



Office of the year 2020 KCCA Health Centres

Introduction

SEMA has worked with KCCA health centres since September 2020, collecting information around the clients' satisfaction following their experiences when receiving services from each individual health centre and further into departments. Major factors that were looked into include:

1. Satisfaction rating on a scale of 1 to 5 (1 being the poorest score)
2. Waiting time of the client
3. Cleanliness of the health centre environment
4. Friendliness and professionalism of the health centre staff
5. Degree to which the health centre staff shared detailed information on the illness and medication with the client.

At the end of every calendar year, SEMA awards one office that has shown the greatest improvement over time with a certificate of outstanding performance as well as a gift that best fits the institution.

Methodology

SEMA talked to 5,629 clients between June 2020 and December 2020 at 6 different KCCA health centres around Kampala city. clients gave feedback at 1 level IV (four) health centre (Kisenyi Health Centre), 1 level II (two) health centre (City Hall Clinic) and 4 level III (three) health centres (Kawaala Health Centre, Komamboga Health Centre, Kisugu Health Centre and Kitebi Health Centre).

Who are our respondents?

Gender:

Female 78.3% 4406
Male 21.7% 1223*

**The client feedback data for this report appears gendered but is in fact a fair reflection of the amount of women visiting health facilities compared to men. This is not a 50-50 distribution and hence our data report also does not reflect as many men as women.*

Total number of respondents per Health Centre:

Kawaala Health Centre 1206
Kitebi Health Centre 1223
Komamboga Health Centre 828



Kisugu Health Centre	870
City Hall Clinic	602
Kisenyi Health Centre	900

Ranking of the health centres was based on:

1. Client ratings of health centres
2. Client waiting times at health centres
3. Health centre's willingness to make change as well as actual changes made.

Client ratings of health centres

The KCCA health centres as a whole had an overall client satisfaction rating of 79.8% during the interview period with Komamboga Health Centre being rated individually highest (81.9%) and Kisenyi having the lowest (77.7%). The difference between the highest and lowest rated Health Centres was just 4.2 points, suggesting that there is a realistic possibility for every health centre to improve their services based on client feedback in a way that nets them the top ranking with genuine effort.

There was a general upward trend in the overall client satisfaction with only Kisugu Health centre having declining satisfaction averages.

Average Satisfaction over Time (by health centre)							
	Overall Average Satisfaction	Kawaala Health Centre	Kitebi Health Centre	Komamboga Health Centre	Kisugu Health Centre	City Hall Clinic	Kisenyi Health Centre
Overall	79.8%	79.5%	80.4%	81.9%	79.9%	79.7%	77.7%
Aug 2020	75.9%	75.6%	70.8%	78.6%	77.8%	75.8%	77.3%
Sept 2020	78.0%	75.0%	79.6%	77.3%	88.1%	78.7%	72.3%
Oct 2020	79.4%	75.6%	81.8%	80.9%	86.2%	75.0%	74.6%
Nov 2020	81.5%	83.8%	82.0%	86.9%	73.8%	82.9%	79.9%
Dec 2020	84.3%	87.7%	89.1%	85.2%	73.8%	93.7%	84.3%

	More than 2% above the overall average satisfaction of the month
	More than 2% below the overall average satisfaction of the month

Looking more closely, Kitebi and Komamboga overperformed the average in five out of six months of data collection, whereas Kawaala underperformed in four out of six months before seeing significant improvements in the months of November and December.



However, City Hall clinic made the greatest change in its average satisfaction rating starting out at 79.7% in September and ultimately raising this rating to 93.7% in December 2020 where it had the highest average satisfaction rating amongst the KCCA health centres.

Client waiting times at health centres

	Average Waiting time over Time (by health centre)						
	Overall Average Satisfaction	Kawaala Health Centre	Kitebi Health Centre	Komamboga Health Centre	Kisugu Health Centre	City Hall Clinic	Kisenyi Health Centre
Overall	25	56	76	82	31	15	64
Aug 2020	41	37	45	70	27	9	57
Sept 2020	55	40	69	137	19	11	54
Oct 2020	44	45	64	73	22	6	52
Nov 2020	89	95	163	78	41	28	79
Dec 2020	68	84	92	72	43	33	77

	More than 10 minutes below the overall average waiting time of the month
	More than 10 minutes above the overall average waiting time of the month

City Hall Clinic and Kisugu Health centre consistently had lower average waiting times than the overall average waiting time of the month across the KCCA health centres. City Hall Clinic however, had a lower overall average waiting time than Kisugu Health Centre thereby having the lowest waiting times amongst the KCCA health centres..

Health centre's willingness to make change as well as actual changes made

The KCCA health centres have over time reflected interest in improving their service delivery based on the client feedback reports shared by SEMA. Some of the elements considered to measure whether the health facility values the SEMA client feedback system are:

- Discussing clients feedback in staff meeting
- Health workers initiating positive change/ attitude when interacting with clients.
- Sharing the client feedback monthly reports with the clients as well.
- Making changes at the health centre based on client feedback report delivered by SEMA



During the interactions with health workers, SEMA staff has put in effort to highlight some of the positive changes that are put in place at different health centres by health workers to improve their satisfaction ratings. This led to:

- a) **Change in staff members** at the City Hall Clinic Laboratory after concerns of slow service in October 2020. This was supplemented by adding a second attendant to the laboratory earlier this year to increase the speed at which clients could be worked upon.
- b) **The rotation system.** The health workers at Kisugu Health Centre introduced this process to help in reducing the waiting time at the facility. With regards to improving satisfaction levels, if a client isn't satisfied with the service of one medical practitioner, the person is to be referred to another health worker within the same department to ensure all round satisfaction.
- c) **Ensuring that health workers come on time and that personnel wear name tags** in order to allow clients to get to know doctors on a more personal level. This suggestion by Kisugu Health Centre is yet to be implemented and its effectiveness on client satisfaction will be measured.
- d) **Consistent client check-ins implemented across all health centres.** This has helped uncover some of the small concerns affecting the clients' satisfaction such as lack of prescription explanations. Referring clients to SEMA to give feedback help improve the office's responsiveness to clients' needs.

Overall, the health centres have gracefully taken in the client feedback system and used it to address some of the challenges faced while working on their clients.

Conclusion.

It is with great pleasure that SEMA therefore presents the office of the year 2020 award to City Hall clinic after a series of measuring client satisfaction at the six health centres.

	% Change in Satisfaction	Ranking	Change in Waiting time	Ranking	Responsiveness to feedback
City Hall Clinic	18%	2	2.8	1	1
Kawaala Health Centre	12%	3	1.3	3	6
Kisenyi Health Centre	7%	4	0.4	5	5
Kisugu Health Centre	-4%	6	0.6	4	2
Kitebi Health Centre	19%	1	1.0	2	4



Komamboga Health Centre	6%	5	0.0	6	3
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With City hall ranking the highest in responsiveness to feedback and change in waiting time and marginally second in change in citizen satisfaction over time, we feel that City Hall Clinic has made the greatest improvements during the data collection period .