

ABSTRACT

Background

Quality of health care is actually doing the right thing such as providing the required health care services to the patients at the right time when they need them and in the right way by use of the most appropriate procedures so as to achieve the best possible results.

Objective

The aim of the study was to assess the factors affecting health workers in the provision of quality health care services at Mengo Hospital Method A descriptive cross sectional study was employed to assess the the factors affecting health workers in the provision of quality health care services at Mengo Hospital. A total of 100 health workers in Mengo hospital were included in this study using probability, multi stage sampling technique using clustering, stratification and simple random sampling. A structured questionnaire, key informants and exits interviews were used to collect data. Data were entered and analyzed using SPSS version 20.

Result

From the assessment done 54% of the health workers reported that health workers were not enough in their department to cater for the health care needs of the patients. Most of the In-charges reported that they do not have CMEs on each ward regularly. 93.3% were not satisfied with the waiting time at the facility though satisfied with other services such as Privacy/space for consultation, information/educational material and 56.7%) agreed that doctors listened to them until the end.

Conclusion

The findings highlight that the quality of health care services at the facility was fair as most of the respondents were satisfied with most of aspects of quality measurement. Thus, health facility

administration improves its regular monitoring of the health care quality and accordingly initiate continuous quality improvement programmes to maintain high levels of patient satisfaction.