

Discussion Guide

Impact of Improving Adherence to International Standards and Client Centred Care on Maternal

Outcomes.

(Version 1.0, 24.02.2020)

I will be asking some questions about the experience related to the medical facilities which you received in and around your delivery. Remember, all questions in this section are with regard to the time period you were in the care of our staff for this delivery. Also know that everything you say will remain confidential and will not be shared with the medical facility.

1. What do you feel about the care you received from our staff during your stay?
2. Were your expectations of care met?
3. What do you think about the dignity and respect that was shown by the staff?
 - Probes: In what ways do you expect dignified care?
 - What made you feel that dignity is inadequate/adequate?
 - Did you experience verbal /physical abuse?
 - Did you feel that privacy was not adequate in our wards?
 - Do you think that confidentiality is maintained in the ward?
 - What do you suggest to improve dignity and respect to our patients in future?
4. What do you feel about the communication you experienced during the stay?
5. What do you feel about the autonomy you experienced during the stay?
 - Probes: Did the staff members introduce themselves and call you by name?
 - How much were you involved in the treatment you had?
 - Were you informed at each step regarding what is happening?
 - Was your consent obtained prior to each procedure?
 - Were you able to ask questions freely?
 - What improvements do you suggest?
6. What do you feel about the supportive care you received in the ward?
 - Probes: Did the staff have enough time to care for you?
 - Did you feel that you need more support and care from the staff?
 - Did you feel that the staff were ready to attend to you when needed?
 - Did you feel that the staff did everything to ease your pain and concerns?
7. What do you feel about general safety and cleanliness of the ward?