This is a teaching aid for Community Health Workers and other community-level resource persons to conduct community sensitization meetings or training workshops for general community members on Respectful Maternity Care (RMC). The content and language used in the flipchart is simple and pictorial. Brochures are available for participants to take home as resources.

INTRODUCTION:
Progress toward the reduction of maternal and newborn morbidity and mortality has been slow because improvements require overcoming financial and geographical barriers to accessing skilled care, as well as the poor quality of care in maternity units. A little-understood component of the poor quality of care experienced by women during facility-based childbirth is the disrespectful and abusive (D&A) behavior of health care providers and other facility staff. Acknowledgment of these behaviors by policymakers, program staff, civil society groups, and community members indicates the problem is widespread.

In a landscape analysis conducted in 2010, these behaviors were categorized into seven manifestations:

1. physical abuse
2. non-consented care
3. non-confidential care
4. non-dignified care
5. discrimination
6. abandonment of care
7. detention in facilities

Numerous factors contribute to this experience, which are grouped into: individual and community-level factors, normalizing D&A, lack of legal and ethical foundations to address D&A, lack of leadership in this area, lack of standards and accountability, and provider prejudice due to lack of training and resources.

WHY FOCUS ON PREVENTING D&A?
Research has shown that one out of five women leaving a postnatal ward reported feeling humiliated at some point during their most recent delivery. The poorest women are more likely to suffer from abandonment of care while married clients are more likely to be neglected. Women of higher parity are more likely to be detained for nonpayment or bribes compared to women delivering their first child. Women under 19 years of age are more likely to experience non-confidential care compared to those aged 20-29.
PROMOTING RESPECTFUL MATERNITY CARE (RMC) AT BIRTH

COMMUNITY EDUCATION WORKSHOP

GOAL

to orient community members on Respectful Maternity Care

OBJECTIVES

1. Outline the maternal health problem on global, regional, and national level
2. Discuss common barriers to accessing quality maternity care
3. Know about the seven types of disrespect and abuse during childbirth
4. Discuss different kinds factors that drive D&A
5. Understand your rights and obligations when seeking care
6. Discuss the role of the community in promoting respectful maternity care
7. Suggest and discuss strategies for promoting RMC within the community.
• Pregnancy, childbirth, and their consequences are still the leading causes of death, disability, and disease among women of reproductive age in developing countries.

• Nearly 275,000 maternal deaths due to treatable conditions occurred globally in 2011. Almost all of these deaths took place in developing countries.

• Maternal mortality is highest in sub-Saharan Africa, where the maternal mortality ratio (MMR) is 100 times greater than in developed regions.

• A key strategy to address high maternal and newborn morbidity and mortality is to increase the proportion of births attended by skilled birth attendants (SBAs), a target of the maternal health Millennium Development Goal (MDG 5).

• Pregnancy, childbirth, and their consequences are still the leading causes of death, disability, morbidity and mortality for women of reproductive age in developing countries.
287,000 women die globally every year during pregnancy and childbirth.

Every day, 800 women die from preventable pregnancy or childbirth related complications.

Regionally: more than half of these deaths occur in sub-Saharan Africa.

Locally: In Kenya, only 4 in 10 women deliver at health facilities.
BARRIERS TO ACCESSING OR RECEIVING QUALITY MATERNAL HEALTH CARE

The decision-making process – In some cultures women may not make decisions about their health

conditions and services

cultural beliefs, stigma, and the perception of both clients and providers on various health

low levels of provider competence and skills, and lack of supportive supervision

abusive treatment by health providers and facility staff

Poor quality of care reported in facilities during childbirth, including disrespectful and

Other Nonfinancial barriers:

lack of available emergency transportation

poor facility infrastructure, e.g., water, electricity, equipment, drugs and supplies

inadequate provision of the absolute minimum of obstetric care

Other Financial barriers:

high cost of transport and health services

long distances and poor quality roads

mountainous and treacherous terrain

Concerns about security at night

Commonly cited barriers:

• Concerns about security at night
• Mountainous and treacherous terrain
• Long distances and poor quality roads
• Low levels of provider competence, skills and lack of supportive supervision
• Lack of awareness and recognition of signs and symptoms of obstetric danger

Commonly cited barriers:

• Inadequate provision of the absolute minimum of obstetric care
• Low levels of provider competence, skills and lack of supportive supervision
• Perceived or real negative provider attitudes
• Cultural beliefs, stigma, and the perception of both clients and providers on various health
• Perceived or real negative provider attitudes
• Low levels of provider competence, skills and lack of supportive supervision
• Abusive treatment by health providers and facility staff
• Poor quality of care reported in facilities during childbirth, including disrespectful and
COMMON BARRIERS TO ACCESSING QUALITY MATERNITY CARE

1. Concerns about security at night
2. High costs of transport and health services
3. Mountains and bad terrain
4. Long distances and poor-quality roads
The components that make up disrespect and abuse can be categorized into seven main types:

- **Facilities Disrespect**: Detention for failure to pay for services, requests for bribes
- **Discrimination**
- **Abandonment of Care**
- **Physical Abuse**
- **Non-consented Care**
- **Non-confidential Care**
- **Non-dignified Care**

**Disrespect** and **Abuse**
SEVEN CATEGORIES OF DISRESPECT AND ABUSE DURING CHILDBIRTH

- Non-consented care
- Physical Abuse
- Non-confidential Care
- Abandonment of care
- Non-dignified care
- Detention in facilities
At policy and governance levels:
• Gap between Maternal & Newborn Health policy and practice
• Not enough community participation in policy process
• Inability to defend or demand rightful treatment
• Imbalanced power dynamics (informal payments)

At health facility and provider levels:
• Lack of understanding of clients’ rights
• Inadequate infrastructure (ex: no water, no electricity, limited space)
• Staff shortages/high workload leading to high stress
• Lack of equipment, supplies, and drugs
• Lack of professional support
• Poor supervision

At the community level:
• Lack of understanding of women’s health rights
• Imbalanced power dynamics (informal payments)

WHAT ARE THE DRIVERS OF D&A?
WHAT DRIVES DISRESPECT AND ABUSE?

POLICY LEVEL

HEALTH SYSTEM LEVEL

COMMUNITY LEVEL
CUSTOMER'S RIGHTS

- Optimum care by qualified health care providers
- Accurate information
- Timely service
- Choice of health care provider and service
- Protection from harm or injury within health care facility
- Continuity of care
- Be treated courteously
- Privacy and confidentiality
- Participate in the planning and management of health care services
- Emergency treatment in any facility of choice
- Dignified death, preservation and disposal
- Personal/own opinion and to be heard
- Dignified treatment
- Participate in the planning and management of health care services
- Optimum care by qualified health care providers
CUSTOMER’S RIGHTS

Timely Service

Optimum care by qualified health care providers

Have personal opinion heard
CUSTOMER’S OBLIGATIONS

Obligations are something you must do for moral or legal reasons, for your own benefit and for others in the society:

- Engage in healthy lifestyle
- Seek treatment promptly
- Seek information on illness and treatment
- Comply with treatment and medical instructions
- Be courteous and respectful to health care providers
- Help combat corruption by reporting any corrupt practices, and refrain from seeking preferential treatment
- Inquire about the related costs of treatment and rehabilitation and agree on mode of payment
- Participate in management of health care services
- Protect and conserve health facilities
- Provide health care providers with relevant and accurate information for diagnosis, treatment
- Care for health records in your possession
- Inquire about the related costs of treatment and rehabilitation and agree on mode of payment
- Perfect, rehabilitation or counselling
- Respect the rights of other patients and health care providers
- Provide health care providers with relevant and accurate information for diagnosis, treatment
- Care for health records in your possession
- Participate in management of health care services
- Foster partnership in service delivery
- Protect and conserve health facilities
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- Foster partnership in service delivery
CUSTOMER’S OBLIGATIONS

Be courteous and respectful to health care providers

Engage in healthy lifestyle

THANK YOU!
Families and communities should take action to address the barriers that prevent them from receiving respectful care during childbirth in health facilities.

As community members, we are the customers to all kinds of services provided in health facilities. As human beings, we enjoy simply because we are human beings. Rights are entitlements to which a person inherently enjoys. Rights are entitlements to which a person inherently enjoys.

Families and communities need to recognize their right to quality care during childbirth. Families and communities should take action to address the barriers that prevent them from receiving respectful care during childbirth in health facilities.
1. Address Barriers preventing RMC
2. Recognize rights to quality care
3. Community members are the customers to health services
4. Know customers’ rights & obligations outlined by the MOH Service Charter
Based on the knowledge gained in this session:

How can we promote RMG in our community?

What can I do as a person?
-- Recognize your right to quality care during childbirth in health facilities.

What can we do as community members?
-- Sensitize members on D&A during maternity care which is a violation of women’s basic rights.
-- Advocate for the support of maternal health at all levels.
-- Sensitize members on D&A during maternity care.
-- Advocate for support of maternal health at all levels.
-- Recognize your right to quality care during childbirth in health facilities.

What might we need?
-- Local administration (chiefs, village, and society leaders).
-- Legal aid officers.
-- Health Facility Management Committees.
-- CHWs.

What do we have?
-- CHWs.
-- Health Facility Management Committees.
-- Legal aid officers.
-- Local administration (chiefs, village, and society leaders).

Examples:
1. Maternity Open Days
2. Alternative Dispute Resolution (ADR)
HOW CAN WE PROMOTE RMC IN OUR COMMUNITY?
The RMC Resource Package includes the following:

- Facilitator’s guide (facility-based workshops)
- Participant’s guide
- SlideDecks (facility and community workshops)
- Program briefs
- Job aids
- Community Flipchart
- RMC Resource Package

All Resource Package materials are available on a CD-ROM or from the Population Council website at www.popcouncil.org.

For more information or clarification on any of the above materials, please contact the Population Council at publications@popcouncil.org.

Note: This publication is part of a larger publication entitled: Respectful Maternity Care Resource Package. This document is intended to support Community Health Workers in leading RMC sensitization trainings at the community level.

The Population Council: Confronting critical health and development issues—from stopping the spread of HIV to improving reproductive health and ensuring that young people lead full and productive lives. Through biomedical, social science, and public health research in 50 countries, we work with our partners to develop solutions that lead to more effective policies, programs, and technologies that improve lives around the world.

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