

Abstract

Introduction:

A disturbing paradox in Uganda health care has been quality of health services delivery despite large efforts over many years to improve health services for patients. The study focused on health centers where several questions regarding quality of health services have been raised.

General objective:

To investigate quality of healthcare service provision in management of patients at the health facilities of Kaberamaido District. All the HC IIs, HC IIIs and HC IV in Kaberamaido District were selected for the study. The specific objectives were; to assess the staffing capacity of the Health facility in management of patients; to determine the amount of services provided at the Health facility in relation to minimum service standard guidelines; to determine the availability of tangible resources necessary for providing care in the management of patients and to investigate client perception of Health facility capacity in managing patients.

Methods:

The study employed a cross-sectional study design. Instead of sampling, a census was carried out by studying all the health centers of Kaberamaido District and they were 23 health facilities altogether in number.

The results of the study showed that there were gaps in the quality of health services in Kaberamaido District and these included; 1. Shortage of staffing capacity in the management of patients in terms of cadres at the health facilities especially at HC III and HC II level, 2. Inadequate services in the management of patients according to minimum service standards especially at HC II level, 3. Adequate functional equipment and supplies for the management of patients, 4. The patients were generally satisfied with the health care services delivered at the health facilities though their perception of tangibles (0.51) and assurance (0.68) scored lowest.

The study recommendations were; Medical staffs should be recruited and retained in order to meet the staffing needs according to work load at the health facilities; Service and procedural guidelines should be provided to all Health facilities to standardize medical services and procedures and build capacity of the unskilled health workers in order to improve patient management; Adequate funds should be allocated to furnish the health Centers with the required equipment and utilities, and maintenance of the District Ambulance.