

## Abstract

**Introduction:** Health care being one of the most essential components of any country's economic growth, Uganda's private health sector faces a challenge in offering quality health care services due to a multiplicity of factors. This study was intended to explore and find a remedy to the declining service delivery in the private health care sector.

The general objective of the study: To assess influencing factors of health care service delivery in private hospitals in Uganda with International Hospital Kampala as a case study.

**Study Design:** A descriptive cross sectional study design was undertaken at IHK, simple random sampling was applied in selection of 138 respondents, data collected and entered in SPSS for analysis. Results were presented using frequency tables at uni-variate level and cross tabulation tables at bi-variate level. Associations between variables were described using chi-square P-values of significance ( $P < 0.05$ ).

**Findings:** All selected individual and Institutional factors influence health care service delivery at IHK. Health care financing significantly influences service delivery ( $0.033 < p = 0.05$ ). Majority (44.6%) of staff who predict future short stay at work claim there is limited health care financing. Human resource training significantly ( $0.031 < p = 0.05$ ); majority 54.7% of respondents will continue to serve for a short time due to limited training; Statistical P-values of 0.034 and 0.002 show that resource distribution has an association with health care service delivery while staff retention and brain drain were equally revealed to have an association with service delivery.

Working hours, remuneration and incentives presented significant association with service delivery as shown by the respective significance P-values (0.037, 0.023 and 0.032); shorter work hours, better remuneration and consistent provision of incentives motivates workers to offer better health care services.

## **Recommendations**

There is need to support staff with equipment as to enable them exploit their full potentials in service delivery. Staff performance is hindered by limitations in drug supplies, equipment, training, wages and bonuses. The government should increase funding of the private institutions and devise means to scale up wages, develop more centers and re-building existing health centers.

There should be a strategy to improve and observe work hours and workloads, private institution should work with MoH to ensure that a large work force is recruited to favor breaks in hours of work. Bonuses in appreciation for good performance be put into consideration by private institutions.

**Conclusion:** All factors under study influence health care service delivery at IHK. Better facilitation in regard to provision of equipment drug supplies, increased training, incentive and bonus giving and revision of wages positively affect health care delivery in Uganda.