
**This study evaluated the effectiveness of an educational
intervention on Respectful Maternity Care (RMC) among
Maternal Healthcare Providers (MHCPs)**

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ABSTRACT

This study evaluated the effectiveness of an educational intervention on Respectful Maternity Care (RMC) among Maternal Healthcare Providers (MHCPs) and its impact on postnatal mothers' perceptions of RMC and birth satisfaction. A quasi-experimental design was adopted, involving 400 postnatal mothers (200 before and 200 after the intervention) and 100 MHCPs working in postnatal wards. Data were collected using the Birth Satisfaction Scale-Revised, Respectful Maternity Care Scale, and Midwives' Knowledge and Self-reported Practice Scale.

The findings demonstrated a significant improvement in postnatal mothers' perceptions of respectful maternity care and birth satisfaction following the educational intervention. Maternal healthcare providers also showed significant gains in knowledge and practice related to RMC. The results highlight the effectiveness of continuous educational training in promoting respectful, compassionate, and quality maternity care. The study concludes that regular RMC training for healthcare providers can enhance maternal experiences, improve birth satisfaction, and contribute to better maternal healthcare outcomes.

KEYWORDS: *Respectful Maternity Care, Birth Satisfaction, Maternal Healthcare Providers, Postnatal Mothers, Educational Intervention, Knowledge, Practice, Perception.*

INTRODUCTION

Respectful Maternity Care (RMC) is a universal human right that ensures every woman receives dignified, compassionate, and evidence-based care throughout pregnancy, labor, childbirth, and the postpartum period. It encompasses respect for women's autonomy, privacy, confidentiality, informed consent, freedom from discrimination, and protection from physical, verbal, and emotional abuse. The provision of respectful maternity care is essential for improving maternal and neonatal health outcomes and enhancing women's satisfaction with healthcare services.

Globally, maternal health remains a major public health concern. Despite substantial improvements in maternal healthcare services, many women continue to experience disrespectful and abusive treatment during childbirth. Such experiences may include neglect, non-consented care, lack of privacy, verbal abuse, discrimination, and ineffective communication from healthcare providers. These practices not only violate women's rights

but also discourage the utilization of institutional maternity services, thereby affecting maternal and newborn health outcomes.

Nurses play a pivotal role in providing maternity care and are often the primary healthcare professionals interacting with women during labor, delivery, and the postnatal period. Their knowledge and understanding of respectful maternity care principles directly influence the quality of care delivered. Adequate knowledge enables nurses to provide woman-centered care, maintain professional standards, support informed decision-making, and ensure a positive childbirth experience. Conversely, insufficient knowledge may contribute to unintentional disrespectful practices and compromise the quality of maternal care.

The World Health Organization (WHO) emphasizes that all women have the right to receive respectful care that maintains dignity, privacy, and confidentiality and is free from harm and mistreatment. To achieve this goal, healthcare providers, particularly nurses, must possess comprehensive knowledge regarding the principles and practices of respectful maternity care. Continuous education and professional development programs are therefore essential to strengthen nurses' competencies and promote respectful care practices in maternity settings.

Several studies have highlighted the association between healthcare providers' knowledge of respectful maternity care and maternal satisfaction. Women who receive respectful, supportive, and compassionate care are more likely to report positive childbirth experiences, greater trust in healthcare services, and increased utilization of skilled birth attendance in future pregnancies. Furthermore, respectful maternity care contributes to improved maternal psychological well-being, better mother-infant bonding, and enhanced overall quality of healthcare services.

In recent years, healthcare organizations and policymakers have increasingly recognized the need to assess and improve nurses' knowledge regarding respectful maternity care. Understanding the existing level of knowledge among nurses is crucial for identifying educational needs, developing targeted training programs, and implementing strategies that promote respectful and quality maternal healthcare services.

Therefore, assessing knowledge regarding respectful maternity care among nurses is essential to ensure the delivery of safe, ethical, and woman-centered maternity care. Such assessments provide valuable insights for healthcare administrators, educators, and policymakers to strengthen nursing competencies and improve maternal healthcare outcomes.

Respectful Maternity Care (RMC) has emerged as a fundamental component of quality maternal healthcare and is increasingly recognized as a human right for all women during pregnancy, childbirth, and the postpartum period. The concept encompasses dignity, privacy, confidentiality, informed consent, equitable care, and freedom from mistreatment and abuse. In recent years, researchers have emphasized the role of healthcare providers in ensuring respectful and woman-centered maternity services, as experiences during childbirth significantly influence maternal satisfaction, healthcare utilization, and maternal and neonatal outcomes.

A growing body of evidence suggests that disrespectful and abusive treatment during childbirth remains a global challenge. Studies conducted in low- and middle-income countries have documented various forms of mistreatment, including verbal abuse, neglect, discrimination, lack of privacy, and failure to obtain informed consent. Such experiences

negatively affect women's perceptions of healthcare services and may discourage them from seeking institutional care in future pregnancies.

Research by the **World Health Organization (WHO)** has highlighted the importance of implementing respectful maternity care practices to improve maternal and new born health outcomes. WHO recommends continuous training and capacity-building programs for maternal healthcare providers to promote respectful interactions and evidence-based maternity care. Healthcare providers play a critical role in shaping women's childbirth experiences, making provider-focused interventions essential for improving care quality.

Several studies have examined the relationship between respectful maternity care and maternal satisfaction. Findings consistently indicate that women who receive respectful, compassionate, and timely care report higher levels of birth satisfaction. Positive childbirth experiences are associated with emotional well-being, increased confidence in maternal abilities, improved breastfeeding practices, and greater trust in healthcare institutions. Conversely, disrespectful care has been linked to psychological distress, dissatisfaction, and reduced utilization of maternity services.

Educational interventions aimed at improving healthcare providers' knowledge and practices regarding RMC have demonstrated promising results. Training programs focusing on communication skills, patient rights, ethical care, and respectful interactions have been shown to enhance providers' awareness and adherence to respectful maternity care principles. Studies report significant improvements in providers' knowledge, attitudes, and self-reported practices following structured educational interventions. These improvements often translate into better patient-provider relationships and enhanced patient experiences.

Recent evidence also suggests that birth satisfaction is influenced not only by clinical outcomes but also by interpersonal aspects of care. Women's perceptions of dignity, respect, emotional support, and involvement in decision-making significantly contribute to overall satisfaction with childbirth experiences. Therefore, interventions targeting healthcare provider behavior are increasingly recognized as effective strategies for improving maternal experiences.

The current study contributes to the existing literature by simultaneously assessing postnatal mothers' perceptions and birth satisfaction alongside maternal healthcare providers' knowledge and practices regarding respectful maternity care. Unlike many previous studies that primarily focused on demographic determinants of maternal satisfaction, this study demonstrates that educational interventions for maternal healthcare providers can significantly improve both provider performance and maternal perceptions of care. The findings revealed substantial improvements in postnatal mothers' perception of respectful maternity care and birth satisfaction following provider training. Additionally, maternal healthcare providers exhibited significant gains in knowledge and practice related to respectful maternity care.

These findings are supported by contemporary research emphasizing that continuous professional development and refresher training programs are effective approaches for sustaining respectful maternity care practices. Regular educational interventions strengthen providers' competencies, promote patient-centered care, and foster positive childbirth experiences. Consequently, healthcare institutions are encouraged to integrate respectful

maternity care training into routine professional development programs to enhance maternal satisfaction and improve the overall quality of maternity services.

In conclusion, the current literature strongly supports the implementation of educational interventions for maternal healthcare providers as a means of promoting respectful maternity care. Improved provider knowledge and practice contribute directly to enhanced maternal perceptions, greater birth satisfaction, and improved quality of maternal healthcare services. The present study adds valuable evidence to this growing field by demonstrating the effectiveness of provider-focused educational interventions in improving both provider performance and maternal outcomes.

PROBLEM STAMENT

A Study to Evaluate the Effectiveness of an Educational Intervention on Respectful Maternity Care Among Maternal Healthcare Providers in Terms of Knowledge and Practice, and Its Impact on the Perception and Birth Satisfaction of Postnatal Mothers Admitted to Selected private Multispecialty Hospitals, Ram Nagar Supela Bhilai (CG).

OBJECTIVES:

1. To assess the baseline knowledge regarding Respectful Maternity Care among maternal healthcare providers working in selected private Multispecialty Hospitals, Ram Nagar SupelaBhilai (CG).
2. To assess the baseline practice regarding Respectful Maternity Care among maternal healthcare providers working in selected Private Multispecialty Hospitals, Ram Nagar SupelaBhilai (CG).
3. To evaluate the effectiveness of the educational intervention on knowledge regarding Respectful Maternity Care among maternal healthcare providers.
4. To evaluate the effectiveness of the educational intervention on practice regarding Respectful Maternity Care among maternal healthcare providers
5. To assess the perception of Respectful Maternity Care among postnatal mothers before and after the educational intervention.
6. To assess the birth satisfaction of postnatal mothers before and after the educational intervention.
7. To determine the impact of the educational intervention provided to maternal healthcare providers on the perception of Respectful Maternity Care among postnatal mothers.
8. To determine the impact of the educational intervention provided to maternal healthcare providers on the birth satisfaction of postnatal mothers.

RESEARCH HYPOTHESES

H1: There will be a significant increase in the mean knowledge scores regarding Respectful Maternity Care among maternal healthcare providers after the educational intervention as compared to the pre-intervention scores.

H2: There will be a significant improvement in the mean practice scores regarding Respectful Maternity Care among maternal healthcare providers after the educational intervention as compared to the pre-intervention scores.

H3: Postnatal mothers receiving care after the educational intervention will report significantly higher perception scores regarding Respectful Maternity Care than those receiving care before the intervention.

H4: Postnatal mothers receiving care after the educational intervention will report significantly higher birth satisfaction scores than those receiving care before the intervention.

H5: There will be a significant association between selected demographic variables and the knowledge of maternal healthcare providers regarding Respectful Maternity Care.

H6: There will be a significant association between selected demographic and obstetrical variables of postnatal mothers and their perception of Respectful Maternity Care.

H7: There will be a significant association between selected demographic and obstetrical variables of postnatal mothers and their birth satisfaction.

Null Hypotheses

H01: There will be no significant difference in the mean knowledge scores regarding Respectful Maternity Care among maternal healthcare providers before and after the educational intervention.

H02: There will be no significant difference in the mean practice scores regarding Respectful Maternity Care among maternal healthcare providers before and after the educational intervention.

H03: There will be no significant difference in the perception scores of Respectful Maternity Care among postnatal mothers before and after the educational intervention.

H04: There will be no significant difference in the birth satisfaction scores of postnatal mothers before and after the educational intervention.

REVIEW OF LITERATURE

The review of literature was undertaken to identify existing evidence related to Respectful Maternity Care (RMC), maternal healthcare providers' knowledge and practices, maternal perception of care, birth satisfaction, and educational interventions designed to improve RMC. The literature is presented under the following headings.

I. Literature Related to Respectful Maternity Care

Respectful Maternity Care has gained global attention as a fundamental human right during pregnancy and childbirth. A systematic review conducted by **Bohren et al. (2015)** identified multiple forms of mistreatment experienced by women during childbirth, including physical abuse, verbal abuse, discrimination, neglect, and failure to meet professional standards of care. The authors concluded that respectful and dignified maternity care should be an essential component of quality maternal healthcare.

The **World Health Organization (2019)** emphasized that all women have the right to dignified, respectful healthcare throughout pregnancy and childbirth. WHO highlighted that mistreatment during childbirth remains a widespread problem and recommended strategies to promote respectful maternity care and positive childbirth experiences.

Afulani et al. (2020) conducted a rapid review on indicators of respectful maternity care and reported that dignity, privacy, informed consent, effective communication, and emotional support are critical dimensions of quality maternity services. The authors recommended routine monitoring of RMC indicators in healthcare facilities.

II. Literature Related to Knowledge and Practice of Maternal Healthcare Providers Regarding Respectful Maternity Care

A mixed-methods study conducted by **Afulani et al. (2020)** among maternity care providers in Kenya explored healthcare providers' perceptions regarding communication and women's autonomy during childbirth. The study found that although providers recognized the importance of respectful care, barriers such as workload, staffing shortages, and inadequate training affected the implementation of respectful maternity care practices.

Christe and Padmanaban (2022) conducted a qualitative study on the Respectful Maternity Care Initiative in India and reported that healthcare providers acknowledged the importance of maintaining dignity, privacy, and effective communication with mothers. The study emphasized the need for continuous training and institutional support to strengthen respectful maternity care practices.

Research evidence indicates that healthcare providers who receive education and training on respectful maternity care demonstrate improved knowledge, attitudes, and professional practices. These findings highlight the importance of educational interventions in promoting quality maternal healthcare services.

III. Literature Related to Mothers' Perception of Respectful Maternity Care

Pathak and Ghimire (2020) conducted a descriptive cross-sectional study among 150 postnatal mothers in Nepal to assess perceptions regarding respectful maternity care. The study found that the majority of women reported receiving respectful care; however, some mothers experienced shouting, delayed services, and inadequate communication during childbirth. The researchers concluded that respectful maternity care significantly influences women's overall childbirth experiences and satisfaction.

Similarly, **Afulani et al. (2020)** reported that respectful communication, informed consent, and women's involvement in decision-making positively influenced maternal perceptions of care and increased confidence in healthcare services.

The literature consistently demonstrates that mothers who receive respectful, compassionate, and woman-centered care report more positive perceptions of maternity services than those who experience disrespect or neglect.

IV. Literature Related to Birth Satisfaction Among Postnatal Mothers

Birth satisfaction is recognized as an important outcome of maternity care quality. **Hollins Martin and Martin (2014)** developed the Birth Satisfaction Scale-Revised (BSS-R), a standardized tool used to assess women's satisfaction with childbirth experiences. The study

identified quality of care, personal attributes, and stress experienced during labor as major determinants of birth satisfaction.

Several studies have reported that women who experience respectful maternity care, emotional support, effective communication, and involvement in decision-making demonstrate significantly higher birth satisfaction. Positive birth experiences have been associated with improved maternal well-being, breastfeeding outcomes, and future utilization of healthcare services.

Conversely, disrespectful and abusive practices have been linked with dissatisfaction, emotional trauma, and reluctance to seek institutional care in subsequent pregnancies.

V. Literature Related to Educational Interventions on Respectful Maternity Care

Dhakal, Creedy, Gamble, Newnham, and McInnes (2022) conducted a mixed-methods systematic review evaluating educational interventions designed to promote respectful maternity care among nurses, midwives, and students. The review concluded that educational programs are effective strategies for improving awareness, knowledge, and perceptions regarding respectful maternity care and recommended regular in-service training programs.

In another quasi-experimental study, **Dhakal et al. (2022)** evaluated the effectiveness of an online educational intervention on nursing students' perceptions of respectful maternity care. The findings demonstrated significant improvements in students' understanding and attitudes toward respectful maternity care following the intervention. The authors suggested that similar educational programs could be effectively implemented among practicing maternity healthcare providers.

These findings support the use of structured educational interventions as a means of enhancing healthcare providers' competencies and improving women's experiences during childbirth.

Research Methodology

Research Approach

A quantitative research approach was adopted to evaluate the effectiveness of an educational intervention on Respectful Maternity Care (RMC) among Maternal Healthcare Providers (MHCs) and its impact on the perception and birth satisfaction of postnatal mothers.

Research Design

The study employed a **quasi-experimental design**.

- For postnatal mothers, an **Interrupted Time Series Design** was used to assess their perception of Respectful Maternity Care and birth satisfaction before and after the implementation of the educational intervention among maternal healthcare providers.
- For maternal healthcare providers, a **one-group pre-test and post-test quasi-experimental design** was used to evaluate changes in knowledge and practice regarding Respectful Maternity Care following the educational intervention.

Setting of the Study

The study was conducted in selected Private Multispecialty Hospitals Ram Nager Supela Bhilai (C.G) of providing maternity and postnatal care services.

Population

The target population consisted of:

1. Maternal Healthcare Providers (nurses/midwives and other maternity care personnel) working in postnatal wards.
2. Postnatal mothers admitted to the selected Private Multispecialty Hospitals Ram NagerSupelaBhilai (C.G) during the study period.

Sample and Sampling Technique

A total of **500 participants** were included in the study.

Maternal Healthcare Providers

- Sample size: 100
- Sampling technique: Purposive sampling

Postnatal Mothers

- Sample size: 400
- 200 mothers were assessed before the educational intervention.
- 200 mothers were assessed after the educational intervention.
- Sampling technique: Consecutive sampling

Inclusion Criteria

Maternal Healthcare Providers

- Working in maternity/postnatal units.
- Willing to participate in the study.
- Available during the period of data collection.

Postnatal Mothers

- Admitted in the postnatal wards.
- Able to understand and respond to the study questionnaires.
- Willing to participate in the study.

Intervention

The educational intervention focused on the principles and practices of Respectful Maternity Care, including:

- Abuse-free care
- Discrimination-free care
- Confidential and privacy-preserving care
- Friendly and compassionate care
- Timely and evidence-based care
- Informed consent and effective communication
- Respect for women's rights and dignity

The intervention was delivered through structured teaching sessions, discussions, demonstrations, and educational materials.

Data Collection Procedure

Baseline data were collected from maternal healthcare providers regarding their knowledge and practice of Respectful Maternity Care. Simultaneously, data were collected from 200

postnatal mothers regarding their perception of Respectful Maternity Care and birth satisfaction.

Following baseline assessment, the educational intervention was administered to the maternal healthcare providers. Post-test assessments were conducted after completion of the intervention. Subsequently, another group of 200 postnatal mothers was assessed to determine changes in perception of Respectful Maternity Care and birth satisfaction after the intervention.

Results

Findings Related to Maternal Healthcare Providers

The study revealed that prior to the educational intervention, maternal healthcare providers demonstrated varying levels of knowledge and practice regarding Respectful Maternity Care. Following the intervention, a statistically significant improvement was observed in both knowledge and practice scores.

The findings indicated that:

- Knowledge regarding Respectful Maternity Care increased significantly after the educational intervention.
- Self-reported practice related to Respectful Maternity Care improved significantly following the intervention.
- Healthcare providers demonstrated greater awareness of women's rights, informed consent, privacy, dignity, and respectful communication after training.

Findings Related to Postnatal Mothers

Assessment of postnatal mothers before and after the educational intervention demonstrated significant improvements in their experiences of maternity care.

perception of Respectful Maternity Care

Postnatal mothers assessed after the intervention reported significantly higher perception scores regarding Respectful Maternity Care compared to mothers assessed before the intervention.

The improvement was observed in the domains of:

- Friendly care
- Abuse-free care
- Discrimination-free care
- Confidential care
- Timely care

Birth Satisfaction

The findings showed a statistically significant increase in birth satisfaction scores among postnatal mothers after the educational intervention.

Mothers reported:

- Better communication with healthcare providers
- Greater involvement in decision-making
- Increased emotional support
- Enhanced sense of dignity and respect during childbirth
- Overall improved childbirth experience

Effectiveness of Educational Intervention

The educational intervention was found to be effective in enhancing:

1. Knowledge of maternal healthcare providers regarding Respectful Maternity Care.
2. Practice of maternal healthcare providers regarding Respectful Maternity Care.
3. Perception of Respectful Maternity Care among postnatal mothers.
4. Birth satisfaction among postnatal mothers.

CONCLUSION OF FINDINGS

The study concluded that educational intervention on Respectful Maternity Care significantly improved maternal healthcare providers' knowledge and practice. These improvements positively influenced postnatal mothers' perception of respectful care and increased their satisfaction with the childbirth experience. The findings support the incorporation of regular training and refresher programs on Respectful Maternity Care to promote high-quality, woman-centred maternal healthcare services.

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