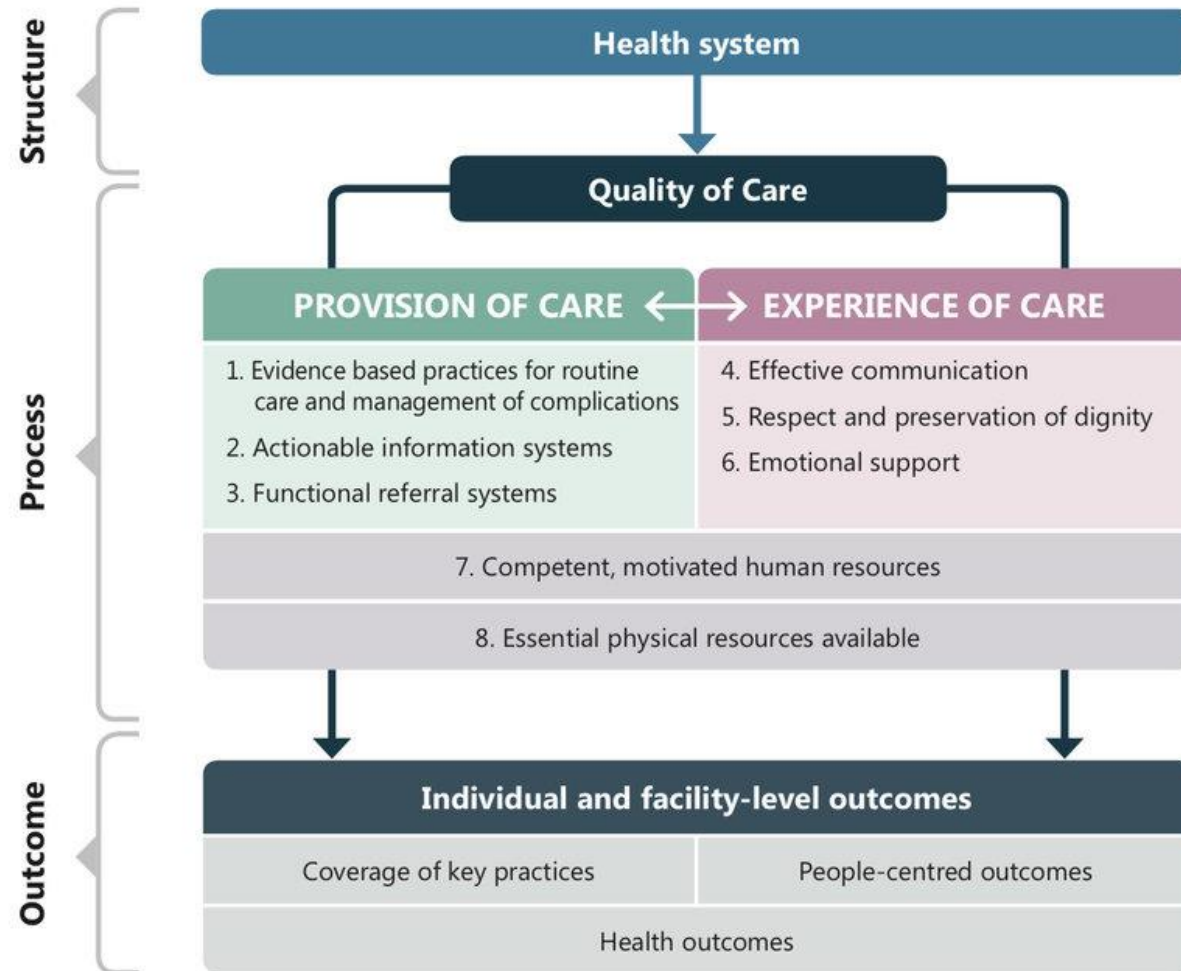


QUALITY OF CARE WEBINAR ON RESPECTFUL CARE

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WHO QUALITY OF CARE VISION: EXPERIENCE AS PART OF QUALITY



EXPANDING THE RESPECTFUL MATERNITY CARE AGENDA

- Much work has been done on respectful maternity care and the importance of dignified care for pregnant and laboring women, including choice and informed consent
- Range of challenges, from individual provider behavior to health system deficiency and deviation from standards
- Newborns and children have unique needs for quality and respectful care:
 - Limited and non-verbal communication ability
 - Must have a parent/guardian consent for their care
 - May require urgent care/surgery in different ward than parent/guardian
 - Many shared rights with parent/guardian, but also independent rights as a child
 - May include multiple facilities (delivery, early PNC, late PNC)
 - May include need for bereavement care for family (stillbirth and neonatal death)

DISCUSSION FOR TODAY

- What have been some efforts to provide high quality and respectful care to newborns and children?
- What are the needs of health care workers in order to provide respectful care
 - Especially in potentially high risk or urgent situations?
 - Especially given the exacerbation of COVID-19 or other population emergencies?
- What has been the impact of the COVID-19 epidemic on efforts to improve respectful care?