

# Promising Approaches for Advancing Respectful and Compassionate Care:



Lessons from Respectful and Compassionate Care Guidelines Dissemination Intervention



# Presentation Outline

- Introduction
- Motivation
- Theory of Change
- Case Study Design
- Key findings
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- Conclusion and Recommendations



# Introduction

- Ministry of Health plays a critical role in ensuring delivery of health services that comply to ethical standards, user friendly, client centered and improve user satisfaction.
- To achieve this goal, MoH coordinates development of various guidelines to guarantee achievement of both technical and interpersonal quality of care.
- Different approaches are being used to ensure the developed guidelines reaches the intended users and are put in effect e.g. supportive supervision and meetings.



# Respectful and Compassionate Care Guideline

- The Ministry of Health (MOH) plays a big role in ensuring services provided adhere to ethics, are user friendly, and attract and satisfy clients
- The MOH in Tanzania has developed guidelines for various interventions such as RMC and RCC guidelines, aimed at changing attitude among healthcare providers towards disrespect and abuse during care of the women and general population



# Motivation

- The traditional approach for dissemination of guidelines involved distribution of printed ones to health facilities. Despite this method being ease and somehow cheap, there are some limitations:-
  - Inadequate utilization of the guidelines
  - Most health care providers not being oriented on new guidelines
- MoH through RCH and DNMS in collaboration with Thamini Uhai and Americares used an **innovative cascading approach** to disseminate the guideline, in which various stakeholders were engaged from ministerial level down to the intended users

# Opportunity to Learn

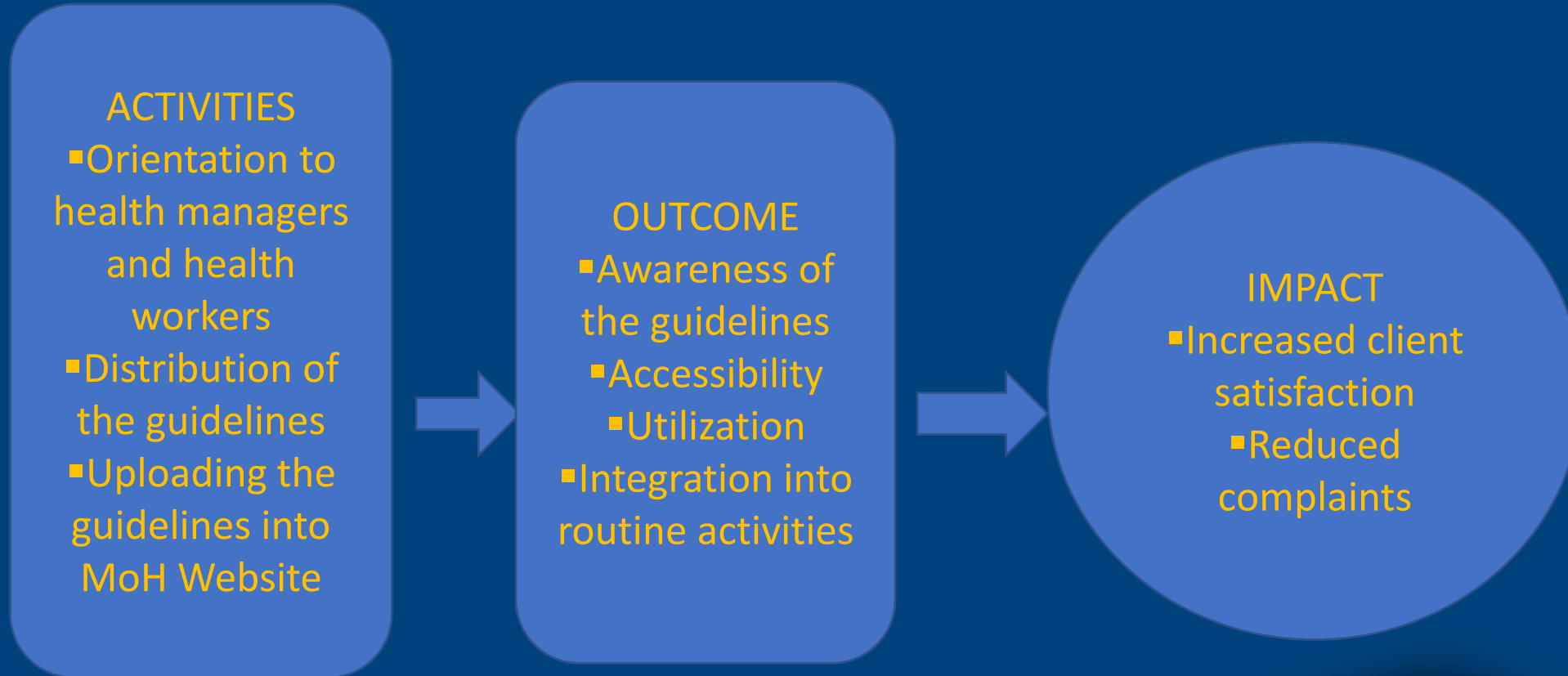
- The use of innovative (cascading) dissemination approach presented an opportunity to document and compare the impact of these two methods in dissemination of guidelines



# Theory of Change

- The “innovative (cascading) dissemination approach” is more than distribution of guidelines. The hypothesis is by engaging people at all levels of health care system, it create awareness of the new guidelines, and better understanding of the rationale for the new guidelines.
- This change will translate into high buy in from stakeholders at various levels, easy integration of the guidelines into routine supervision and other planning including resources for training.
- Ultimately will increase client satisfaction and reduce complaints

# Theory of Change cont.





# Implementation Science Case Study Design

- Dissemination of the RMC Guidelines was done by training and orientation.
  - The MOH and TAMA conducted one day orientation and two days training of guidelines' contents to health management team and healthcare providers
- Six ( 6) Regions out of 26 and 40 Districts out of 186 were covered
- A total of 215 Health Management teams and healthcare providers were randomly selected to represent others for Dissemination.

# Key Findings

During dissemination of the RMC and RCC guidelines to the health care providers and management teams, the immediate response were as follows

- During dissemination Neither health care workers nor the management teams admitted to be aware of previous disseminated guidelines . Eg leadership guidelines
- After the training and orientation both health care providers and management teams expressed their acceptance of the guidelines, as they reached when RMC and RCC was highly needed.

## Key findings cont...

- They expressed that this guideline helped facilitate the quality of care that every client would like to get.
- Other health care professionals, especially those who work in reception, anticipated that the guidelines will improve satisfaction and reduce complaints on public platforms, such as the radio and other media.





## Key findings cont...


- Health care providers agreed that the guidelines helped to emphasize their code of conduct and ethical principles.
- 15% of the healthcare providers perceived that the guidelines are the part of professional ethical principles and code of conduct which have already been taught in school



# Implications of Findings

- The use of the innovative (cascade) approach has the potential to improve adaptability of new guidelines in the future
- However, this approach is likely to cost more as compared to the traditional approach
- Consideration on the potential use of digital platform for cascading dissemination approach to reduce cost as well as time taken to complete rounds of physical meetings

# Conclusion and Recommendations

- The findings of this case study showed innovative (cascading) approach for dissemination is effective in scaling up awareness and knowledge of RMC guidelines in Tanzania . We therefore recommend
  - Ministerial level should plan ahead the easy way of disseminating the developed guidelines including budget for training and orientation.
  - RCHMT and CHMT should stipulate roles and responsibilities of each provider during dissemination and care in general.
  - Healthcare provider should adhere to SOPs and protocol stipulated in the guidelines.
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THANK YOU FOR LISTENING

