

## **CODING SCHEME**

### **Listening to their voices: understanding rural women's perceptions on good delivery care at Mibilizi District Hospital in Rwanda.**

#### **Women's Interview Text Analysis**

**N.B:** In bold are themes, underlined are categories while the rest are sub-categories.

#### **1. Accessibility of Health Facility**

##### 1.1 Distance

- 1.1.1 Landscape
- 1.1.2 Kilometers from home to health facility
- 1.1.3 Time of travel
- 1.1.4 Geographical features (mountains, valleys, water bodies)

##### 1.2 Transport

- 1.2.1 Car
- 1.2.2 Foot
- 1.2.3 Ingobyi (local stretcher)
- 1.2.4 Motorcycle
- 1.2.5 Bicycle
- 1.2.6 Cost of transport

#### **2. Decision to Seek Care**

##### 2.1 Family influence

- 2.1.1 Husband's decision/ opinion
- 2.1.2 Mother in-law's decision/opinion
- 2.1.3 Woman's decision

##### 2.2 Previous experience at hospital

- 2.2.1 Previous negative birth outcome
- 2.2.2 Previous positive birth outcome
- 2.2.3 Complications during delivery
- 2.2.4 Cesarean section/ Simple vaginal delivery
- 2.2.5 Embarrassment

##### 2.3 Social factors

- 2.3.1 Traditional birth attendants
- 2.3.2 Sorcery/ witchcraft
- 2.3.3 Birth rituals; placental burial, infibulations etcetera.
- 2.3.4 Custom/ tradition
- 2.3.5 Societal judgment

##### 2.4 Financial factors

- 2.4.1 Source of income
- 2.4.2 Sell of property
- 2.4.3 Borrowing money
- 2.4.4 Cost of services

#### **3. Health provider communication**

##### 3.1 Empathy

- 3.1.1 Pity
- 3.1.2 Warm welcome
- 3.1.3 Reassuring language
- 3.1.4 Polite language
- 3.1.5 Explaining procedures
- 3.1.6 Introducing oneself
- 3.1.7 Waiting time for services

##### 3.2 Apathy

- 3.2.1 Insulting/ harsh language
- 3.2.2 Blame
- 3.2.3 Negligence

- 3.2.4 Silence
- 3.2.5 Physical assault

#### **4. Emotional support**

##### **4.1 Negative Feelings**

- 4.1.1 Loneliness
- 4.1.2 Abandonment
- 4.1.3 Distress
- 4.1.4 Regret
- 4.1.5 Death

##### **4.2 Positive Feelings**

- 4.2.1 Supported
- 4.2.2 Self- esteem
- 4.2.3 Important
- 4.2.4 Courage
- 4.2.5 Love

##### **4.3 Family Presence**

- 4.3.1 Husband
- 4.3.2 Mother in-law
- 4.3.3 Relative or friend

#### **5. Privacy**

##### **5.1 Medical procedure**

- 5.1.1 Frequency of vaginal examinations
- 5.1.2 Number of persons doing vaginal exam
- 5.1.3 Explanation of procedure and use of exam before application
- 5.1.4 Manner of patient preparation for and transport to theater

##### **5.2 Seclusion**

- 5.2.1 Screening / Shielding from third persons
- 5.2.2 Presence of male attendants
- 5.2.3 Appropriateness of labor attire (hospital scrubs)

#### **6. Cost of services**

##### **6.1 Mode of payment**

- 6.1.1 Mutuelle de santé
- 6.1.2 Out-of- pocket
- 6.1.3 Amount paid

##### **6.2 Difficulty in payment**

- 6.2.1 Sell of property
- 6.2.2 Acquisition of loan
- 6.2.3 Payment exemption
- 6.2.4 Confiscation due to failure to pay

#### **7. Hygiene and cleanliness at facility**

##### **7.1 Labor room**

- 7.1.1 Delivery table clean and has protection
- 7.1.2 Use of gloves and disinfection material during procedures
- 7.1.3 Disposal of products of conception (POCs)
- 7.1.4 Smell of labor room

##### **7.2 Admission room**

- 7.2.1 Cleanliness of linen
- 7.2.2 Proximity of beds and number of women per bed
- 7.2.3 Cleanliness of bathroom and toilets
- 7.2.4 Availability of water
- 7.2.5 Availability of place to wash utensils

#### **8. Birth Experience**

##### **8.1 Feeling**

- 8.1.1 Joy
- 8.1.2 Fear
- 8.1.3 Regret
- 8.1.4 Pain

### **Midwives' Interview Text Analysis**

1. **Workload**
  - 1.1 Number of delivery on average per day
  - 1.2 Annual leave
  - 1.3 Attending medical conferences/seminar for CME
  - 1.4 Number of night shifts
  - 1.5 Number of working hours per day
2. **Promptness of care**
  - 2.1 Waiting time
  - 2.2 Response to emergencies
  - 2.3 Availability of drugs, supplies and equipment
  - 2.4 Adequacy of ambulances
  - 2.5 Adequacy of staff per duty
3. **Availability of infrastructure and material**
  - 3.1 Adequacy of admission beds
  - 3.2 Adequacy of delivery beds and rooms
  - 3.3 Adequacy of theaters
4. **Birth companion**
  - 4.1 Psychological support
  - 4.2 Physical support
  - 4.3 Consent for medical procedure
5. **Cost of care**
  - 5.1 Amount paid
  - 5.2 Exemption
  - 5.3 Mutuelle de santé
  - 5.4 Confiscation of patients
  - 5.5 Perceived effect of cost to quality of care
6. **Access to health facility**
  - 6.1 Distance
  - 6.2 Means Transport
  - 6.3 Landscape
  - 6.4 Availability of ambulance
7. **Information impartation**
  - 7.1 Information during labor
    - 7.1.1 Progress of cervical dilatation
    - 7.1.2 Fetal presentation and viability
  - 7.2 Information during the postpartum period
    - 7.2.1 Breastfeeding
    - 7.2.2 Personal and newborn's hygiene
    - 7.2.3 Nutrition
    - 7.2.4 Wound care
    - 7.2.5 Family planning
    - 7.2.6 Vaccination
8. **Patient compassion**
  - 8.1 Patient discrimination
  - 8.2 Promptness of care
  - 8.3 Communication
  - 8.4 Sympathy