

ABSTRACT

Background \ Introduction The study was on assessing the factors affecting quality of health care provision at Ayivuni health center III Ayivuni sub-county Arua district from December 2017 to April 2018. It had identifying the factors affecting quality health care provision, determining the indicators of quality health care and how the quality of health care can be improved and maintained as the specific objectives.

Methodology The study was descriptive, cross-sectional study in which both simple random sampling and non-probability sampling technique were employed. Qualitative and quantitative designs were used and questionnaire were used to collect data from 293 respondents who participated.

Results The results of the study revealed that inadequacy of the basic health care inputs that is; human resource(98.6%), good communication between health workers and clients/patient (96.9%) financial resource (95.6%), physical infrastructures (94.2%) and equipment (95.6%) medicine and health supplies (100%), lack of motivation (100%) and gap in quality Assurance process affected health care provision (100%). Unemployment also indirectly influenced the quality of health service. Indicators of quality health care were found to be; patient satisfaction with care, patient's education effectiveness, infection control, mortality and morbidity rate, effectiveness of care and timeliness. Basing on the findings, the study concluded that the quality of health service highly relied on available and adequacy of basic health care input that is; infrastructures, human resources medicine and health supplies and health financing. Lack of motivation, infrequent on job training also affected quality of health care on the other hand quality assurance process played a great role in improvement and maintenance of health care. The quality of health care in health center three was therefore still poor basing on above.

From the study it is recommended that the MoH puts in place all the basic health care inputs, strengthens quality assurance processes in all health facilities, motivation of staff and provide continuous medical education to the health worker. Enough staffing should be undertaken so that staff can handle reasonable number of patients at a time and give quality heal