

Focus Groups: Recent mother with facility births

Theme 1: Socio-demographic & interview information

Demographics	Participants #1	Participants #2	Participants #6
How old are you?			
What is your profession/economic activity?			
What is your level of education?			
What is your marital status?			
What is your mother tongue?			
What is your religion?			
How many children have you given births to in total (any birth even if the baby did not survive)?			
How many of the deliveries occurred in a health facility?			
When was your last institutional delivery?			
Is your baby a girl or a boy? What is his/her name?			
How old is your baby now (in months)?			
Was it a morning, afternoon or Night delivery?			
Was the delivery on the weekend (Saturday or Sunday)?			
Do you know what type of health worker attended to you (Doctor, Nurse, Midwife, CHEW, JCHEW, CHO)?			

Theme 2: Experience of antenatal care:

- 2.1 In every community women follow certain procedures to ensure the health of their pregnancy. I would like to ask any of you to tell me about your experience with any procedure you followed or care you received while pregnant? Follow up with the women that indicate they got antenatal care from a traditional provider, probe further for reasons, and their experiences? Highlight examples from in-depth interviews for confirmation. Follow up with the women that indicate they got antenatal care at home, probe further for their experience? **Confirm emerging issues from the in-depth interviews.**
- 2.2 Follow up with women that indicate they got antenatal care at health facility, probe further for reasons for going to a health facility, and their experiences. Ask them to please describe how they choose the health care facility or facilities where they attended pregnancy (antenatal) care? What did they like about their experience with antenatal care? What did they not like? What could be improved, in their opinion? **Confirm emerging issues from the in-depth interviews.**
- 2.3 Further probe on ANC, please tell me about the interaction, contact or communication that you had with the health care providers or staff during your antenatal care visits. What did the providers tell you? What questions did you ask?

- 2.4 Further probe on ANC, would you go back to this facility for antenatal care with your next baby?
Would you recommend this facility to your friends and family? What makes you say that?
- 2.5 Apart from the antenatal care you received at the health facility, did you go for help somewhere, for example a traditional attendant or healer during your pregnancy? If so, please describe?
What services did you receive? What were your reasons for seeking these services? What did you like about the services? What did you not like?

Theme 3: Experience of delivery care:

- 3.1 Now I am interested to know what kind of preparations were made for your childbirth? Who helped you with these? How did you choose the health care facility where you delivered?
- 3.2 I am going to give you a couple of minutes to think back about your experience of delivering in a facility, from when your labour first started and talk me through what happened from the time you left home, experience of your childbirth in the facility, until you were back home? **Confirm emerging issues from the in-depth interviews** For any incident described, probe for more details. How did this incident you describe make you feel? Tell me your positive experience – for your health? health of your child? Tell me your negative experience – for your health? health of your child?
- 3.3 Please tell me about the interaction, contact or communication that you had with the health care providers while you were at the health facility during your labour and delivery. **Confirm emerging issues from the in-depth interviews** What did the providers tell you? What questions did you ask? Can you describe to me again what you can remember about the attitude of health workers during your labour and delivery?
- 3.4 Please think again about your facility delivery experience, describe to me how comfortable you were during labour and delivery? What was done to make you comfortable? If not comfortable, explain to me why? Think again about your facility delivery experience, describe to me how clean the facility and the delivery room were? Did it matter to you? Can you explain to me why?
- 3.5 Try to recall your birth experience, what was important to you? How did the experience compare to your expectations? Would you feel comfortable delivering outside of a hospital? Why or why not?
- 3.6 Who accompanied you to the facility? Was the person able to stay with you in the facility, delivery room? How did you like this? Please tell me more?
- 3.7 Would you return to the health facility where you had your last baby? What makes you say that? Would you recommend it to friends and family? What makes you say that?
- 3.8 If you have another pregnancy after this one, would you want the same thing or something else? Why?

Theme 4: Experience of care after delivery:

- 4.1 How long were you at the facility? Did that bother you or not? Please explain why you said so?
- 4.2 How long did you stay in the facility after your delivery before going home?

- 4.3 Can you describe to me what care you received after delivery and before going home?
- 4.4 Can you describe to me what care your baby receive after the birth and before being discharge?
- 4.5 Did you asked to be discharged or did the health care workers discharge you? Please explain?
- 4.6 Have you been back to health facility since your delivery? For what reason?

Theme 5: Overall perception care

- 5.1 What aspects of maternal health care in the facility should stay exactly as they are?
- 5.2 What can be improved in the health facility so that women can be more satisfied?
- 5.3 What can be improved to have more women use maternal health services?
- 5.4 How could these improvements come about?
- 5.5 Do you have any other comments to share?

Theme 6: Probe on respectful care dimension

- 6.1 Does it matter or not to women in labour if they go to deliver at a health facility and the providers are the same ethnic group or a different ethnic group or religion? Why, please can you explain what you mean.
- 6.2 Does it matter or not to women in labour if they go to deliver at a health facility and the providers beat, push, pinch, slap or poke them to facilitate their delivery? Why please explain what you mean?
- 6.3 Does it matter or not to women in labour if they go to deliver at a health facility and the providers restrain, tied or gagged them to facilitate their delivery? Why, please explain what you mean?
- 6.4 Does it matter or not to women in labour if they go to deliver at a health facility and the providers use harsh or rude language (e.g. ..."if you don't provide hand gloves you are on your own" "...if you will not cooperate and push this baby out I will be going home to leave you with the cleaners")? Why, please explain what you mean?
- 6.5 Does it matter or not to women in labour if they go to deliver at a health facility and the providers use judgmental or accusatory suggestive of assigning blame of poor labour outcome (e.g. ..."if you don't push you will kill your baby" "it is your fault for not coming to the hospital early")? Why, please explain what you mean?
- 6.6 Does it matter or not to women in labour if they go to deliver at a health facility and the providers failed to communicate the progress their labour or procedures that he/she will do to them or their baby needed? Why, please explain what you mean?
- 6.7 Does it matter or not to women in labour if they go to deliver at a health facility and the providers did not allow them to ask questions during labour or delivery? Why, please explain?
- 6.8 Does it matter or not to women in labour if they go to deliver at a health facility and the providers failed to maintain their physical privacy for example with a screen or cover their body during labour and delivery? Why, please explain what you mean? What about discussing their information very loud that other people could hear, how will that make you feel?

IDEAS II Qualitative Study: Respectful Maternity Care – Facility Births Experience

- 6.9 Does it matter or not to women in labour if they go to deliver at a health facility and the providers are not skilled birth attendants? Why, please explain what you mean?
- 6.10 Does it matter or not to women in labour if they go to deliver at a health facility and the providers are not always available when you need them for any reason? Why, please explain what you mean?
- 6.11 Does it matter or not to women in labour if they go to deliver at a health facility and the facility is not clean? Why, please explain what you mean to me? What is a clean facility to you and what was your experience?
- 6.12 Does it matter or not to women in labour if they go to deliver at a health facility and the providers failed to make them comfortable during labour and delivery? Why, please explain what you mean?
- 6.13 Does it matter or not to women in labour if they go to deliver at a health facility and the providers do not have drugs or supplies for the labour or delivery? Why, please explain what you mean?
- 6.14 Does it matter or not to women in labour if they go to deliver at a health facility and the providers did not allow them to use their preferred birth position? Why, please explain what you mean?

Theme 7: interviewer comments and reflections:

Where was the FGD conducted, the mood during the FGD, openness of the respondent, interruptions if any, views on personality dominant or passive participants.

Thank the respondents for her time