

KYOMUHENDO GAUDY (2012-M121-10018)

Quality of Comprehensive Emergency Obstetric and Neonatal Care in Health Centre IVs of Ankole Region

Whereas access to and the volume of services have expanded, there is serious concern about the quality of care in different facilities. Patients have often complained of the poor quality of the services offered at most health facilities that has greatly contributed to loss of a number of lives in addition to increased out of pocket expenditure. It is, therefore, important to note that both technical and perceived quality of care offered greatly affects utilisation of Comprehensive Emergency Obstetric and Neonatal Care (CEmONC) services. Much as 70% of the households in Uganda live within five kilometers of a health facility, the quality of the services received in these health facilities is compromised by poor infrastructure, lack of medicines and other health supplies, shortages of human resources in the public sector, and the poor referral system. A descriptive cross-sectional study was carried out among key CEmONC service providers at the health centre VIs of Ankole region, so as to assess the existing quality of CEmONC services that are offered at these health facilities. The study involved 11 health centre IVs; interviews with:- 11 Key health CEmONC service providers, 11 health service managers that included District Health Officers/Health unit in-charges; and 55 prospective clients who had received services from the studied health facilities. Study results point to staffing at health facilities; training of health workers; availability of the required equipment; availability of the required infrastructure; availability of medicines; and the knowledge on the processes as per CEmONC package, as the key factors that contribute to the quality of CEmONC services in Ankole region. The study found out that so far only one health centre IV in Ankole region is legible for CEmONC services provision, as per the package of Ministry of health standards. There is need for the government of Uganda and all partners to fill the existing gaps in staffing, staff training/orientations, infrastructure and equipments; in addition to strengthening support supervision by the relevant health service managers and the whole system as well.

Key Words: Quality, Comprehensive, Emergency Obstetric, Neonatal Care, Health Centre, Ankole Region.