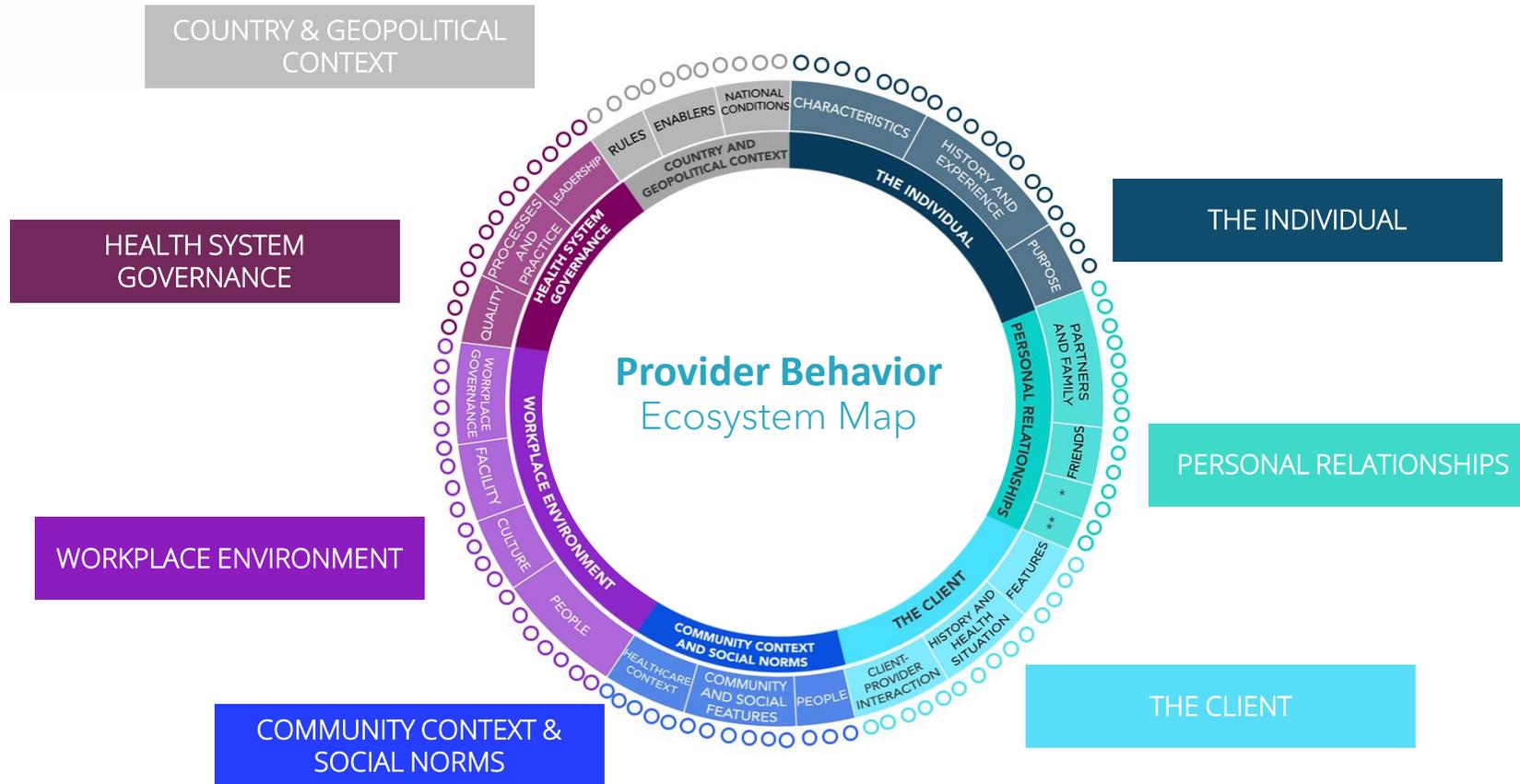


Desk Review Methodology

Principal Focus Area	<ul style="list-style-type: none"> • Mothers (post-partum) • Newborn and young child (up to 12 months old)
Sub-areas of focus	<ul style="list-style-type: none"> • Provider Behavior • Experience of Care • Health Outcomes • Tools/Interventions
Method	<ul style="list-style-type: none"> • Rapid desktop review based on a web-based search of peer-reviewed and grey literature
Time Period	<ul style="list-style-type: none"> • 2015 to present • Included frequently referenced articles from 2010+
Search Sites	<ul style="list-style-type: none"> • BMC • PubMed • Google Scholar • PLOS Medicine
Search Terms	<p>Keywords: experience of care / respectful care / empathy / compassion</p> <p>Additional keywords:</p> <ul style="list-style-type: none"> • MNCH / maternal / newborn / infant / maternity care • Postpartum care / postnatal care • Provider behavior / provider behavior change / provider behavior influence factors • Tools / interventions / programs

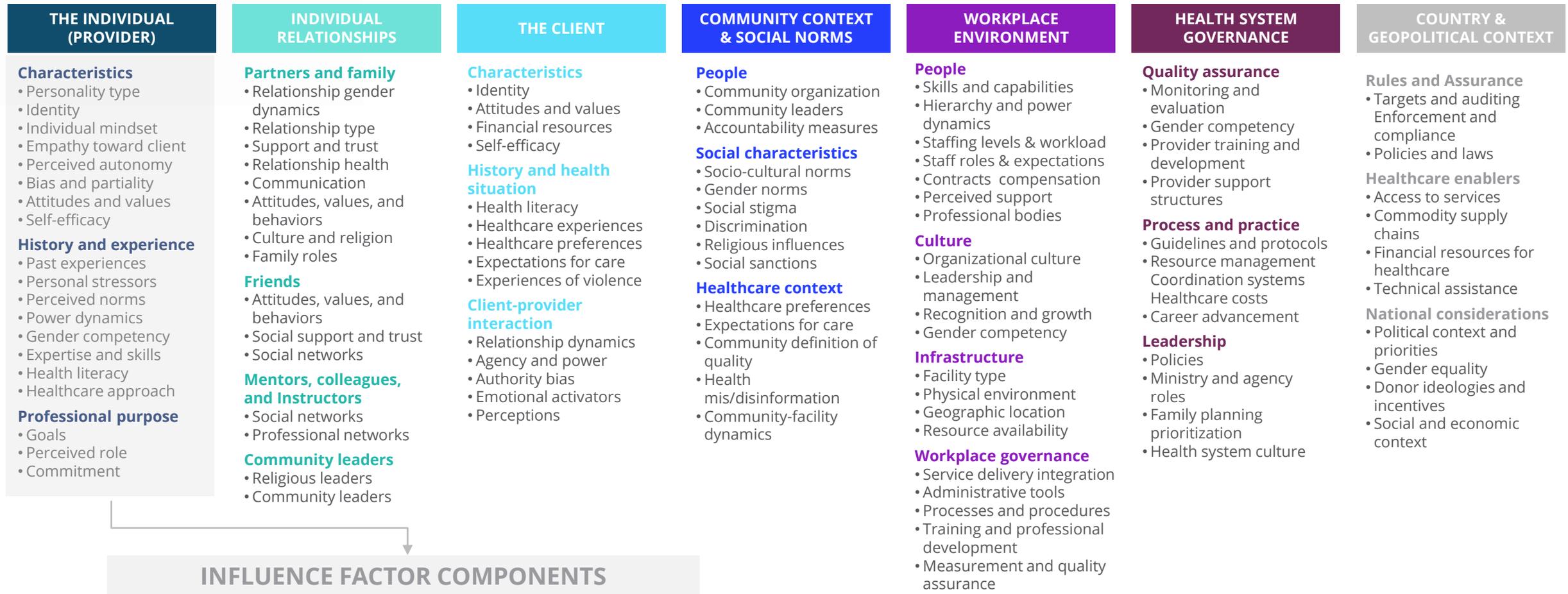
Provider Behavior Ecosystem Map

PB Ecosystem Map: interactive tool to understand and consider diverse factors that influence facility-based provider behavior and how those influence factors interact with one another in a system



PB Ecosystem Map – Influence Factors & Components

INFLUENCE FACTORS



Emerging Influence Factors Cited in Literature

Literature points to factors driving the Experience of Care

THE INDIVIDUAL (PROVIDER)	INDIVIDUAL RELATIONSHIPS ¹	THE CLIENT	COMMUNITY CONTEXT & SOCIAL NORMS	WORKPLACE ENVIRONMENT	HEALTH SYSTEM GOVERNANCE	COUNTRY & GEOPOLITICAL CONTEXT
<ol style="list-style-type: none"> Socio-demographic factors (age, marital status, gender, etc.) Bias / partiality Stress / fatigue Professional experience Training / competency Work satisfaction / Commitment Relationship with client² 		<ol style="list-style-type: none"> Socio-demographic factors (ethnicity, age, marital status) Disability status HIV status² Attitude to service delivery / compliance Expectations Birth / delivery methods² Birthing companion 	<ol style="list-style-type: none"> Gender norms Social stigma / discrimination Religious norms Traditional values 	<ol style="list-style-type: none"> Leadership Infrastructure Access to resource / equipment Staffing/ workl oad Uniform³ Facility culture / Supervision Provider training Team culture 	<ol style="list-style-type: none"> Standards for professional ethics Provider training criteria Equipment + medicine sup ply chain logistics 	<ol style="list-style-type: none"> Policies and laws Regulation / Enforcement Legal redressal

1. While individual (provider) relationships is an important influence factor in the PB Ecosystem, most research/programmatic efforts focused on individual or workplace environment (we categorized professional relationships under workplace environment and personal / community-based relationships as community context & social norms); 2. Factor(s) found in studies with a focus on post partum interactions; 3. Factor(s) found in non-MNCH studies

THE INDIVIDUAL [PROVIDER]

<i>Influence Factors</i>		<i>+ EoC</i>	<i>- EoC</i>
Socio-demographic factors	Gender of provider	Female	
	Age and marital status of provider	Older, married	
Biases and prejudices	Provider biases towards client attributes		Bias towards clients seen as "rural" or "poor"
	Provider beliefs on age and marital status norms for childbearing		Bias towards older pregnant clients
Stress / Fatigue	Work-related stress, fatigue and burnout		High level of work stress
	Personal stressors		High level of personal stress
Professional experience	Length of professional experience / tenure	Longer professional experience	
	Encounters with sickness and death		Frequent encounters with sickness / death
Training / Competency	Provider Training	Trainings on provider bias awareness and alternate resolution of difficult situations	
Work satisfaction	Level of work satisfaction		Low work satisfaction
Relationship with Client	Hierarchy Differentials		Perception of provider to be of higher status than client
	Familiarity with Client	Client is known to provider	

Overview of Existing Interventions

Categorized according to PB Ecosystem Map

POLICY / GUIDELINES	PROCESS / PROTOCOLS	TRAININGS & EXERCISES	PSYCHOLOGICAL	COMMUNITY PROGRAMS
Policy Dialogue & Advocacy	Client Feedback System	Emotional Intelligence / Empathy Training	Mindfulness Practice	Site Walkthrough
Creation of Mutual Guidelines	Continuous Quality Improvement	Respectful Care Training for Providers	Counselling for Providers	Women's Education / Empowerment
Formal Commitment to Respectful Care	Mutual Learning	Card Activity	Mentoring for Providers	Mediation / Dispute Resolution
Financial Incentives		Role Play Exercise		Gender Equality Training
				Counselling for Community Members
				Social Accountability Approaches

Influence Factors

- The Individual (11)
- The Client (8)
- Community Context & Social Norms (7)
- Workplace Environment (12)
- Health System Governance (8)
- Country & Geopolitical Context (2)

Desk Review High-level Findings

- Focus on EoC (respectful care, empathy and compassion) during **postpartum* interactions** is minimal
- Greater focus on the client side than on providers
- Within EoC, most literature focused on terms like respectful care, disrespect & abuse (D&A); few focus on **compassion and empathy**
- Recognition of complex health system with many interacting domains of influence that shape EoC
- **Limited standardization / agreement on metrics for outcomes & evaluation**; most outcome measures focused on client outcomes (e.g., maternal and child health), few focused on **measuring provider outcomes** (e.g., job satisfaction, retention, health & mental wellbeing)
- Most studies cited **factors that negatively influence EoC** (versus those that positively influence EOC, e.g., Appreciative Inquiries)
- Some influence factors (from PBC Ecosystem) such as **Interpersonal Relationship category had little focus** in research (i.e., perhaps due to barriers in measurement and feasibility of intervention design)
- **Programmatic efforts** have mainly focused on trainings and policies/protocols, though also found emerging **community programs, interactive activities, and health & wellness programs**