

Respectful Maternity Care Toolkit

This package of materials is designed to provide the tools necessary to begin the implementation of respectful maternity care in your area of work or influence. Using the tools in this toolkit, one can help to change and develop attitudes in oneself and among colleagues and other stakeholders in the care of women and their newborns.

The components of this toolkit can be used by clinicians who are providing maternity care, trainers or educators of clinicians who will be providing maternity care, supervisors of clinicians who provide maternity care, program managers who develop and manage programs with a maternity care component, and by policy makers or other key stakeholders who want to promote RMC in the programs for which they are responsible.



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While progress has been made in the reduction of maternal mortality during the past several decades, and much attention has been given to Skilled Attendance at Birth, less attention has been given to the abuse and disrespect during maternity care that has been documented and observed globally. Not only does lack of respectful maternity care (RMC) constitute a barrier to the use of skilled birth attendance or facility-based births, but it also represents disregard for



basic

human dignity and human rights, and is the reason behind untold suffering of women during one of the most vulnerable times in their lives.

In some cases policy makers, program managers, and care providers are unaware of the disrespect and abuse that is experienced in their own settings or the settings for which they are responsible. In other cases, people entrusted with the care of women and their newborns may recognize a need for RMC, but may feel ill-equipped to address the need. This package of materials is designed to provide the tools necessary to begin the implementation of RMC in your area of work or influence. However, RMC is not a checklist or an intervention or a dialogue that is spoken. RMC is an **attitude** that permeates each word, action, thought, and non-verbal communication involved in the care of women during pregnancy, childbirth, and the postnatal period. One could apply the standards contained herein, check off the program characteristics described, and provide brilliant answers to the case studies, yet still fail to exhibit the deep attitude that translates into RMC. However, using the tools in this toolkit, one can help to change and develop attitudes in oneself and among colleagues and other stakeholders in the care of women and their newborns.



User's Guide

- [PDF version](#) [1]

This document provides an introduction to the toolkit, describes who can benefit from using the toolkit, and outlines the components of the toolkit and how they should be used.

Program Learning

- [PDF version](#) [2]

Successful and sustainable programs continually develop and improve based on implementation feedback of various types. The “Program Learning” section of this toolkit provides:

- A look at country experiences in the form of a report on an RMC survey of forty-eight individuals from nineteen countries. This report, [“Respectful Maternity Care: Country Experiences”](#) [3] provides an overview of country experiences on various aspects of maternity care challenges and ways to address those challenges. This can serve as valuable background reading for those who are not familiar with RMC practices in the field or with the ongoing research efforts of the Translating Research into Action (TRAction) Project.
- A [Program Review Instrument](#) [4] that was developed for use by country programs to self-assess their program efforts in the prevention of disrespectful and abusive care and the promotion of RMC. The result of this assessment can help inform actions to strengthen these areas in the respective programs.
- [Program Briefs](#) [5] that provide examples of RMC being implemented at the field level. These brief reports can provide guidance to program managers who want to incorporate RMC into their programs. Currently, you will find a brief on the MCHIP Model Maternities Initiative in Mozambique. Additional briefs will be added.

A Survey - RMC: Country Experiences

- [PDF version](#) [6]

This report on a RMC survey of 48 individuals from 19 countries provides an overview of country

experiences on various aspects of maternity care challenges and ways to address those challenges. This can serve as valuable background reading for those who are not familiar with RMC practices in the field or with the ongoing research efforts of the Translating Research into Action (TRAction) Project.

Program Review Instrument

- [PDF version](#) [7]

This tool was developed for use by country programs to assess their program efforts in the prevention of disrespectful and abusive care and the promotion of RMC. The result of this assessment can help inform actions to strengthen these areas in the relevant programs.

Program Briefs

- [PDF version](#) [8]

These program briefs provide examples of RMC being implemented at the field level. These brief reports can provide guidance to program managers who want to incorporate RMC into their programs. Currently, you will find a brief on the MCHIP Model Maternities Initiative in Mozambique. Additional briefs will be added.

Training Materials

- [PDF version](#) [9]

The documents presented in this “Training Materials” section provide all the tools and guidance needed by the facilitator in conducting a one-day Respectful Maternity Care Workshop for clinicians. Contents include an agenda, a facilitators’ guide, a demonstration/role play guide, two PowerPoint presentations (WRA’s “Respectful Maternity Care For Healthcare Workers: Tackling Disrespect & Abuse During Facility-Based Childbirth” and “Orientation to Improving Performance with Standards: Analysis of My Workplace”), scenarios and scenario discussion guidance, action plan template, and pre-and post-session knowledge assessments.

The objectives of the Respectful Maternity Care Workshop are to:

- Raise awareness of common abusive and disrespectful practices and attitudes in the care of mothers and newborns
- Discuss ways to address abuse and disrespect of mothers and newborns and to promote Respectful Maternity Care
- Analyze each participant’s workplace in light of the client’s rights to respectful maternal and newborn care
 - What are the interpersonal factors that affect the respectfulness of care?
 - What infrastructural factors (facilities, human resources, policy) affect the respectfulness of care?
- Develop a plan of action to promote respectful care of mothers and newborns in each

participant's workplace

Advocacy

- [PDF version](#) [10]

While many clinicians and key stakeholders are aware of RMC and the relevant issues, advocacy is still needed to gain attention and support. While various awareness-raising tools are under development, at this time you will find in this section of the toolkit a [PowerPoint presentation](#) [11] that will highlight RMC, key issues, and actions that can be taken to promote RMC.

PowerPoint - RMC: General Concepts and Considerations

- [PDF version](#) [12]

This PowerPoint presentation defines the content of RMC, lists some examples of disrespect and abuse as well as the “rights” involved, and provides guidance on the promotion of RMC. Two other PowerPoint presentations are used in the [Learning Resource Package](#) [13].

Quality Services

- [PDF version](#) [14]

RMC is not a separate healthcare service, but is an attitude and behaviors that permeate all maternal and newborn health care. This section provides tools that managers, supervisors, and clinicians can use to assess and improve RMC within their programs and services.

The Respectful Maternity Care [Program Review Instrument](#) [15] included in this section of the toolkit was developed for use by country programs to self-assess their program efforts in the prevention of disrespectful and abusive care and the promotion of RMC. The result of this assessment can help inform actions to strengthen these areas in the respective programs.

The standards included in the “Quality Services” section of this toolkit may be applied using the Standards-Based Management and Recognition (SBM-R) approach to performance improvement, or a listing of the performance standards and verification criteria included in this tool may be used as a checklist in other approaches to improving the quality of performance. This [two-part set of performance standards for RMC](#) [16], with accompanying verification criteria, establishes objective guidance to gauge healthcare workers' clinical performance promoting RMC. These standards can be used for: 1) training providers in quality respectful maternity care, 2) providing guidance to supervisors to support healthcare workers in achieving respectful maternity care in the workplace, and 3) guiding program managers in the core clinical behaviors that are needed to ensure that women are receiving respectful maternity care. These standards may be used alone or elements of these standards can be incorporated into general childbirth, antenatal care, and postnatal care standards that are in use in a facility.

Program Review Instrument

- [PDF version](#) [17]

This tool was developed for use by country programs to assess their program efforts in the prevention of disrespectful and abusive care and the promotion of RMC. The result of this assessment can help inform actions to strengthen these areas in the relevant programs.

Standards for RMC

- [PDF version](#) [18]

These standards may be applied using the Standards-Based Management and Recognition (SBM-R) approach to performance improvement; or a list of the performance standards and verification criteria included in this toolkit may be used as a checklist for other approaches to improve the quality of performance.

- **Childbirth Care**
- **Antenatal and Postnatal Care**

This two-part set of performance standards for RMC, with accompanying verification criteria, establishes objective guidelines to gauge health care workers' clinical performance promoting RMC. These standards can be used for: 1) training providers in quality RMC, 2) providing guidance to supervisors to support healthcare workers in achieving RMC in the workplace, and 3) guiding program managers in the core clinical behaviors that are needed to ensure that women are receiving RMC. These standards may be used alone, or elements of these standards can be incorporated into general childbirth, antenatal care, and postnatal care standards that are in use in a facility.

Indicators for RMC

- [PDF version](#) [19]

The list of indicators is currently under development. At this time you will find in this section of the toolkit a report compiled by USAID's Maternal and Child Health Integrated Program (MCHIP) regarding a meeting convened by a group of organizations active in RMC programming, research, and advocacy. Attendees gathered to share experiences and lessons learned in measuring RMC, and to discuss how the global community can more effectively measure needs and progress in this area.

Job Aids

- [PDF version](#) [20]

The "Job Aids" section of this toolkit provides resources that serve as on-the-job reminders of the importance of maintaining RMC. These aids can remind a service provider of key elements of RMC that can be implemented within the care he or she is providing. As a number of organizations, agencies, and individuals are continually developing additional resources, this list will be expanded

over time.

Resource List

- [PDF version](#) [21]

This resource list provides references and links to: 1) documents that can be used to supplement knowledge and provide additional information on respectful maternity care, and 2) tools that can be used in the clinical setting and in programs to guide improvement in respectful maternity care practices. As a number of organizations, agencies, and individuals are continually developing additional resources, this list will be expanded over time.

Source URL: <http://www.k4health.org/toolkits/rmc>

Links:

- [1] <http://www.k4health.org/printpdf/21222>
- [2] <http://www.k4health.org/printpdf/21208>
- [3] <http://www.k4health.org/toolkits/rmc/survey-rmc-country-experiences>
- [4] <http://www.k4health.org/toolkits/rmc/program-review-instrument>
- [5] <http://www.k4health.org/toolkits/rmc/program-briefs>
- [6] <http://www.k4health.org/printpdf/21209>
- [7] <http://www.k4health.org/printpdf/21210>
- [8] <http://www.k4health.org/printpdf/21211>
- [9] <http://www.k4health.org/printpdf/21212>
- [10] <http://www.k4health.org/printpdf/21213>
- [11] <http://www.k4health.org/toolkits/rmc/powerpoint-rmc-general-concepts-and-considerations>
- [12] <http://www.k4health.org/printpdf/21218>
- [13] <http://www.k4health.org/toolkits/rmc/training-materials>
- [14] <http://www.k4health.org/printpdf/21214>
- [15] <http://www.k4health.org/toolkits/rmc/program-review-instrument-0>
- [16] <http://www.k4health.org/toolkits/rmc/standards-rmc>
- [17] <http://www.k4health.org/printpdf/21215>
- [18] <http://www.k4health.org/printpdf/21216>
- [19] <http://www.k4health.org/printpdf/21221>
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