**STRUCTURE**

**Human resources**
- Availability
- Qualification
- Motivation

**Material resources**
- Drugs / consumables
- Equipment
- Blood for transfusions
- Infrastructure

**Organizational resources**
- Human resources management
- Registers / medical records
- Obstetric care protocols
- Supervision
- Continuing education
- Quality assurance mechanisms
- Supplies and equipment logistics
- Repair and maintenance
- Financial arrangements
- Links with the community

**PROCESS**

**Single interaction**
- Technical performance:
  - Appropriate interventions
  - Competent execution
- Non-technical performance:
  - Interpersonal relationship
  - Amenities

**Episode of care**
- Continuity
- Comprehensiveness
- Timeliness

**OUTCOME**

**Mother**
- Mortality
- Morbidity
- Abusive expenses
- Satisfaction with care

**Newborn**
- Mortality
- Morbidity