION

June 13th 2020

Marie Stopes International Organisation Nigeria

We,

- Are in 36 states including the FCT
- Work collaboratively with and strengthen government health care delivery including the private health sector
- Offer comprehensive SRH services that enable women all over Nigeria to choose their reproductive health future through our various service delivery channels



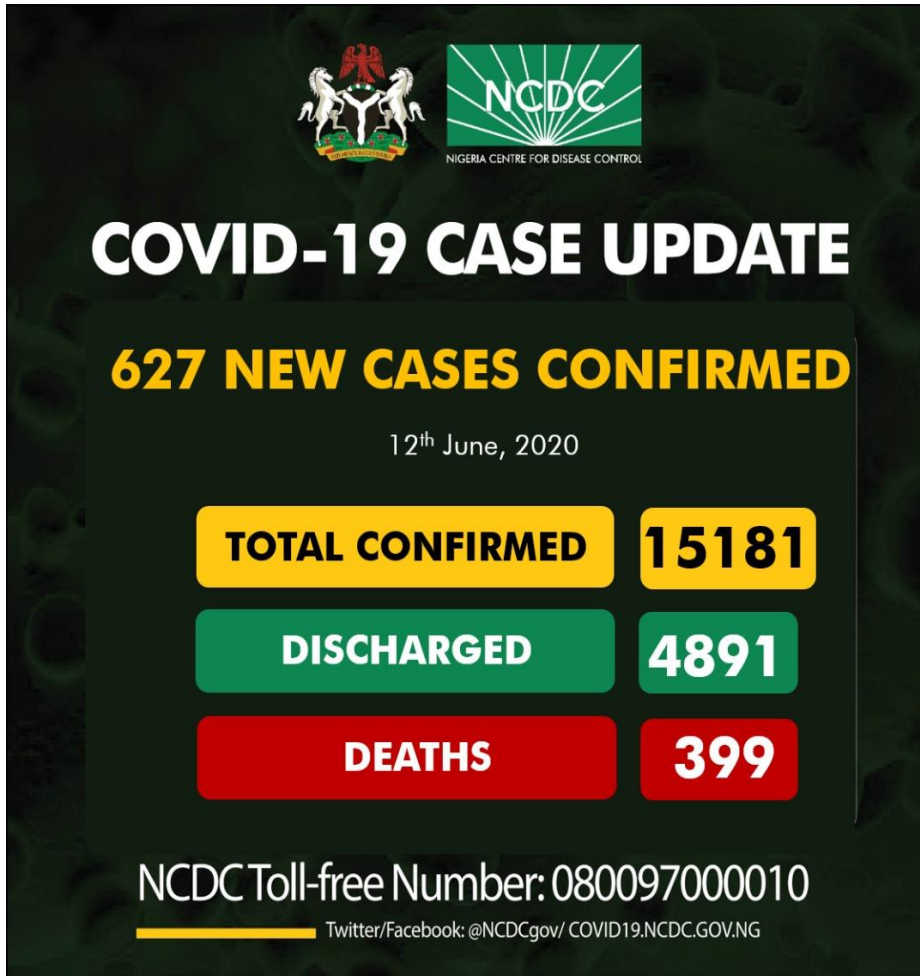
Vision

A world in which every birth is wanted

Mission

Children by Choice not Chance

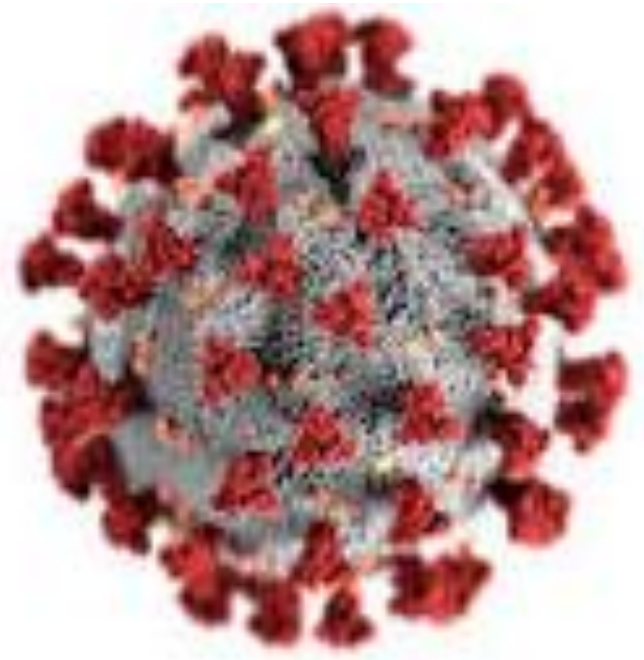
Lessons from the Ebola lockdown in Sierra Leone showed that the people emerged from the lockdown with reproductive health emergencies – unintended pregnancies, sexual rights violations etc.



- COVID-19 is a global pandemic:**
- Nigeria reported index case on February 27th, 2020
 - Infection is on the rise, with 35 states and FCT reporting cases
 - National COVID-19 guidelines exist across sectors
 - Government implemented lockdown and movement restrictions to control spread of the virus
 - With the demands of responding directly to COVID-19 and resultant overwhelming of the health system, the provision of many services including SRH became more challenging

Implications on FP/SRH Services

- *Women's inability to access service predispose them to reproductive health risks, such as unintended pregnancies and complications of STIs*
- *Logistics challenges that impacted SRH commodity distribution and availability*
- *Safety concerns amongst health providers caused by infection among colleagues.*
- *Over 800 health workers infected as at last count*
- *Lessons from the Ebola containment response in Sierra Leone for instance, showed that the people emerged from the lockdown with reproductive health emergencies – unintended pregnancies, sexual rights violations etc.*
- *MSION as a Nigerian organisation, took the decision to ACT proactively*



Our Response

Our Country Wide Responses



1. We set up an internal COVID-19 response team with real time responses based on updates from teams across the country
2. Secured approvals (Pass) from National and State ministries of Health that enabled our teams move and work as essential health workers even in most difficult locations and across states
3. Developed COVID-19 guidelines for service delivery to each of our channel of operation. This ensured standard of practice and care across board
4. Deployed Personal Protective Equipment (PPE) for all team members and service providers including use of handheld thermometers, sanitisers, facemasks etc. to ensure safety of clients and staff
5. Increased supply of commodities & consumables

6. Mainstreamed COVID-19 prevention messages into FP health talk across all channels and locations: our staff provide health talk on COVID-19 before every engagement: mobilisation and service delivery

7. Developed COVID-19 demand creation guidelines that sustained mobilisation of clients for FP and SRH services. Greater use of community structures and gatekeepers

- town announcers, door to door mobilisation while avoiding crowd or clustering

8. Daily tracking of productivity of each team. This ensured MSION constantly maintained good value for operational investment made during the COVID-19 period





MARIE STOPES NIGERIA
Children by choice, not chance

Come in We're OPEN

Our Clinics in **Lagos, Abuja and Benin** are open and in full operation.

We Operate **Mondays through Fridays:** **9AM to 5PM**

For more information & to book a service:
 ☎ **08000022252 (Free) | 22252 (Charges Apply).**
 📞 **09080022252**

MARIE STOPES NIGERIA
Children by choice, not chance

Can't get to us to take up services on **contraceptives, drugs & laboratory services?**

We've got you covered.
Our Clinic staff will come to you.

For more information & to book a service:
 ☎ **08000022252 (Free) | 22252 (Charges Apply).**
 📞 **09080022252**

Home Service available through Marie Stopes Clinics in **LAGOS, ABUJA & BENIN.**

- **Online Engagement:** Being at home, people looked to the internet and social media for information. We used social media to educate audiences on Covid-19, and reinforced that MSION Clinics were open
- **Home Delivery Service:** A Home Delivery system was launched that delivered Contraceptives, Drugs (prescription and refills) and in some cases, take samples for Laboratory tests for clients that requested.
- **Client pick-up and drop-off:** Where client couldn't get to the Clinics due to transportation constraints, client was picked up with Clinic car for a fee and brought to the Clinic for services.
- **Telemedicine:** This hinged on the home delivery service, where upon running the requested tests and for its interpretation, the doctor had phone consultation with the client when result was ready, and guided accordingly on next steps to take.

Outreach



- Restricted our outreach operations within states where MSION teams are based during the periods of lockdown.
- Daily monitored situation across various states to inform when and where splitting of teams could happen. Proximity, Productivity and Safety were key considerations.
- Flexible with schedules with constant communications with LGA Reproductive Health coordinators and PHC facility in-charges.



- Supported facilities to put in place COVID-19 protocols needed as facilities open to serve clients.
- We take services to the women in their community closer to their homes using our out-post service delivery strategy within facility environs.
- Using telephones to make referrals for Family Planning for these activities.
- Focus on driving clinical quality using scheduled in-facility events to mobilize clients while maintaining social distance and use of PPEs.

Marie Stopes Ladies



- Community based Marie Stopes Ladies (low cadre healthcare providers) are making it possible for communities to access services during the lockdown.
- Activities of team members were limited to within base locations while using technology (especially WhatsApp) to support providers outside of base location remotely.
- MSION worked with State FP Coordinators (e.g. Niger, Benue and Nasarawa states) to support demand for FP via house-to-house mobilization.

Public Sector Strengthening (PSS)



- Supported Last Mile Distribution which ensured availability of commodities where needed.
 - Assisted states to distribute stocks from state stores to facilities when the states received supply of commodities from FMOH.
 - Increased availability by moving commodities from low volume facilities to high volume facilities within states of operation.
- Strategic Data Collation process- clustered data collation meetings (applying COVID-19 precautionary standards for meetings) as well as use of digital data collation to ensure activities are adequately captured.

Social Marketing



- Last Mile Distribution: sustained distribution of life saving SRH commodities through our network of wholesalers and retailers.
- Launched home delivery service of products (condoms) and retailer led linkage for prescription products.
- Sustained detailing and capacity building of providers on COVID-19 and MCH using digital platforms (virtual tools).
- Robust digital marketing engagements for Family Planning product portfolio.



- MSION's service delivery channels are reinforced by a toll-free hotline for clients.
- MSION toll free call centre (**08000022252**) remained in operation despite the lockdown to respond and provide confidential, non-judgmental and professional sexual reproductive health advice and referral for individuals
- Services are offered in English, Igbo, Hausa, Yoruba and Pidgin

Despite the lockdown and movement restrictions in the wake of the COVID pandemic, MSION have continued to provide essential sexual and reproductive health services.

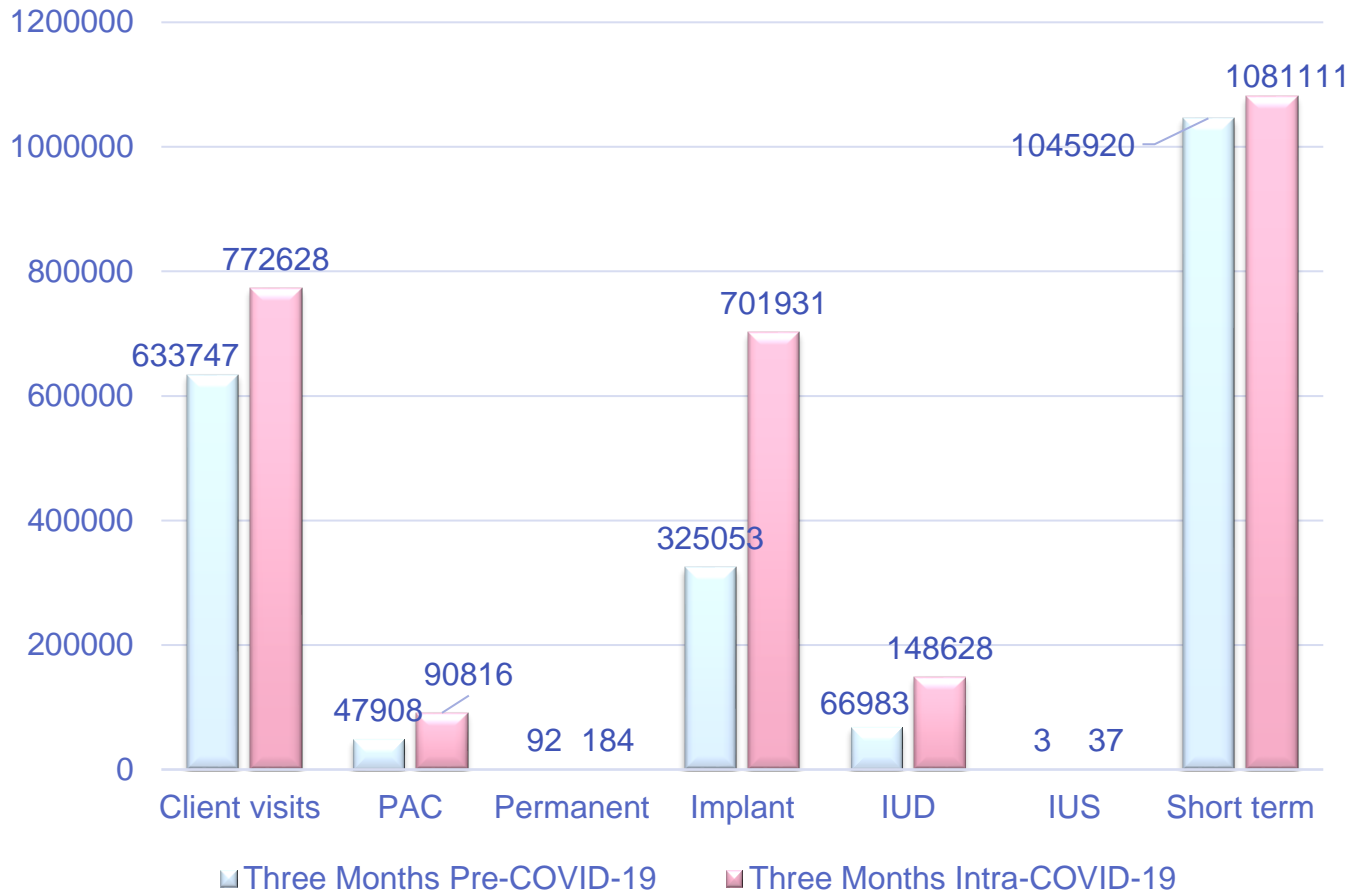
MSION frontline health workers in 2,345 public health facilities, 167 community-based delivery Network of Marie Stopes Ladies, 220 social franchise, three MSI centres of excellence and 23 mobile outreach teams have continued to provide service in the lockdown .

Reporting rates have remained stable comparable between the periods.

Client visits to MSI supported facilities increased by 22% intra COVID 19.

Uptake of permanent method, implant, and IUD doubled within the period.

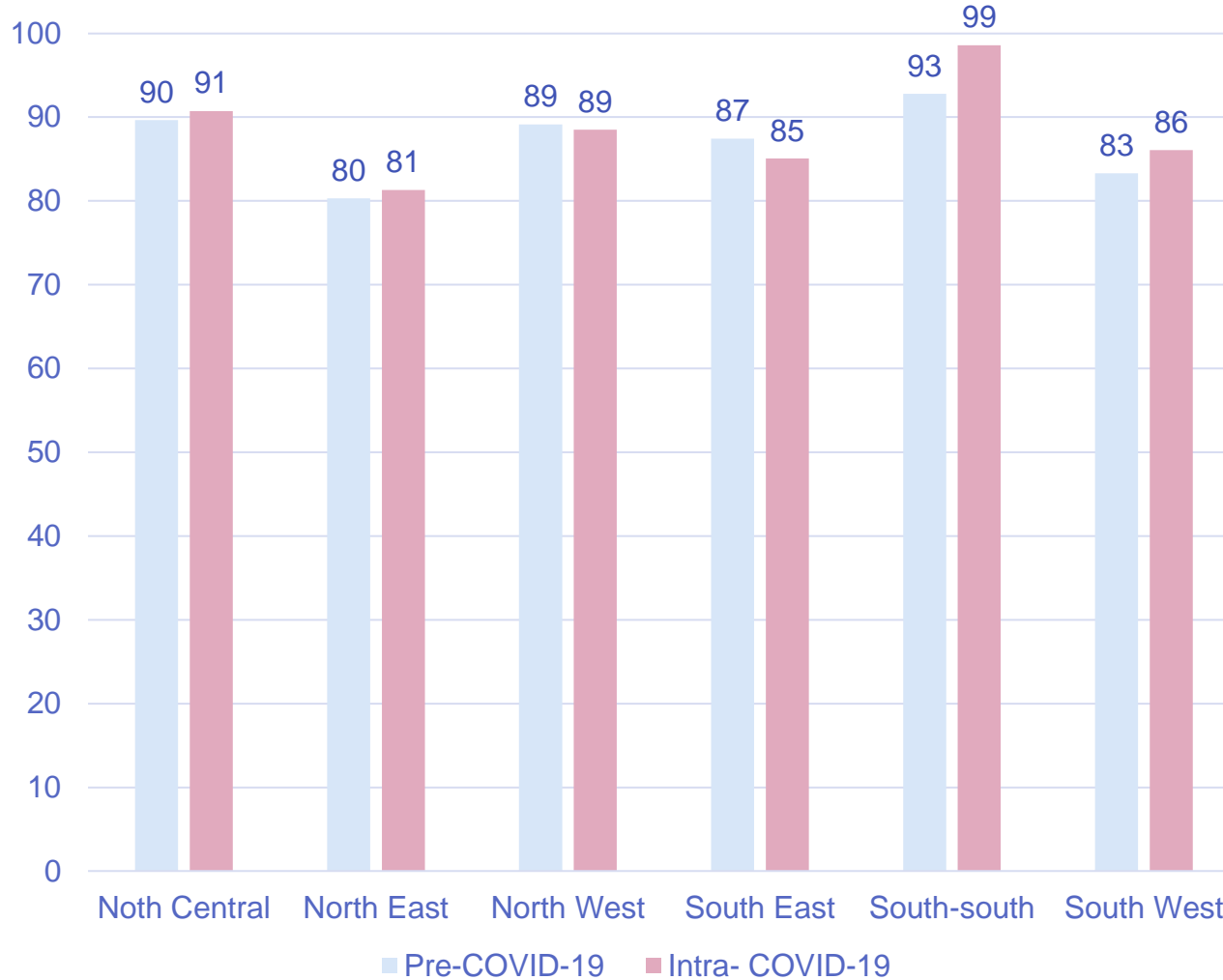
Results - Client Visit and Service Uptake



- Witnessed increased client visit in the three months of COVID 19
- Increased service uptake

Results – Data Reporting Rate

Reporting Rates by Region



• Reporting rates have remained comparable between the periods.

March – May 2020 Impact

772,628

Persons across Nigeria were using a family planning method provided through one of MSION's service delivery channels.

793,601

Unintended pregnancies prevented

3,968

Estimated maternal deaths averted by MSION services.

19,781

Estimated child deaths prevented

279,538

Estimated Unsafe abortions prevented



@mariestopesng



THANK YOU



0800 00 22252



0908 00 22252