

RESPECTFUL AND COMPASSIONATE CARE FOR NURSING AND MIDWIFERY SERVICES

DNMS

Outlines

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- ->RCC implementation
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Objectives of RCC guidelines

1. To improve capacity of Nurses and Midwives in delivering respectful and care to clients
2. To enhance respect and compassion in the delivery of nursing and midwifery care
3. Strengthen interpersonal relationship between nurses and / midwives and service users
4. Enhance utilization and satisfaction of Nursing and Midwifery service to the users

Introduction cont---

- The increasing of public expectations from health care providers in recent years has called for health care professionals to rethink about their delivery practices
- Respectful and compassionate is broadly considered a cornerstone of quality health care improvement

Introduction cont----

- Patients expect to be treated with respect and compassion
- Misconduct and poor relationship between health care providers and clients, leads to increased public dissatisfaction
- Dissatisfaction underpins negative public image of health care providers and health services in the country

Introduction cont----

- ▶ To address these challenges, MOH through DNMS and DRMCH developed Respectful Maternity Care, and Respectful and Compassionate Care for Health Care Providers
- ▶ The goal of these guidelines is address disrespectful and abuse to prevent morbidity and mortality

RCC implementation

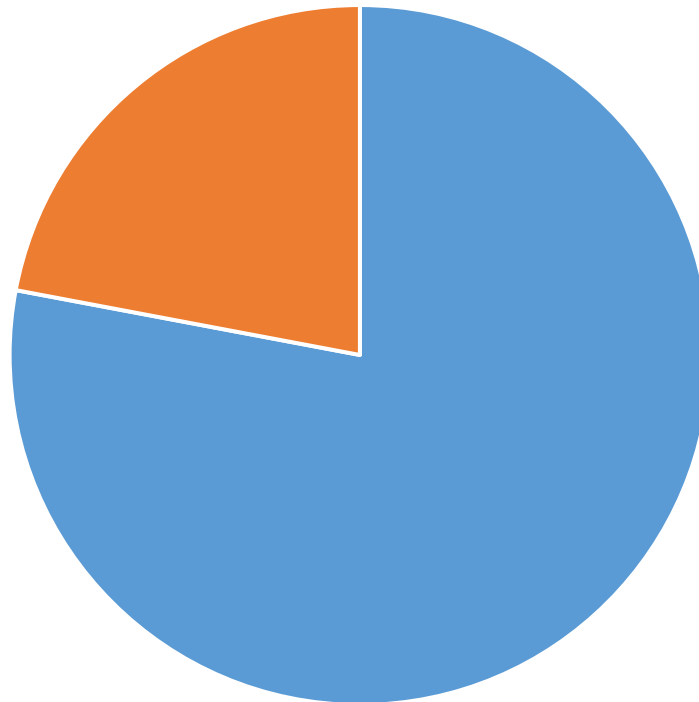
- ▶ 2017 Development Of The Guidelines
- ▶ 2020 Dissemination and orientation of the guidelines to health care providers
- ▶ 2021 Developing training package
- ▶ 2022 Incorporate public feedback question into AFYA maoni
- ▶ 2022 Incorporation of RCC assessment in ss tool
- ▶ 2022 training of TOTs
- ▶ 2023 train health care providers

Dissemination and orientation of the guidelines

Dodoma RRH	92	71	163
Mirembe	21	1	22
Benjamin Mkapa	25	1	26
Iringa RHH	110	4	114
Morogoro	48	0	48
SingidaRRH	26	63	89
KiteteRRH	43	0	43
Nursing Now	30	0	30
Katavi	29	83	112
Kigoma	39	48	87
Rukwa	24	8	32
Songwe	31	32	63
Mbeya	43	48	91
Shinyanga	27	0	27
Katavi	17	33	50
Disseminatio:RHMT Tabora	10	7	17
:Kagera	30	30	60
DNOS MEETING (TNMC)	79	0	79
Uragabishi Mwanza	8	15	23
Mara(R/CHMTs)RRH)	8	37	45
Shinyanga(R/CHMTs)RRH)	7	33	40
Amana Hospital	60	0	60
TNMC Certification ceremony	1000		1000
TOT-RCC	12	0	12
TOTAL	1819	514	2333

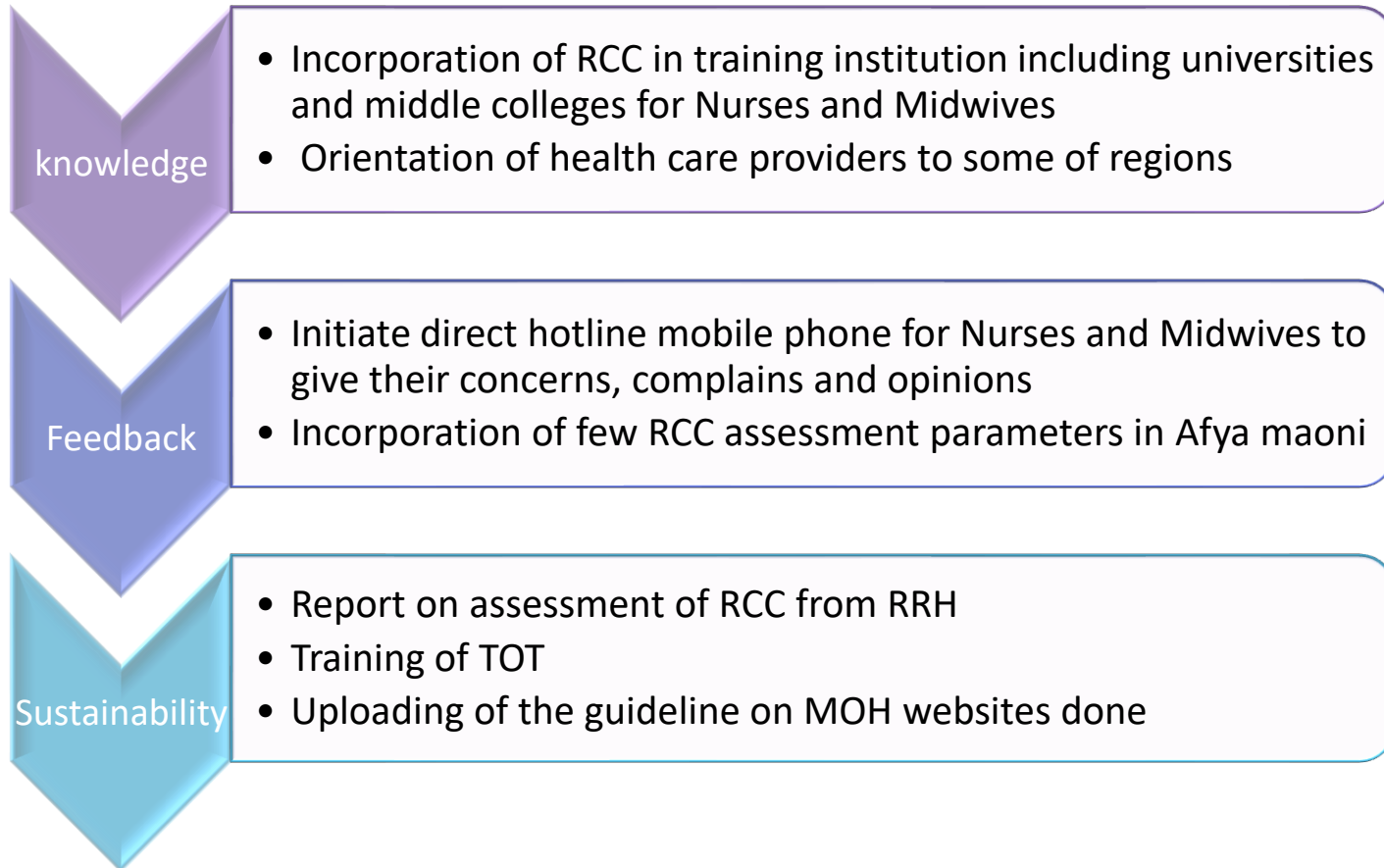
RCC orientation

RCC ORIENTATION



■ NURSES/MIDWIVES :1819 ■ OTHER PROVIDERS : 514 ■

Achievement



Challenges

- ▶ Low rollout of the guidelines
- ▶ Slow change of attitudes among trained
- ▶ Guideline intended to only Nurses and Midwives
- ▶ Limited financial resources to conduct mentorship and follow up
- ▶ Inadequate supervision to some of supervisors at facility level

Leaders role in implementing RCC/RMC

- Is there a room for customer care offices
- Is the room for customer care has all necessary working tools (computers, chairs, table, checklists and customer care guidelines and IEC materials
- Is there adequate competent staff dedicated for customer care as per guidelinesIs health facility addressing challenges of customer care performance
- Is the clients service charter well communicated

Leaders role in implementing RCC/RMC

It is a leader's role to include the following parameters in the day to day routine

- is waiting time monitored and resolved on daily basis
- Is patient feedback of treatment provided on daily basis and monitored
- Is health facility providing routine orientation (annually) on customer care to the health care workers
- Is health facility addressing challenges of customer care performance


Recommendations

- ▶ Improve monitoring and supervise RCC/RMC activities at every service point
- ▶ Includes RCC assessment tool into routine SS tool
- ▶ Manage providers burnout to enhance change of attitudes
- ▶ Merge two guidelines to facilitate implementations
- ▶ Scale up with training to health care providers

Some of customer care innovations in health facilities






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NIKUSAIDIE**



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Ahsante sana



MINISTRY OF HEALTH

HEALCARE



**HEALTH LITERACY
COMPETENCIES TO
IMPROVE RESPECTFUL
AND COMPASSIONATE
CARE IN TANZANIA**



Hanze
University of Applied Sciences
Groningen



University Medical Center Groningen



University of
South-Eastern Norway



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