Respectful Maternity Care in 3 health facilities in Burkina Faso.
The experience of SOGOB.

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The Society Of Gynaecologists and Obstetricians of Burkina Faso (SOGOB) in partnership with FIGO LOGIC and with the technical assistance of Family Care International Burkina has reinforced the skills in respectful care of its members and of health workers in 3 health facilities.

A participatory process allows health workers to self-diagnose quality of care, recognise their own responsibility, propose solutions and pledge 10 selected respectful care commitments. These are specific for each unit.

Key commitments from health workers include: good reception; humanistic clinical examination; attentive listening and responsiveness to client needs; privacy, discretion and confidentiality; availability and comfort. These commitments can be modified after each evaluation.

High staff turnover, frequent technical malfunctions and inadequate infrastructure are issues that merit appropriate focus to assure a sustainable improvement in quality of care.

A lesson learned from this experience is the negative impact of working conditions on quality of care.

This experience of SOGOB, improving quality of care by linking better practice with humanistic care merits to be rolled out to all facilities in Burkina Faso.

Key words: Respectful care – Maternal Health - Experience – SOGOB – Burkina Faso