

PRAC-TZ

FOCUS GROUP GUIDE - WOMEN WITH FACILITY-BASED DELIVERY IN LAST YEAR

Instructions: The focus group should include a minimum of six (6) and a maximum of eight (8) women who have delivered at a health facility in the last one year. The focus group should be conducted in a place where participants can sit comfortably for up to two hours and speak freely about their experiences.

A. Perceptions of health facilities and services - general

1. What makes you think a health facility has good quality services? What makes you think a health facility has bad quality services?
2. What do you think about the quality of services at government health facilities in this district?
3. What do you think about the health workers at government health facilities in this district? How do health workers act towards patients at government health facilities?
4. Do attitudes differ between male and female providers? *If yes, PROBE: Why do you think so?*

B. Women's expectations and experiences with delivery services at a health facility

1. Why did you go to a health facility for delivery?
2. How did you choose what facility to go to for delivery? (PROBES: Who decided? Characteristics of the facility? Heard anything about that facility? Any other factors?)
3. What did you expect from services during labour and delivery? Did the services meet your expectations?
4. How did the health workers act towards you during the delivery? (PROBE: Is this a common experience in your community?)
5. Where do you think you would want to deliver your next baby? Why?

C. Perceptions of disrespect and abuse

1. What actions, attitudes, or behaviors by a health worker would you consider disrespectful or abusive?
2. Do you think it's important for a health worker to behave respectfully towards you? Why? (PROBE: What do you think you are entitled to?)

D. Witnessed or heard about disrespect and abuse

1. During your stay at the health facility for childbirth in this district in the last year, did you ever see a health worker behave towards another woman in a way that you thought was disrespectful or abusive?

IF ANY PARTICIPANTS SAY YES, PROBE:

- a. What did you see happen?
- b. How did it make you feel when you saw that?

- c. What, if any, were the consequences for her or her baby's health?
 - d. What, if anything, did you do in response? Why or why not?
2. Have you ever heard about a woman who has experienced disrespect or abuse during delivery at a health facility in this district?

IF ANY PARTICIPANTS SAY YES, PROBE:

- a. What did you hear happened?
- b. How did it make you feel when you heard about it?
- c. What, if any, were the consequences for her or her baby's health?
- d. What, if anything, did she or her family do in response?

E. Experiences of disrespect and abuse

1. During your stay at the health facility for childbirth, did the health workers do or say anything that you thought was disrespectful or abusive?

IF ANY PARTICIPANTS SAY YES, PROBE:

- a. What happened?
- b. How did it make you feel?
- c. What, if any, were the consequences for you or your baby's health?
- d. Why do you think the health worker behaved or acted in this way towards you?
- e. Who did you tell about it? Why that person(s) or why no one?
- f. What, if anything, did you or your family do in response? Why or why not? (*If nothing was done, PROBE: What do you wish you could have done about it?*)

F. Causes of disrespect and abuse

1. When health workers don't behave well towards patients, why do you think they do that?

G. Rights and Accountability

1. What efforts has your community been involved in to improve health services in your area?

H. Recommendations

1. What do you think could be done to improve the way that health workers care for patients? (PROBE: at national levels? in the health facility? in the community?)
2. What could be done to reduce cases of disrespect and abuse?