

Roleplay Scenarios and Instructions

Role Play Scenario 1—Client with HIV is interested in and is eligible for implants

Client Description

You are a 29-year-old married woman with HIV. You are monogamous and have three children. You have met previously with a provider at the PMTCT clinic, have learned about different methods of contraception, and are very interested in implants.

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

- You and your spouse are both HIV-positive.
- Your youngest child is two years old.
- You do not want to become pregnant again for now.
- You have been using condoms consistently and correctly.
- You worry about a condom slipping or breaking and desire a more effective method that is easy to use.
- You feel healthy, have regular menstrual cycles every four weeks, and have no other health problems.

Provider Instructions for Role Plays

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

- Address the 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 Competency-based 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 Roleplay 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
- Verified that the client understood instructions
- Helped the client carry out her decision

Client Instructions for Role Plays

Prior to the start of the interaction:

- Read the client description 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 Scenario 2—Client without children is interested in but is *not* eligible for implants

Client Description

You are a 28-year-old married woman with a busy professional career. You do not want to have children. You have been married and monogamous for over eight years. You have recently seen a promotion for progestin-only implants and have come to the family planning site to learn more about them.

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

- You are interested in implants, but your husband is concerned that they will make you infertile.
- You are currently using COCs but are tired of the daily pill-taking routine.
- You do not want to have children, but your husband has recently said that he might want children someday.
- You have recently had unexplained bleeding after intercourse.
- You feel healthy and have no other health problems.
- Your last period started four days ago.
- You smoke cigarettes, about 10 to 15 per day.

Provider Instructions for Role Plays

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

- Address the 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 Competency-based 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 Roleplay 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
- Verified that the client understood instructions
- Helped the client carry out her decision

Client Instructions for Role Plays

Prior to the start of the interaction:

- Read the client description 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 Scenario 3—Postpartum, breastfeeding client is interested in but is *not* currently eligible for implants

Client Description

You are a 20-year-old woman who gave birth to your first child four weeks ago. You are unmarried and are not in a serious relationship. You read about progestin-only implants in a family planning brochure, and you have come to the family planning site to learn more.

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

- You love your infant, but your pregnancy was unintentional.
- You use condoms pretty consistently.
- You are in school, want to finish, and cannot afford to have another child anytime soon.
- You have not had a menstrual period since your baby was born.
- You are fully breastfeeding, but you intend to start weaning the baby soon because of the demands of school.
- You feel healthy and have no health problems.
- You have not had sex since the baby was born, but you do have a casual boyfriend.

Provider Instructions for Role Plays

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

- Address the 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 Competency-based 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 Roleplay 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
- Verified that the client understood instructions
- Helped the client carry out her decision

Client Instructions for Role Plays

Prior to the start of the interaction:

- Read the client description 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 Scenario 4—Client requires management of implants side effects and an understanding of management instructions

Client Description

You are a 39-year-old woman with three adolescent children. You and your husband are relatively sure you do not want any more children, but your mother-in-law does not think that sterilization would be a good idea. Six weeks ago, you had progestin-only implants inserted. Since then, you have experienced a number of side effects and are very concerned. You are returning to the family planning site because you think you would like to try another method.

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

- You have been experiencing heavy, irregular bleeding, whereas you had regular cycles with no heavy bleeding before.
- The bleeding concerns you, and you will not be comfortable or satisfied if it continues.
- Your mother-in-law heard from a friend that using implants could result in infertility.

- You feel that your decision to use implants was made too quickly, and you are now having second thoughts.
- You last had sex five days ago.
- You are otherwise healthy.

Provider Instructions for Role Plays

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- Address the 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.

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Prior to the start of the interaction:

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

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- 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
- Verified that the client understood instructions
- Helped the client carry out her decision

Client Instructions for Role Plays

Prior to the start of the interaction:

- Read the client description 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 Scenario 5—Client with HIV is using implants but needs to discontinue due to new health condition

Client Description

You are a 28-year-old single woman with HIV. You started implants about four months ago. Initially you experienced mild side effects which recently escalated. You have returned to the clinic to express your concern.

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

- You have been experiencing bleeding patterns that are irregular and somewhat heavier and more prolonged than what is typical for you.
- You began getting headaches soon after the implants were inserted, but recently you have been experiencing migraine headaches with an aura.

- About two months ago, you were prescribed a new antiretroviral drug regimen.
- You have no other health conditions and have been feeling well since starting the new ARV regimen.
- You are in a relationship with a partner who is also HIV-positive, and you do not want to become pregnant at this time.

Provider Instructions for Role Plays

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

- Address the 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

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- 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:

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- 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
- Verified that the client understood instructions
- Helped the client carry out her decision

Client Instructions for Role Plays

Prior to the start of the interaction:

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- 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.

Roleplay Observation Checklist

Case: _____ Provider: _____ Client: _____ Observer: _____ Date: _____							
Overall: Communicate Effectively and Maintain Rapport Shows respect and avoids judging client Maintains relaxed, friendly and attentive body postures and eye contact Uses simple, clear language Uses open-ended and probing questions correctly Listens carefully to client (paraphrases and reflects) Asks client about feelings (and shows empathy) Encourages client participation Explains what will occur during visit and procedures Ensures client understanding and corrects misunderstandings Uses job aids appropriately Offers to involve client's partner Records data according to protocols Establish Rapport and Assess Client's Needs and Concerns 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	Yes	No	N/A	Help Client Make an Informed Decision or Address a Problem Asks client if he or she has any questions about methods of interest Asks client to choose a method Uses screening checklist to determine if client can use the method Agrees on decision or plan in partnership with client Provide Assistance to Support Client's Decision Gives contraceptive method and condoms for dual-method use, if needed Explains and/or demonstrates correct use Asks client to explain or demonstrate correct use, and reinforces client's understanding and/or corrects client's demonstration Reminds client about side effects and reasons for returning Gives treatment, supplies, medications (as indicated) Role plays or rehearses negotiation skills and helps client plan approach Arranges follow-up, resupply, and referral to other services, as needed ... Case-Specific Observations or Questions:	Yes	No	N/A

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			