

Session 2 | What does SRHR mean in Real Life - Community Perspective

Reduction of Stigma and Discrimination in Health Systems and Service Delivery

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Outline

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- Stigma expression in the health settings
- Drivers of stigma
- Stigma reduction strategies
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Introduction

- Stigma, labelling, separating, discrimination can be enacted throughout the **health system** through the activities whose primary purpose is to promote, restore and maintain health.
- Stigma can also be enacted through the inequitable organisation of people, institution and resources for **health care services delivery**.

Introduction

- Forms of stigma ranges from health (HIV, epilepsy, disability, leprosy, mental illness, substance abuse) to non-health (marginalised or minority population) related stigma.
- Stigma is a learnt *culture of practice* that results in unfair and unjust separation. To reduce stigma, the *group culture* needs to be disrupted.



Key message 1: Stigma is learnt and so it can be unlearned

Introduction

Stigma in health settings:

- Stigma in health facilities undermines the delivering quality healthcare and limits clients ability to achieve optimal health.
- Is expressed when an individual is most vulnerable point therefore making it de-humanising and a huge concern.
- Can affect healthcare workers and can undermine their competency to provide optimal care and services to clients.

Key message 2: Discrimination deprives people of their right and is best be tackled using approaches that promote human rights



Expression of stigma in health setting

- Outright denial of care
- Provision of sub-standard care
- Physical and verbal abuse
- Making certain people wait longer
- Passing the care of stigmatised populations to junior colleagues

Drivers of stigma in the health setting

- Negative attitudes and fear resulting from poor knowledge of diseases management, myths and misbeliefs
- Lack of awareness about stigma and its impact (stigma blind)
- Moral distress based on cultural and/or religious beliefs
- Absence of zero tolerance policies, procedures and practices

What is it really that entrench stigma?

- Culture of practice
- Communication
- Disrespect for human rights

Key message 3: The use of languages that institutionalises an 'order' of differences entrenches stigma



Stigma reduction strategies I

- Nyblade et al (BMC Medicine, 2019) systematic review of 42 published articles identified six intervention strategies
 - Provision of information about the disease and stigma
 - Skills-building activities to facilitate work with stigmatised populations
 - Participatory learning using games, role plays and more
 - Contact with stigmatised population to promote empathy
 - Empowerment to improve clients' coping mechanism
 - Structural and policy changes that promotes redress



Stigma reduction strategies - II

Stigma reduction approaches

- routine part of health services delivery
- routine part of health systems monitoring
- regularly integrated into pre-service and in-service training
- Institute human rights based health delivery approach
- Interventions should address health systems & health delivery
- Use a common approach to address stigma in the health setting

Key message 4: Structural changes is a health reform process that will help reduce stigma in health care settings



Summary

- Stigma in the health setting could result from health and non-health related reasons & affect clients and health care providers.
- It can be expressed as outright denial of care to physical and verbal abuse to undermining the quality of care for clients.
- There are many drivers chief amongst is the absence of institutionalised policies and practices against stigma.
- Multiple intervention directed at the health system and providers help to reduce stigma and discrimination.

Conclusion

- Context specific implementation research that evaluates cost effective strategies for the reduction of stigma in health care is needed
- Multiple strategies that targets clinic and non-clinic staff, health and non-health related stigma, and institutionalisation of stigma reduction and elimination of discriminatory practices is important. Elimination of discrimination should use an holistic approach.

Key message 5: strategic approaches to the elimination of stigma and discrimination in health settings need to address structures, systems & behaviors



