

## CASE NARRATIVE GUIDE

### Heshima: Dignified and respectful care during child birth in Kenya

**Sample:** Women who gave birth in the last year. Identify at least two women who gave birth before the introduction of free maternity care and two others who delivered after free maternity care was introduced.

#### Overall provider client relationship

1. Could you please explain to us what happened during the last time you visited the facility for the delivery
  - *Kindly describe your experience during childbirth in the facility*
  - *Labor history (when and how it started)*
  - *Travel to the facility*
  - *Admission procedures including waiting time*
  - *Management before delivery*
  - *Management during delivery and after delivery.*
2. Is there any notable event during the stay in the facility during your last child birth that you may want share with us?
  - *What was the nature of event?*
  - *How did you feel about it?*
  - *Why was the event memorable?*
3. Please narrate to us your experience of *friendly/bad treatment* you received during your last childbirth.
4. How did the *incident/s of friendly/bad treatment* that you experienced during your last child birth in the facility affect you and your immediate relatives?

*Probe*

  - *Physical, emotional/psychological, financial implications,*
  - *how the incidents/incidents affected family and relatives/friends*
  - *did the incidence affect your future use of facility*

#### Factors that contribute to disrespect and abuse in health facilities

5. In your own opinion, what contributes to providers being unfriendly and inhuman treatment to women during child birth in health facilities?

*Probe*

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

**Assessing key achievements of interventions**

6. Can you describe to us any changes that you may have noticed at facilities in terms of how providers treat their clients in the last one year?

Probe:

- *What changes have you observed on how clients are handled during child birth?*
- *What do you think is the most significant change that has taken place in this facility?*
- *Any changes in the client provider relationship?*
- *Has there been an increase in the number of reported cases of D&A?*
- *Do clients express themselves more than before?*
- *Do clients have a voice during child birth*
- *Free maternity care*
- *What reason can you give to these changes?*

**Future plans for fertility and delivery**

7. 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.*

8. Ask respondent if he/she wants to add anything

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