Accountability Can Transform Health (ACT Health) was a governance programme for the health sector in Uganda from 2014 to 2018.\(^1\) It was implemented by GOAL Uganda in partnership with Coalition for Health Promotion and Social Development (HEPS), Multi-Community Based Development Initiative (MUCOBADI), & Kabarole Research Centre (KRC).

This series of posters were specifically designed to implement a key activity of the intervention: dissemination of information (compiled in Citizen Report Cards) about health facility performance in Uganda.

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\(^1\) “Promoting Health Sector Accountability in Uganda through support to GOAL Uganda” (DFID Component Code 200779-113).
Rights and Responsibilities

Health Rights:

- Right to choose
- Right to complaint and redress
- Right to access essential medicine
- Right to access information
- Right to privacy and confidentiality

Health Responsibilities:

- Responsibility to be healthy
- Responsibility to participate
What services does our HC II provide?

- Antenatal care
- Outpatient care
- Simple family planning methods
- Immunisation
- Health education (at HC)
- Health Outreach (villages)
- Family planning education
- PMTCT

What services does our HC III provide?

- Antenatal care
- Delivery
- Outpatient care
- HCT
- Immunisation
- Lab services
- Family planning
- Health education (at HC)
- Family planning education
- Health Outreach (villages)
- PMTCT
- ART
How many people use this HC?

Reasons why we do not use this HC:

- Lack of drugs
- Long distance
- Attitude of staff
- Unclean facility
- Long waiting time
- Cannot afford payment
How many of us use ANC and deliver at our HC III?

Reasons why we do not deliver at this HC:

- Cannot afford
- Health centre not open
- Use traditional birth attendant
- Attitude of staff
How many of us use ANC and family planning at our HC II?

Why we choose not to use family planning:

How many of us use family planning services at our HC III?

Why we choose not to use family planning:
What community says about staff attendance at our HC II

Staff at HC II

Medical:  
- %
- %
- %

All Staff:  
- %
- %

What community says about staff attendance at our HC III

Staff at HC III

Medical:  
- %
- %
- %

All Staff:  
- %
- %
What community says about drug availability

Patients who received drugs at the last visit

Drugs are always available

Drugs are sometimes available

Drugs are rarely available

Do community members know when drugs are received?

Yes, we know when drugs are received
### Fees at our HC

<table>
<thead>
<tr>
<th></th>
<th>Government says</th>
<th>Health Centre says</th>
<th>Community says</th>
</tr>
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<tbody>
<tr>
<td>[Flag of Uganda]</td>
<td>0.00 UGX</td>
<td>UGX</td>
<td>UGX</td>
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What did we bring / buy most?

1. ____________________
2. ____________________
3. ____________________
Satisfaction

Waiting time for patients at the centre

Who do know the role of the HUMC?

Satisfaction with Relationships between HC Staff and Community:

Community says

Very satisfied

Satisfied

Not satisfied

HC says:

Very satisfied

Satisfied

Not satisfied