



# Dakshata



## Role play guide on Respectful Maternity Care (RMC)

Conduct demonstration role play describing the components of RMC and highlighting client's rights.

### Objective:

The objective of this role play is to describe-

- Every woman has the right to the highest attainable standard of health, which includes the right to dignified, respectful health care. This can dramatically reduce global rates of maternal morbidity and mortality
- Disrespect and abuse during maternity care are a violation of women's basic human rights
- In providing services, the focus should be on safe, high-quality, people-centred care

### Resources required:

- 3 demonstrators for enacting (care provider, client, birth companion)
- Script of the role play

### Description for the demonstrators:

- This is a scripted role play about a labouring woman who comes with her husband/mother-in-law (birth companion) to district hospital for her delivery
- This is her first delivery and first visit to any health facility during the entire course of pregnancy
- The client is from a low socio-economic group setting and her husband works at the brick kilns
- The care provider is based at the district hospital and is managing the labour room alone in the shift. The labour room has a set up with 3 labour tables and no separate examination area
- Enact the script

### Script

*(The client and her mother in-law enter the LR and go to the table where a single provider is making some entries in a register. The provider does not greet the client and jumps straight to the following question)*

**Provider:** Yes, what happened?

**Client:** Madam ji, I am in a lot of pain, the child is about to come.

**Provider:** Ok! Did you get the registration slip<sup>1</sup>?

**Client:** Ji madam ji

**Provider:** Show me!

*(The provider quickly goes through the registration slip and then looks at the client in a disdainful manner because she learns from the slip that client belongs to a low socio-economic group).*

**Provider:** Oh! So you live in that slum near Rampur<sup>2</sup>!!

**Client:** Ji madam ji

**Provider:** What is your husband's occupation?

**Client:** He works at the brick kilns

*(At this information, the provider again looks at the client with contempt)*

**Provider:** Ok! Ok! Now go and lie down on that table<sup>3</sup>.

*(At this instruction, the client appears confused but goes to the table nonetheless)*

*(The provider prepares herself for conducting the PV on the client; she does not wash her hands, just wears the gloves directly<sup>4</sup> and heads towards the client for examination where the client is already on the table)*

**Provider:** Spread your legs beta<sup>5</sup>.

*(The provider lifts the client's sari exposing up to her chest. The client looks embarrassed as the delivery tables next to her occupied by clients)*

**Client:** Madam ji, please put a screen or something, I am feeling very uncomfortable like this.

**Provider:** Arrey! There are no screens available. How can I put them<sup>6</sup>?!

*(The provider immediately changes her mind and grabs a piece of sheet and covers the mother)*

**Provider:** Here! Is that okay?

**Client:** Nods her head

*(The provider notices that the client's attendant is standing next to the table, this irks her)*

**Provider:** What are you doing here? You should wait outside<sup>7</sup>.

**Client:** Please madam ji, let my husband/mother in-law be here. I am scared and his/her presence will help me.

**Provider:** Ok! Ok! But only he/she will be allowed, don't bring anyone else in the labour room.

**Client:** Nods her head

*(The provider conducts the PV without informing the client about the procedure and taking her consent)*

**Provider:** Since when are you getting pain?

**Client:** From past 3 hours

**Provider:** Ok! Dilatation has started (Bacchedaani ka mooh Khulna shuru ho gaya hai) but there is still few hours. Everything seems fine<sup>8</sup>.

**Client:** What should I do madam? Can I go back to my house?

**Provider:** No! No! You have to stay here. You can go rest in the ward and we will keep checking on you<sup>9</sup>.

**Client:** Ok madam ji! I am hungry, can I eat something?

*(At this question, the provider explains that the client can eat something light and also walk in the corridor, but no other exertion)*

**Provider:** Yes. You can eat some light food. Also, keep on drinking water to keep yourself hydrated<sup>10</sup>.

*(As the client is about to leave the labour room to go the ward, she observes a tray in which some used instruments are kept. She also notices the state of labour room (a client had delivered a baby half an hour ago. She is worried about the cleanliness of the instruments and the labour table)*

**Client:** Madam ji! Are you going to use these instruments during my delivery? What if something happens to my baby?

**Provider:** Arrey don't worry!! We clean all the instruments, delivery table, and this room after delivery is conducted. You will get a fresh set of clean instruments<sup>11</sup>.

**Client:** Ok madam ji.

*(At this point the client and her companion leave the labour room to go the ward)*

**Summarize the role play with learners based on the following points of discussion:**

*(Marked in superscript throughout the script)*

1. The provider did not greet the client. Instead of making sure that the client is comfortable, she gave more importance to the paper-work (**Dignity: Respect, Empathy**)
2. The provider discriminated the client based on her socio-economic strata (**Discrimination**)
3. The provider appeared to be repulsed by the client's husband's occupation. She did not explain anything about the upcoming procedure and ordered the patient to lie down (**Dignity: Respect, Courtesy**)
4. The provider did not wash hands and therefore failed to ensure safety of the client against infection (**Safety**)
5. The provider did not explain the procedure to the client and did not seek her consent (**Information: Informed Consent**)
6. The provider did not ensure client's privacy. Although, she yielded to client's request later and covered her with a sheet (**Privacy**)
7. The provider should have encouraged the presence of birth companion instead of being rude to her (**Comfort**)
8. The provider told the findings of the PV to the client
9. The provider politely assured the client that she should not go home and needs to rest in the ward (**Continuity**)
10. The provider provided timely counsel to the client about food, ambulation and hydration
11. The provider assured the patient about the cleanliness and hence safety of the client and the baby (**Opinion & Safety**)