

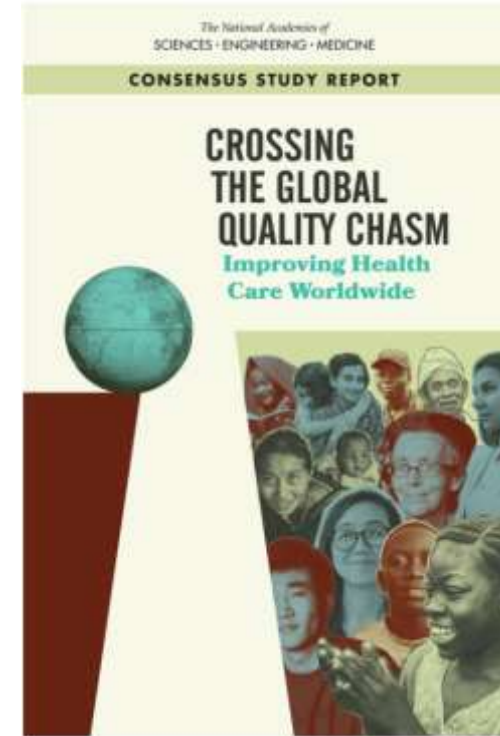
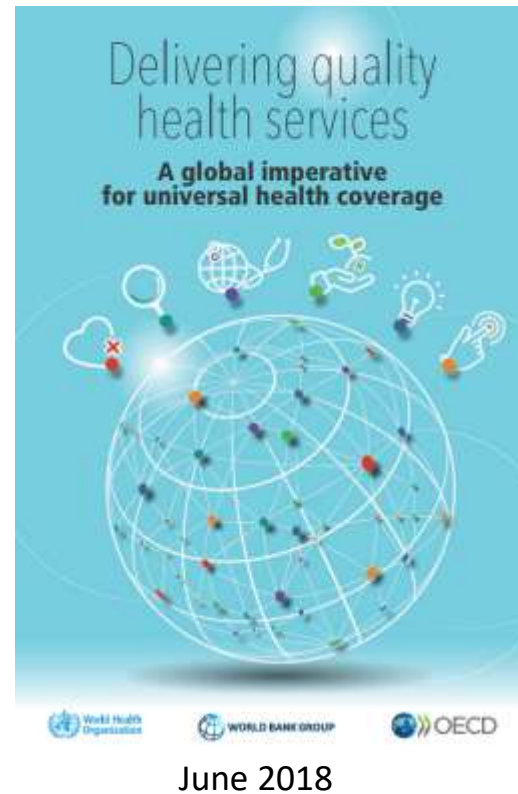
## Quality of Care:

# *Importance of person-centered care in the era of Universal Health Coverage*



# Critical time for quality of care

- ❑ Better health outcomes through improvement in quality
- ❑ Building quality mechanisms into the foundations of health systems
- ❑ All governments should have a national quality policy and strategy



The Lancet Global Health Commission

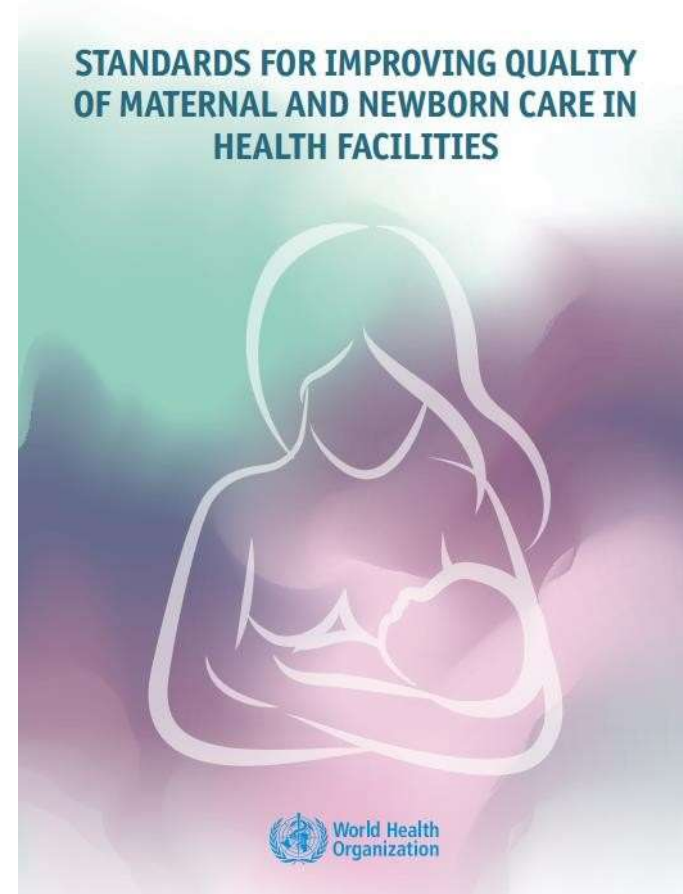
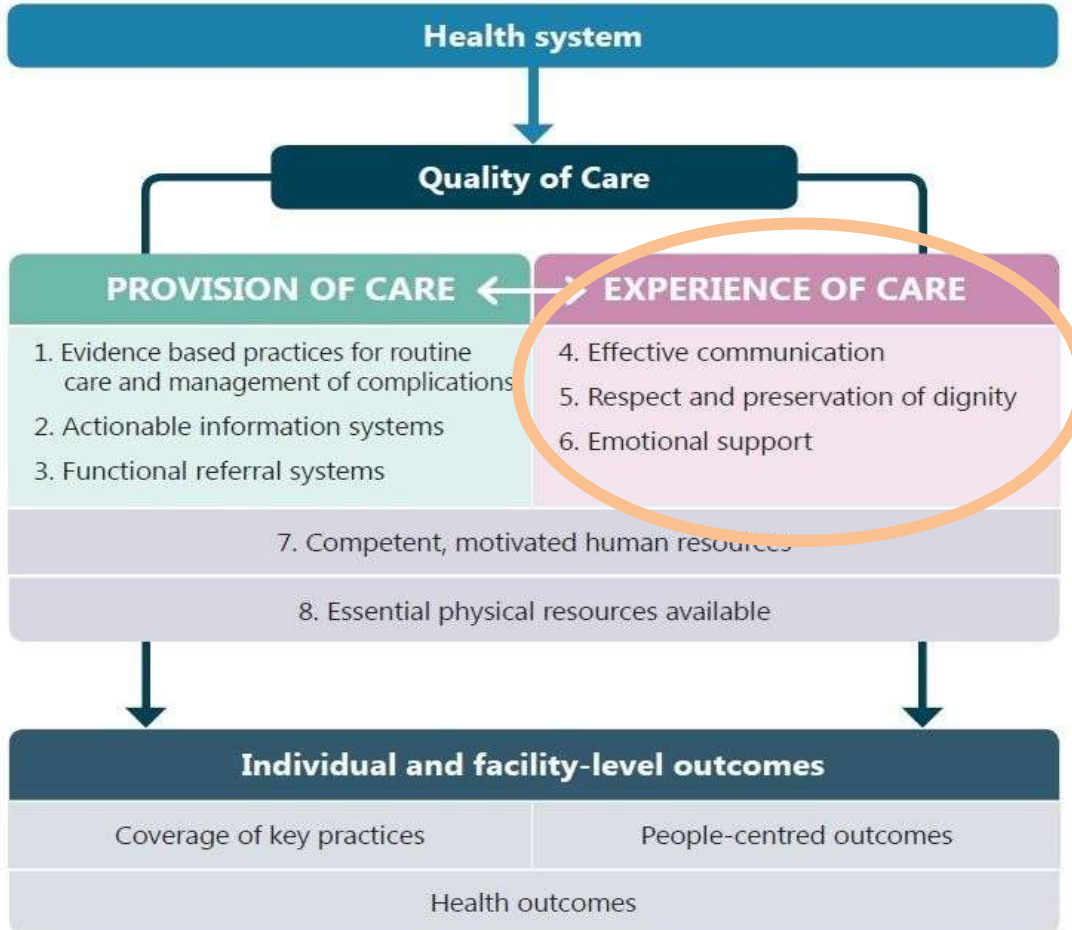
High-quality health systems in the Sustainable Development Goals era: time for a revolution   

Margaret E Kruk, Anna D Gage, Catherine Arseneault, Keely Jordan, Hannah H Leslie, Sanam Roder-DeWan, Olusoji Adeyi, Pierre Barker, Bernadette Daelmans, Svetlana V Doubova, Mike English, Ezequiel Garcia Elarria, Frederico Guanais, Oye Gureje, Lisa R Hirschhorn, Lixin Jiang, Edward Kelley, Ephrem Tekle Lemango, Jerker Liljestrand, Address Malata, Tanya Marchant, Malebona Precious Matsoso, John G Meara, Manoj Mohanan, Youssoupha Ndiaye, Ole F Norheim, K Srinath Reddy, Alexander K Rowe, Joshua A Salomon, Gagan Thapa, Nana A Y Twum-Danso, Muhammad Pate

September 2018



# WHO Vision - Quality of Care Framework



## Quality of care for pregnant women and newborns—the WHO vision

Ö Tunçalp,<sup>a</sup> WM Were,<sup>b</sup> C MacLennan,<sup>b</sup> OT Oladapo,<sup>a</sup> AM Gülmezoglu,<sup>a</sup> R Bahl,<sup>b</sup> B Daelmans,<sup>b</sup> M Mathai,<sup>b</sup> L Say,<sup>c</sup> F Kristensen,<sup>c</sup> M Temmerman,<sup>a</sup> F Bustreo<sup>c</sup>

<sup>a</sup> Department of Reproductive Health and Research including UNDP/UNFPA/UNICEF/WHO/World Bank Special Programme of Research, Development and Research Training in Human Reproduction (HRP), World Health Organization, Geneva, Switzerland <sup>b</sup> Department of Maternal, Newborn, Child and Adolescent Health, World Health Organization, Geneva, Switzerland <sup>c</sup> Family, Women and Children's Health Cluster, World Health Organization, Geneva, Switzerland

<http://apps.who.int/iris/bitstream/10665/249>

# Highlights from WHO's research and normative work

# Background

## ❑ Bowser and Hill (2010)

- Landscape analysis outlining the issue of disrespect and abuse during childbirth

## ❑ WHO technical consultation (2013)

- Develop a universal typology of the mistreatment of women during childbirth; and
- Initiate research activities to develop, validate and apply measurement tools to measure the prevalence of this mistreatment.

## ❑ WHO statement (2014)

- “Prevention and elimination of disrespect and abuse during childbirth”



# Framing and terminology

Obstetric violence

Disrespect and abuse

Mistreatment

Respectful care



DOI: 10.1111/1471-0528.13216  
www.bjog.org

Commentary

## Obstetric violence: a Latin American legal response to mistreatment during childbirth

CR Williams,<sup>a</sup> C Jerez,<sup>b</sup> K Klein,<sup>c</sup> M Correa,<sup>c</sup> JM Belizán,<sup>c</sup> G Cormick<sup>d</sup>

<sup>a</sup> Gillings School of Global Public Health, Center for Communications Programs, School of Public Health, University of North Carolina at Chapel Hill, Chapel Hill, NC, USA; <sup>b</sup> Center for Gender Studies, School of Philosophy, Psychology, and Health Sciences, University of Cape Town, Cape Town, South Africa; <sup>c</sup> School of Public Health, Universidad de Chile, Santiago, Chile; <sup>d</sup> School of Public Health, University of North Carolina at Chapel Hill, Chapel Hill, NC, USA

World Health Organization

hrp

## The prevention and elimination of disrespect and abuse during facility-based childbirth

WHO statement

Every woman has the right to the highest attainable standard of health, which includes the right to dignified, respectful health care.

PLOS MEDICINE

RESEARCH ARTICLE

## The Mistreatment of Women during Childbirth in Health Facilities Globally: A Mixed-Methods Systematic Review

Meghan A. Bohren<sup>1,2\*</sup>, Joshua P. Vogel<sup>3</sup>, Erin C. Hunter<sup>4</sup>, Olha Lutsiv<sup>4</sup>, Suprita K. Makh<sup>5</sup>, João Paulo Souza<sup>6</sup>, Carolina Aguiar<sup>7</sup>, Fernando Saralva Conoglian<sup>8</sup>, Alex Luz Araujo Diniz<sup>9</sup>, Özge Tunçalp<sup>3</sup>, Dena Javadi<sup>3</sup>, Olufemi T. Oladapo<sup>3</sup>, Rajat Khosla<sup>3</sup>, Michèle J. Hindin<sup>1,2</sup>, A. Metin Gülmezoglu<sup>3</sup>

DOI: 10.1111/1471-0528.15015  
www.bjog.org

Systematic review

## Respectful care during childbirth in health facilities globally: a qualitative evidence synthesis

E Shakibazadeh,<sup>a</sup> M Namadian,<sup>b</sup> MA Bohren,<sup>c</sup> JP Vogel,<sup>c</sup> A Rashidian,<sup>d,e</sup> V Nogueira Pileggi,<sup>f,g</sup> S Madeira,<sup>h</sup> S Leathersich,<sup>i</sup> Ö Tunçalp,<sup>c</sup> OT Oladapo,<sup>c</sup> JP Souza,<sup>c</sup> AM Gülmezoglu<sup>c</sup>



# Background

## WHO Multi-country Study: *How women are treated during facility-based childbirth (2015-2018)*

WHO conducted a mixed-methods systematic review to develop a typology of what constitutes mistreatment of women during childbirth:

Typology:

- ✓ physical abuse
- ✓ sexual abuse
- ✓ verbal abuse
- ✓ stigma and discrimination,
- ✓ failure to meet professional standards of care
- ✓ poor rapport between women and providers
- ✓ health system conditions and constraints



# How women are treated during facility-based childbirth (2015-2018)

## ☐ Two phased multi-country study:

- **Phase 1:** Qualitative formative research to explore what constitutes mistreatment during childbirth
- **Phase 2:** Develop and validate two tools to measure mistreatment during childbirth (prevalence results *in press* in the Lancet):
  - Labour observation tool
  - Community survey tool

## ☐ Four countries:

- Nigeria
- Ghana
- Guinea
- Myanmar



Bohren et al. BMC Medical Research Methodology  
<https://doi.org/10.1186/s12874-018-0603-x>

(2018) 18:132

BMC Medical Research  
Methodology

## RESEARCH ARTICLE

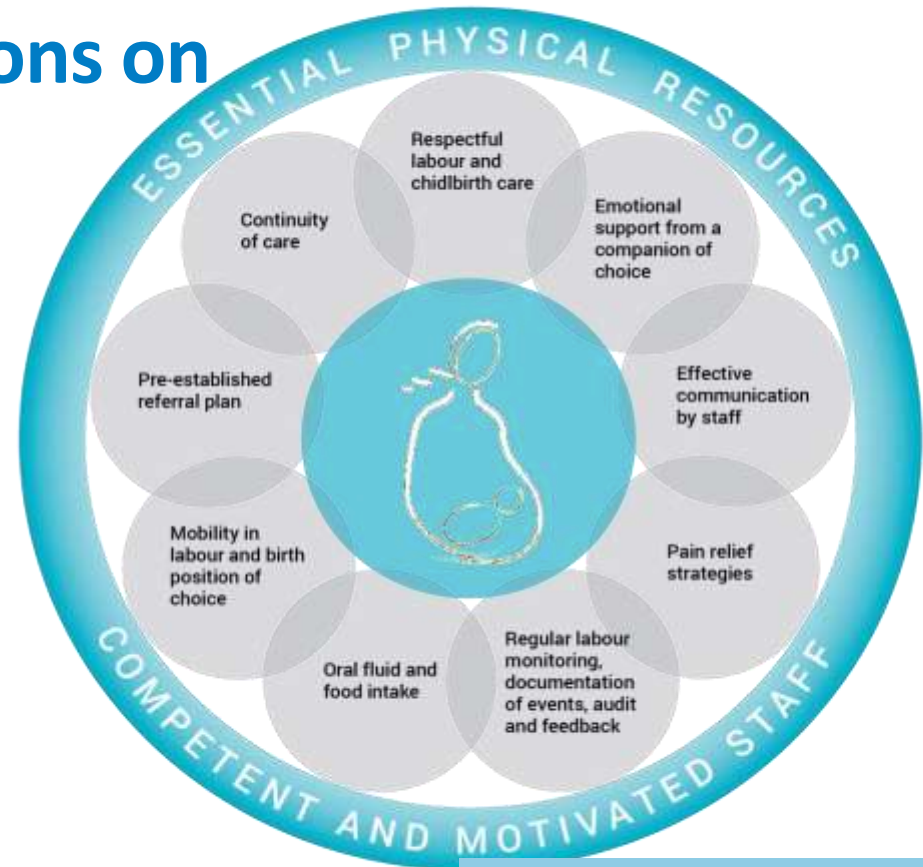
Open Access

## Methodological development of tools to measure how women are treated during facility-based childbirth in four countries: labor observation and community survey

Meghan A. Bohren<sup>1,2\*</sup>, Joshua P. Vogel<sup>1</sup>, Bukola Fawole<sup>3</sup>, Ernest T. Maya<sup>4</sup>, Thae Maung Maung<sup>5</sup>, Mamadou Diouldé Baldé<sup>6,7</sup>, Agnes A. Oyeniran<sup>8</sup>, Modupe Ogunlade<sup>8</sup>, Kwame Adu-Bonsaffoh<sup>9</sup>, Nwe Oo Mon<sup>5</sup>, Boubacar Alpha Diallo<sup>6,7</sup>, Abou Bangoura<sup>6,10</sup>, Richard Adanu<sup>4</sup>, Sihem Landoulsi<sup>1</sup>, A. Metin Gülmezoglu<sup>1</sup> and Özge Tunçalp<sup>1</sup>



# WHO's recommendations on intrapartum care



**ALL WOMEN HAVE A RIGHT TO A POSITIVE CHILDBIRTH EXPERIENCE THAT INCLUDES:**

- Respect and dignity
- A companion of choice
- Clear communication by maternity staff
- Pain relief strategies
- Mobility in labour and birth position of choice

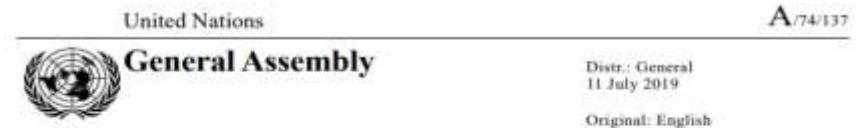
World Health Organization

# Human rights and mistreatment of women

- ❑ Engaging women and accounting for their experiences in health systems is the first order of respect in a human rights approach to maternal care.
- ❑ **Enabling environment for** women to speak up about their experiences as service users, and **listening** when they do speak up
- ❑ Women are **NOT passive recipients** of healthcare services, but **active and informed** individuals with unique expectations and needs
- ❑ High priority in the global agenda
- ❑ The Special Rapporteur on Violence Against Women (VAW) will be presenting her report at UN General Assembly (October 2019)

## International Human Rights and the Mistreatment of Women During Childbirth

RAJAT KHOSLA\*, CHRISTINA ZAMPAS\*, JOSHUA P. VOGEL, MEGHAN A. BOHREN, MINDY ROSEMAN, AND JOANNA N. ERDMAN



Seventy-fourth session  
Item 26 (a) of the preliminary list\*  
Advancement of women: advancement of women

### A human rights-based approach to mistreatment and violence against women in reproductive health services with a focus on childbirth and obstetric violence

#### Note by the Secretary-General

The Secretary-General has the honour to transmit to the members of the General Assembly the report of the Special Rapporteur on violence against women, its causes and consequences, Dubravka Šimonović, submitted in accordance with Assembly resolution 71/170.

# ENSURE DIGNIFIED AND RESPECTFUL CARE DURING CHILDBIRTH

Women have the right to give birth free from physical or verbal abuse, discrimination and neglect.



**HEALTH IS A HUMAN RIGHT**



World Health  
Organization

**Additional slides**



# How women are treated during facility-based childbirth (2015-2018) -1

- Two phased multi-country study:
  - **Phase 1:** Qualitative formative research to explore what constitutes mistreatment during childbirth
- Four countries:
  - Nigeria
  - Ghana
  - Guinea
  - Myanmar

**STUDY PROTOCOL** Open Access

How women are treated during facility-based childbirth: development and validation of measurement tools in four countries – phase 1 formative research study protocol

Jothua P. Vogel<sup>1\*</sup>, Meghan A. Bohren<sup>1,2</sup>, Özge Tunçalp<sup>1</sup>, Olufemi T. Gladajo<sup>1</sup>, Richard M. Adanu<sup>3</sup>, Mamadou Diouldé Baldé<sup>4</sup>, Thae Maung Maung<sup>5</sup>, Bukola Fawole<sup>6</sup>, Kwame Adu-Bonsaffoh<sup>7</sup>, Phyllis Dako-Gyeke<sup>3</sup>, Ernest Tei Maya<sup>8</sup>, Mohamed Campell Camara<sup>9</sup>, Alfa Boubacar Diallo<sup>9</sup>, Safiatou Diallo<sup>9</sup>, Khin Thet Wai<sup>10</sup>, Theingi Myint<sup>10</sup>, Larre Olutayo<sup>11</sup>, Musibau Titiloye<sup>12</sup>, Frank Alu<sup>13</sup>, Hadiza Idris<sup>14</sup>, Metin A. Gülmezoglu<sup>1</sup>

On behalf of the WHO Research Group on the Treatment of Women During Childbirth

**RESEARCH** Open Access

A qualitative study of women's and health providers' attitudes and acceptability of mistreatment during childbirth in health facilities in Guinea

Mamadou Diouldé Baldé<sup>1,2</sup>, Anou Bingouane<sup>1,3</sup>, Boubacar Alpha Diallo<sup>1,2</sup>, Oumar Sall<sup>1</sup>, Hebbata Bado<sup>1,4</sup>, Aminata Sone Makoto<sup>1,2</sup>, Jothua P. Vogel<sup>1</sup> and Meghan A. Bohren<sup>1</sup>

**RESEARCH** Open Access

Perceptions and experiences of the mistreatment of women during childbirth in health facilities in Guinea: a qualitative study with women and service providers

Mamadou Diouldé Baldé<sup>1,2</sup>, Boubacar Alpha Diallo<sup>1,2</sup>, Jothua P. Vogel<sup>1</sup> and Meghan A. Bohren<sup>1</sup>

**RESEARCH** Open Access

Mistreatment of women during childbirth in Abuja, Nigeria: a qualitative study on perceptions and experiences of women and healthcare providers

Meghan A. Bohren<sup>1,2</sup>, Jothua P. Vogel<sup>1</sup>, Özge Tunçalp<sup>1</sup>, Akintolu Olanrewaju Olutayo<sup>3</sup>, Modupe Ogunlade<sup>4</sup>, Agnieszka M. Mastowska<sup>5</sup>, Hadiza A. Idris<sup>6</sup>, Francis E. Alu<sup>7</sup>, Olufemi T. Gladajo<sup>1,2</sup>

**Article**

"By slapping their laps, the patient will know that you truly care for her": A qualitative study on social norms and acceptability of the mistreatment of women during childbirth in Abuja, Nigeria

Meghan A. Bohren<sup>1,2,3,4</sup>, Jothua P. Vogel<sup>1,2,3,4</sup>, Özge Tunçalp<sup>1,2,3,4</sup>, Musibau A. Titiloye<sup>5</sup>, Akintolu Olanrewaju Olutayo<sup>6</sup>, Modupe Ogunlade<sup>7</sup>, Loveth Merin<sup>8</sup>, Francis E. Alu<sup>9</sup>, Olufemi T. Gladajo<sup>1,2,3,4</sup>

Bukola Fawole<sup>10</sup>, A. Oyeniran<sup>11</sup>, Ernest Tei Maya<sup>12</sup>, Hadiza A. Idris<sup>13</sup>, Michelle J. Hindin<sup>14</sup>

**Women's perspectives of mistreatment during childbirth at health facilities in Ghana: findings from a qualitative study**

Ernest T Maya, Kwame Adu-Bonsaffoh, Phyllis Dako-Gyeke, Caroline Badzi, Jothua P Vogel, Meghan A Bohren & Richard Adanu (2018) Women's perspectives of mistreatment during childbirth at health facilities in Ghana: findings from a qualitative study. *Reproductive Health Matters*, 26:23. [DOI: 10.1007/s12062-018-1502-0](https://doi.org/10.1007/s12062-018-1502-0)

To cite this article: Ernest T Maya, Kwame Adu-Bonsaffoh, Phyllis Dako-Gyeke, Caroline Badzi, Jothua P Vogel, Meghan A Bohren & Richard Adanu (2018) Women's perspectives of mistreatment during childbirth at health facilities in Ghana: findings from a qualitative study. *Reproductive Health Matters*, 26:23. [DOI: 10.1007/s12062-018-1502-0](https://doi.org/10.1007/s12062-018-1502-0)

To link to this article: <https://doi.org/10.1007/s12062-018-1502-0>

# How women are treated during facility-based childbirth (2015-2018) -2

Bolren et al. BMC Medical Research Methodology (2018) 18:132  
<https://doi.org/10.1186/s12874-018-0603-x>

BMC Medical Research  
 Methodology

RESEARCH ARTICLE

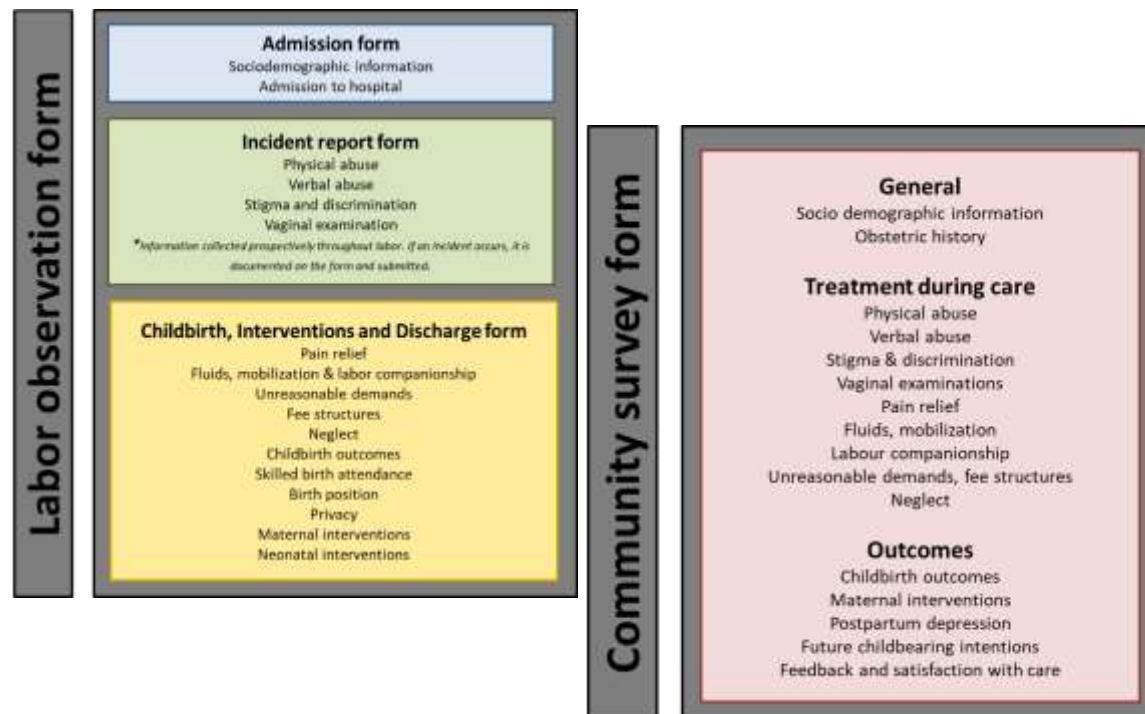
Open Access



## Methodological development of tools to measure how women are treated during facility-based childbirth in four countries: labor observation and community survey

Meghan A. Bolren<sup>1,2\*</sup>, Joshua P. Vogel<sup>1</sup>, Bukola Fawole<sup>3</sup>, Ernest T. Maya<sup>4</sup>, Thae Maung Maung<sup>5</sup>, Mamadou Diouldé Baldé<sup>6,7</sup>, Agnes A. Oyeniran<sup>8</sup>, Modupe Ogunlade<sup>9</sup>, Kwame Adu-Bonsaffoh<sup>9</sup>, Niwe Oo Mon<sup>9</sup>, Boubacar Alpha Diallo<sup>6,7</sup>, Abou Bangoura<sup>10,11</sup>, Richard Adanu<sup>12</sup>, Sherm Landoulsi<sup>1</sup>, A. Metin Gülmezoglu<sup>1</sup> and Oge Tunçalp<sup>1</sup>

- ❑ Two phased multi-country study:
  - **Phase 2:** Develop and validate two tools to measure mistreatment during childbirth:
    - Labour observation tool
    - Community survey tool
  - Results forthcoming in the Lancet (*in press*)
- ❑ Four countries:
  - Nigeria
  - Ghana
  - Guinea
  - Myanmar





# Respectful care during childbirth in health facilities globally: a qualitative evidence synthesis (2017)

- Aim: to develop a conceptualization of RMC from the perspectives of key stakeholders
- 67 studies included from 32 countries

**BJOG** An International Journal of Obstetrics and Gynaecology

[Explore this journal >](#)

Systematic review

## Respectful care during childbirth in health facilities globally: a qualitative evidence synthesis

Elham Shakibazadeh ✉, Masoumeh Namadian, Meghan A. Bohren, Joshua P. Vogel, Arash Rashidian, Vicky Nogueira Pileggi, Sofia Madeira, Sebastian Leathersich, Özge Tunçalp, Olufemi T. Oladapo, João Paulo Souza, Ahmet Metin Gülmezoglu

- **12 domains** of RMC synthesized:
  - Being free from harm and mistreatment
  - Maintaining privacy and confidentiality
  - Preserving women’s dignity
  - Prospective provision of information and seeking of informed consent
  - Ensuring continuous access to family and community support
  - Enhancing quality of physical environment and resources
  - Providing equitable maternity care
  - Engaging with effective communication
  - Respecting women’s choices that strengthen their capabilities to give birth
  - Availability of competent and motivated human resources
  - Provision of efficient and effective care
  - Continuity of care