

Staff training overview

The online learning modules developed for the CAI-CHOICE CAP are intended to prepare all health center staff to provide same day contraceptive services, including LARC, in accordance with nationally recognized clinical recommendations. The CAP modules are delivered in three unique courses tailored to meet the diverse needs of each member of your health care team. These training courses are intended to be accompanied by on-site mentor training and guidance.

1. Front Line Staff Course: The intended audience for these modules is health center staff will work on the front-lines of care. These can be staff who conduct client intake or fiscal triage, make appointments, or answer client call.

| Module | Objectives | Estimated Completion Time |
|--|---|---------------------------|
| 1. Introduction | <ol style="list-style-type: none"> 1. Describe rationale for increasing access to contraception, especially LARC methods 2. Recognize individual, provider, and health systems-level factors that influence contraceptive use by women 3. Articulate team-based approach to the provision of contraceptive care 4. Increase motivation to provide contraceptive care to clients | 15 minutes |
| 2. Sound Bites for Success | <ol style="list-style-type: none"> 1. Articulate key messages about LARC availability and access 2. Use a consistent message to communicate to clients about the availability of contraception | 30 minutes |
| 3. Birth Control Facts (Optional) | <ol style="list-style-type: none"> 1. List all FDA-approved birth control methods 2. Provide clients with factual information about birth control options 3. Describe concepts associated with dual protection and same day services 4. Describe key concepts associated with the safety and effectiveness of and eligibility for birth control 5. Describe each birth control method's effectiveness, how to use, duration and side effects | 30 minutes |
| 4. Common Birth Control Questions (Optional) | <ol style="list-style-type: none"> 1. List common client questions about contraceptive methods 2. Respond to client questions and concerns with accurate information | 15 minutes |

2. Staff Providing Contraceptive Counseling Course: The intended audience for these modules is health center staff who have been identified to provide contraceptive counseling. These staff can be Med Techs, Health Educators, Medical Assistants, nurses, and others.

| Module | Objectives | Estimated Completion Time |
|---|---|---------------------------|
| 1. Introduction | <ol style="list-style-type: none"> 1. Describe rationale for increasing access to contraception, especially LARC methods 2. Recognize individual, provider, and health systems-level factors that influence contraceptive use by women 3. Articulate team-based approach to the provision of contraceptive care 4. Increase motivation to provide contraceptive care to clients | 15 minutes |
| 2. Birth Control FACTS | <ol style="list-style-type: none"> 1. List all FDA-approved birth control methods 2. Provide clients with factual information about birth control options 3. Describe concepts associated with dual protection and same day services 4. Describe key concepts associated with the safety and effectiveness of and eligibility for birth control 5. Describe each birth control method's effectiveness, how to use, duration and side effects | 30 minutes |
| 3. CAP Contraceptive Counseling: Communication Skills | <ol style="list-style-type: none"> 1. Identify essential communication skills for providing client-centered contraceptive counseling. 2. Apply communication skills effectively during a contraceptive counseling session with a client. 3. Describe how the communication skills can foster a personalized, interactive and supportive client-centered contraceptive counseling session and build a positive relationship with your client | 45 minutes |
| 4. CAP Contraceptive Counseling: 5-Step Process | <ol style="list-style-type: none"> 1. Describe how to use the CAP 5-Step Contraceptive Counseling process 2. Explore how to apply these steps during a counseling session 3. Describe how to use the CAP Birth Control Options Grid during a Contraceptive Counseling session 4. Demonstrate how to apply the key communication skills during each of the steps | 45 minutes |



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|--|---|---------------------------|
| 5. CAP Contraceptive Counseling: Pulling it all together | <ol style="list-style-type: none"> 1. Review 5 step counseling process 2. Practice using key communication skills to lead hypothetical client through scenarios you will likely encounter | 45 minutes |
| 6. Myths and Common Questions | <ol style="list-style-type: none"> 1. Identify common client myths and questions associated with LARC methods 2. Describe effective messages to respond to client myths and questions related to LARC | 30 minutes |



3. Clinician Course: The intended audience for these modules is clinical staff (MDs & NPs). These modules provide an overview of LARC methods, eligibility guidelines, insertion and removal steps, and common clinician fears.

| Module | Objectives | Estimated Completion Time |
|--|---|---------------------------|
| 1. Introduction | <ol style="list-style-type: none"> 1. Describe rationale for increasing access to contraception, especially LARC methods 2. Recognize individual, provider, and health systems-level factors that influence contraceptive use by women 3. Articulate team-based approach to the provision of contraceptive care Increase motivation to provide contraceptive care to clients | 15 minutes |
| 2. LARC Basics and Managing Patient Concerns | <ol style="list-style-type: none"> 1. Describe advantages, disadvantages, mechanisms of action, and contraindications of each LARC method 2. Examine the effectiveness of LARC compared to other common, reversible contraceptive methods 3. Develop skills to effectively manage patient concerns, especially in new LARC users. | 45 minutes |
| 3. Determining LARC Eligibility | <ol style="list-style-type: none"> 1. Define the U.S. Medical Eligibility Criteria (USMEC) Categories for Contraceptive Use; 2. Identify a patient's eligibility for LARC methods based on US MEC categories 3. Review USMEC tools that can be used in the clinic setting | 20 minutes |
| 4. LARC Insertion: When & How | <ol style="list-style-type: none"> 1. Examine timing of LARC insertion, emphasizing same-day provision as the standard 2. Gain skills and review appropriate tools to determine when to insert LARC 3. Review key information to provide clients during LARC pre-insertion counseling 4. Describe appropriate steps to insert LARC methods | 70 minutes |
| 5. Overcoming LARC Insertion Fears | <ol style="list-style-type: none"> 1. Reflect on common physician fears and concerns associated with LARC insertion and use 2. Use evidence from the CHOICE Project to minimize own fears regarding LARC | 60 minutes |

Contraceptive ACTION PLAN



Promoting Knowledge and Opportunity