

# How to use WHO Guidelines and Tools with Service Delivery HIPs

December 2<sup>nd</sup>, 2020



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## Nandita Thatte, WHO/IBP Network, Moderator

Nandita leads the WHO/IBP Secretariat based in Geneva. Her current portfolio includes institutionalizing the role of WHO/IBP to support dissemination, implementation, and scale up of WHO guidelines and strengthening the linkages between IBP partners and WHO researchers to inform new areas for implementation research. Prior to joining WHO, Nandita was a Technical Advisor in the Office of Population and Reproductive Health at USAID where she supported programs in West Africa, Haiti and Mozambique. She has a DrPH in Prevention and Community Health from the George Washington University School of Public Health.



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## Today's Agenda

- Opening & welcome **Nandita Thatte**
- WHO Remarks **James Kiarie**
- WHO-HIP Matrix Tool Overview **Lucy Wilson**
- Implementation Experience **Stembile Mugore**
- Questions & Answers **Nandita Thatte**
- Closing **Nandita Thatte**



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## Before we Begin



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recorded



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## Today's Panelists



**James Kiarie**  
**WHO**



**Lucy Wilson**  
**Rising Outcomes**



**Stembile Mugore**  
**IntraHealth**



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### James Kiarie, World Health Organization

Dr James N. Kiarie is Head of the Contraception and Fertility Care Unit, WHO Department of Sexual and Reproductive Health and Research. Dr Kiarie qualified as an obstetrician gynecologist in 1992. Prior to joining WHO in December 2014, he was an Associate Professor in Obstetrics and Gynecology at the University of Nairobi, and a Consultant Obstetrician Gynecologist in Kenyatta National Hospital. Dr Kiarie has over 20 years of experience in teaching, clinical practice and research in the field of reproductive health, focusing on HIV/AIDS, sexually transmitted infections and family planning.



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## World Health Organization Remarks



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### Lucy Wilson, Rising Outcomes

Lucy Wilson has over 15 years of experience in sexual and reproductive health programs, research, and policy. As an independent consultant, her goal is to advance the health and rights of women and girls by providing support to nonprofit and nongovernmental organizations, funders, and social enterprises. Lucy's work involves monitoring and evaluation, strategic planning and implementation, evidence-based programs, communications, and advocacy. Her consultancy is Rising Outcomes ([www.risingoutcomes.com](http://www.risingoutcomes.com)).



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# IBP's WHO-HIP Matrix Tool: Use of the WHO Guidelines & Tools Alongside High Impact Practices in Family Planning

Lucy Wilson  
December 2020



## Introduction page 1



### Use of the WHO Guidelines & Tools alongside service delivery High Impact Practices in family planning

<b>CHALLENGE</b>	WHO Guidelines are important resources but are not systematically incorporated into programmatic interventions
<b>SOLUTION</b>	A tool to increase awareness and use of WHO Guidelines and tools when implementing family planning high impact practices
<b>PURPOSE</b>	To provide quick reference on WHO Guidelines and tools and how to incorporate them when designing and implementing programmatic interventions
<b>AUDIENCE</b>	Program managers designing or implementing programs who want to improve programs through the greater use of evidence

#### Background

The World Health Organization (WHO) develops evidence-based guidance and tools to inform and support high-quality family planning (FP) programs. The High Impact Practices in FP (HIPs) are promising and proven approaches to strengthen FP programs. Both are important resources for program planners and implementers but are not always used.



#### Matrix

The matrix on page 2 provides specific ways to use the relevant WHO Guidelines and tools when implementing HIPs. The service delivery HIPs are listed on the top (columns), with the WHO Guidelines and tools along the left side (rows). Where they meet are suggestions for how the HIPs and the WHO Guidelines and tools can be used together. These include:

<b>ADVOCACY</b>	WHO Guidelines can be a useful tool when advocating for introduction and expansion of HIPs.
<b>PROGRAM DESIGN</b>	WHO Guidelines provide guidance on program design when implementing HIPs.
<b>PROVIDER REFERENCE</b>	WHO tools can serve as a reference for providers when delivering FP services.
<b>TRAINING</b>	Incorporating the WHO Guidelines and tools into materials for training providers can strengthen programs.



#### Reference Sheet

Pages 3-4 provide brief information on both the HIPs<sup>1</sup> and the WHO guidelines and tools<sup>2</sup> included in the matrix. For each WHO guideline and tool, information is provided on the purpose and on how it can be used alongside the HIPs.

The WHO guidelines and tools are often adapted at the country or program level, via national service delivery guidelines or as job aids and training materials. These local adaptations, along with country context and national priorities, should be considered alongside the WHO documents. This document is not meant to replace any WHO guideline or tool. The HIPs listed below do not cover the full range of possible interventions<sup>3</sup>.

## Use of the WHO Guidelines & Tools alongside service delivery High Impact Practices in family planning

**CHALLENGE** WHO Guidelines are important resources but are not systematically incorporated into programmatic interventions

**SOLUTION** A tool to increase awareness and use of WHO Guidelines and tools when implementing family planning high impact practices

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## WHO – HIP Matrix

page 2

Use of the WHO Guidelines & Tools Alongside High Impact Practices in Family Planning **A MATRIX**


Which HIP? ▶

Use the resources below based on the suggestions in the center of the matrix.

		High Impact Practices in Family Planning							
		Community Health Workers	Drug Shops & Pharmacies	Mobile Outreach	Post-abortion, FP	Immediate Post-Partum FP	FP Immunization, Integration	Social Franchising	Social Marketing
WHO Guidelines	Medical Eligibility Criteria & Selected Practice Recommendations	PROGRAM DESIGN	PROGRAM DESIGN	PROGRAM DESIGN	PROGRAM DESIGN	PROGRAM DESIGN	PROGRAM DESIGN	PROGRAM DESIGN	PROGRAM DESIGN
	Optimizing Health Worker Roles through Task Shifting	ADVOCACY	ADVOCACY	ADVOCACY	PROGRAM DESIGN	PROGRAM DESIGN	PROGRAM DESIGN	ADVOCACY	PROGRAM DESIGN
		PROGRAM DESIGN	PROGRAM DESIGN	PROGRAM DESIGN				PROGRAM DESIGN	
	Ensuring Human Rights in Contraceptive Provision	ADVOCACY	ADVOCACY	ADVOCACY	ADVOCACY	ADVOCACY	ADVOCACY	ADVOCACY	ADVOCACY
		TRAINING	TRAINING					TRAINING	ADVOCACY
Consolidated Guideline on Self-care Interventions	PROGRAM DESIGN	PROGRAM DESIGN	PROGRAM DESIGN	PROGRAM DESIGN	PROGRAM DESIGN	PROGRAM DESIGN	PROGRAM DESIGN	PROGRAM DESIGN	
Digital Interventions for Health Systems Strengthening	PROGRAM DESIGN	PROGRAM DESIGN	PROGRAM DESIGN	PROGRAM DESIGN	PROGRAM DESIGN	PROGRAM DESIGN	PROGRAM DESIGN	PROGRAM DESIGN	PROGRAM DESIGN
WHO Tools	Family Planning A Handbook for Providers	PROVIDER REFERENCE	PROVIDER REFERENCE	PROVIDER REFERENCE	PROVIDER REFERENCE	PROVIDER REFERENCE	PROVIDER REFERENCE	PROVIDER REFERENCE	PROVIDER REFERENCE
	Family Planning Training Resource Package	TRAINING	TRAINING	TRAINING	TRAINING	TRAINING	TRAINING	TRAINING	TRAINING
	Medical Eligibility Criteria Wheel	PROVIDER REFERENCE	PROVIDER REFERENCE	PROVIDER REFERENCE	PROVIDER REFERENCE	PROVIDER REFERENCE	PROVIDER REFERENCE	PROVIDER REFERENCE	PROVIDER REFERENCE

**Which HIP?**

Use the resources below based on the suggestions in the center of the matrix.

WHO Guidelines		Community Health Workers	Drug Shops & Pharmacies	Mobile Outreach
		PROGRAM DESIGN	PROGRAM DESIGN	PROGRAM DESIGN
	<a href="#">Medical Eligibility Criteria &amp; Selected Practice Recommendations</a>	PROGRAM DESIGN	PROGRAM DESIGN	PROGRAM DESIGN
	<a href="#">Optimizing Health Worker Roles through Task Shifting</a>	ADVOCACY	ADVOCACY	ADVOCACY
	<a href="#">Ensuring Human Rights in Contraceptive Provision</a>	ADVOCACY	ADVOCACY	ADVOCACY
		TRAINING	TRAINING	

## Reference Sheet

pages 3-4

### Use of the WHO Guidelines & Tools Alongside High Impact Practices in Family Planning REFERENCE SHEET

**High Impact Practices in Family Planning (HIPs)**  
The HIPs are a set of evidence-based FP practices vetted by experts against specific criteria and documented in an easy-to-use format. HIPs help programs focus resources for greatest impact.  
Each HIP has an eight-page brief that brings together the most relevant evidence and information for use in **advocacy**, **strategic planning**, **program design**, **exploration of research gaps**, **informing policies and guidelines** and **supporting implementation**.  
In addition to the eight service delivery HIPs in the matrix above, there are also enabling environment and social and behaviour change HIPs, as well as HIP enhancements.

#### WHO GUIDELINES & TOOLS

**Medical Eligibility Criteria (MEC) Selected Practice Recommendations (SPR), & MEC Wheel**  
PURPOSE: Provides guidance on who can safely and effectively use (MEC) and how to provide (SPR) each contraceptive method.  
Use in **program design** to ensure program guidelines have accurate information on who can safely and effectively use each contraceptive method and how to provide them.

Use the MEC Wheel as a **provider reference** when counseling clients.  
EXAMPLE: When a partner organization was supporting the Ministry of Health to expand its community health worker program, they used the MEC and SPR to ensure the program guidelines reflected up-to-date evidence on contraceptive provision.

**Optimizing Health Worker Roles through Task Shifting**  
PURPOSE: Provides recommendations on the level of health care provider that can offer specific services, including methods of contraception.  
Use to support **advocacy efforts** for providers to be able to offer a broad range of contraceptive options.

Use in **program design** to ensure clients have optimal access to a broad range of contraceptive options from the providers they see.  
EXAMPLE: When supporting drug shop operators to provide family planning services to their clients, an organization used WHO's task-shifting guidance in advocacy efforts to seek the local government approval for drug shop operators to be able to provide a broad range of methods to their clients.

**Ensuring Human Rights in Contraceptive Provision**  
PURPOSE: Provides guidance on actions that should be taken to ensure that human rights are systematically and clearly integrated into the provision of contraceptive information and services.  
Use to support **advocacy efforts** to provide the rights-based argument for expanding FP services.

Use in **developing or updating training materials** so that providers know how to reliably ensure the rights of their clients and potential clients in the provision of contraceptive services.  
EXAMPLE: In conflict-affected settings women often face geographic barriers to accessing reproductive health care. WHO's Guideline on Ensuring Human Rights in Contraceptive Provision can be used to support rights-based advocacy for mobile outreach services in these settings.

**Digital Interventions for Health Systems Strengthening**  
PURPOSE: Provides guidance for use of digital approaches and encourages the mainstreaming and institutionalization of effective digital interventions.  
Use in **program design** when considering how to integrate digital health interventions into other programmatic interventions.  
EXAMPLE: A Ministry of Health asked a partner to optimize the use of available digital health technologies as it scaled up an integrated FP and immunization program. Staff used this guideline to design a program that incorporated follow-up visit reminders sent to patients' phones.

**Consolidated Guideline on Self-care Interventions for Health**  
PURPOSE: Provides guidance to support individuals, families and communities to promote health, prevent disease, and cope with illness with or without the support of a health-care provider.  
Use in **program design** when considering how to integrate and support self-care interventions alongside or in concert with other programmatic interventions.  
EXAMPLE: As an organization explored how to introduce self-administration within its social marketing of DMPA-SC, staff used this guideline in program design.

**Family Planning: A Handbook for Providers**  
PURPOSE: Supports providers and program managers in delivering high-quality family planning counseling services, and care.  
Make available as **provider reference** for providers and program managers to support high-quality family planning counseling services, and care.  
EXAMPLE: When expanding its program, a social franchise network provided each franchisee with a copy of the FP Handbook to use as a day-to-day resource when counseling clients and providing services.

**Family Planning Training Resource Package**  
PURPOSE: Provides curriculum components and tools needed to design, implement, and evaluate training.  
Use in **training** for planning, implementing and evaluating training programs for FP providers.  
EXAMPLE: A project used the FP Training Resource Package when preparing to conduct trainings on introducing and/or improving the delivery of long-acting reversible methods of contraception within post-abortion care setting.

- For more information on the HIPs, see [www.fpfamilyplanning.org/](https://www.fpfamilyplanning.org/)
- For more information on the WHO guidelines and tools, see [www.who.int/publications/m/item/contraceptive-guidelines](https://www.who.int/publications/m/item/contraceptive-guidelines)
- There are links for service delivery, social and behavioral change, enabling environment and self-administration. Only service delivery with is included in this tool.



## WHO Guidelines and Tools

[www.who.int/reproductivehealth](http://www.who.int/reproductivehealth)



## Family Planning High Impact Practices

[www.fphighimpactpractices.org](http://www.fphighimpactpractices.org)

# HIP

FAMILY PLANNING  
HIGH IMPACT PRACTICES

## Family Planning High Impact Practices List

**High Impact Practices (HIPs) are a set of evidence-based family planning practices vetted by experts against specific criteria and documented in an easy-to-use format.**

The High Impact Practices in Family Planning (HIPs) are supported by over **30 organizations**. These organizations play a vital role in developing, reviewing, disseminating, and implementing HIPs in family planning.

HIPs are identified based on demonstrated magnitude of *impact* on contraceptive use and potential application in a wide range of settings. Consideration is also given to other relevant outcome measures including unintended pregnancy, fertility, or one of the primary proximate determinants of fertility (delay of marriage, birth spacing, or breast feeding). Evidence of replicability, scalability, sustainability, and cost-effectiveness are also considered.

The eight-page HIP briefs can be used for advocacy, strategic planning, program design, exploration of research gaps, to inform policies and guidelines, and to support implementation.

HIPs are categorized as:

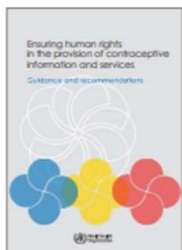
Enabling Environment	Service Delivery	Social and Behavior Change
Enabling Environment HIPs address systemic barriers that affect an individual's ability to access family planning information and services.	Service Delivery HIPs improve the availability, accessibility, acceptability, and quality of family planning services.	Social and Behavior Change HIPs influence knowledge, beliefs, behaviors, and social norms associated with family planning.

A **HIP Enhancement** is a tool or approach that is not a standalone practice, but it is often used in conjunction with HIPs to maximize the impact of HIP implementation or increase the reach and access for specific audiences. The intended purpose and impact of enhancements are focused and, therefore the evidence-based and impact of an enhancement is subjected to different standards than a HIP. HIP Enhancements include:

- Incorporate **adolescent-friendly service delivery** elements into existing contraceptive and health services.



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### **Ensuring Human Rights in Contraceptive Provision**

**PURPOSE:** Provides guidance on actions that should be taken to ensure that human rights are systematically and clearly integrated into the provision of contraceptive information and services.

- Use to support **advocacy** efforts to provide the rights-based argument for expanding FP HIPs.
- Use in developing or updating **training** materials so that providers know how to reliably ensure the rights of their clients and potential clients in the provision of contraceptive services.

**EXAMPLE:** In conflict-affected settings women often face geographic barriers to accessing reproductive health care. WHO's Guideline on Ensuring Human Rights in Contraceptive Provision can be used to support rights-based advocacy for mobile outreach services in these settings.

## Thank you!

### **Special thanks to everyone who provided input on the tool:**

Abdulumumin Saad - **US**  
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 Shawn Malarcher – **US**  
 IBP-HIP Task Team and other members of the IBP community!

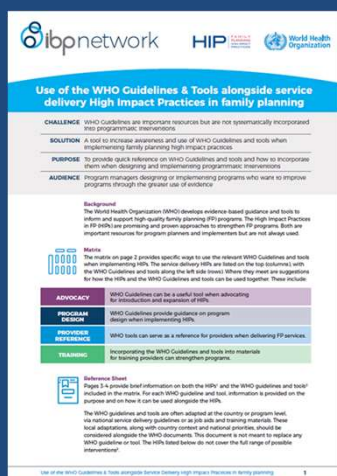
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## Stembile Mugore, IntraHealth International

Stembile “Tembi” Mugore is a nurse, midwife and public health professional with extensive experience and professional expertise in policy, strategy development, clinical service delivery strengthening, health systems strengthening, integration of maternal, neonatal and child health, family planning, and HIV and AIDS. Tembi has provided technical assistance and built capacity for improvements in programming, development of service delivery guidelines, pre- and in-service training, performance, and quality improvement systems. She has worked for IntraHealth International in senior technical advisory capacities for over twenty years, in East, West and Southern Africa, Asia and global projects. Years before task shifting was formally documented, she led introduction of task shifting for insertion and removal of Norplant and treatment of complications of incomplete abortion for nurses and midwives and provision of injectable contraceptives DMPA-IM and selected maternal health tasks to Nursing Assistants in Uganda resulting in additions to scopes of practice for nurses and midwives and policies.



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## Implementation Experiences IntraHealth International



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# Questions & Answers



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## Before we close:



Presentation and Recording available here:

[www.youtube.com/user/MediaHRP](https://www.youtube.com/user/MediaHRP)

[www.fphighimpactpractices.org](http://www.fphighimpactpractices.org)



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**For more information, please visit:**



**[www.ibpnetwork.org](http://www.ibpnetwork.org)**

**[www.who.int/reproductivehealth](http://www.who.int/reproductivehealth)**

**[www.fphighimpactpractices.org](http://www.fphighimpactpractices.org)**



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**Thank you for your participation today!**



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