

**Annex 2:** users' opinions on Maternity services quality, to assess the principles of good care, at Marrere General Hospital, Natikiri, Mozambique.

			2018 (n = 24)	2019 (n = 92)	
No.	Question	Response (%)	Post 5 trainings	Post 11 trainings	Evolution (%)
1	I felt welcome to the consultation.	I totally agree	75	60.9	-2.0
		I agree	8.3	20.7	
		Indifferent	12.5	5.4	
		I disagree	0	9.8	
		Strongly disagree	4.2	3.3	
2	I was greeted and offered a seat.	I totally agree	100	75	-23.9
		I agree	0	1.1	
		Indifferent	0	7.6	
		I disagree	0	5.4	
		Strongly disagree	0	10.9	
3	The HP introduced herself.	I totally agree	37.5	17.4	-44.8
		I agree	0	3.3	
		Indifferent	20.8	6.5	
		I disagree	0	7.6	
		Strongly disagree	41.7	65.2	
4	The HP asked your name.	I totally agree	100	77.2	-18.5
		I agree	0	4.3	
		Indifferent	0	2.2	
		I disagree	0	3.3	
		Strongly disagree	0	13	
5	The HP explained what would happen during the consultation.	I totally agree	66.7	33.7	-41.4
		I agree	0	5.4	
		Indifferent	8.3	6.5	
		I disagree	4.2	9.8	
		Strongly disagree	20.8	44.6	
6	The HP summarized the most important information at the end of the consultation.	I totally agree	66.7	22.8	-58.3
		I agree	16.7	12	
		Indifferent	12.5	7.6	
		I disagree	0	18.5	
		Strongly disagree	4.2	39.1	
7	I feel motivated to return to the next appointment or sooner if I have any questions.	I totally agree	66.7	63.7	-13.4
		I agree	20.8	12.1	
		Indifferent	8.3	7.7	
		I disagree	0	9.9	
		Strongly disagree	4.2	6.6	
8	HP asked me if I had any questions.	I totally agree	70.8	38	-53.8
		I agree	20.8	4.3	
		Indifferent	4.2	8.7	
		I disagree	0	10.9	
		Strongly disagree	4.2	38	
9	HP encouraged me to ask interrogations.	I totally agree	66.7	39.1	-28.7
		I agree	12.5	17.4	
		Indifferent	12.5	8.7	
		I disagree	4.2	8.7	
		Strongly disagree	4.2	26.1	
10	If I had some discomfort, the HP politely clarified the issue using clear and simple language.	I totally agree	100	54.3	-31.6
		I agree	0	14.1	
		Indifferent	0	7.6	
		I disagree	0	6.5	
		Strongly disagree	0	17.4	
11	During the consultation, HP clearly explained questions related to my Health status.	I totally agree	58.3	47.8	-13.1
		I agree	16.7	17.4	
		Indifferent	20.8	12	
		I disagree	0	7.6	
		Strongly disagree	4.2	15.2	
12	Before starting the consultation, HP asked me what my expectations were?	I totally agree	62.5	23.9	-49.6
		I agree	0	7.6	
		Indifferent	33.3	7.6	
		I disagree	0	9.8	
		Strongly disagree	4.2	51.1	
13	Before doing the physical exam or any intervention the HP explained what he was going to do.	I totally agree	50	29.3	-30.6
		I agree	0	5.4	
		Indifferent	12.5	7.6	
		I disagree	4.2	12	

		Strongly disagree	33.3	45.7	
	HP encouraged my husband	I totally agree	83.3	60.9	-19.1
	/ partner / companion	I agree	0	6.5	
14	participation during	Indifferent	4.2	2.2	
	antenatal consultation and in	I disagree	0	13	143.2
	caring for our new-born.	Strongly disagree	12.5	17.4	
			<b>2018 (n = 24)</b>	<b>2019 (n = 92)</b>	
No.	Question	Response (%)	Post 5 trainings	Post 11 trainings	Evolution (%)
		I totally agree	87.5	59.8	-23.0
		I agree	0	7.6	
15	A private place has been provided for examination and counselling.	Indifferent	8.3	5.4	
		I disagree	4.2	13	545.2
		Strongly disagree	0	14.1	
		I totally agree	87.5	48.9	-29.3
		I agree	0	13	
16	The HP made sure that no one was listening to the conversation when discussing sensitive matters.	Indifferent	4.2	5.4	
		I disagree	0	14.1	292.8
		Strongly disagree	8.3	18.5	
		I totally agree	62.5	34.8	-33.9
		I agree	0	6.5	
17	Before talking with my partner or my family about sensitive information the HP obtained my consent.	Indifferent	8.3	6.5	
		I disagree	4.2	15.2	78.8
		Strongly disagree	25	37	
		I totally agree	87.5	47.8	-39.6
		I agree	4.2	7.6	
18	At the end of the visit, it was ensured that your personal information will not be discussed with other people.	Indifferent	4.2	3.3	
		I disagree	0	10.9	883.3
		Strongly disagree	4.2	30.4	
		I totally agree	91.7	67.4	-18.2
		I agree	0	7.6	
19	I was encouraged to bring my Prenatal card with me to all the visits and for my delivery.	Indifferent	8.3	0	
		I disagree	0	6.5	8
		Strongly disagree	0	1.5	
		I totally agree	45.8	26.1	-37.0
		I agree	4.2	5.4	
20	I was informed that I had the right to receive or refuse any treatment.	Indifferent	16.7	2.2	
		I disagree	0	5.4	99.1
		Strongly disagree	33.3	60.9	
		I totally agree	54.2	41.8	-7.7
		I agree	4.2	12.1	
21	I was informed that I had the right to speak to any HP about my difficulties.	Indifferent	37.5	4.4	
		I disagree	0	11	895.2
		Strongly disagree	4.2	30.8	
		I totally agree	41.7	75	63.0
		I agree	8.3	6.5	
22	I was given the option to have a person of my choice to accompany me during labour.	Indifferent	16.7	2.2	
		I disagree	0	5.4	-51.1
		Strongly disagree	33.3	10.9	
		I totally agree	54.2	68.1	21.9
		I agree	12.5	13.2	
23	During labour I had continuous support from HP.	Indifferent	29.2	4.4	
		I disagree	0	3.3	240.5
		Strongly disagree	4.2	11	
		I totally agree	20.8	34.1	111.5
		I agree	0	9.9	
24	I could invite a traditional birth attendant to accompany me during my labour in the hospital.	Indifferent	8.3	1.1	
		I disagree	0	8.8	-22.3
		Strongly disagree	70.8	46.2	
		I totally agree	54.2	63.1	20.2
		I agree	8.3	12	
25	During labour / delivery the HP encouraged the use of relaxation, breathing or massage techniques.	Indifferent	20.8	4.3	
		I disagree	4.2	4.3	23.4
		Strongly disagree	12.5	16.3	
		I totally agree	20.8	33.7	109.1
		I agree	0	9.8	
26	I was able to delivery in the position of my choice.	Indifferent	8.3	5.4	
		I disagree	4.2	6.5	-27.9
		Strongly disagree	66.7	44.6	
		I totally agree	87.5	58.7	-20.5
27	I was encouraged to maintain skin to skin contact	I agree	0	10.9	
		Indifferent	4.2	2.2	

28	with my baby in the first hour after delivery.	I disagree	0	5.4	239.8
		Strongly disagree	8.3	22.8	
		I totally agree	95.8	83.7	
	I was encouraged to initiate breast feeding as soon as the baby was born.	I agree	42	3.3	-36.9
		Indifferent	0	0.0	
		I disagree	0	1	
		Strongly disagree	0	12	12.0

Legend: n – number of participants; % - percentage of participants answers; Evolution (%) – percentual change on answers from after 5 trainings to after 11 trainings, considering “Totally agree” plus “Agree” and “Disagree” plus “Strongly disagree”.