

# PRECISE- DYAD

Health trajectories for  
mums and their children



Quality of Care and experiences of  
care

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## Introduction

This section asks women about their experiences of care during the delivery admission. The aim of this section is to understand the experience of care including whether women felt that they received good quality care during their pregnancy, labour, delivery, and postpartum period at the facility. It also seeks to understand whether women felt respected by health care providers and aims to identify where there may be gaps in care. We want to compare the experience of care received by women who experienced a placental disorder (hypertension, stillbirth, preterm birth, baby small for gestational age) and women who did not.

Maternal mortality has decreased, and the rate of facility-based deliveries is increasing in most African countries, over the past 15 years. A major roadblock to further improvement in the maternal mortality ratio and perinatal death rate is the quality of care provided and experienced by women and babies in health care facilities. Not only is good quality care a human right, but poor experience of care has also been linked to adverse health outcomes and to delays in seeking care including in subsequent pregnancies.

## Questionnaire

This questionnaire will be asked at the first DYAD visit the participant attends, it can either be DYAD visit 1 or DYAD visit 2.

This section will only be asked to a subset of women. A select number of women who suffer a placental complication (as defined by hypertension, stillbirth, preterm birth, baby small for gestational age) or deliver by caesarean section and deliver in a facility will be included. An equal number of control women will be randomly selected. The participant eligibility will be based on complete PRECISE data including date of birth, location and mode of delivery, delivery outcome.

The following three questions are auto populated from PRECISE, they will help the application to determine the correct skip logic.

	EXPERIENCE OF CARE
1	What was the mode of delivery? <b>auto-populated</b>
2	Was the baby born alive? <b>auto-populated</b>
3	Was the baby a pre-discharge neonatal death? <b>auto-populated</b>

1. What was the mode of delivery?

*Possible responses: (Vaginal delivery; caesarean delivery; instrumental delivery)*

The response to this question will display from PRECISE.

2. Was the baby born alive?

*Possible responses: (yes; no)*

The response for this question will display from PRECISE.

3. Was the baby a pre-discharge neo-natal death?

*Possible responses: (yes; no)*

The response for this question will display from PRECISE.

## SECTION A

### Experience of care (all deliveries)

This section asks about women’s experiences of care during their labour and/or delivery. These questions also seek to better understand whether women’s wishes, or preferences were respected during their labour and/or delivery and regarding the conditions within the facility. The first part of the section includes questions to be asked of all women eligible to the study. For women who did not labour (this may due to a planned (scheduled) or emergency caesarean section delivery) you should choose ‘Not applicable – N/A’ as the response for these questions). For women with twins, the questions regarding the baby will only be shown for one of the twins.<sup>1</sup>

**Before starting the questionnaire, ask the participant how she would like to refer to ‘her baby’ e.g. what is his/ her name? or if deceased ‘did you give your baby a name?’**

SECTION A	
EXPERIENCE OF CARE (ALL DELIVERIES)	
1	Were you able to drink during labour?
2	Were you able to eat during labour?
3	Did you want to have someone with you as a companion during labour?
	Did you want to have someone with you as a companion at the time of delivery?
4	Did you move around and use more than one position during labour?
5	While in labour and when giving birth, did anyone help to ensure your privacy by covering you with a cloth, blanket or screen so that you did not feel exposed?
6	Was a health care provider helping you, during the entire period when you were giving birth?
7	Did any health care provider ask that you bring supplies for delivery?
8	Was the delivery room clean for you when you arrived?
9	Were you asked to clean the room after delivery, before leaving?

1 Were you able to drink during labour?

*Possible response options: (no, not allowed due to Covid-19; no, not allowed due to a different reason; no, did not feel like drinking; yes; yes, after some delay; don’t know; N/A)*

Ask the woman if she was able to drink during labour (if she wanted to drink something). Choose N/A for women who did not labour. Record the woman’s response by selecting the appropriate option.

Note: If N/A is selected in response to this question, you may also select N/A for Qs 2,4,5, and 6.

2 Were you able to eat during labour?

*Possible response options: (no, not allowed due to Covid-19; no, not allowed due to a different reason; no, did not feel like eating; yes; yes, after some delay; don’t know; N/A)*

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<sup>1</sup> If both babies were born alive, the mode of delivery for the baby with the highest level of intervention will be shown in this table. If one of the babies was stillborn, all responses will be shown for the stillborn baby only.

Ask the woman if she was able to eat during labour (if she wanted to eat something). Choose N/A for women who did not labour. Record the woman's response by selecting the appropriate option.

- 3 Did you want to have someone with you as a companion during labour?

Did you want to have someone with you as a companion at the time of delivery?

*Possible response options: (yes; no; don't know; do not want to answer)*

Ask the woman if she had wanted to have a companion (for example, her husband, or partner, a female relative or someone else), with her during her labour and/or at the time of delivery.

If the woman answers 'Yes', ask her the following additional question:

- i) Were you able to have that person with you?

*Possible response options: (no, not allowed due to Covid-19; no, not allowed due to a different reason; no, didn't know she was allowed; yes; don't know; do not want to answer)*

Ask the woman whether she was able to have a companion with her and record the appropriate answer.

- 4 Did you move around and use more than one position during labour?

*Possible response options: (no, not allowed due to Covid-19; no, did not feel like moving; no, gave birth very quickly; no, not possible due to a different reason; yes, don't know; do not want to answer; N/A)*

Ask the woman whether she was able to move around and use more than one position during labour (if she wanted to) and record the appropriate answer. Note that changing positions during labour may not have been allowed due protocols for Covid-19, if the woman was physically unable to change positions, or if it was not possible more generally (e.g., due to facility protocols, or healthcare providers not allowing her to change positions). Choose N/A for women who did not labour.

- 5 While in labour and when giving birth, did anyone help to ensure your privacy by covering you with a cloth, blanket or screen so that you did not feel exposed?

*Possible response options: (yes; no; don't know; do not want to answer; N/A)*

Ask the woman whether anyone helped to ensure her privacy during her labour and while giving birth, by covering her with a cloth, blanket or placing her behind a screen, so that she did not feel exposed (if she wanted to be covered) and record the appropriate answer. Choose N/A for women who did not labour.

- 6 Was a health care provider helping you, during the entire period when you were giving birth?

*Possible response options: (yes; no; don't know; do not want to answer; N/A)*

This question refers to the period directly before the delivery of the baby, for example as a minimum for the while the woman is pushing, until after the baby is delivered and the cord cut. In this context, a health care provider is either a midwife, an auxiliary midwife, a nurse or a doctor.

Ask the woman whether a health care provider was helping her during the entire period when she was giving birth. Record the appropriate answer. Choose N/A for women who did not labour

- 7 Did any health care staff ask that you bring supplies for delivery?

*Possible response options: (yes; no; don't know; do not want to answer; N/A)*

In this context, health care staff may include a midwife, an auxiliary midwife, a nurse, a doctor, a clerk or other administrative staff.

Ask the woman if she was asked by health care staff to bring any supplies for her delivery. Supplies may include: cleaning supplies (such as soap, disinfectants, sponges, cleaning cloths, or towels); delivery kits (or 'Mama kits'; often consist of soap, sterile gloves, a plastic sheet or cloth, string, and a razor blade, but may contain other additional items as well); personal protective equipment (such as, sterile gloves, face masks, aprons or gowns); bedding (such as blankets, sheets, pillows, or sleeping mats); medication (any kind of oral, topical, or vaginal or rectal medication, such as—tablets, capsules or liquids; creams, lotions, or ointments; or pessaries or suppositories). Other supplies could be any other item(s) the woman was requested to bring. Record the appropriate answer.

If the woman answers 'Yes', the following additional questions will display:

i) Select all that apply:

*Possible responses: (cleaning supplies; delivery kit; PPE, bedding; medication; other)*

Ask the woman what type of supplies she was expected to bring. If she is unsure, you can prompt her with examples of the supplies listed above (see Q7). Check all supplies that apply.

ii) Did any health provider threaten not to take care of you because you did not have required supplies (including delivery kit)?

*Possible responses: (yes; no; don't know; do not want to answer)*

Ask the woman whether any health care provider threatened not to take care of her because she did not have or bring the required supplies. Record the appropriate response.

8 At any point, was forceful downward pressure placed on your abdomen before the baby came out (fundal pressure)? (no, yes, don't know, do not want to answer)

Ask the woman whether at any point forceful downward pressure was applied on her abdomen before the baby came out (fundal pressure). Record the appropriate answer. If she does not know or does not remember, select 'don't know'.

9 Was the delivery room clean for you when you arrived?

*Possible response options: (no; yes - very clean; yes – somewhat clean; don't know; do not want to answer)*

Ask the woman if delivery room (or the space in which she gave birth) was clean for her when she arrived. Record the appropriate answer. If she does not know or does not remember, select 'don't know'.

10 Were you asked to clean the room after delivery or before leaving?

*Possible response options: (yes; no; don't know; do not want to answer)*

Ask the woman if she was asked to clean the room (or the space in which she gave birth) after her delivery (and before she was able to leave). Record the appropriate answer.

### Experience of care (instrumental delivery)

These questions will only display for women whose mode of delivery was ‘assisted or operative vaginal’. These questions are for women who underwent instrumental deliveries (for example, deliveries using vacuum or forceps).

EXPERIENCE OF CARE (INSTRUMENTAL DELIVERY)	
1	Did health care providers explain to you why they were using vacuum or forceps?
2	Did health care providers ask your permission/consent before using vacuum or forceps for delivery?

1. Did health care providers explain to you why they were using vacuum or forceps?  
*Possible response options: (yes; no; don't know; do not want to answer)*

Ask the woman if a health care provider explained to her why they were using vacuum or forceps during the delivery. Record the appropriate answer.

2. Did health care providers ask your permission/consent before using vacuum or forceps for delivery?  
*Possible response options: (yes; no; don't know; do not want to answer)*

Ask the woman if the health care providers asked for her permission or consent before using vacuum or forceps during the delivery. Record the appropriate answer.

### Experience of care (Caesarean delivery)

These questions will only display for women whose mode of delivery was ‘Caesarean section’.

EXPERIENCE OF CARE (CAESAREAN DELIVERY)	
1	Did health care providers explain to you why they were doing a caesarean section?
2	Did health care providers ask your permission/consent before caesarean section?

1. Did health care providers explain to you why they were doing a Caesarean section?  
*Possible response options: (yes; no; don't know; do not want to answer)*

Ask the woman if a health care provider explained to her why they were doing a Caesarean section delivery. Record the appropriate answer.

2. Did health care providers ask your permission/consent before Caesarean section?  
*Possible response options: (yes; no; don't know; do not want to answer)*

Ask the woman if the health care providers asked for her (or her husband) permission or consent before Caesarean section delivery. Record the appropriate answer. If either her or her husband gave permission or consent, select ‘yes’. If she does not know or cannot remember, select ‘don't know’.

## SECTION B

### Experience of care during hospital stay – Mother & baby/ies

These are general questions regarding the experience of care of the woman and her baby/ies during their stay in the health facility. These questions will display for all women eligible to the sub study, however, some of these questions will be modified (Question 6) or will not display for babies that were stillborn or died prior to discharge ( $\leq 28$  days) (Questions 9, and 11).

SECTION B	
EXPERIENCE OF CARE DURING HOSPITAL STAY – MOTHER & BABY/IES	
1	Do you think there were enough staff to care for you, your baby and the other patients?
2	At any time during your stay in the health facility, did you share a bed with another patient?
3	At any time during your stay in the health facility, did you rest or sleep on the floor without any mattress?
4	During your stay in the facility did health care providers speak to you in a language you could understand?
5	Did the health care providers explain to you why they were doing examinations or procedures on you?
6	Did health care providers treat your baby with kindness and respect?
7	When you needed help, did you ask for help?
8	When you were discharged, were you told when to return for further care or a check-up for yourself?
9	When you and your baby were discharged, were you told when to return for further care or a check-up for your baby?
10	When you were discharged, were you given any information regarding contraception/family planning?
11	When you were discharged, were you given any information regarding exclusive breastfeeding?

1. Do you think there were enough staff to care for you, your baby and the other patients during your stay in the health facility?

*Possible response options: (no – never; yes – some of the time; yes – all of the time; don't know; do not want to answer)*

Ask the woman if she felt there were overall enough staff to care for her, her baby, and the other patients during her labour, delivery, the period preceding her labour if she was hospitalised and postnatally during her stay at the facility. Note, if the baby was stillborn, the phrase 'your baby' will not appear in the question above, and the question will be asked about the woman's experience only. Questions are asked in later sections about her stillborn baby. If the woman is unsure, you can prompt her by providing examples. Examples of 'enough' staff could be at least one healthcare provider available to provide care in a timely way, or at least one doctor, midwife, nurse, or birth attendant available to support her during her delivery. What is considered 'enough' will be different for each woman's experience, and whatever she felt was acceptable.

An example of not enough staff could be if the healthcare providers were unable to provide care in a timely way, or if the woman did not feel there were enough healthcare providers to adequately care for her and her baby (and the other patients at the facility). Record the appropriate answer.

2. At any time during your stay in the health facility, did you share a bed with another patient?

*Possible response options: (yes; no; don't know; do not want to answer)*

Ask the woman if at any point during her stay at the facility had to share a bed or mattress with another patient. Record the appropriate answer.

3. At any time during your stay in the health facility, did you rest or sleep on the floor without a mattress?

*Possible response options: (yes; no; don't know; do not want to answer)*

Ask the woman if at any point during her time or stay at the facility, whether she had to rest or sleep on the floor without a mattress or sleeping pad. If the woman is unsure or cannot remember, select 'don't know'. Record the appropriate answer.

4. During your stay in the facility did health care providers speak to you in a language you could understand?

*Possible response options: (no – never; yes – some of the time; yes – all of the time; don't know; do not want to answer)*

Ask the woman whether during her time or stay at the facility, if health care providers spoke to her in a language she could understand. Record the appropriate answer.

If the woman answers 'No', the following additional question will display:

- i) Did they arrange for someone to translate when they spoke to you?

*Possible responses: (yes; no; don't know; do not want to answer)*

Ask the woman whether the health care providers arranged for someone to translate when they spoke to her and record the appropriate answer. If a family member or other companion provided translation, select 'no'.

5. Did the health care providers explain to you why they were doing examinations or procedures on you?

*Possible response options: (no – never; yes – some of the time; yes – all of the time; don't know; do not want to answer)*

Ask the woman whether the health care providers explained to her why they were doing (or going to do) examinations or procedures. This could also include before giving her medicine or injections. Record the appropriate answer.

If the woman answers 'yes', the following additional question will display:

- i) Did the health care providers ask your permission/consent before doing any examinations or procedures?

*Possible responses: (no – never; yes – some of the time; yes – all of the time; don't know; do not want to answer)*

Ask the woman whether the health care providers asked her permission or consent before doing any examinations or procedures (including before giving her any medicine or injections). With this question,

we are trying to understand whether consent was asked from the women. If consent was not sought, it's possible it may have been asked from the woman's husband, or another relative. Prompt and record the woman's response by selecting the appropriate option.

6. Did health care providers treat your baby with kindness and respect?

*Possible response options: (no – never; yes – some of the time; yes – all of the time; don't know; do not want to answer)*

Ask the woman whether the health care providers treated her baby with kindness and respect. If the baby was stillborn or has died prior to discharge from the facility, this question will not display. By treating the baby with kindness and respect, we mean that the baby was physically handled caringly and appropriately, was spoken to kindly and/or warmly, and was not spoken to or treated rudely or inappropriately. Record the appropriate answer. If the woman does not know, select 'don't know'.

If the woman answers 'No', the following additional options will display and ask her to describe what happened to the baby.

i) Check all the boxes that apply to the woman's explanation:

*Possible response options: (baby was treated roughly; spoken to harshly/derogatory comments; other)*

Check all the boxes that apply to the explanation the woman provides. If the woman answers with 'other', use the text box provided to record her response.

7. When you needed help, did you ask for help?

*Possible response options: (yes; no; don't know; do not want to answer)*

Ask the woman whether she asked for help when she needed it. She might have needed help to get water/food, or medical assistance or being provided with more information. Record the appropriate answer.

If the woman answers 'yes', ask her the following additional question will display:

i) If you asked for help, did you feel that health care provider were responsive?

*Possible response options: (no - never, yes – some of the time, yes – all of the time, don't know, do not want to answer)*

Ask the woman that when she did ask for help, if she felt that the health care providers were responsive to her request. Prompt the woman by asking if she received water/food, medical assistance or more information? Record the appropriate answer.

8. When you were discharged, were you told when to return for further care or a check-up for yourself?

*Possible response options: (yes; no; don't know; do not want to answer)*

Ask the woman if when she was discharged from the facility, if she was told when to return for additional care for her next check-up. Record the appropriate answer. This should only relate to care of the woman and not the neonate.

9. When your baby was discharged, were you told when to return for further care or a check-up for your baby?

*Possible response options: (yes; no; don't know; do not want to answer)*

Ask the woman if when her baby was discharged from the facility, she was told when to return for additional care or a check-up for her baby. This question will not display if the baby was stillborn or died prior to discharge from the facility. Record the appropriate answer.

10. When you were discharged, were you given any information regarding contraception/family planning?

*Possible response options: (yes; no; don't know; do not want to answer)*

Ask the woman if she was given any information regarding options for contraception/family planning, when discharged from the facility. This information could be provided verbally, or through pamphlets or booklets. Record the appropriate answer.

11. When you were discharged, were you given any information regarding exclusive breastfeeding?

*Possible response options: (yes; no; don't know; do not want to answer)*

Ask the woman if when she and her baby were discharged from the facility, if she was given or told any information on exclusive breastfeeding. This question will not display if the baby was stillborn or died prior to discharge from the facility. By exclusive breastfeeding, we mean feeding the baby only with breastmilk (giving the baby no other foods or drinks – even water) for the first 6 months after birth. Record the appropriate answer.

## SECTION C

### Experience of disrespect

This section asks women whether they experienced treatment (physical, verbal, or emotional) or care they felt was inappropriate or disrespectful. The questions relate both to their experiences during labour and overall stay at the facility.

SECTION C	
EXPERIENCE OF DISRESPECT	
1	At any time during labour and delivery did you feel you were treated roughly physically by a health provider (e.g. slapped, pinched, or punched)?
2	At any time during your stay in this facility did you feel that the health care providers talked to you in a rude or humiliating way (for example, shouted at, screamed at, insulted, scolded, or mocked you)?
3	At any time during your stay in this facility, did any health care provider threaten that if you did not comply, you or your baby would not be healthy?
4	At any time during your stay in this facility, did any health care provider blame you for something that happened to you or your baby during your time in the health facility?
5	At any time during your stay in this facility, did any health care provider make negative comments to you regarding your ethnicity, race, tribe, culture or religion?
6	At any time during your stay in this facility, did any health providers discuss your or your baby's private health information in a way that someone else could overhear?

7	Did any health care providers refuse to let you (or your baby) leave because of lack of payment?
8	At any time during your stay in this facility, did any health care providers ask for a bribe or informal payment?
9	At any time during your stay in this facility, did any health care providers request that you buy materials, drugs or equipment from themselves?
10	Do you think that the poor treatment you described was influenced by any of the following? Please select all that apply

1. At any time during labour or delivery did you feel you were treated roughly physically by a health provider (e.g. slapped, pinched, or punched)?

*Possible response options: (yes; no; don't know; do not want to answer)*

This question asks whether the woman was treated in a physically harmful way during her labour or delivery. Ask the woman whether any health provider (nurse, doctor, midwife) treated her physically roughly or inappropriately. You may use the examples provided to give more context if she is unsure.

If the woman answers 'yes', the following additional question will display:

- i) What exactly happened?

*Possible responses: (kicked; pinched; slapped; pushed; beaten; restrained so you couldn't move; other; don't know; do not want to answer)*

Ask the woman to tell you what exactly happened. Select all the answers that apply from the list by ticking the appropriate boxes, and prompt for anymore. If the woman answers with 'other' record what she tells you in the text box provided.

2. At any time during your stay in this facility did you feel that a health care provider talked to you in a rude or humiliating way (for example, shouted at, screamed at, insulted, scolded, or mocked you)?

*Possible response options: (yes; no; don't know; do not want to answer)*

Ask the woman whether at any time during her labour, delivery, or at any time during her stay at the facility, any health care provider spoke to her in a way that was disrespectful. You may use the examples provided to provide more context if she is unsure. Record the appropriate answer.

If the woman answers 'yes', the following additional question will display:

- i) What exactly happened?

*Possible response options: (scolded, yelled or screamed at; threatened, taunted or made fun of; called names; blamed; ignored; other: (specify – text box); don't know; do not want to answer)*

Ask the woman to tell you what exactly happened. Select all the answers that apply from the list by ticking the appropriate boxes, and prompt for anymore. If the woman answers with 'other' record what she tells you in the text box provided.

3. At any time during your stay in this facility, did any health care provider threaten that if you did not comply, you or your baby would not be healthy?

*Possible response options: (yes; no; don't know; do not want to answer)*

Ask the woman whether at any time during her labour, delivery, or stay at the facility, if any health provider threatened that if she did not comply with their wishes or requests, that herself or her baby would suffer from poor health or illness. Record the appropriate answer.

4. At any time during your stay in this facility, did any health care provider blame you for something that happened to you or your baby during your time in the health facility?  
*Possible response options: (yes; no; don't know; do not want to answer)*

Ask the woman whether at any time during her labour, delivery, or stay at the facility, if any health provider blamed her for something bad that happened (for example, illness or a negative outcome), to herself or her baby. Record the appropriate answer.

5. At any time during your stay in this facility, did any health care provider make negative comments to you regarding your ethnicity, race, tribe, culture or religion?  
*Possible response options: (yes; no; don't know; do not want to answer)*

This question asks about experiences of discrimination. Ask the woman whether at any time during her labour, delivery, or stay at the facility, if any health provider made negative or inappropriate comments to her about her ethnicity, race, tribe, culture, or religion. Record the appropriate answer.

6. At any time during your stay in this facility, did any health providers discuss your or your baby's private health information in a way that someone else could overhear?  
*Possible response options: (yes; your own information; yes, your baby's information; yes, both; no, don't know, do not want to answer)*

Ask the woman whether at any time during her stay at the facility, if any health provider discussed her or her baby's private health information in a way that other people could overhear. Record the appropriate answer.

7. Did any health providers refuse to let you (or your baby) leave because of lack of payment?  
*Possible response options: (yes, would not let you leave; yes, would not let your baby leave; no; don't know; do not want to answer)*

Ask the woman whether any health providers refused to let her (or her baby), leave the facility because of lack of payment. Record the appropriate answer.

8. At any time during your stay in this facility, did any health care providers ask for a bribe or informal payment?  
*Possible response options: (yes; no; don't know; do not want to answer)*

Ask the woman whether any health providers asked for a bribe, 'tip', or other form of informal payment. Record the appropriate answer.

9. At any time during your stay in this facility, did any health care providers request that you buy materials, drugs or equipment from them directly?  
*Possible response options: (yes; no; don't know; do not want to answer)*

Ask the woman whether any health providers requested she buy materials or supplies, drugs or medicines, or equipment from them directly (i.e., did the health providers try to sell the woman something for their own personal benefit?). In some cases, it may be necessary that the health

providers ask the woman to buy drugs or equipment from the hospital pharmacy, this is generally acceptable. What we would like to know with this question is whether the health providers tried to sell anything directly to the woman, and in a way that would benefit them personally. Record the appropriate answer.

10. Do you think that the poor treatment you described was influenced by any of the following?

*Possible response options: (your ethnicity; your religion; your political beliefs or other beliefs; lack of money or wealth; age; number of children; marital status; your gender; other (specify – text box); N/A; don't know; do not want to answer)*

This question will display only if the woman answered 'yes' to any of questions 1 – 10 in this section. This question asks about instances of discrimination within the woman's experience and provision of care. Ask the woman whether she feels her experience of care was influenced by any of the possible responses. Please list all possible responses and select all that apply by ticking the appropriate boxes.

## SECTION D

### Care for the baby

This section will display for livebirths only and asks women about their experience of their baby's care. It asks about medical procedures, treatments, and medicines the baby may have received. In addition, it asks about the consent for procedures, and the mother/ primary caregiver and family members' experiences with health providers and staff (that relate to the baby's care). The questions relate to any care received by the baby following delivery and up to the time of their first DYAD.

**Note:** If the woman has twins and both babies are live births, this questionnaire will be asked only once— for the baby with the highest level of intervention. For example, if one baby was delivered vaginally, and one via operative vaginal delivery, ask only for the baby delivered via operative vaginal delivery. If one baby was delivered via operative vaginal (instrumental), and one baby delivered via caesarean section, ask only for the baby delivered via caesarean section.

**In the case that a woman had twins and one of them was stillborn, the woman will only be asked the question about the deceased baby, and the section 'Care for the baby' will be skipped.**

SECTION D	
CARE FOR THE BABY	
1	While in the facility, did health care providers ever take the baby to a different room from you?
2	While in the facility, did the baby undergo any examinations or procedures?
3	While in the facility, did the baby receive any medicine or injections?
4	Did the baby have to stay overnight in a hospital during the first week of life because they were ill or needed medical care?
5	During your baby's admission, did the health care providers treat you, the baby's father (or other relatives), and your baby in a warm and friendly way?

1. While in the facility, did health care providers ever take the baby to a different room from you?

*Possible response options: (yes; no; don't know)*

Ask the woman if at any point during her stay at the facility, if health providers took her baby into a different room without her. Record the woman's response by selecting the appropriate option.

If the woman answers 'yes', the following additional questions will display:

- i) Were you told why?

*Possible responses: (no – never; yes – sometimes; yes – always; don't know; do not want to answer)*

Ask the woman whether or not she was told why the baby was moved to a separate room. Record the woman's response by selecting the appropriate option. If the woman answers 'yes' and the baby was taken to a different room without her more than once, select 'yes – always' or 'yes – sometimes' depending on her answer.

- ii) Was a family member able to accompany the baby?

*Possible responses: (no; yes, sometimes; yes, all of the time; don't know; do not want to answer)*

Ask the woman whether or not a family member was able to accompany the baby when moved to a separate room. Record the woman's response by selecting the appropriate option.

2. While in the facility, did the baby undergo any examinations or procedures?

*Possible response options: (yes; no; don't know; do not want to answer)*

Ask the woman whether the baby underwent any examinations or procedures. For example, these could be routine examinations, procedures (such as insertion of an umbilical or intravenous line, drawing blood or CSF (fluid from the baby's back by putting a needle between the vertebrae)) or surgeries (in an operating theatre). Record the woman's response by selecting the appropriate option.

If the woman answers 'yes', the following additional question will display:

- i) Did the health care providers explain to you why they were doing each examination or procedure on your baby?

*Possible responses: (no – never; yes – some of the time; yes – all of the time; don't know; do not want to answer)*

Ask the woman whether the health care providers explained to her why they were doing examinations or procedures on her baby. We would like to get a better idea of whether the woman was told and understood why any procedures on the baby were being done. Record the woman's response by selecting the appropriate option.

If the woman answers 'yes', the following additional question will display:

- ii) Did the health care providers ask your permission/consent before doing any examinations or procedures on your baby?

*Possible responses: (no – never; yes – some of the time; yes – all of the time; don't know; no – but asked someone else e.g. husband/ other relative; do not want to answer)*

Ask the woman whether the health care providers asked her permission or consent before doing any examinations or procedures on the baby. With this question, we are trying to understand whether consent was asked from the mother. If consent was not sought from the mother, it's possible it may have been asked from the woman's husband, or another relative. Record the woman's response by selecting the appropriate option.

3. While in the facility, did the baby receive any medicine or injections?

*Possible response options: (yes; no; don't know; do not want to answer)*

Ask the woman whether the baby received any medication or injections while in the facility. These could be oral or intravenous medicines, intramuscular immunisations, or other externally applied medicines (for example, creams or lotions applied to the skin). Record the woman's response by selecting the appropriate option.

If the woman answers 'yes', the following additional question will display:

i) Did the health care providers ask your permission/consent before giving your baby medicine or injections?

*Possible responses: (no – never; yes – some of the time; yes – all of the time; don't know; no – but asked someone else e.g. husband/ other relative; do not want to answer)*

Ask the woman whether the health care providers asked her permission or consent before giving the baby any medication or injections. With this question, we are trying to understand whether consent was sought from the mother (or parent/ relative), prior to giving any medicine or injections to the baby. If consent was not sought from the mother, it's possible it may have been asked from the woman's husband, or another relative. Record the woman's response by selecting the appropriate option.

4. Did the baby have to stay overnight in a hospital during the first week of life because they were ill or needed medical care?

*Possible response options: (yes; no; don't know; do not want to answer)*

Ask the woman whether the baby had to stay overnight in a hospital during the first week of life because they were ill or needed medical care. This could be any hospital (does not need to be a PRECISE facility) and could include admission to a neonatal ward or unit. Record the woman's response by selecting the appropriate option.

If the woman answers 'yes', the following additional questions will display:

i) When [NAME] was admitted because they were ill or needed medical care, did you or somebody who was close to [name] stay with them?

*Possible responses: (no – never; yes – some of the time; yes – all of the time; don't know; do not want to answer)*

Ask the woman whether herself, another family member or relative, or someone else close to the mother/ family, was able to stay with the baby at the hospital while admitted. This could be any hospital (does not need to be a PRECISE facility). Record the woman's response by selecting the appropriate option.

ii) When you or others visited the baby, were you given mask/gloves/ways to protect the baby from infection?

*Possible responses: (no – never; yes – some of the time; yes – all of the time; don't know;*

*do not want to answer)*

Ask the woman whether herself and/or those that visited the baby while admitted, were given a mask, gloves, other personal protective equipment, or instructed of other ways to prevent the baby from infection (for example, handwashing before touching the baby). Record the woman’s response by selecting the appropriate option.

- iii) During your baby’s admission, did the health care providers treat you and your baby with respect?  
*Possible responses: (no - never, yes – some of the time, yes – all of the time, don’t know, do not want to answer)*

This question seeks to understand whether the woman and her baby were treated respectfully while the baby was admitted during the first week of life. Ask the woman whether she felt the health care providers treated her and the baby with kindness and respect while admitted. Record the woman’s response by selecting the appropriate option.

5. During your baby’s admission, did the health care providers treat you, the baby’s father (or other relatives), and your baby in a warm and friendly way?  
*Possible responses: (no – never; yes – some of the time; yes – all of the time; don’t know; do not want to answer)*

This question seeks to understand whether the woman, her baby, and family members were treated respectfully while the baby was admitted. Ask the woman whether she felt the health care providers treated her, the baby, and the baby’s father (or other close family members, such as a grandmother, or aunt, etc.) with kindness and respect while admitted. Record the woman’s response by selecting the appropriate option.

## SECTION E

### Care for stillbirth/ neonatal death in facility

This section will display for women who had stillbirth, or those whose babies died during their stay in the facility following delivery. This section will display for each stillbirth/ pre-discharge death. The questions in this section ask about physical symptoms and observations during labour and delivery, the experiences and quality of care received following the baby’s death, and regarding registration of the baby’s death.

**Note:** if a woman had twins and they were both stillborn, you should only ask this section once. In the case a woman had twins and one of them was stillborn, the woman will only be asked question about the deceased baby. Our intention is to understand the woman’s overall experience of care when having experienced a pregnancy loss

SECTION E
CARE FOR STILLBIRTH/ NEONATAL DEATH in facility
Once again, our sincere condolences to you and your family for the loss of your baby. We understand that it might be difficult to talk about what happened, but we want you to know that happened is not

	<b>your fault and we would like to hear more about your experience so that we can help better support women after their babies have died.</b>
1	Did your baby stop moving in the womb before your labour pains started?
2	Did a birth attendant listen for your baby's heartbeat during labour with an electronic device (Doppler) or cone-shaped stethoscope placed on the abdomen?
3	Did your baby cry, move or breathe at birth, even a little?
4	Was your baby's skin macerated when it was born; that is, was the skin peeling or showing signs of decay?
5	After your baby died, were you cared for in a private space
6	After your baby died, did you wish to see and spend time with them?
7	After your baby died, did your health care providers treat you with kindness and respect?
8	After your baby died, did your care providers treat your baby with kindness and respect?
9	Did your care providers talk to you (and the baby's father) about why your baby died?
10	Did you receive a birth notification at the facility for (name/ your baby)?
11	Did you receive a death notification at the facility for (name/ your baby)?
12	Does (NAME/THIS BABY) have a death certificate
13	Were you given information about options for follow-up or counselling for yourself?

#### Introduction:

*Once again, our sincere condolences to you and your family for the loss of your baby. We understand that it might be difficult to talk about what happened, but we want you to know that happened is not your fault and we would like to hear more about your experience so that we can help better support women after their babies have died.*

For women that have experienced stillbirth or neonatal death, it is important that you share this introduction with them, which expresses our condolences and sadness for her loss. This, or a similar introduction, will be shared with the woman at the beginning of the visit, however, it is important that you reiterate it here. This section contains some questions that may be emotionally triggering, so we want her to feel prepared to answer these questions, and to have a better understanding of why we are asking about experiences and memories that may be difficult to talk about.

It is not uncommon for women to become distressed when answering questions about her baby who was stillborn or died soon after birth. Signs of distress vary greatly and can include crying, shaking, irritability, anger, aggression, being defensive/ suspicious, vague/confused speech, breathing difficulties, and silence/ refusing to answer questions/ walking away. If at any point the participant appears uncomfortable or becomes distressed, you should acknowledge this distress (e.g. 'I understand that this is very difficult for you to talk about') and then can ask them if they need to take a short break (e.g. 5 – 10 minutes) or stop the interview.

1. Did your baby stop moving in the womb before your labour pains started?

*Possible responses: (yes; no; don't know; do not want to answer)*

This question seeks to understand whether the woman observed the baby had stopped moving prior to going into labour. Ask the woman whether the baby stopped moving before her labour pains began. Usually, fetal movements begin around 16 -22 weeks, and become more frequent later in the

pregnancy. Sometimes the movements occur in a pattern (for example, the woman may notice more movement at night). If the woman is unsure you can prompt her by asking whether she noticed any pattern in the baby's movements, and whether she noticed any differences in the pattern of movements prior to the stillbirth. If she is still unsure, you can select 'don't know'. Record the appropriate response that the woman tells you.

If the woman did not go into labour or experience labour pains this should be asked in reference to the time of delivery – did your baby stop moving before you went for delivery?

2. Did a birth attendant listen for your baby's heartbeat during labour with an electronic device (Doppler) or cone-shaped stethoscope placed on the abdomen?

*Possible responses: (yes, doppler; yes, stethoscope; no; don't know; do not want to answer; N/A)*

Ask the woman whether a birth attendant (or doctor, midwife, or nurse) listened for her baby's heartbeat during labour. You can explain that to do this they would place an electric device called a Doppler on her abdomen or use a cone-shaped stethoscope (sometimes called a pinard horn or fetoscope) that is also placed on the abdomen. Record the appropriate response that the woman tells you. Choose N/A for women who did not labour.

If the woman answers 'yes', the following additional question will display:

- i) If yes, was the baby's heartbeat present?

*Possible responses: (Yes; no; don't know; do not want to answer)*

Ask the woman if the baby's heartbeat was present when the birth attendant listened for it. Record the woman's response by selecting the appropriate option.

3. Did your baby cry, move or breathe at birth, even a little?

*Possible responses: (yes; no; don't know; do not want to answer)*

Ask the woman if she remembers whether her baby cried, moved, or breathed at birth. If she does not know or cannot remember, select 'don't know' from the list of responses. Record the woman's response by selecting the appropriate option.

If the woman answers 'no' or 'don't know', the following additional question will display:

- i) If your baby did not cry, move, or breathe at birth, was he/she born dead?

*Possible responses: (yes; no; don't know; do not want to answer)*

Please ask the question exactly as written, if she does not know or cannot remember, select 'don't know' from the list of responses. Record the woman's response by selecting the appropriate option.

4. Was your baby's skin macerated when it was born; that is was the skin peeling or showing signs of decay?

*Possible responses: (yes; no; don't know; do not want to answer)*

This question is trying to assess when the baby died e.g. prior to the start of labour (ante-partum stillbirth) or during labour (intra-partum stillbirth). Ask the woman about the condition of the baby's skin when they were born. Ask the woman if the baby's skin appeared macerated (the skin may look wrinkly, or lighter in colour). Also, ask the woman if the baby's skin appeared to be peeling, or showing any signs

of decay. If she does not know or cannot remember, select 'don't know' from the list of responses. Record the woman's response by selecting the appropriate option.

5. After your baby died, were you cared for in a private space?

*Possible responses: (no - left health facility immediately; no – private space was not available; no - other reason; yes; don't know; don't want to answer)*

Ask the woman whether she (and her husband/ other birth companion or family member, if present) was/were cared for in a private space (private room or other private place, away from others), after the baby died. If she does not know or does not want to answer, select 'don't know' or 'do not want to answer' from the list of responses. Record the woman's response by selecting the appropriate option.

6. After your baby died, did you wish to see and spend time with them?

*Possible responses: (yes; no; don't know; do not want to answer)*

Ask the woman if she wished to see or spend time with the baby the following their death. If she does not know or does not want to answer, select 'don't know' or 'do not want to answer' from the list of responses. Record the woman's response by selecting the appropriate option.

If the woman answers 'yes', the following additional question will display:

i) Were you allowed to do so?

*Possible responses: (yes; no; don't know; do not want to answer; did not ask)*

Ask the woman if she was allowed to see or spend time with the baby the following their death. If she does not know or does not want to answer, select 'don't know' or 'do not want to answer' from the list of responses. If she wanted to but did not ask the health care provider, select 'did not ask' for the response. Record the woman's response by selecting the appropriate option.

7. After your baby died, did your health care providers treat you with kindness and respect?

*Possible responses: (no – never; yes – some of the time; yes – all of the time; don't know; do not want to answer)*

Ask the woman whether her healthcare providers treated her, her husband, or other family members, if present, with kindness and respect following the death of the baby. If she does not know or does not want to answer, select 'don't know' or 'don't want to answer' from the list of responses. Record the woman's response by selecting the appropriate option.

If the woman answers 'no, never', the following additional question will display:

i) If 'no, never', check all that apply:

*Possible responses: (was not allowed to see the baby; was insulted; was treated roughly; was blamed; other)*

Ask the woman to describe what happened and check all of the possible responses that apply. If the woman responds 'other', write the answer she tells you in the text box provided.

8. After your baby died, did your health care providers treat your baby with kindness and respect?

*Possible responses: (no – never; yes – some of the time; yes – all of the time; don't know; do not want to answer)*

This question intends to understand if the baby was treated and handled in a respectful and dignified way following the death. Ask the woman whether her health care providers treated her baby in a respectful way. If she does not know or does not want to answer, select ‘don’t know’ or ‘don’t want to answer’ from the list of responses. Record the woman’s response by selecting the appropriate option.

If the woman answers ‘no, never’, the following additional question will display:

- i) If ‘no, never’ check all that apply:

*Possible responses: (baby’s body was treated roughly; spoken to harshly/derogatory comments used about the baby/insulted; the baby’s body was not returned to the family; other)*

Ask the woman to describe what happened and check all of the possible responses that apply. The possible responses refer to if the baby’s body was physically handled or touched in a way that was insensitive, inappropriate, or without care; was spoken to rudely or referred to in a way that was inappropriate or derogatory; or if the baby’s body was not returned to the family (for example, if the family wanted to arrange for a burial). If the woman responds ‘other’, write the answer she tells you in the text box provided.

9. Did your health care providers talk to you about why your baby died?

*Possible responses: (yes; no; don’t know; I did not want to talk about it; do not want to answer)*

This question intends to understand two things: 1) if any of the healthcare providers talked to or explained to the woman (and her family), why the baby died, and 2) whether they spoke with the mother herself, or whether they spoke to another family member instead (for example, if they spoke to the woman’s husband or other male family member, or with an elder family member). Ask the woman if any health care provider spoke with her about why her baby died. Record the woman’s response by selecting the appropriate option.

If the woman answers ‘no’ or ‘I did not want to talk about it’, the following additional question will display:

- i) Did your health care providers talk to your husband or another relative about why your baby died?

*Possible responses: (yes; no; don’t know; do not want to answer)*

Ask the woman if any health care provider spoke with her husband or another relative about why her baby died. Record the woman’s response by selecting the appropriate option.

10. Did you receive a birth notification at the facility for (name/ your baby)?

*Possible responses: (yes; no; don’t know; do not want to answer)*

In Kenya only, ask the woman if she received a birth notification from the health facility for the baby’s birth. This notification usually comprises of a written or typed document which the parents then take to the civil registrar to register the baby’s birth and receive a birth certificate. Record the woman’s response by selecting the appropriate option.

11. Did you receive a death notification at the facility for (name/ your baby)?

*Possible responses: (yes; no; don't know; do not want to answer)*

In Kenya only, ask the woman if she received a death notification from the health facility for the baby's birth. This notification usually comprises of a written or typed document which the parents may be required to obtain a burial permit, and is taken to the civil registrar to register the baby's death or stillbirth. In the case of a neonatal death a death certificate may be issued afterwards by the civil registrar. Record the woman's response by selecting the appropriate option.

12. Does (NAME/THIS BABY) have a death certificate?

*Possible responses: (yes; no; don't know; do not want to answer)*

Ask the woman whether the baby has a death certificate. Record the woman's response by selecting the appropriate option. If the woman answers 'no' or 'don't know', question 44 will display directly after this question.

If the woman answers 'yes', the following additional question will display:

i. If yes, may I see it?

*Possible responses: (yes, seen; yes, not seen; no; don't know; do not want to answer)*

Ask the woman if you may see the baby's death certificate. If the woman answers 'yes' and has a death certificate for the baby, but does not have it with her, select 'yes, not seen' from the possible responses. Record the woman's response by selecting the appropriate option.

13. Were you given information about options for follow-up or counselling for yourself?

*Possible responses: (yes; no; don't know; do not want to answer)*

Ask the woman if she was provided with any options or information for follow-up for her own mental health and wellbeing or regarding whether she was provided with options for counselling. Record the woman's response by selecting the appropriate option.

## SECTION F

### Intention to use care in the future

The questions in this section aim to understand women's intentions around using care again in the future. The questions ask about the woman's specific experience at the facility, whether she would choose to give birth at the facility again, and whether she would recommend the facility to others. This section also asks about the woman/family's experience of disrespect or mistreatment and whether they provided feedback to the facility.

SECTION F	
INTENTION TO USE CARE IN THE FUTURE	
1	How likely is it that you would choose to give birth in that facility again?
2	How likely are you to recommend that facility to other women for delivery?
3	If you think you were mistreated, did you, your husband, or another family member make a complaint?

1. How likely is it that you would choose to give birth in that facility again?

*Possible responses: (definitely not; probably not; maybe; definitely yes; don't know; do not want to answer)*

Ask the woman how likely she would be to choose to give birth in the same facility again. We are interested in learning whether she would choose that facility again willingly (for some women who live in rural locations, they may not have a choice if the facility is the only one accessible to them). Record the woman's response by selecting the appropriate option.

2. How likely are you to recommend that facility to other women for delivery?

*Possible responses: (definitely not; probably not; maybe; definitely yes; don't know; do not want to answer)*

Ask the woman how likely she would be to recommend the facility to other women for delivery. As above, we are interested in learning whether she would recommend this facility to other women based on her own experience (if the woman lives in a rural location, she may not have a choice if the facility is the only one accessible in the area). Record the woman's response by selecting the appropriate option. A recommendation is often a sign of satisfaction with care.

3. If you think you were mistreated during your hospital stay, did you, your husband, or another family member make a complaint?

*Possible responses: (no, not mistreated; no, mistreated but did not make a complaint; yes, she made complaint; yes, husband made complaint; yes, other family member made complaint; don't know, do not want to answer)*

**Only in Gambia**, ask the woman if she felt she was mistreated, whether her, her husband, or another family member or companion made a complaint to the facility. Record the woman's response by selecting the appropriate option.

If the woman answers 'no, mistreated but did not make a complaint', the following additional questions will display:

- i) Why not?

*Possible responses: (Record response in text box provided)*

Ask the woman if she felt she was mistreated, why she, her husband, or other family member, did not make a complaint. Record the response she tells you in the text box provided.

- ii) If you think you were mistreated, would you like to know how to report it or who to complain to?

*Possible responses: (definitely not; probably not; maybe; definitely yes; don't know; do not want to answer)*

Ask the woman if she felt she was mistreated, whether she would like provide feedback to the facility on their experience of care. Record the response she tells you in the text box provided.