

Appendix B: Role Plays Instructions Observation Checklist and Scenarios

Provider Instructions for Role Plays

Pretend that you are meeting the client for the first time. Ask the client for his or her name, gender (male or female) and age. Pretend that there is a health center nearby to which you can refer the client, if needed. Remember to:

- Assess the client's reproductive health (RH) goals, concerns, and fertility intentions.
- Address the primary and secondary reasons for the client's visit.
- Facilitate the client's decision-making process.
- Integrate information and services related to other RH issues as appropriate.
- Help the client act on her or his decision(s).

Apply your prior experience along with what you have learned from the training and use job aids and tools as appropriate to address the client's concerns.

Observer Instructions for Role Plays

Prior to the start of the interaction:

- Review the Role Play Observation Checklist so that you are familiar with the behaviors that you are observing and where they appear on the checklist.
- Review the case-specific issues on the observer information sheet for the role play.

While observing the interaction between the provider and client, remember to:

- Use the observation checklist to take notes on what happens during the interaction.
- Record how well the provider addresses the case-specific issues in the space provided.
- Be prepared to give feedback to the provider regarding how well he or she addressed the client's needs.

Pay particular attention to whether the provider:

- Helped the client deal with anxiety
- Facilitated communication with a partner
- Allowed the client to make an informed decision
- Ensured that the client met the medical eligibility criteria for the method she chose
- Helped the client carry out her decision

Client Instructions for Role Plays

Prior to the start of the interaction:

- Read the client information sheet and make sure you understand your character's situation.
- Pick a name for your character. Tell the provider your name, age, and whether you are male or female.

During the interaction, offer information *only* when the provider asks relevant questions. Use the

information given in your client information sheet to respond to the provider's questions. Feel free to ask questions of the provider.

Role Play Observation Checklist for Clinicians

Case: _____ Provider: _____ Client: _____ Observer: _____ Date: _____

	Yes	No	N/A		Yes	No	N/A
Overall: Communicate Effectively and Maintain Rapport					Help Client Make an Informed Decision or Address a Problem		
Shows respect and avoids judging client					Asks client if he or she has any questions about methods of interest		
Maintains relaxed, friendly and attentive body postures and eye contact					Asks client to choose a method		
Uses simple, clear language					Uses screening checklist to determine if client can use the method		
Uses open-ended and probing questions correctly.....					Agrees on decision or plan in partnership with client		
Listens carefully to client (paraphrases and reflects).....					Provide Assistance to Support Client's Decision		
Asks client about feelings (and shows empathy).....					Gives contraceptive method and condoms for dual-method use, if needed ..		
Encourages client participation					Explains and/or demonstrates correct use		
Explains what will occur during visit and procedures					Asks client to explain or demonstrate correct use, and reinforces client's understanding and/or corrects client's demonstration		
Ensures client understanding and corrects misunderstandings					Reminds client about side effects and reasons for returning.....		
Uses job aids appropriately					Gives treatment, supplies, medications (as indicated)		
Offers to involve client's partner					Role plays or rehearses negotiation skills and helps client plan approach.		
Records data according to protocols					Arranges follow-up, resupply, and referral to other services, as needed		
Establish Rapport and Assess Client's Needs and Concerns					Case-Specific Observations or Questions:		
Greets client appropriately							
Ensures confidentiality and privacy and that client is comfortable							
Asks about reason for visit							
Asks about client's partner(s), children, family, sexual behavior, health							
Asks about plans to have children, desire for FP (e.g., spacing, limiting) ..							
Explores STI risk and what client does to avoid STIs							
Identifies areas to evaluate during physical exam (if indicated)							
Provide Information and Options Related to Client's Concerns							
Advises on preventing STIs (i.e., abstain, fewer partners, use condoms)							
Advises on achieving desired pregnancy as safely as possible.....							
Explains benefits of FP and healthy spacing							
Helps client identify FP methods suited to her or his needs							
Gives information on FP methods of interest							
Responds to other client questions or concerns							

Role Play Observation Checklist for Community Health Workers

Case: _____ CHW: _____ Client: _____ Observer: _____ Date: _____

	Yes	No	N/A		Yes	No	N/A
Overall: Communicate Effectively and Maintain Rapport					Help Client Make an Informed Decision or Address a Problem		
Shows respect and avoids judging client					Asks client if he or she has any questions about methods of interest		
Maintains relaxed, friendly and attentive body postures and eye contact					Asks client to choose a method		
Uses simple, clear language					Uses screening checklist to determine if client can use the method		
Uses open-ended and probing questions correctly.....					Agrees on decision or plan in partnership with client		
Listens carefully to client (paraphrases and reflects).....					Help Carry Out Client's Decision		
Asks client about feelings (and shows empathy).....					Gives contraceptive method and condoms for dual-method use, if needed ..		
Encourages client participation					Explains and/or demonstrates correct use		
Explains what will occur during visit and procedures					Asks client to explain or demonstrate correct use, and reinforces client's understanding and/or corrects client's demonstration		
Ensures client understanding and corrects misunderstandings					Reminds client about side effects and reasons for returning		
Uses job aids appropriately					Role plays or rehearses negotiation skills and helps client plan approach.		
Correctly records information on data-collection forms.....					Arranges follow-up, resupply, and referral to outside services, as needed ..		
Establish Rapport and Assess Client's Needs and Concerns					Case-Specific Observations or Questions:		
Greets client appropriately							
Ensures confidentiality and privacy and that client is comfortable							
Asks about reason for visit							
Asks about client's partner(s), children, family, sexual behavior, health							
Asks about plans to have children, desire for FP (e.g., spacing, limiting) ..							
Explores STI risk and what client does to avoid STIs							
Provide Information to Address Client's Identified Needs and Concerns							
Informs client when needs/concerns are beyond CHW capability.....							
Advises on preventing STIs (i.e., abstain, fewer partners, use condoms)							
Explains benefits of FP and healthy spacing							
Helps client identify FP methods suited to her or his needs							
Gives information on FP methods of interest							
Responds to other client questions or concerns							

Progestin-Only Pills (POPs)—Clinicians

Role Play Scenario 1—Adolescent client is interested in and is eligible for POPs

POPs Scenario 1—Client Information Sheet	POPs Scenario 1—Observer Information Sheet
Client Description You are a 16-year-old female who has been counseled about the benefits of using family planning through a program at school. You read the pamphlet on family planning method options that was given to you in the class and have made a decision about which method you believe best suits your needs. Offer this information <i>only</i> when the provider asks relevant questions: • You have had a steady boyfriend for about six months. • Your boyfriend was taking antibiotics recently after he went to see a doctor at the STI clinic. • You do not use condoms. • Your last period started five days ago and are very regular. • You feel healthy and have no health problems. • You want a method that you can be in control of. • Your best friend used COCs and had a bad experience so you are not interested in taking them because you're worried you'll have a similar complication. • You would like to have a child someday, but your boyfriend says he is not ready, so you have chosen to use POPs because you believe that POPs would best suit your needs.	Make note of whether the provider performs these case-specific tasks: • Asks about the client's reproductive health goals, fertility intentions, and life plans • Ensures that the client understands the contraceptive options described in the pamphlet, including emergency contraception, and has made an informed choice to use POPs • Determines the client's medical eligibility using the POPs screening checklist • Provides POPs, instructions on correct use, including what to do if pills are missed, and information about resupply • Encourages her to be tested for STIs • Explains the benefit of using condoms and offers couples counseling to support correct and consistent condom use • Discusses benefits of healthy timing and spacing of pregnancies, noting it is best to wait until at least age 18 before attempting to become pregnant Methods for which the client is eligible: • COCs • DMPA or NET-EN • Implants • Male or female condoms • Standard Days Method®

Progestin-Only Pills (POPs)—Clinicians

Role Play Scenario 2—Postpartum, breastfeeding client is interested in and is eligible for POPs

POPs Scenario 2—Client Information Sheet

Client Description

You are a 23-year-old woman who gave birth two months ago and have come to the clinic for a postpartum check. You use this visit to ask about pregnancy spacing. You do not want another child for at least two years.

Offer this information *only* when the provider asks relevant questions:

- You are interested in POPs but your husband is not in favor of the idea; he believes the pills could harm the baby through the mother's milk.
- You are fully breastfeeding and would like to do so until the baby is at least 6 months old.
- Your monthly bleeding has not returned.
- You have resumed sexual intercourse.
- You have no medical problems.
- You feel comfortable talking to your husband about contraception.

POPs Scenario 2—Observer Information Sheet

Make note of whether the provider performs these case-specific tasks:

- Asks about the client's reproductive health goals, breastfeeding goals, fertility intentions, and life plans
- Ensures client understands pregnancy risk; protected by LAM but LAM has high failure rate, especially if she reduces how much she is breastfeeding
- Addresses her husband's concern; provides information about POPs and breastfeeding and corrects misunderstandings
- Confirms eligibility for POPs using the checklist
- Provides POPs, instructions on correct use, including what to do if pills are missed, and information about resupply
- Offers couples counseling, particularly if the husband needs further reassurance about the safety of POPs

Methods for which the client is eligible:

- DMPA or NET-EN
- Implants
- IUD
- Male or female condoms

*Progestin-Only Pills (POPs)—Clinicians***Role Play Scenario 3—Client requires management of POP side effects and review of instructions for missed pills**

POPs Scenario 3—Client Information Sheet	POPs Scenario 3—Observer Information Sheet
Client Description You are a 27-year-old woman with two children, ages 2 years old and 6 months. You have been taking POPs that you buy over the counter for the last four months. You have been taking the pills every day but since your menses started again postpartum, you’ve had several days of spotting in the middle of each cycle. When you told your friend about this, she suggested that something is wrong. You didn’t take your pill yesterday and have come to the clinic to get checked. Offer this information <i>only</i> when the provider asks relevant questions: - You are overwhelmed with your two small children and do not want to become pregnant for at least two more years, maybe more. - You last had sex nine days ago, but you were taking the pills. - You do not think that you are pregnant, but you are concerned about the spotting. - You were taking the pill in the morning with breakfast every day. - You have no health problems. - You and your partner do not have other sex partners. - You stopped breastfeeding three months ago, and your menses returned a week later.	Make note of whether the provider performs these case-specific tasks: - Asks about the client’s reproductive health goals, fertility intentions, and life plans - Assesses possibility of unexplained vaginal bleeding. - Discusses common POP side effects, particularly during the first few months of taking POPs or first few months after menses returns, and offers reassurance. - Discuss possibility of changing to another method now that she is no longer breastfeeding and has more options with fewer bleeding side effects. - Continue taking pills at the same time every day with a daily activity (breakfast in this case) to help reduce spotting - Provides missed pill information: instructs client to take missed pills now, then continue taking one pill a day, and use a backup method for two days. - Offers resupply or encourages the client to purchase a new pack of pills ahead of time - Reviews the benefits of using condoms (dual protection) to prevent HIV/STIs Methods for which the client is eligible: - COCs - DMPA or NET-EN - Implants - IUD - Male or female condoms

Progestin-Only Pills (POPs)—Clinicians

Role Play Scenario 4—Older client with concerns about eligibility is interested in and is eligible for POPs

POPs Scenario 4—Client Information Sheet

Client Description

You are a 41-year-old woman with three teenage boys and a two-year-old girl (who was a surprise baby following the removal of an IUD). You and your husband have been using condoms every time you had sex, but you don't feel they are reliable enough. You are interested in pills but have heard that they are not safe for older women.

Offer this information *only* when the provider asks relevant questions:

- You want a method that you are in charge of.
- You have migraines with auras.
- You used the IUD in the past but were not pleased with the heavy bleeding and cramping.
- You are not interested in sterilization at this time.
- Your last period started 21 days ago.
- You have a pamphlet about methods that discussed a kind of pill that was safer for some women.

POPs Scenario 4—Observer Information Sheet

Make note of whether the provider performs these case-specific tasks:

- Asks about the client's reproductive health goals, fertility intentions, and life plans
- Asks about methods the client has used in the past and what she liked or didn't like about them and whether there are any methods she does not want to consider
- After client reveals POPs as her method of choice, discusses benefits (based on the client's responses, POPs would be an ideal method because the user is in control, they are safe for many women who cannot use COCs, and are reversible)
- Discuss safety of POPs for older women and women with migraines, including in relation to COCs
- Confirms medical eligibility for POPs using the checklist
- Provides POPs and instructions on correct use and on resupply

Methods for which the client is eligible:

- DMPA or NET-EN
- Implants
- IUD
- Male or female condoms
- Standard Days Method®

*Progestin-Only Pills (POPs)—Clinicians***Role Play Scenario 5—Breastfeeding client with tuberculosis is interested in but is *not* eligible for POPs****POPs Scenario 5—Client Information Sheet****Client Description**

You are a 26-year-old woman who had a baby five months ago. You began taking POPs three months ago and have been very happy with the method. Last week you were diagnosed with tuberculosis and began rifampicin therapy to treat it. You came to the clinic for a pill resupply today.

Offer this information *only* when the provider asks relevant questions:

- You are exclusively breastfeeding and planning to wean at six months.
- Other than the TB, you are healthy.
- You do not want any more children for at least two or three years.

POPs Scenario 5—Observer Information Sheet**Make note of whether the provider performs these case-specific tasks:**

- Review continued eligibility before resupply. At this time she should not continue POPs because rifampicin therapy is a category 3 (it reduces the effectiveness of POPs).
- Asks about the client's reproductive health goals, breastfeeding goals, fertility intentions, and life plans
- Discusses other contraceptive options that the client may be eligible to use.
- Discuss the option of using a backup method for the duration of treatment if it will be short-term.
- Discusses the importance of using condoms for STD protection.

Methods for which the client is eligible:

- LAM (short-term option)
- IUD
- Male or female condoms