

IN-SERVICE COMMUNICATION BEST PRACTICES GUIDE:

Application in Mozambique

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Background

- HC3 has been providing communication support to 8 sites in Manica and Tete provinces since December, 2015
 - In-service communication/counseling
 - Demand creation
- Service delivery managed by AIDSFree/Jhpiego
- EQA conducted in September, 2016
- Plans to expand to additional sites in Manica and Tete



Translation and Endorsement of Counseling Guide

- The guide has recently been translated into Portuguese by HC3
- The technical revision by the Ministry of Health is underway
- Endorsement by the Ministry of Health will be crucial.
- Once translation has been approved and endorsed by MOH, then plan to distribute copies to site managers and counselors



Application of the Guide

Reference for Adapting Training Curriculum

Training curriculum adaptation using the guide as a key reference. Adapting curriculum used for:

- ✓ Training of the community mobilisation team.
Training of new mobilisers during the expansions and refresher training
- ✓ Training of the health service based team in
Interpersonal communication and key messages.



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Application of the Guide

SBCC Materials Review, Revision, and Production

- Review existing materials against guide to ensure all key content included
- Revise materials as needed
- Use immediate post-op counseling key messages (guide p. 17) to develop job aid/poster for all sites
- Use guide as reference to inform development of FAQ tool for mobilizers



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Application of the Guide

Production of Reminder Checklists-Key Messages:

- ✓ To guide the mobilisers during community mobilisation
- ✓ To guide the counselor during group education (separate checklists for older/younger clients).
- ✓ To guide the counselor during the individual counseling
- ✓ To guide the communication of post-operative messages. Make posters in the VMMC unit and in the Health Centre.
- ✓ To guide communication of key messages about the actual surgical process to be posted in VMMC units and Health Centers.



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THANK YOU!



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