

Client-care provider interaction during labour and birth as experienced by women

Respect, Communication, Confidentiality and Autonomy

Background

Client-care provider interaction plays an important role in women's birth experience. This study looks into women's experiences with client-care provider interaction during labour and birth, divided in four categories: **respect, communication, confidentiality and autonomy**.

Aims of the study

- Assessing women's experience of **respect, communication, confidentiality and autonomy** during labour and birth.
- Identifying which client characteristics are associated with experiencing optimal **respect, communication, confidentiality and autonomy** during labour and birth.



Measurement


 Validated web based questionnaire


 Women who recently gave birth in the Netherlands

Experienced optimal interaction Experienced non-optimal interaction

Results

 **767 respondents included in analysis**

 **On scale 1 (non-optimal) to 4 (optimal), each category scored above 3.5**

 **Experienced optimal interaction**
 Respect: **53%** Communication: **45%**
 Autonomy: **36%** Confidentiality: **64%**



A **lower education level**, being **multiparous** and **giving birth at home**, were factors associated with a higher proportion of optimal scores in (one of) the four categories.

Conclusion

Many women experience a high level of client-care provider interaction during labour and birth in the Netherlands. Still, client care provider interaction fell short of being optimal for a large number of women, in particular regarding women's autonomy.