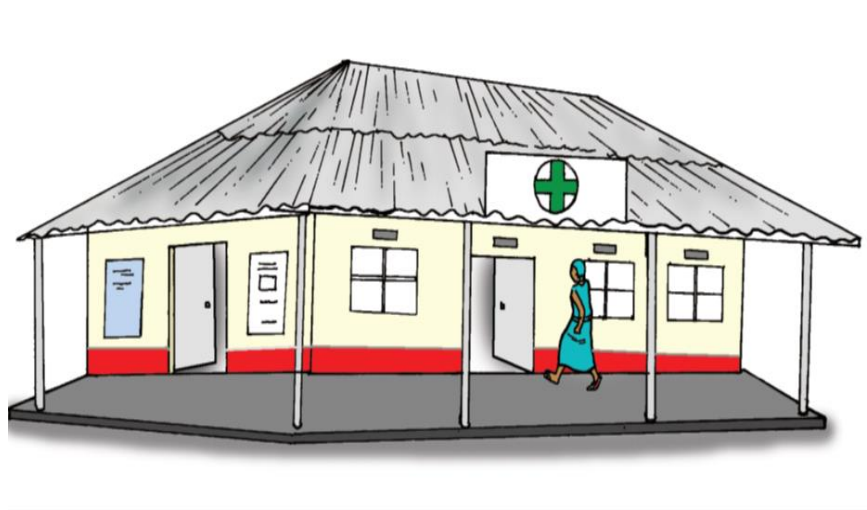


**NOTE: This is an anonymized Citizen Report Card used in the ACT Health Program.**

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**XXXX XXXX Health Center III**  
**XXXXX District**  
**Citizen Report Card**

Survey dates: 19<sup>rd</sup> November 2014 to 4<sup>th</sup> December 2014

Report Card Prepared: 10<sup>th</sup> December 2014

Responsibility	Responsiveness	Relationships
Individuals have good health-seeking behaviour. They seek preventive care (ANC, immunisations, testing, etc.) and go early for treatment of illness to avoid complications.	Health Center staff use resources effectively and provide care as per Ministry of Health standards in the Uganda National Minimum Health Care Package (UNMHCP).	Mutual understanding and trust between community members and health Center staff. Includes better understanding of each other’s constraints.



**Note: This Citizens Report Card has been compiled from responses to household surveys and HC staff interviews.**

# Rights and Responsibilities

Issue	Households say	Health Center says
Who could name at least 5 health rights and entitlements	0%	Could name 3

## Health Rights

Some Major Health Rights in Uganda Patient's Charter
Right to choose
Right to complaint and redress
Right to access essential medicine
Right to access information
Right to privacy and confidentiality

## Health Responsibilities

Health Responsibilities include
Responsibility to be healthy
Responsibility to participate

## What services does our HC III provide?

<b><u>GOVERNMENT STANDARD*</u></b>	<b>Health Center says</b>
<b>Services that should be provided by HCIII</b>	
Antenatal care	Yes
Delivery	Yes
Outpatient care	Yes
HIV counselling and testing (HCT)	Yes
Immunisation	Yes
Lab services	Yes
Family planning methods	Yes
Health education (at HC)	Yes
Family planning education	Yes
Health Outreach (villages)	Yes
Prevention of Mother to Child Transmission (PMTCT)	Yes
Anti-retroviral therapy (ART)	Yes

**\*Uganda National Minimum Health Care Package**

## How many people use this HC? (Responsibility)

The community member visits to **XXXX XXXX health Center III** in the past 12 months.

### Use patterns (adults and children)

**46%** of all health care visits in this community were to **XXXX XXXX health Center**

### Reasons why community do not use health Center

Reasons why the households in the community <b>DO NOT</b> visit <b>XXXX XXXX health Center</b>	0% Lack of drugs
	0% Long waiting time
	0% Long Distance
	0% Cannot afford payment
	0% Attitude of Staff
	0% Unclean facility
	0% Poor quality services
	.....
	0% Have not been sick
	0% Don't provide treatment I need
0% Others	

Community member visits to other health providers in the past 12 months.

Other providers	Average utilisation (adults and children)
Private not for Profit (PNFP) e.g. NGO, missionary health Center	4% of all health care visits
Private for profit	8% of all health care visits
Traditional healer	3% of all health care visits
Community health worker e.g. VHT	8% of all health care visits
Self-treatment (pharmacy, drug shop)	31% of all health care visits
Other government health facilities e.g. HC III, IV, hospital	1% of all health care visits

### How does our community compare?

Health care provider	<b>XXXX XXX health Center</b>	District use patterns of nearest government health facilities
Use patterns	<b>46%</b>	<b>37%</b>

## How many of us use ANC and deliver at our HC III? (Responsibility)

**GOVERNMENT STANDARD = pregnant mothers should have four (4) ANC visits**

Community's utilisation of antenatal care, family planning	
Percentage of households with pregnant women who have visited <b>XXXX health Center</b> for <u>antenatal care</u> since <b>October 2013</b>	84%
Percentage of those pregnant in the last year who <u>delivered</u> at <b>XXXX health Center</b> since <b>October 2013</b>	88%
Percentage of women who received an <u>HIV test</u> during ANC visit ( <u>PMTCT</u> )	91%

### Reasons why we (community members) do not deliver at this HC

Why do pregnant women in the community choose <b>NOT</b> to deliver at <b>XXXX XXXX</b> health center	<p>0% Cannot afford</p> <p>0% Health Center was not open</p> <p>0% Use traditional birth attendant</p> <p>0% Attitude of staff</p> <p>.....</p> <p>0% Was not treated well at the HC</p> <p>0% Delivered quickly</p> <p>50% Others provide better services</p> <p>100% Referred to another health centre.</p>
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### How do we compare? Antenatal care and maternity care

Utilisation of antenatal care and maternity care	Among pregnant women in this community	Among pregnant women in XXXXX District
Percentage of households with pregnant women who have visited <b>their closest government</b> health Center for antenatal care	84%	60%
Percentage of pregnant women who made four (4) ANC visits to the nearest health center.	38%	24%

### How do we compare? Immunisation

Immunisation	In this community	Among children in District
% of children <5 immunised in <b>XXXX XXXX</b> catchment area	97%	98%

# How many of us use family planning services at our HC III? (Responsibility)

## Community's utilisation of family planning

Percentage of households who have visited <b>XXXX</b> <b>XXXX health Center</b> for <u>family planning</u> since <b>October 2013</b>	<b>27%</b>
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**Why do households in the community choose **NOT** to use family planning services at **XXXX health Center**?**

- 0% Attitude of staff
- 33% Use natural methods
- 0% Not interested *\*Data not collected\**
- 10% Fear side effects
- .....
- 0% Do not provide family planning education
- 25% Do not need (young/want children/too old)
- 0% Partner does not want
- 0% Go elsewhere
- 0% Did not know about the service
- 5% Refused to answer
- 40% Other

# What community says about staff attendance at our HC III (Responsiveness)

GOVERNMENT STANDARD = absenteeism is any *unexcused* absence

Percentage of household saying medical staff attend work at Lira Kato health Center	
Always at work	46%
Sometimes at work	47%
Rarely at work	7%

GOVERNMENT STANDARD = HC III should have eleven (11) medical staff + eight (8) other staff for a total of nineteen (19) staff

Type of Staff	Government Standard	Staff actually allocated	Staff present on survey day
Medical	11	6	4
All staff	19	12	9

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Medical staff attendance at XXXX XXXX health Center on survey day	
Total number of medical staff out on leave and/ or training on the survey day	2
Total number of medical staff out for outreach on the survey day	0
Percentage of households who said the health Center was open when they last visited	91%

# What community says about drug availability

## Household rating of drug availability

Household rating of drug availability at XXXX XXXX health Center	
Patients who received drugs at their last visit	92%
Drugs are <u>always</u> available	6%
Drugs are <u>sometimes</u> available	67%
Drugs are <u>rarely</u> available	27%

## Do community members know when drugs are received?

Health issue	Households say	Health Center says
Do you know when drugs are delivered to XXXX XXXX health Center?	33% yes	Yes, XXXX XXXX do distribute information on drug deliveries

.....

Households reporting about the drugs they have	
Average number of type/brands of drugs received per visit per person	2
Percentage of patients who say it was clearly explained how to take the drugs	77%

## GOVERNMENT STANDARD = All six (6) items should be available at all times

Health Center reporting stock outs of the following tracer items in the last 3 months	
1. Cotrimoxazole (CTX)	No
2. Artemether/Lumefantrine	Yes
3. Oral Rehydration salts (ORS)	Yes
4. Depo Provera	No
5. Measles Vaccine	No
6. Sulfadoxine and Pyrimethamine (SP)	No

Minimum standard drug storage conditions	
Method in place to control temperature	Yes
Windows that can be opened or there are air vents	Yes
Direct sunlight cannot enter the area	Yes
Area is free from moisture	Yes
Cold storage in the health Center	Yes
Medicines are stored directly on the floor	No
There is no evidence of pests in the area	Yes



## Fees at our HC (Responsiveness)

Government Standard	Health Center says	Community says	
0.00 UGX for government health facilities	No	Average amount paid	
		Cash	Value: In kind
		5,160 UGX	0 UGX

### What did we bring / buy most?

Top 3 things that have to be bought or brought to **XXXX XXXX health Center**

1. Exercise book for prescription.

Fees – HC III services	Households say	Health Center says	District Averages (Households say)
<u>User fees (Cash)</u>	27%	No	11%
Average amount paid for <u>user fees</u> (cash)	5,160 UGX	0 UGX	6,170 UGX
<u>User fees (In-kind)</u>	0%	No	3%
Average amount paid for <u>user fees</u> (in-kind)	0 UGX	0 UGX	2,580 UGX
Center charges for <u>antenatal care</u> (answered by pregnant women)	19%	No	4%
Average amount paid for <u>antenatal care</u>	4,130 UGX	0 UGX	2,360 UGX
Center charges for <u>delivery</u> (answered by women who delivered there)	86%	No	50%
Average amount paid for <u>delivery</u>	5,500 UGX	0 UGX	7,090 UGX
Center charges for <u>drugs</u> (including injections)	No	No	0%
Average amount paid for <u>drugs</u>	0 UGX	0 UGX	0 UGX
Patients have to pay for <u>immunization</u>	No	No	1%
Average amount paid for <u>immunization</u>	0 UGX	0 UGX	3,850 UGX

# Satisfaction

## Waiting times

**GOVERNMENT STANDARD = waiting time should be less than one hour**

### Waiting time until first attended to

Government Standard	Community says	Health Center says
Less than 1 hour	60 Hour 19 Minutes	25 Minutes

### Health Unit Management Committees (HUMCs)

Percentage of households who <b>DO</b> know at least <b>two (2)</b> roles of the HUMC	<b>16%</b>
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### Satisfaction with Relationships between HC Staff and Community

Overall satisfaction with relationship between community members and HC staff	Households say	HC says
Very satisfied	5%	Very satisfied
Satisfied	80%	
Not satisfied	15%	

Health issue	Households say	Health Center says
Were patients treated politely	90% yes they were polite/ extremely polite	Yes, XXXX XXXX treat patients politely always"
Average exam time for patients at their last visit	9 minutes	15 minutes

Health issue	Percentage
Percentage of patients who said the health worker listened to what they said at their last visit	90% yes/ very interested and asked questions
Percentage of patients who said the staff clearly explained their medical condition	52%
Percentage of patients who were examined at their last visit	96%
Percentage of patients who said health worker wore uniform at their last visit	40%
Percentage of patients who said they had privacy during the examination at their last visit	98%

How do we compare?		
Household says	XXXX XXXX health Center	District
Average waiting time for patients	79 minutes	53 minutes