

In-Depth Interviews: Recent mother with facility births

Theme 1: Socio-demographic & interview information

- 1.1. ID
- 1.2. Age
- 1.3. Economic activity
- 1.4. Marital status
- 1.5. Ethnicity
- 1.6. Religion
- 1.7. Number of children in total (even those not alive)
- 1.8. Number of facility delivery
- 1.9. Sex of baby
- 1.10. Age of baby
- 1.11. Time of delivery
- 1.12. Day of delivery
- 1.13. Cadre of health worker who conducted the delivery

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 you to tell me about your experience with any procedure you followed or care you received while pregnant? If the women indicate she got antenatal care from a traditional provider, probe further for reasons, and her experience? If the women indicate she got antenatal care at home, probe further for her experience?
- 2.2 If the women indicate she got antenatal care at health facility, probe further for reasons for going to a health facility, and her experience. How many times? Did you go to the same facility for all your ANC? If yes or no, please describe how did you choose the health care facility or facilities where you attended pregnancy (antenatal) care? What did you like about your experience with antenatal care? What did you not like? What could be improved, in your opinion?
- 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:

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- 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? 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. 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?
- 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?

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- 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?
- 6.15 Do you have any question?

Theme 7: interviewer comments and reflections:

Where was the interview conducted, the mood during the interview, openness of the respondent, interruptions if any, views on personality and family dynamics.

Thank the respondents for her time