

# Promoting Respectful Maternity Care in Zambia and Liberia with Behavioral Science

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December 6, 2022, ideas42



# Circle of Care *During*

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**Empowers  
Clients**

**Improves  
Provider Behavior**

**Builds Trust**

# Background

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- Work done in Zambia, under *Breakthrough Research* in collaboration with the *Safe Motherhood 360+* project, and in Liberia, under *Breakthrough Action*
- Behavioral diagnosis, design, and quasi-experimental evaluation conducted in Eastern Province, Zambia
- Adaptation process and feasibility testing conducted in Bong County, Liberia

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# Behavioral Diagnosis

# Formative Research Findings



**Harsh treatment is normalized and has no consequences**



**Providers focus on death avoidance over everything else**




**The pain of labor, and the implications of being in pain, is part of the challenge**

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# Solutions

# Solutions Developed through Co-Creation



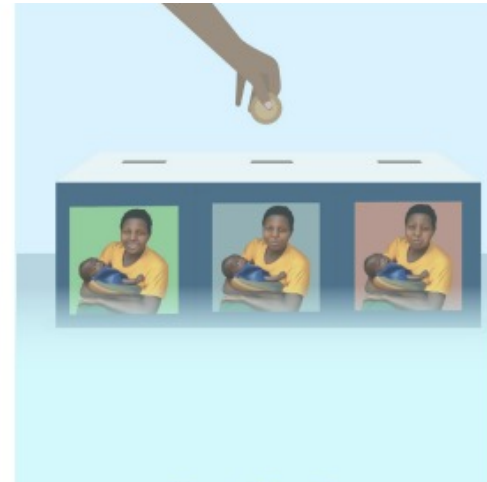
**Provider-Client Promise**

A list of promises read out loud to clients upon admission and then signed.



**Pain Management Toolkit**

A range of cues and tools placed throughout the ward to continuously prompt supportive care.



**Feedback Box**

A box in the ward where women drop tokens into the slot which captures her birth experience.




**Reflection Workshop**

A safe space for providers to build motivation and a commitment to improve client care.

# Provider-Client Promise

## LONJEZO LA MZIMAYI WAPAKATI NDI NAMWINO

Kugwira nchito limodzi kuti mayi ndi mwana akhale omasuka komanso otetezeka




[Provider reads aloud]

**Monga namwino wako, ndikulonjeza kuti:**

- Ndizamithandizani ndi kumulimbikisani.
- Ndizakufotokozelani zandondomeko yonse.
- Ndizakuthandizani kuthesa zobaba.
- Ndilonjeza kuti Sinizakuzazilani, kapena kukukalipilani, kapena kumimenyani mbama panthawi ili yonse. Ndilonjeza kumu samalilani bwino.

Chizindikiro cha namwino (signs X)

Chizindikiro cha ositina



[Provider reads aloud to client, who repeats]

**Monga muzimayi wapakati, ndikulonjeza kuti:**

- Sindizakakhira pokapo nthawi yitakwana.
- Ndidzatsegula miyendo yanga kuti muwone jila pomwe yafika kuti mundifotokozele.
- Ndizagonela mumpetepe pomwe mwanifusa.
- Nizakuzibisani pomwe nabvela kubaba olo ndili ndi fuso.

Chizindikiro cha muzimai wapakati (Mother initials/ signs X)



# Pain Management Toolkit

**BETTER** Pain relief helps to promote a fast delivery and healthy mother and baby

**B** **REATH**  
Kufudza  
slowly (latent stage)  
quickly (active stage)

**E** **NCOUR**  
Kulimbikitsa  
praise and  
reassure mother

**T** **URN**  
Khazikani  
mtima pansi  
change position,  
walk around

**T** **HINK**  
Ganizirani za  
zinthu zabwino  
of something positive like  
family or baby

**R** **UB**  
Kutoba  
mother's lower  
with hand

**Ask me to do one of these things for you, I am here to help you.**  
**Ndifunseni kuti ndichite chimodzi mwa zinthu izi, ndikubwera kudzakutha**

MANUAL OF  
**BETTER**  
PAIN MANAGEMENT  
TECHNIQUES

*Pain relief helps to promote a fast delivery and healthy mother and baby*

It's important to monitor the client.  
As you monitor, offer a BETTER technique  
to manage pain for a safe and healthy delivery

**THE MODIFIED WHO PARTOGRAPH**

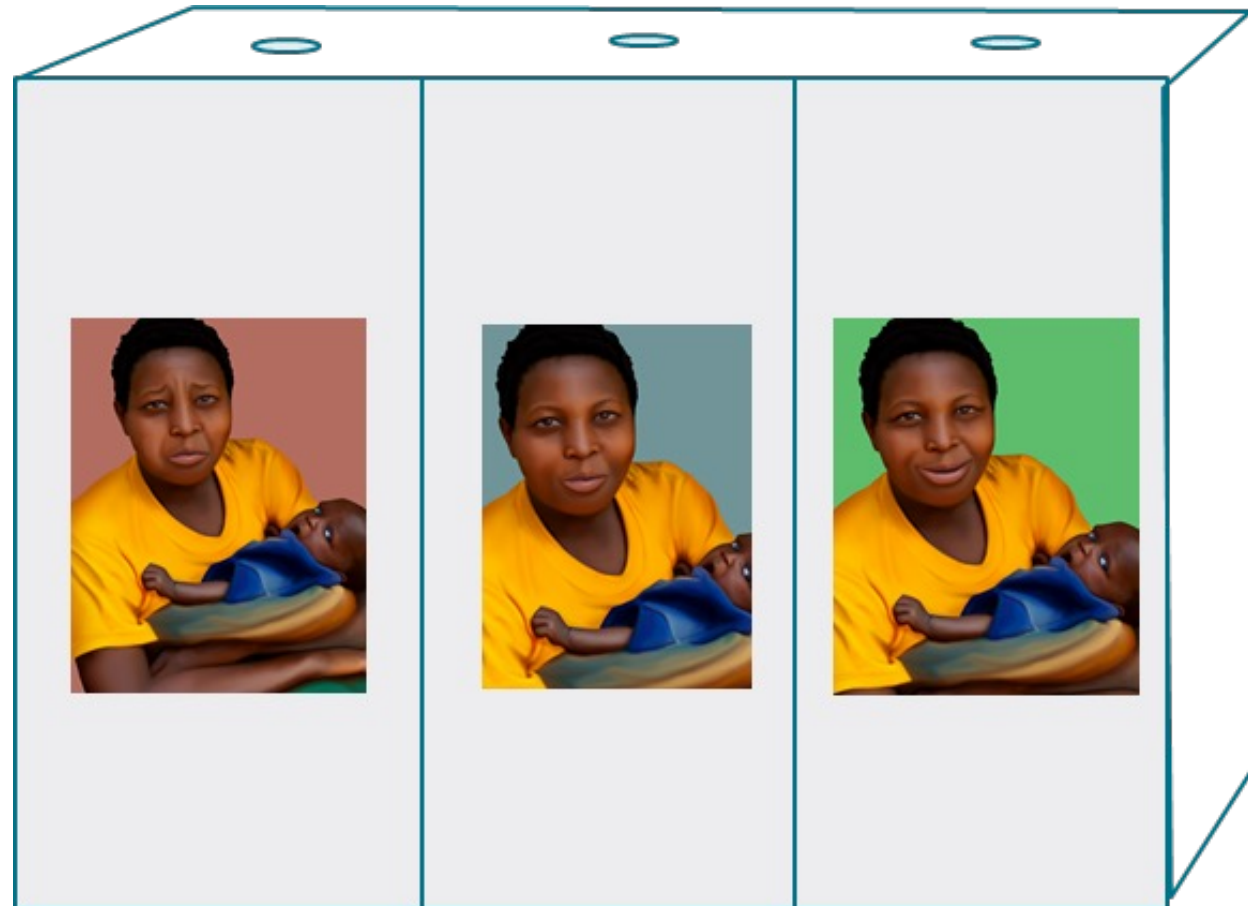
Name: \_\_\_\_\_  
Date of admission: \_\_\_\_\_  
Time of admission: \_\_\_\_\_  
Obstetric history: \_\_\_\_\_  
Pregnancy number: \_\_\_\_\_  
Pregnancy number: \_\_\_\_\_

Please let's adhere to our PROMISE

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# Feedback Box



# Feedback Box Improvements in Liberia



# Reflection Workshop



**My Commitment to Provide Good Patient Care**

My name is \_\_\_\_\_ The facility where I practice is \_\_\_\_\_

- One thing I enjoy about being a provider is \_\_\_\_\_
- One thing I think I am good at doing is \_\_\_\_\_
- One way I want to help women have a safe and enjoyable birth experience is by \_\_\_\_\_
- I will do this by \_\_\_\_\_
- One thing I want to improve about my own service provision is \_\_\_\_\_
- One way I will try to do this is \_\_\_\_\_
- One of the tools I want to practice using is \_\_\_\_\_
- One way I will make sure I can use this tool is by \_\_\_\_\_
- One way I can help other providers provide more respectful and safe care is \_\_\_\_\_

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# Results and Next Steps

# Results of Quasi-Experimental Evaluation (Zambia)

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Pain management support increased

Clients experienced less disrespect and abuse (15%)

Providers' level of empathy towards clients improved

No change in client expectations or satisfaction

# Next Steps

## Zambia

- Presented findings to Safe Motherhood Working Group & Midwives' Association
- Dissemination event held with Ministry personnel
- Exploring funding opportunities to support research and implementation at larger-scale

## Liberia

- Supported Ministry of Health to develop a 5-year strategy for Respectful Maternity Care
- Upcoming dissemination events for strategy
- Opportunities to advise MOH and implementing partners in how to deploy solutions

# THANK YOU

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<https://breakthroughactionandresearch.org/>

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Breakthrough RESEARCH is made possible by the generous support of the American people through the United States Agency for International Development (USAID) under the terms of cooperative agreement no. AID-OAA-A-17-00018 . The contents of this document are the sole responsibility of the Breakthrough RESEARCH and Population Council and do not necessarily reflect the views of USAID or the United States Government.

