

## Supplementary file 1

## Facility-led respectful maternity care assessment checklist for continuous quality improvement

RMC standards	Measurement criteria O: observation; I: interview; RD: review of documents	NA	Remark
The woman is protected from verbal abuse	[ ] 1. Uses polite language, avoids use of harsh or rude language (O)		
	[ ] 2. Does not make judgmental or accusatory comments (O)		
	[ ] 3. Does not make threats to withhold treatment (O)		
	[ ] 4. Does not blame a woman for any feature of her birth outcome/s (O)		
Score	of		
The woman is protected from physical abuse	[ ] 1. Does not beat, slap, kick, or pinch a woman (O)		
	[ ] 2. Does not deny a woman to cry or scream during labor (O)		
	[ ] 3. Does not restrain (tie) a woman (O)		
Score	of		
The woman is not stigmatized or discriminated	[ ] 1. Serves a woman respectfully regardless of her religion/race/ethnicity/age/socioeconomic status/medical condition (O/I)		
	[ ] 2. Serves a woman respectfully regardless of her medical condition (O/I)		
Score	of		
The woman received professional standard of care	[ ] 1. Seeks for woman's consent prior to performing any procedure (O)		
	[ ] 2. Never shouts loudly when communicating woman's information to other staff (O/I)		
	[ ] 3. Keeps woman's personal information secure (O/I/RD)		
	[ ] 4. Performs vaginal examination very gently to minimize pain (O/I)		
	[ ] 5. Maintains woman's privacy while performing vaginal examination (O/I)		
	[ ] 6. Gives a woman pain relief when she needs it (O/I)		
	[ ] 7. Obtains woman's consent before preparing her for surgery (O/I)		
	[ ] 8. Responds to a woman immediately following her call (O/I)		
	[ ] 9. Never leaves a woman alone during labour (O/I)		
Score	of		
	[ ] 1. Introduces himself/herself to a woman when he/she first meet her (I/O)		

The woman received care with good provider rapport and communication	<input type="checkbox"/>	2. Serves a woman in a polite manner (I/O)		
	<input type="checkbox"/>	3. Does not ignore woman's concern/s while she is in labor (I/O)		
	<input type="checkbox"/>	4. Speaks to a woman in a clear language (I/O)		
	<input type="checkbox"/>	5. Gives a woman periodic updates of progress of labor (O/I)		
	<input type="checkbox"/>	6. Gives credit to every effort a woman makes in labor (O/I)		
	<input type="checkbox"/>	7. Allows a woman to move around during labor unless there is an indication to deny her (O/I)		
	<input type="checkbox"/>	8. Allows a woman to take food or fluids if there is no other indication to deny her (I/O)		
	<input type="checkbox"/>	9. Allows woman's birth companions for companionship (I/O)		
	<input type="checkbox"/>	10. Allows a woman to assume position of her choice during labor (I/O)		
	<input type="checkbox"/>	11. Allows a woman any cultural practice she wants to practice in labor (I/O)		
	<input type="checkbox"/>	12. Does not objectify a woman in labor (I/O)		
	<input type="checkbox"/>	13. Does not make a woman stay in the hospital without her will (I/O)		
	<input type="checkbox"/>	14. Keeps a baby with his mom unless there is another indication (O/I)		
	Score	_____ of _____		
Grand score	_____ of _____			

NA: Not applicable

## Action plan matrix to improve respectful maternity care

Indicator (intended target)	Possible cause (key causes)	Action taken (test action)	Responsible person	Support required	Timeline (dd/mm/yy)	Evaluate/ lesson learned (study)	Action for the next cycle
I:	C1:						<input type="checkbox"/> Modify <input type="checkbox"/> Expand <input type="checkbox"/> Drop
T:	C2:						