

Table 2. Themes and key quotes from focus groups and in-depth interviews

Theme	Representative quotes
<p>Respectful maternal and newborn care are interconnected</p> <ul style="list-style-type: none"> • Mothers themselves often experienced mistreatment • Components of respectful maternity care, such as clear communication with the mother and encouraging a companion not only during labor but also after birth, also facilitate respectful newborn care 	<p>FGD 5 participant 4 (NICU infant): <i>“I had poor breast milk production. And they told me, ‘Whose milk is this? Is it for breastfeeding or it just for sprinkling?’ They made fun of that. I felt bad after hearing that.”</i></p> <p>FGD1 participant 1 (healthy newborn): <i>“Also, if they properly behave with the mothers, then mothers will also feel supported. Good care should be taken of mothers who come to hospital to deliver their child. Also, if I have a family member in the hospital, then they should be there to take care of mothers.”</i></p> <p>FGD4 participant 2 (NICU infant): <i>“My husband was the one who used to go to the NICU. When he came, I asked what happened, and what was going on, and once I got the answers, only then I felt some peace and relief in my heart, thinking everything was okay. Yes, I felt relief and happiness after asking my husband, since I couldn't go myself.”</i></p>
<p>Normative expectations of the healthcare system enable disrespect and abuse</p> <ul style="list-style-type: none"> • Mothers perceive themselves as inferior to healthcare providers, impacting their expectations of care and information sharing • Mothers expect and often accept a climate of busy, sometimes rude providers 	<p>IDI1 (healthy newborn): <i>“Now, they [healthcare providers] are educated (laughing). I am illiterate, so how would I know? ...I don't know, I don't know anything.”</i></p> <p>FGD 5 participant 2 (NICU infant): <i>“And the nurses, few of them were polite and few of them were rude...Some of them get angry when we ask...they are irritated caring day and night every day.”</i></p>
<p>Healthcare system conditions are inadequate</p> <ul style="list-style-type: none"> • Unclean bathroom facilities • Lack of accommodations for postpartum mothers, sometimes including accessible bathrooms and beds for mothers with NICU infants 	<p>FGD2 participant 3 (NICU infant): <i>“We did not have any facility for beds. That was a little uncomfortable situation. I had to stay in the floor. I was also a postnatal mother, so while I slept in the floor, I used to feel cold. ...So, that was a big discomfort for me. I did not like that. ... we kept mat on the floor and then we slept. That too, those sisters who cleaned the floor, they would shout at us.”</i></p>
<p>Mothers are unaware of treatments their infant's receive</p> <ul style="list-style-type: none"> • Mothers of healthy infants were not informed about routine medications and procedures for their infants, including BCG, vaccination, vitamin K, and physical exams; however, mothers of NICU infants were given more complete information 	<p>FGD1 participant 2 (healthy newborn): <i>“Now we don't see other things, we don't know exactly what should have been done, but we hope that the baby was receiving the right care.”</i></p>

<p>Frequent separation of mother and infant</p> <ul style="list-style-type: none"> • Mothers frequently reported periods when they could not see and did not know what was being done to their infant • Mothers appreciated not having to look after their infant in the hours after delivery as long as they had a trusted family member who accompanied them and could take on this role • Mothers of NICU infants were distressed by separation in the immediate postpartum period, sometimes spanning several days 	<p>IDI 4 (healthy newborn): <i>“They cleaned the baby. And they took the weight. What other things could they have done to the baby? Who knows what? I didn’t see it.”</i></p> <p>FGD 2 participant 3 (NICU infant): <i>“In my case, once I delivered the baby, I was not allowed to meet the baby for 4 days....Once the baby was born, baby was taken to baby ward, and I was shifted to postnatal ward. ...and then everyone was with baby, I was alone in postnatal ward. I felt bad at that time. ...I felt, if I could meet my baby, or if I could feed the baby. At first, I did not had fever, and milk was not engorged. I also felt, if I could carry my baby on my lap then, I would be very happy. I had just delivered the baby and that baby was also carried upstairs in NICU, I couldn’t even carry my baby, so I felt really bad.”</i></p>
<p>Need for gentle handling and attentive care</p> <ul style="list-style-type: none"> • Mothers appreciated seeing healthcare providers perform frequent exams on their infants • Mothers were distressed by seemingly careless handling of their infant, and, in the NICU, by medical procedures, such as IV placements 	<p>FGD2 participant 2 (NICU infant): <i>“Like this, hanging the baby, while they were carrying the baby. I felt that they should not have done this to my baby and that would be a good care. They could have held the baby a little comfortably. I thought that.”</i></p> <p>FGD2 participant 3 (NICU infant): <i>“While they administer medication, it felt like they were irritated, also it was like they were forcefully administering medication.”</i></p>
<p>Mothers and babies deserve respect even after a demise</p> <ul style="list-style-type: none"> • Infants who were expected to die, for example, those born prematurely, were cast aside or neglected, and their mothers did not receive compassionate care 	<p>FGD2 participant 3 (NICU infant): <i>“I saw that baby had movements. They discarded that baby despite the baby was moving. I thought that was a little carelessness. ...I also told them, that baby is still alive and has not died. They ignored my words. I felt bad at that time. They said, even if the baby is moving right now, we will throw this baby eventually, so leave it. I felt that baby was breathing at that time, so the baby had to be respected at that time. Even if the baby was dying, he hadn’t died at that time.”</i></p>