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**POPULATION
COUNCIL**
Ideas. Evidence. Impact.



USAID'S HEALTH EVALUATION AND APPLIED RESEARCH DEVELOPMENT (HEARD) PROJECT

Accountability and Action for Respectful High Quality Care: lessons learned and progress

June 2019

Regional Commitment

Recalling Resolution CRHC/RHMC32/R2 (2000) on Safe Motherhood which urged Member States to promote better practices in safe motherhood and adopt multi-sectoral approaches towards improving safe motherhood;

Concerned with the prevalence of disrespect and abuse of women during childbirth in the region and globally;

Further concerned that disrespect and abuse of women during childbirth results in delays or avoidance of seeking care, affect adherence to care and leads to decreased trust in health services thus contributing to poor health outcomes including maternal deaths and disabilities;

Now therefore

Urges the Member States to

1. Strengthen health systems in order to advance respectful maternity care, taking into consideration the principles of multi-sector collaboration and the WHO framework for the quality of maternal and newborn health care;
2. Apply implementation science approaches to address specific questions on barriers to respectful maternity care;
3. Strengthen monitoring of the accountability framework for reproductive, newborn, maternal, adolescent and child health;

Mistreatment in East Africa: implementation research evidence

- **Tanzania: Tanga:** 19% reported at least 1 of 14 instances of disrespect and abuse (at exit), 28% (home follow-up)
- **Tanzania: Dar:** 15% (at exit) reported 1 of 18 instances of disrespect and abuse, 70% (home follow-up)
- **Kenya:** 20% reported being humiliated (at exit)
- **Care-seeking implications:** Tanzania (Staha) shows reported disrespect and abuse is associated with lower intention to deliver in a health facility in the future

QoC: (Poor) Experiences of Maternity Care

Physical abuse

Hitting, slapping, pushing, sexual abuse, rape

Non-consented care

Failure to seek and receive consent before a procedure

Non-confidential care

Lack of physical privacy and/or privacy of information

Non-dignified care

Verbal abuse, negative gestures and comments

Discrimination

Differential treatment because of personal attributes

Abandonment/neglect

Neglect, delivering alone

Detention in facilities

Detention in facility until payment is made, bribes

Poor rapport between women and providers

Ineffective communication, lack of supportive care, loss of autonomy

Health System
Conditions and
Constraints

Lack of resources, lack of policies, facility culture

Why do poor experiences matter?

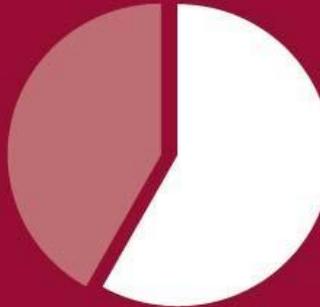


- **Poor Quality of Care** has safety, human rights, and ethical implications that can lead to:
 - Poor health outcomes,
 - Reinforce mistrust of health services,
 - Lead to delays/avoidance of institutional care-seeking in the future.

Quality of Care for RMNCAH & UHC

Poor-quality care is a bigger killer than insufficient access to care

3.6 million deaths
due to insufficient
access to care



5 million deaths due
to poor-quality care

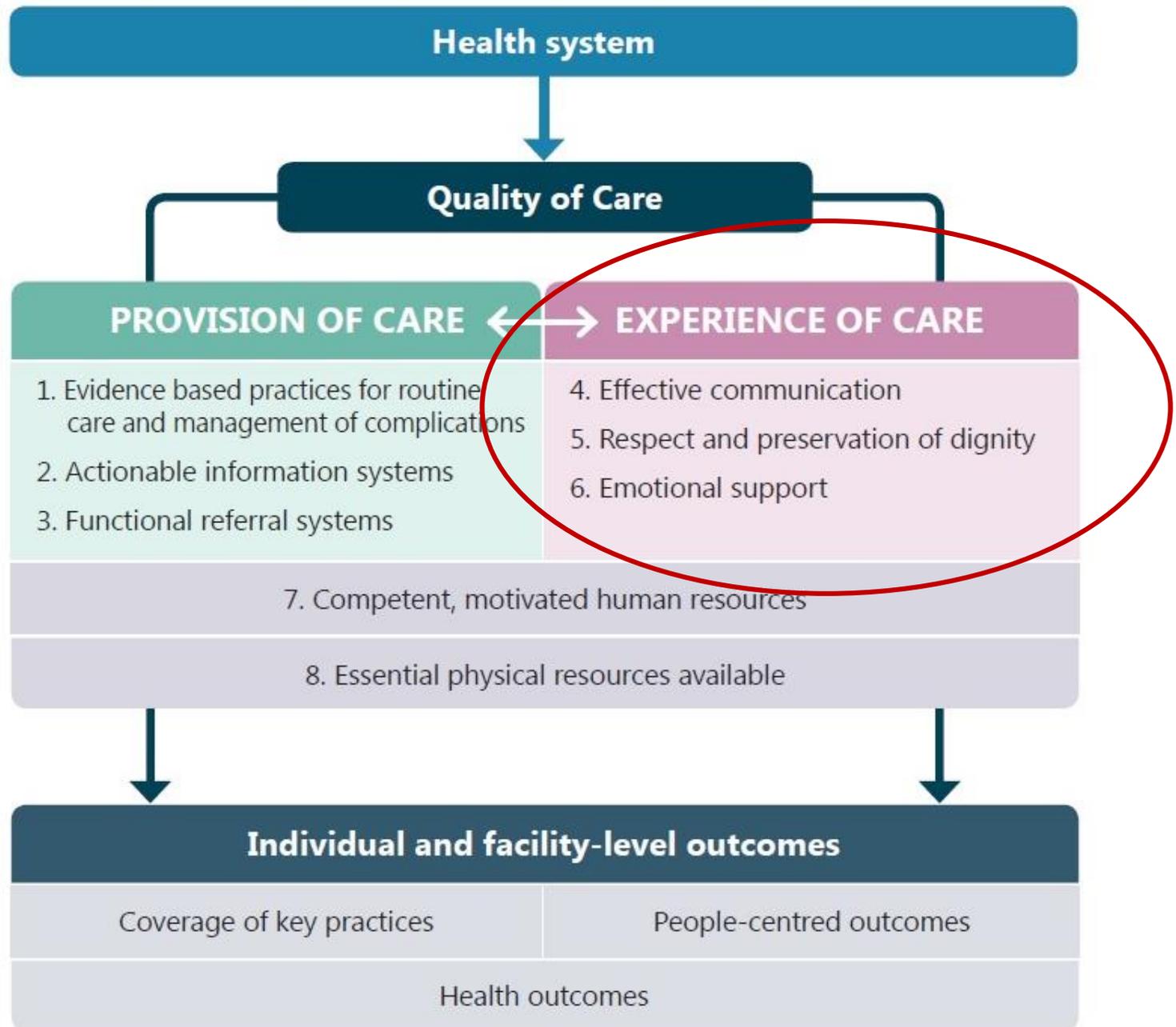
The Lancet Global Health Commission on high-quality health systems

THE LANCET Global Health

The best science for better lives

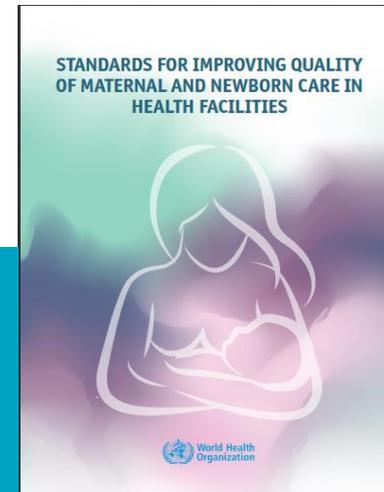
Poor quality of care is responsible for 1 million newborn deaths and over half of maternal deaths!

Quality of Care

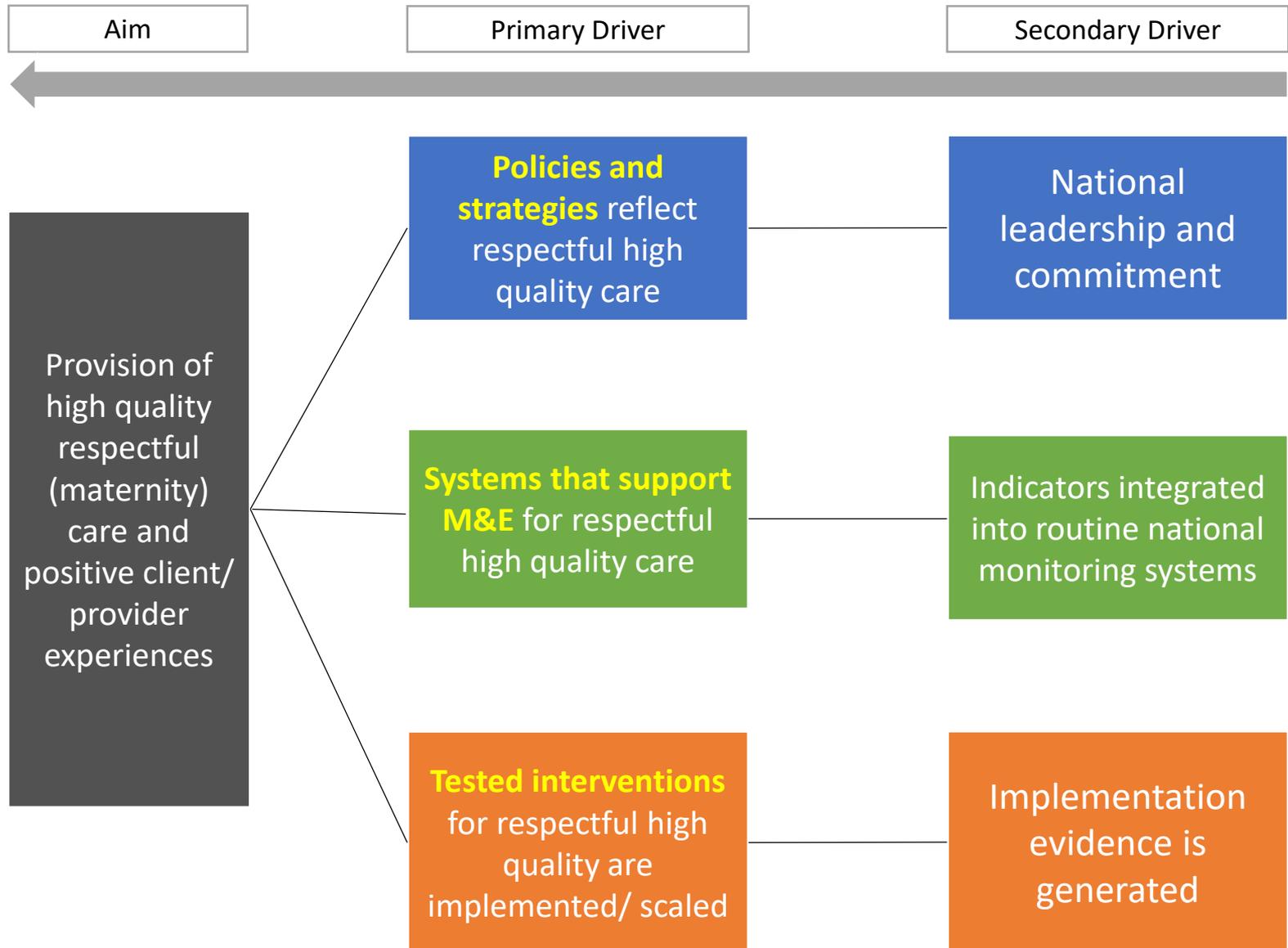


Global Action to Advance Respectful High Quality Care

- WHO statement on Disrespect and Abuse, RMC Charter
- Global Guidelines and Norms by WHO (MNH, intrapartum, child)
- Proliferation of research Studies!
- Communities of Practice/Learning
 - Quality, equity and dignity network
 - RMC Global Council (hosted by the White Ribbon Alliance)



Theory of Change

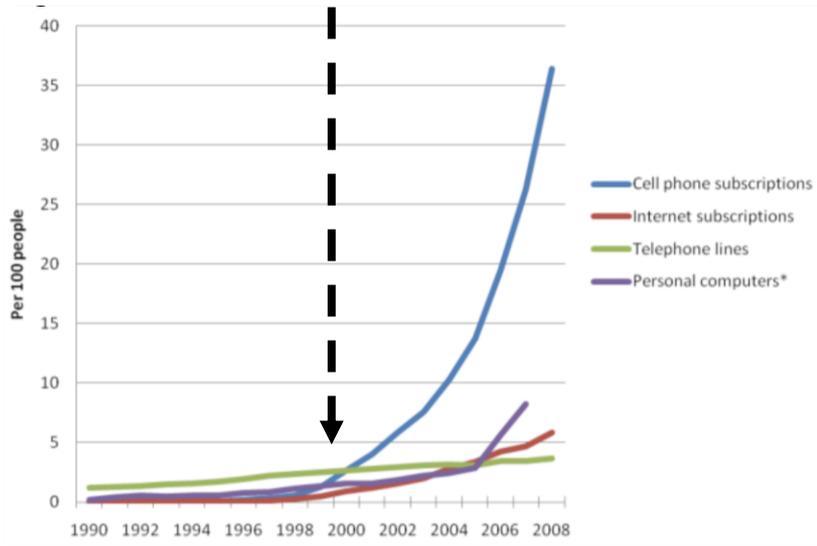


Evidence into Action for Respectful Care: **TANZANIA**

- **Policies and Strategies**
 - Draft guideline, steering committee
- **Routine Monitoring**
 - Rapid review of indicators, link to QED
- **Promising Approaches (practices)**
 - Building off implementation research the government is now considering: client services charter, birth companion, community score card, infrastructure (privacy/space)
- **Evidence Availability and Sharing**
 - Case studies of promising approaches
 - Information-sharing platform

Information Sharing Platform (agenda)

Where we're coming



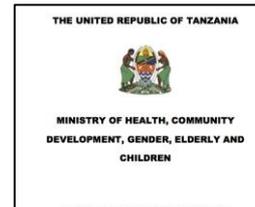
Trends in ICT in Sub-saharan Africa

Ref: Jef Cow et al, 2012, DOI:[10.1145/2110363.2110384](https://doi.org/10.1145/2110363.2110384)

What is happening with this project ...

Research, produce and gather

- Published and grey literatures
- Communication and advocacy materials
- Photos & videos (eMaterials)



Overview of literature on RMC and applications to Tanzania

Karline Wilson-Mitchell, Lucia Eustace, Jamie Robinson,
Reproductive Health 2018 15:167
<https://doi.org/10.1186/s12978-018-0592-z> © The Author(s)
Received: 5 December 2017 | Accepted: 3 September 2018



Information Sharing Platform

Examples



The WHO website header includes the RHL logo, the WHO logo, and navigation links for Home, New in RHL, Topics, Guidelines, Videos, Resources, About RHL, and Contact. Below the header is a search bar and a navigation breadcrumb: Home > RHL Topics > Preconception, pregnancy, childbirth and postpartum care > Care during childbirth > WHO recommendation on respectful maternity care during labour and childbirth. The main content area features a video player showing a healthcare worker in blue scrubs attending to a pregnant woman in a pink shirt. Below the video are social media sharing icons and a PDF icon with the text: WHO recommendation on respectful maternity care during childbirth.

WHO Website



The HP+ website (Health Policy Plus) features a purple header with the HP+ logo and the tagline 'Better Policy for Better Health'. It has a 'NEWS' section with the title 'Building a Movement for Respectful Maternity Care' and a photo of a woman in a white headwrap. The HEARD Project website has a white header with the USAID logo and the text 'HEARD Project'. It features a 'Woman-Centered Respectful Care' section with a photo of a woman holding a baby and a caption: 'Having just given birth the day before, Violet Zizatal waits with other mothers to see a midwife for vaccinations and health education tips at the prenatal clinic at Gunga Luthurani Hospital in the Pare Mountains of Northern Tanzania. © 2014 FELM/organization. Courtesy of PhotoShare.'

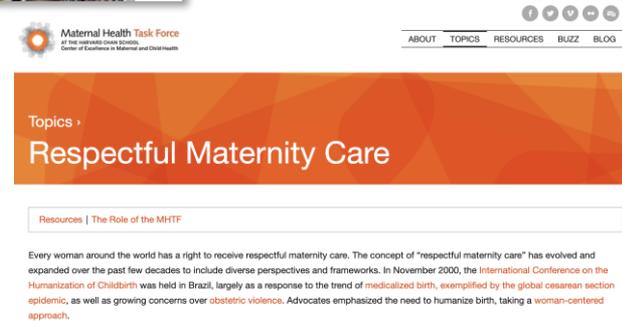
HP+ Website

HEARD Website

Tanzania experience in Respectful Maternity health Care

Presented at ECSA-HC 65th Health Ministers conference, 19th -21st March 2018, Dar es salaam
Hon. Ummu Mwalimu, Minister of Health Community Development, Gender, Elderly and Children, United Republic of Tanzania

Presentation: Hon. Min. Ummu



The academic website from Harvard has a white header with the Maternal Health Task Force logo and navigation links for About, Topics, Resources, Buzz, and Blog. The main content area has an orange background with the title 'Respectful Maternity Care'. Below the title is a 'Resources' section with a link to 'The Role of the MHTF'. The main text reads: 'Every woman around the world has a right to receive respectful maternity care. The concept of "respectful maternity care" has evolved and expanded over the past few decades to include diverse perspectives and frameworks. In November 2000, the International Conference on the Humanization of Childbirth was held in Brazil, largely as a response to the trend of medicalized birth, exemplified by the global cesarean section epidemic, as well as growing concerns over obstetric violence. Advocates emphasized the need to humanize birth, taking a woman-centered approach.'

Academic website: Harvard

Information Sharing Platform

Our proposed approach...

THE UNITED REPUBLIC OF TANZANIA
 MINISTRY OF HEALTH, COMMUNITY DEVELOPMENT,
 GENDER, ELDERLY AND CHILDREN

Home About Us Departments & Units Gallery Tenders Data Portal Contact Us English

HON. LIMMY MWALIMU (MP) MINISTER
 HON. DR. FAUSTINE NDIUGULILE (MP) DEPUTY MINISTER

News & Updates: Announcements, Upcoming Events, Press Releases

Feature News & Events: SERIKALI YAZINDUA MFUMO WA MATIBABU KWA MTANDAO

Services & Programmes: eHealth Initiative, Health Promotion Section, Environmental Health

The United Republic of Tanzania
 Ministry of Health, Community Development, Gender, Elderly and Children

HFR Health Facility Registry

Home About Advanced Search Facilities List Downloads FAQs Feedback Search by any keyword

Number of Operating Facilities by Types (Pie chart)
 Number of Operating Facilities by Zones (Bar chart)
 Number of Operating Facilities by Ownership (Pie chart)

HMIS Web Portal

Home Coverage Clients Stock Outs Service Integration Monthly Reports User Manual

Family Planning clients by Method through Routine Facility-Based Service Apr 2018 to Mar 2019 - Nationally (Line chart)
 Total Health Workers Trained as of March 2019 - Nationally (Bar chart)

Page TITLE
 Information sharing platform

About Topics Resources Blog Contact us

Type your search here... Search



Page sub title

The current HEARD work stream in Tanzania focuses on addressing critical gaps in policy advocacy, routine measurement and monitoring and implementation evidence required for the advancement of RMC in Tanzania

RMC Literature

Information Sharing Platform

Page TITLE
Information sharing platform

[About](#) [Topics](#) [Resources](#) [Blog](#) [Contact us](#)

Type your search here...



Page sub title

The current HEARD work stream in Tanzania focuses on addressing critical gaps in policy advocacy, routine measurement and monitoring and implementation evidence required for the advancement of RMC in Tanzania

RMC Literature

- Incremental design (add and update materials)
- Responsive (adaptive to desktop/mobile)
- Co-create to promote sustainability (design in collaboration with local HMIS)
- Maximum penetration compared to traditional paper-based dissemination approach
- Digital archivable

Evidence into Action: **KENYA**

- **Policies and Strategies**

- National MNH Health Implementation Strategy
- Revised MPDSR guidelines
- MNH Bill
- Health Bill (just passed)

- **Routine Monitoring**

- Supervision checklist
- MPDSR and verbal autopsy

- **Promising approaches (scaled-up)**

- Maternity Open Days (continued)
- Training on RMC components (VCAT)

- **Evidence availability and sharing**

- Strong advocacy continue (Media, WRA- *what women wants compgain*, CSO, Linda mama, county first ladies forum)
- PC and MOH share results, other research on RMC on going

Discussion
on Progress
& Lessons
Learned:
Advancing
High Quality
Respectful
Care

Policies and Strategies

Routine Monitoring

Promising Approaches/
Practices

Evidence Availability and
Sharing

Conclusion

Let us consider how we can track progress, stay in touch and share knowledge and experiences.

