DMPA-SC self-injection | Client journey map

Bolded items indicate areas where country programs can decide among multiple options. For more information, please see the Self-injection Program Design Guide.

Client engagement with outreach and intake		Client engagement with health worker		Client at home *Some steps may repeat a few times before client returns for resupply.*		Client at home and with health worker *Some steps may repeat.*	Client engagement with health worker	
Client exposure to demand generation	**Client service-seeking**	**Client training**	**First self-injection**	**Storage**	**Reinjection**	**Waste disposal**	**Follow-up** *Can take place at any time after 1st visit.*	**Resupply**
☑ Current users share positive experiences regarding FP and self-injection with potential users. ☑ Messages shared re: full range of FP choices including self-injection: ☐ In mass media and social media. ☐ Through leaders or events in community. ☐ Through youth-friendly health info in or out of school. ☐ In context of other health services.	*Client could be a new FP user, new to injectables, or new to self-injection.* *Current self-injection clients returning for resupply should proceed to Resupply step.* ☑ Client visits a FP service delivery point. ☑ Client asks or is told about injectables/self-injection or FP generally. ☑ If client expresses interest in self-injection, client is screened for eligibility to use DMPA-SC and counseled on informed choice, side effects, and HIV prevention as appropriate in line with training materials.	☑ Client chooses DMPA-SC self-injection. ☑ Client receives: ☐ Job aid ☐ Self-injection video ☐ **Other training aid** _____ ☑ Client is trained using training aid and injection demonstration with emphasis on the four key injection steps. Training approach: ☐ **One-on-one** ☐ **Small group**	☑ Client self-injects using job aid, with supervision, coaching, and correction by health worker. ☑ Client is trained to calculate her reinjection dates using calendar. ☑ Once health worker confirms client's ability to self-inject and calculate reinjection dates, they discuss how many devices to take home: ☐ **1 device** ☐ **2 devices** ☐ **3 devices** ☐ **Other** _____ ☑ Client and health worker discuss storage and disposal—see steps at right. ☑ Client receives a training aid, appointment card, calendar, and: ☐ **Disposal container for used devices** ☐ **Instructions for finding a puncture-proof lidded container** ☐ **Client pays for product and/or services, if applicable.** ☑ Client and health worker discuss and select available: ☐ **Injection reminder options** ☐ **Follow-up options**	☑ Client stores training aid, calendar, and unused DMPA-SC in a discrete location out of reach of children and animals.	☑ Client decides if she wants to continue with self-injection. ☑ Client reinjects at home on her own using job aid or video; or returns to health worker for retraining, reinjection, or a different FP method (presuming she is continuing contraception). ☑ If client chooses to discontinue self-injection: ☑ Client returns unused devices to health worker. ☑ If client chooses to continue DMPA-SC, she receives injection from health worker. ☑ If client wants to switch to a different method, she discusses options with health worker.	☑ Client uses an appropriate puncture-proof lidded container for used devices: ☐ **Container received from health worker** ☐ **Container from home** ☑ Client places the used device in container with needle pointing down. ☑ Client stores used devices in container safely until she can return them. ☑ Client brings used DMPA-SC devices to: ☐ **An approved sharps collection point.** ☐ **A health facility** ☐ **A health worker** ☐ **Other**_____	☑ Client follows up with the health worker if desired.	☑ Client confirms she wishes to continue self-injection. ☑ Client's eligibility to continue DMPA is assessed by health worker. ☑ Client and health worker review four key injection steps and any questions or challenges with DMPA-SC or self-injection. ☑ Client receives additional training/guidance on injection or reinjection timing as needed. ☑ Client pays for product and/or services, if applicable.

DMPA-SC self-injection | Health worker journey map

Bolded items indicate areas where country programs can decide among multiple options. For more information, please see the Self-injection Program Design Guide.

Outreach and intake			Health worker engagement with client: Training		Health worker engagement with client: Post-training			
Health worker training	**Demand generation**	**Client intake**	**Client training**	**First self-injection**	**Reinjection**	**Waste disposal**	**Follow-up**	**Resupply**
☑ Health workers are trained on (choose all that apply): ☐ **DMPA-SC** ☐ **Self-injection** ☐ **FP methods, informed choice, FP counseling skills** ☐ **Other _____** ☑ Training approach: ☐ **Centralized** ☐ **On-the-job** ☐ **CME** ☐ **Distance learning** ☐ **Combined** ☑ Health workers are trained on recording relevant DMPA-SC self-injection data in national reporting systems (HMIS, LMIS). ☑ Health workers receive ongoing supportive supervision to ensure quality services.	☑ Health workers/clinics conduct health talks/health days on full FP method mix, including self-injection. ☑ Health workers offer info materials on FP/self-injection. ☑ Health workers initiate client-centered FP conversations during multiple interaction points, including: ☐ **Post-abortion** ☐ **Post-emergency contraception** ☐ **Antenatal visits** ☐ **After delivery and during the extended post-partum period** ☐ **Well baby/ immunization visits**	*Client could be a new FP user, new to injectables/ DMPA, or new to self-injection.* *Current self-injection clients returning for resupply should proceed to Resupply step.* ☑ For clients who express interest in self-injection, health worker screens client for DMPA-SC eligibility and/or counsels as appropriate in line with training materials.	☑ Health worker provides training to self-injection acceptors. Training approach: ☐ **One-on-one** ☐ **Small group** ☑ Health worker demonstrates injection. ☑ Health worker trains client(s) using job aid, self-injection video, and other training materials as appropriate, emphasizing the four key injection steps. ☑ Health worker ensures clients have opportunity for private, one-on-one interaction and counseling if desired.	☑ Health worker supervises, coaches, and corrects as the client self-injects while following the job aid. ☑ Health worker confirms client can perform the four key injection steps—if not, health worker retrains or gives injection and encourages client to try again at next injection. ☑ Health worker trains client to calculate her reinjection dates using calendar. ☑ Health worker discusses with client how many devices to take home: ☐ **1 device** ☐ **2 devices** ☐ **3 devices** ☐ **Other _____** ☑ Health worker and client discuss storage and disposal options. ☑ Health worker gives a job aid, appointment card, calendar, and: ☐ **Disposal container for used devices** ☐ **Instructions for finding a puncture-proof lidded container** ☑ Health worker gives or sells DMPA-SC devices for reinjection to client, ensuring that expiry dates are valid beyond the reinjection dates. ☑ Health worker records relevant data in national reporting systems (HMIS, LMIS). ☑ Health worker and client discuss and select available: ☐ **Injection reminder options** ☐ **Follow-up options**	☑ If client returns due to inability to reinject, health worker reviews self-injection steps with her, emphasizing four key injection steps and confirming readiness for self-injection (refer to client training section). ☑ If client decides not to continue with DMPA-SC but wants to continue using contraception, health worker counsels on other FP methods.	☑ Health worker accepts used DMPA-SC devices when client returns them. ☑ Health worker transfers used devices into an appropriate medical waste container by dumping them or placing entire container into waste container. Health worker should **not** handle individual used devices.	☑ Health worker responds to client follow-up request if needed and as agreed.	☑ Health worker asks if client had any problems reinjecting, confirms the reinjection date, and how she stored/disposed of device. ☑ Health worker confirms that client wishes to continue self-injection. ☑ Health worker assesses client's eligibility to continue DMPA. ☑ Health worker reviews four key injection steps with client. ☑ Health worker assists with scheduling and provides supplies for next injections, ensuring that that expiry dates are valid beyond reinjection dates. ☑ Health worker records relevant data in national reporting systems (HMIS, LMIS).