

IN-DEPTH INTERVIEW GUIDE FOR WOMEN WHO EXPERIENCED D&A

Heshima: Promoting dignified and respectful care during childbirth in Kenya

FOLLOW UP CASE STUDIES FOR REPORTED DISRESPECT AND ABUSE DURING CHILDBIRTH

Overall provider client relationship

Q1. Could you kindly describe your experience during childbirth at facility (Name). Please explain to us what happened *Probes; labor history (when and how it started, travel to the facility, admission procedures, waiting time, management before delivery, management during delivery and after delivery.*

Q2. Describe the most notable event during the stay in the facility during your last child birth?

Q3. Please narrate to us your experience of unfriendly and insensitive treatment during your last childbirth.

Q4. How did the incident/s of unfriendly and insensitive treatment that you experienced during your last child birth in the facility affect you and your immediate relatives?

Probe for physical, emotional/psychological, financial implications, how the incidents/incidents affected family and relatives/friends

Factors that contribute to disrespect and abuse in health facilities

Q5. In your own pinion, what factors contribute to providers being unfriendly and inhuman treatment in health facilities?

Probe for Infrastructure, human resource- deployment, motivation, staff attitude, staff training, supplies/commodities, leadership and management, information management, referral system, community factors

Dealing with disrespect and abuse in health facilities

Q6. When you felt that the treatment you received from the facility was improper during your lasts childbirth, what did you do/or plan to do and why?

(Explore for personal initiative in seeking redress through community involvement, facility management, legal psychological support from any institution or family members)

Community understanding of disrespect and abuse

Q7. In your own opinion, what is the community perception to care and treatment during delivery by service providers during delivery? What do majority of women here say about their experiences with services providers during child birth?

Q8. Do you think the community has a role in influencing the way service providers communicate and handle them during child birth? Why do you say so?

Q9. In your own opinion do you think that in this community there are community level mechanisms to mitigate unfriendly and insensitive treatment in facility based births?

Future plans for fertility and delivery

Q10. Tell us your future plans regarding future child deliveries

Probe desired number of children, where they would go for delivery; reasons for choice of plans, the place of delivery, alternative to the hospital delivery.

Ask respondent if he/she wants to add anything

Plan to see the respondent again in case there are any clarifications to be made.