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## WHAT RESPECTFUL MATERNITY CARE MEANS TO WOMEN, GIRLS AND HEALTH SERVICE PROVIDERS ACROSS FOUR COUNTIES.

REPORT ON THE LISTENING EXERCISE CONDUCTED IN KISUMU, NAROK, KAKAMEGA & VIHIGA COUNTIES.



HEALTHY WOMEN. HEALTHY WORLD.

WHITE RIBBON ALLIANCE KENYA

[www.whiteribbonalliancekenya.org](http://www.whiteribbonalliancekenya.org) | [info@whiteribbonkenya.org](mailto:info@whiteribbonkenya.org)

## DEMANDS FOR RESPECTFUL MATERNITY CARE FROM WOMEN AND GIRLS

**Being listened to & treated well.** Nurses talking in a friendly manner and warm reception. Addressed with respect, listened to carefully, cared for, and loved. **Access to all services in one facility.** **Access to affordable services.** **Being involved in decision-making before any procedure is done.** Having adequate commodities (drugs, lab services). Equipped maternity, a good and clean environment (washrooms, the beds). **Improved facilities accessible to PWDs (maternity beds & washrooms).** **Clean flowing water, good food, and warm water.**

Respect was defined in various ways by women and girls in **Kakamega, Kisumu, Vihiga, and Narok counties** following an interactive mobilizer-driven exercise to understand what women want most for **Respectful Maternity Care**. The RMC listening exercise applied a unique approach of asking women one question: “What does respect mean to you when accessing maternal health services during pregnancy, during delivery, and after childbirth?” 3212 Women and Girls from the 4 counties answered the campaign question Respectful care for mothers and newborns is a right and important part of ensuring that their care is high quality and acceptable to them. Skilled assistance during pregnancy and childbirth is one of the key interventions in reducing maternal morbidity and mortality. But women and girls across the globe experience disrespectful and abusive treatment during labor and childbirth in institutions, which forms an important barrier to improving skilled care utilization and improving maternal health outcomes. The RMC Campaign seeks to hear the real experiences of women and girls and thereafter build a sustainable advocacy driven by the users of care to demand RMC in all levels of care.

# TOP 6 DEMANDS ON RMC FROM WOMEN & GIRLS

## 1. Being served in a respectful and friendly manner-42%

"Respect for me is when I get to be talked to politely by the service providers." **32yrs, Kisumu County.**

"Respect to me means that if I request to be examined by a female doctor, they should grant my request." **28yrs, Vihiga County.**

"Respect means; when I am being talked to in an open and straight forward way and practice the use of appropriate words while counseling or talking." **28yrs, Vihiga County.**

"Respect to me means being aided at the facility, being shown where to go to next." **32yrs, Vihiga County.**

## 2. Accessing quality services-38%

"Respect means to have a right to access quality services and information regarding the services being delivered to me at any health facility." **41yrs, Kisumu County.**

"Respect means taking into consideration what my preference is when it comes to services through the whole process." **26yrs, Vihiga County.**

"Respect to me means; Providing thorough health talks to teenage mothers, creating time to discuss FP with youth." **19yrs, Kakamega County.**

## 3. Accessing services without being mistreated, harassed, or discriminated against-7%

"Respect means, not being harassed while at the clinic with unnecessary interrogations." **20yrs, Kisumu County.**

"Respect means, being handled by nurses who don't judge or start asking irrelevant questions such as "Why did you get pregnant at this early age." **26yrs, Vihiga County.**

"Respect to me means, when a person living with disability visits a health center, they should be treated with care and respect, they are equal with those who don't have disability." **29yrs, Kakamega County.**

## 4. Being handled with dignity and confidentiality-6%

"Respect to me means, having some privacy and dignity actively respected, not after saying my problem or sharing it out a nurse, the other staffs get to hear about it and talk about it." **30yrs, Vihiga County.**

"Respect to me means my privacy and dignity is upheld, my nakedness should not be open to everyone." **25yrs, Kisumu County.**

"Attend to each client away from others, mothers have different problems. Move healthy education to mother's wing." **26yrs, Kakamega County.**

"Respect means being given services equally without racism and inequality." **21yrs, Narok County.**

## 5. Accessing services in a clean facility with adequate commodities and personnel-4%

"RMC means good labor ward with enough jik, cotton, gloves, and nurses. Soft-spoken nurses at ANC clinic desk." **18yrs, Kakamega County.**

"Respect means accessing Safe delivery packages for All women regardless of age race or background." **35yrs, Kisumu County.**

"Respect means giving MCH mothers good care and support during ANC/post-ANC services. Ensuring that all essential commodities are in stock including adequate staff." **39yrs, Kakamega County.**

"Respect means women with a disability should have good adjustable beds, accessible restrooms, and indicated rump areas." **35yrs, Vihiga County.**

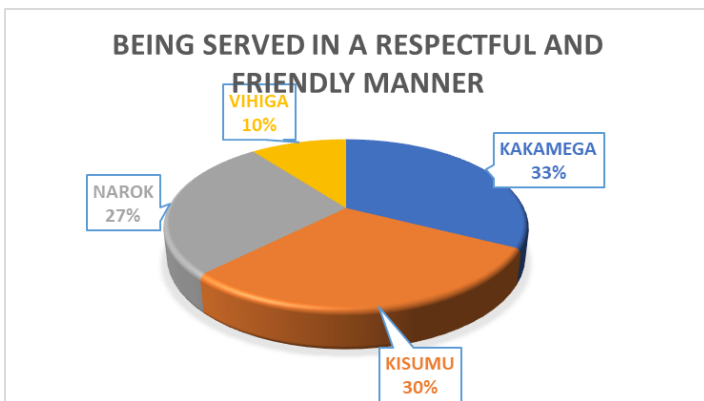
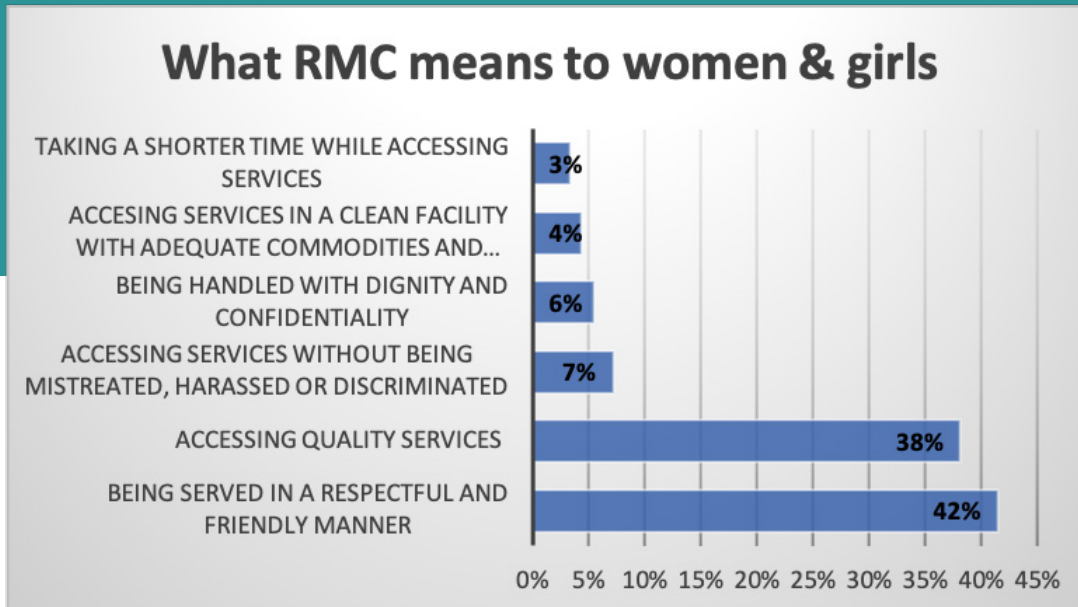
## 6. Taking a shorter time while accessing services-3%

"Respect means urgent treatment, handle with urgency, queueing for too long during clinics hence this makes MCH clients transfer to private facilities." **17yrs, Kakamega County.**

"Respect means when I'm responded to immediately by the health workers." **28yrs, Kisumu County.**

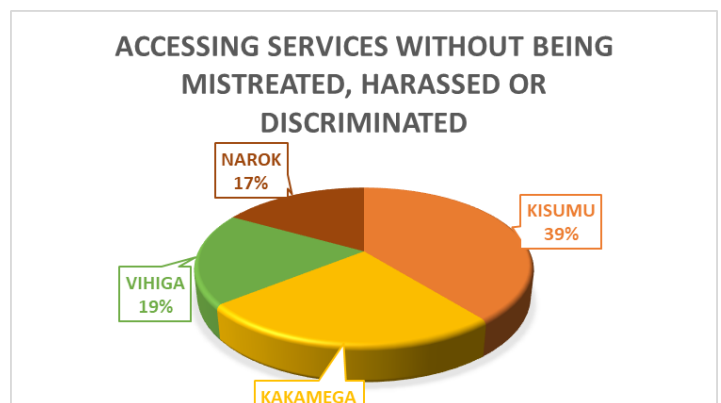
"Respect means not being exposed to so much waiting after delivery." **33yrs, Vihiga County.**

# Top demands for women and girls.

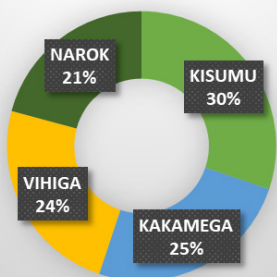


Women and girls being served in a respectful and friendly manner were the highest demands in Kakamega-33% and Kisumu-30%. According to majority, their raw responses meant being warmly received by receptionists and watchmen.

Women and girls demanding access to services without being mistreated, harassed, or discriminated against were Kisumu-39%, Kakamega-25%, Vihiga- 19%, and Narok- 17%.



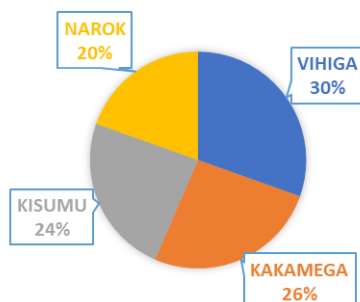
### Accessing quality services



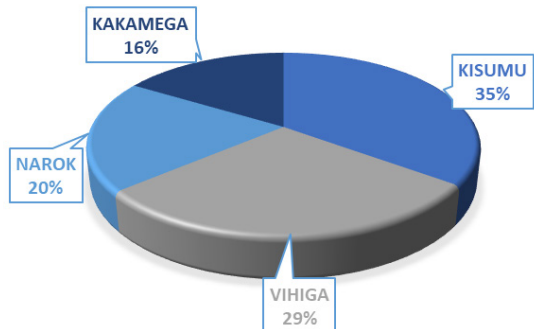
Access to quality services was the second highly requested demand by women and girls. Majority-30% were from Kisumu followed by Kakamega- 25%, Vihiga at 24% and Narok- 21%.

Accessing services in a clean facility with adequate commodities and personnel was a need highly expressed in Vihiga- 30%, Kakamega- 26%, Kisumu- 24%, and Narok-20%. The women expressed the need for accessible maternity beds for women with disability, access to clean flowing water, qualified personnel, medicines, and hospital equipment.

### ACCESSING SERVICES IN A CLEAN FACILITY WITH ADEQUATE COMMODITIES AND PERSONNEL



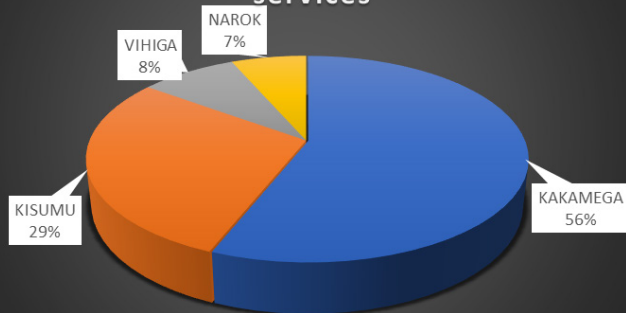
### BEING HANDLED WITH DIGNITY AND CONFIDENTIALITY



Being handled with dignity and confidentiality was among the needs that women and girls gave across the counties. Kisumu had the majority- 35%, followed by Vihiga- 29%, Narok- 20% and Kakamega at 16%

The need to take a short time in accessing services was high in Kakamega- 56%, Kisumu- 29%, Vihiga- 8%, and Narok-7%. The women and girls said respect meant accessing services in a shorter time and not waiting the whole day.

### Taking a shorter time while accessing services



# HEALTHCARE PROVIDER'S RESPONSES ON: WHAT RESPECTFUL MATERNITY CARE (RMC) MEANS TO WOMEN AND GIRLS

## Exploring Providers' Perspectives on Respectful Maternity Care

To explain to women and girls all procedures that have been done to them. Ensuring Women and girls access all services in the facilities. Giving health education to women and girls. Guiding women and girls on Family Planning when they need it. Patients should be given enough food after birth & warm water for bathing. Women and girls should get all medications when needed. Having enough staff in the facility.

The Respectful Maternity Care campaign survey also listened to health providers to explore their perspectives on RMC particularly as they are mostly the first point of contact for women and girls when they go to seek skilled services in facilities. **One open-ended question to health providers was - "What does respectful care look like to women and girls while accessing maternal health services during pregnancy, during delivery, and after childbirth?"**

Their voices will be critical in unpacking what needs to be done to ensure they offer the dignified care women and girls deserve. **1195 healthcare providers across different cadres from the 4 counties answered the campaign question.** Their responses affirming to the need to deliver dignified care but with a resounding demand for increased resources, both supplies and human to deliver the care women and girls deserve.

Respect and dignity is a key component of providing quality care during facility-based childbirth and is becoming a critical indicator of maternal health care. Providing quality care requires essential skills and attitudes from healthcare providers, as their role is central to optimizing interventions in maternity settings.

These voices will guide our advocacy agendas and shape action plans tailored by the providers to advocate for their demands.

# TOP RESPONSES BY HEALTH CADRES

## 1. Women and girls being handled and served in a friendly manner-39%

"Respect means the use of polite language and friendly expression while handling them." **29yrs, Nurse, Narok County.**

"Respect means friendly services and a conducive environment where they can also air their views and concerns." **51yrs, Nurse, Vihiga County.**

"Being attended to in a good way, being valued, appreciated, and getting all services require." **42yrs, Nurse, Kakamega County.**

## 2. Women and girls accessing all services when needed-31%

"Respect means taking care of women's family planning needs, offering antenatal services through focused antenatal care which targets individual women, offering safe and clean delivery, and also taking care of both child and mother postnatally." **27yrs, Midwife, Vihiga County.**

"Respect means offering individualized care to the client without being judgmental and ensuring explanation of every procedure and make a conducive environment for the client." **26yrs, Nurse, Kakamega County.**

"Respect means ensuring that all mothers are fully given all services catered for them with respect for their satisfaction by the health providers such as health education on birth companion, danger signs during pregnancy, nutrition, good adherence to drug given." **26yrs, Midwife, Kisumu County.**

## 3. Women and girls accessing services where their privacy, dignity and confidentiality is observed-16%

"Being confidential with all information and attending to any of their health concerns." **32yrs, Midwife Vihiga County.**

"Handling them with utmost care and dignity. Respecting them as they are as well as providing confidentiality, privacy, good tone, language, culture and not harassing them in any way." **37yrs, Midwife, Narok County.**

"Respect means, dignified and professional care provided in a safe and private environment, with respect and confidentiality." **40yrs, CHV, Kakamega County.**

## 4. Quality facility-7%

"Respect means a strengthened referral system in case of emergencies and equip the MCH department." **40yrs, CHV, Kakamega County.**

"Respect means addressing every need for MCH, including lab, Equipped delivery rooms water and personnel." **41yrs, CHO, Kakamega County.**

"Respect means having more staff to attend all mothers and girls to their satisfaction and fully equip delivery facilities." **59yrs, Nurse in charge, Kisumu County.**

## 5. Accessing services without being discriminated, mistreated, or harassed-7%

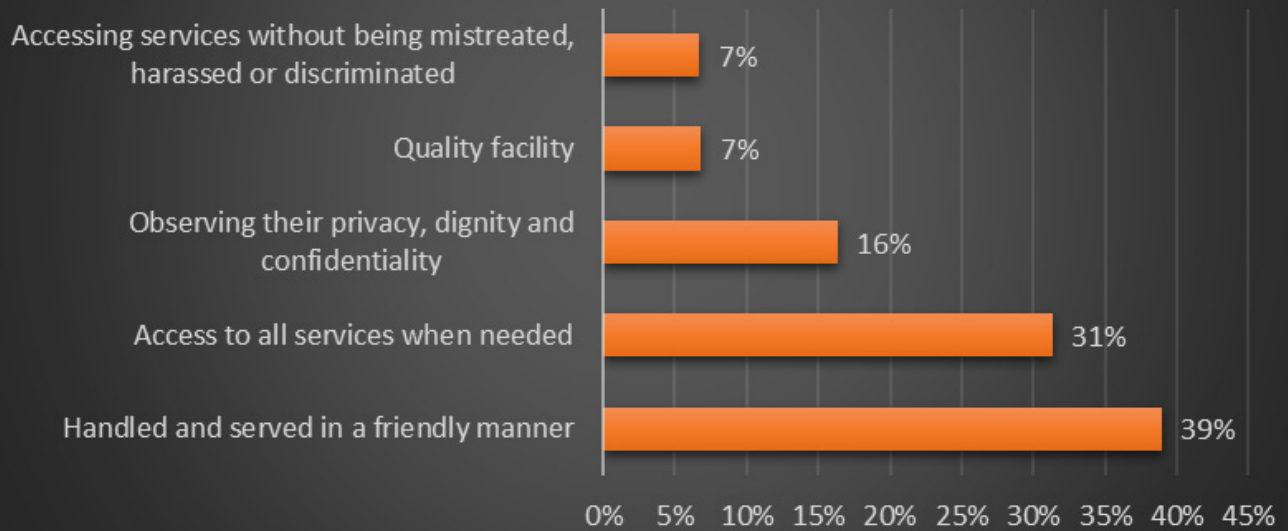
"Respect means provision of holistic care that considers a mother's culture, religious beliefs, norms and appropriate handling without looking down upon them." **32yrs, Midwife, Siaya County.**

"Respecting their values and providing services in a friendly manner and in a non-judgmental manner anytime needed without any discrimination or restrictions." **35yrs, Midwife, Kakamega County.**

"Respectful means giving respectful individual care not considering age, color, political affiliation, economic status cultural background, or education background and stick to quality care, safe care and confidential care." **55yrs, Midwife, Kwale County.**

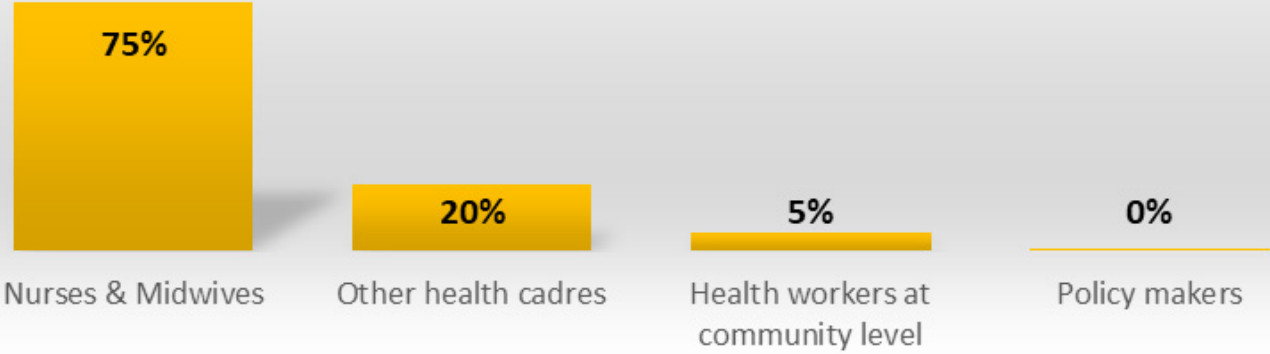
## Top responses by health cadres.

### Responses on what RMC means to Women & Girls by Healthcare Providers

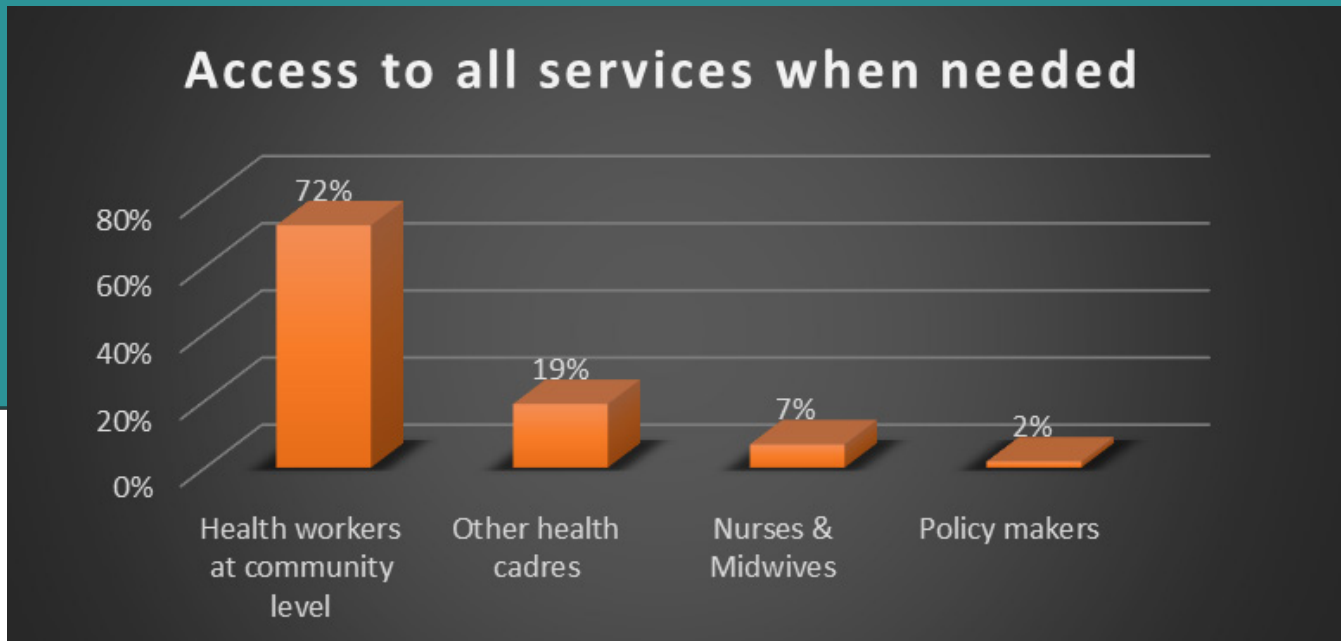


Healthcare providers at facility level-95% highly demanded women and girls to be handled and served in a friendly manner.

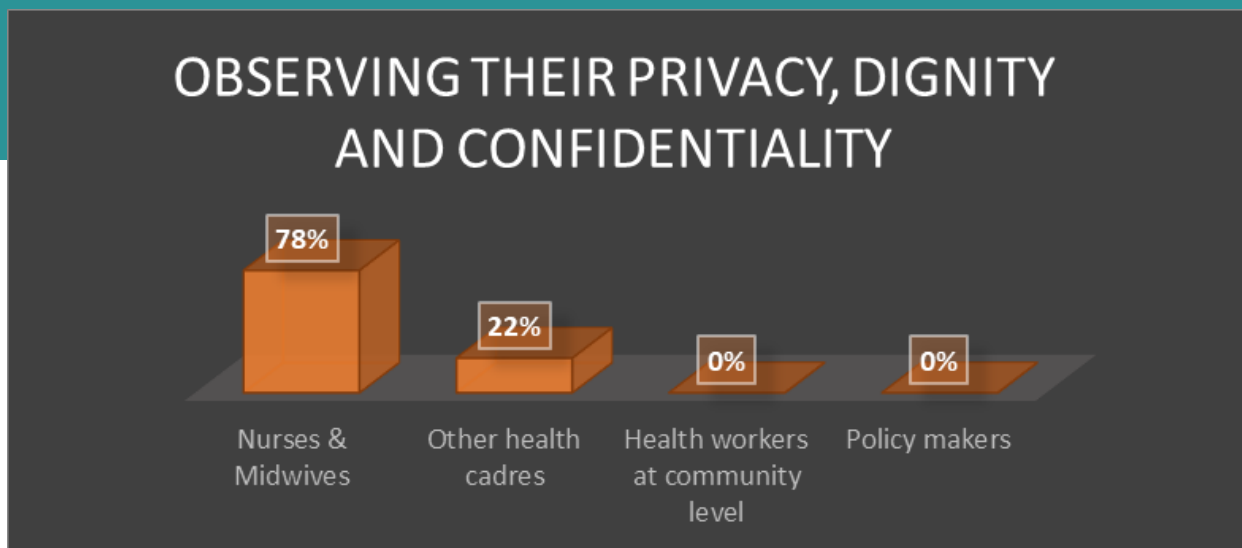
### Being handled and served in a friendly manner



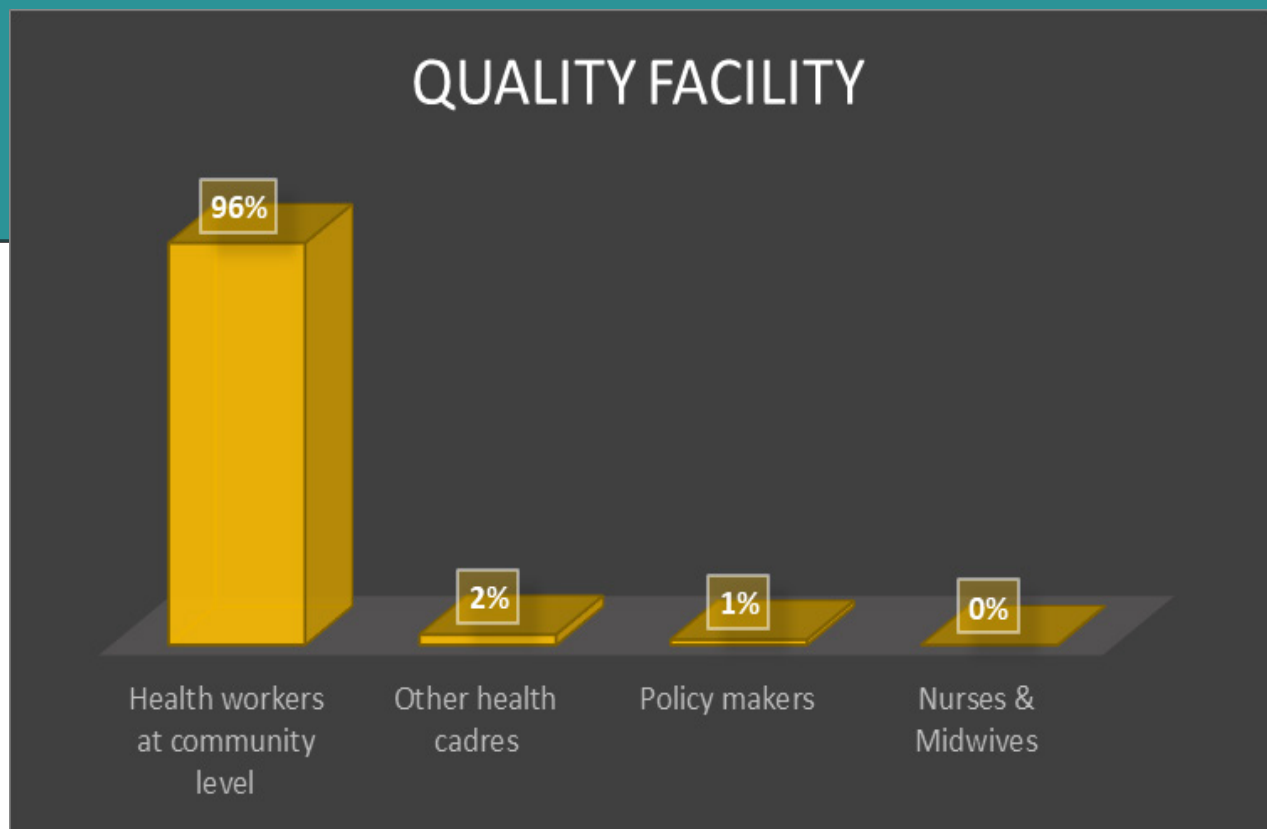
Health workers at community level & other health cadres- 91% highly demanded women and girls to accessing all services when needed.



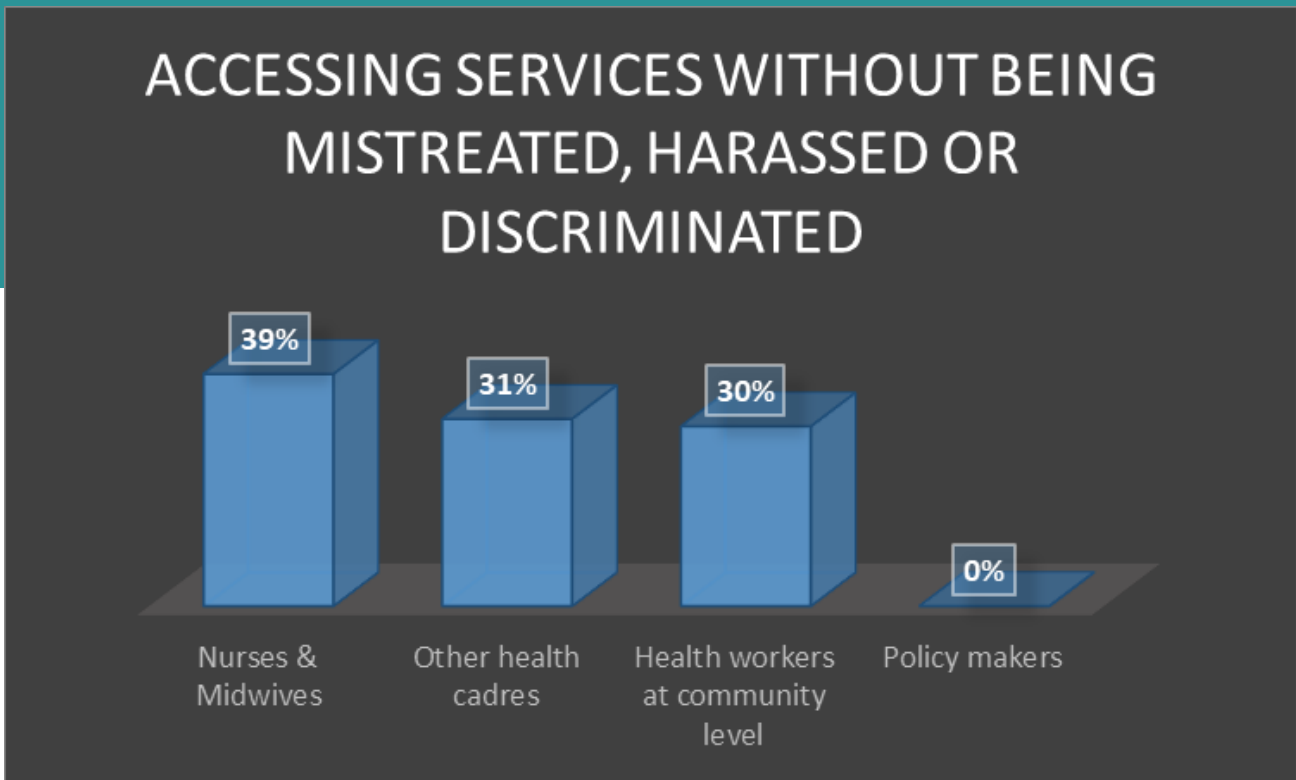
“Healthcare providers at facility level- 100% demanded women and girls to be given services while observing their privacy, dignity and confidentiality.”



“Women and girls accessing services in a Quality facility (a clean environment with adequate facilities, commodities, and personnel) was highly mentioned-96% by health workers at the community level.”



Women and girls accessing services without being mistreated, harassed or discriminated against was highly demanded 94% by both healthcare workers at the community level and at the facility level.



## 3 Actions

YOU CAN TAKE TO DELIVER RESPECTFUL,  
DIGNIFIED CARE

1.

**ADOPT  
RESPECTFUL &  
DIGNIFIED CARE  
STANDARDS**

2.

**INVEST IN  
RESPECTFUL &  
DIGNIFIED CARE  
TRAINING FOR  
HEALTH WORKERS**

3.

**INVEST IN  
RIGHTS  
EDUCATION FOR  
COMMUNITIES**

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