

Normalization of Abuse

Providers

Learn abuse as students

Practice/observe abuse as professionals

Health System

Fosters demoralizing atmosphere for providers/patients

Provides little recourse against abuse

Clients

Experience, observe, expect abuse. Abuse as component of authority

Health System Undermined

Clients

Lack trust in the health system

View facilities as inhospitable; providers as rude

Feel unqualified to redress abuse

Grow skeptical of health messaging for facility delivery

Dangerous Delivery Practices Reinforced

Clients

Deliver at home

Delay departure to facilities

Depart facility early

Client behaviors reinforce provider view of clients as "ignorant"

