

FGD GUIDE FOR COMMUNITY MEMBERS

***Heshima*: Promoting dignified and respectful care during childbirth in Kenya**

Overview of factors affecting utilization of health services during child birth and general community perceptions on reproductive health services

1. What are the greatest problems or challenges for women during childbirth in this community? Why do you say so?
2. What factors affect the decision of where pregnant women seek delivery services during childbirth in this community? What makes you think this way? PROBE where do most women deliver, what are the reasons for this....

Exploring manifestations of abuse and Disrespect in facilities during child birth

We will discuss the relationship of women and service providers when we visit a health facility for child birth.

1. Can you think of any stories that typify what it is like to receive delivery services during childbirth in health facilities in this community? (Probe: what is the quality of care, and client-provider interaction like)
2. Tell me about a time when each of you felt particularly good about an interaction with a provider. (Probe: what constitutes a good healthy interaction and provider client relationship, what enhances a good relationship with providers)
3. Tell me about particular challenging interactions with service providers (probe: Do you ever have disagreements with providers? How are they resolved? What hinders your relationship with providers?)
4. What are the factors in this setting that impact client provider relationship(Probe: what are the personal factors, community factors and societal factors)

Community understanding and interpretation of Disrespect and Abuse

1. In this community, what is perceived as wrong treatment/mistreatment and abuse of pregnant women when they seek delivery services for childbirth
2. In this community, how important is good treatment when seeking care? Why do you say so? How do mistreatment, abuse and disrespectful treatment affect how women use delivery services during childbirth in this community

Drivers of A&D in the community

1. For women who complain of mistreatment by service providers during child birth, how has the community responded to the problem? Why do you say so? Probe: Is there more that the community can do....
2. How does the community generally handle service providers who treat them with disrespect and abuse in this setting?
3. Do you think the community is responsible for encouraging a poor client provider relationship?
4. In general, do the community in this setting think that they both service provider and the client have equal power in regard to receiving good treatment? Why do you say so? Please explain
5. In this community, Why do pregnant women think service providers treat them with disrespect and abuse during child birth?(explore lack of autonomy, empowerment and financial barriers, community knowledge on patient right/human rights...what does the new constitution say regarding client provider interaction?

Future recommendations

1. What do you think needs to be done in order to improve provider clients' interaction during child birth in this community? By whom and how? What would you do if you had a say?
2. What in your opinion should health providers consider when providing treatment to pregnant women that will make them feel respected and well treated?
3. What, in your opinion would be the best way to ensure all pregnant women are treated with respect when seeking care in health facilities during child birth?