

KADUNA STATE GOVERNMENT OF NIGERIA



State Primary Health Care Development Agency

Service Charter

JANUARY, 2018

Introduction:

The SPHCDA service charter states our commitment to provide our clients with quality services, the targets we set to achieve and to provide the standards by which to measure our performance. It also provides our employees with clear standards to strive for in service excellence and to achieve the Agency's Vision, Mission and Values. It details out our commitments to review on a regular basis, the charter, based on lessons learned.

The charter will provide the needed information to our clients on how to give feedback, aiming to improve the quality of the services provided. This is in the Agency's quest to improve the quality of life of citizens of the state.

This service charter is for all residents, in all communities of the state, without prejudice to social, economic, ethnic, political and religious inclinations of such clients.

Who We Are:

The State Primary Health Care Development Agency was established by Law No. 14 of 2015 (amended) to regulate, coordinate, maintain, monitor and supervise the provision of all Primary Health Care services in the state.

VISION

An Agency that Facilitates Delivery of Best, Comprehensive and Sustainable Primary Healthcare Services.

MISSION

To advance health and wellbeing through facilitation of healthcare services, which are qualitative, comprehensive, integrated, person-centred, responsive, affordable and sustainable in collaboration with all stakeholders

CORE VALUES

Honesty: Truthfulness, sincerity and openness in doing the right things for the right reasons, and treating people fairly and with respect always.

Integrity: Uprightness and transparency in all transactions and reliability to commitments and obligations.

Team work: Effective collaboration among its people and with all stakeholders to achieve its mandates and mission, ensuring that groups of people working together achieve effective synergy in their outcomes and outputs.

Excellence: Confident pursuit of highest quality in what you are doing and that its value warrants your persistent commitment.

Caring: Display of kindness and concern for others.

Mandate:

- Managing the required resources of the Agency including human, material, financial and other intangible resources.
- Adopting and where necessary, formulating Primary Health Care policies and plans, supervising Primary Health Care facilities to ensure implementation and compliance while taking into consideration, gender issues and vulnerable groups in Primary Health Care policy/plans and implementation.
- Developing robust performance management system for the purpose of program monitoring and evaluation as well as staff performance assessments.
- Coordinating the activities of all relevant partners and stakeholders.

Our Key Clients:

1. The General public (children, women, vulnerable)
2. Federal Ministry of Health
3. Government of Kaduna State

4. Local Government Areas
5. Other Ministry's, Departments and Agencies
6. Health Training Institutions
7. Public Health Facilities
8. Health Management Boards, Health Management Committees, Facility Health Committees of our Health Facilities
9. Private Health Facilities
10. Development Partners
11. Non-Governmental Organisations
12. Civil Society Organisations
13. Professional bodies
14. Trade Unions
15. Traditional & Religious Institutions

Our Key Services:

1. Health Promotion Services: we provide services that enable us engage and empower individuals and communities to engage in healthy behaviours, and make changes that reduce the risk of developing disease both communicable and non-communicable.
2. Preventive Services: we seek to minimize or detect specific/predictable problems to ensure we protect the current state of wellbeing/promote desired outcomes.
3. Curative Services: we provide health care for medical conditions seeking to achieve a cure and not just reduce pain or stress.
4. Rehabilitative Services: we provide counselling to alleviate sufferings and provide alternative options and appropriate support for accident and emergencies.
5. Referral Services: If we are unable to provide the service you need, we will refer you to an alternative and appropriate contact point.

Primary Health Care Services department provides preventive and curative services such as Immunization, Reproductive, Maternal, Newborn and Children Health services

Planning, Research, Monitoring and Evaluation department ensures that all the resources needed to ensure access to quality health services are in place, planned activities are implemented and monitored for accountability.

Epidemiology and Disease Control department: ensures active search of notifiable disease conditions, alert Government and other relevant bodies of impending outbreaks and take appropriate actions to control disease outbreaks.

Admin and Finance department ensures daily smooth running of the Agency, welfare of staff and maintenance of infrastructure for optimal service delivery to clients. Also, ensures that the finances and books of accounts are managed and maintained for internal control and effectiveness.

Services provided in our Primary Health Care Facilities:

1. Routine medical services – (Ante natal, delivery and post-natal services; child spacing & counseling services; nutrition services; treatment of common illnesses, etc.) - 24 hours

2. Accident and emergency - 24 hours
3. Child welfare services (Immunization; Growth Monitoring & promotion; Management of childhood illnesses; Infant & Young Child Feeding; nutrition services, etc.) – 24 hours
4. Specialist clinics (HIV/AIDS; Tuberculosis and Leprosy; Dental Service; Eye Care Services) Monday to Friday: 8:00 am – 4:00 pm
5. Basic Laboratory Services - 8:00 am – 4:00 pm
6. Drugs, cards, health education and other medical supplies and services – 24 hours
7. Referral Services – 24 hours

Our Service Performance Targets:

We strive to attain the following service targets within the resources at our disposal.

Departments	Key Services	Target
Admin, HR and Finance	Daily running of the Agency	Efficiency of health workers improved by 25 % annually
	Maintenance of infrastructure	Well-equipped Offices provided with ICT gadgets and modern furniture.
	Management of finances	70% Effective collection, disbursement of funds and sending of returns to MOF and P & B Commission monthly achieved.
	Monitoring and disbursement of MOU Programmes Funds	70% Monthly validation of retirements met.
Planning, Research, Monitoring and Evaluation	Developing integrated and Harmonized Annual Operational Plan (AOP)	Performance reviews conducted and 80% Plan implementation achieved
	Developing Performance Management System	Efficiency of all Staff and Data Quality increased by 25% annually
	Utilization of District Health Information System (DHIS2) platform	Quality of health data increased by 25% annually for informed decision making

	Preparation of Annual Budget	Approved budget implemented
	Coordination of Development Partners working in Primary Health Care environment	80% of PHC Partners activities harmonized in the Agency's AOP
Primary Health Care Services	Provide Supplemental and Routine Immunisation services	Fully immunized children increased by 25% annually
	Provide Reproductive, Maternal, Neonatal & Child Health services	70% of children and women reached with quality health services
	Scale up Nutrition services in the State	50% increase in the uptake of Community Management of Acute Malnutrition (CMAM) and Infant and Young Child Feeding (IYCF) services in the implementing LGAs
Epidemiology & Disease Control	Surveillance for outbreak prone diseases (Yellow Fever, Lassa Fever, Viral Haemorrhagic Fevers, etc.)	80% disease surveillance coverage achieved across all LGAs
	Pre-positioning of Emergency Drugs and Supplies	95% of all commodities required for outbreaks control provided
	Rapid Response Teams (RRT) strengthened	100% of all LGAs RRT established and functional
	Appropriate Protocols and Trainings conducted for RRT	100% of RRT structures trained and Protocols in use

Our Service Standards:

Our Service Standards show how we serve our clients and the level of services they can expect from us.

SN	Service Standard	Description	Level of Service
1.	Quality of Service	Implementing Primary Health Care policies that meet World Health Organization (WHO) /	a) Comply with State/ National / WHO health policies and regulations.

		National standards to achieve the health status for the people in Kaduna State.	<p>b) Use of appropriate facilities and equipment.</p> <p>c) All facilities shall be kept clean for use and for the happiness and pleasure of our clients</p>
2.	Fairness	Provide equal access to clients without discrimination	Attend to clients on first-come-first-served basis, except on emergencies.
3.	Client care	Courtesy and respect for our clients, pay full attention to our clients	<p>a) Attend to clients with decorum in a friendly atmosphere.</p> <p>b) All staff shall wear uniform and name tags for easy identification</p>
4.	Speed of service	Timeliness in attending to our various clients.	Attend to clients within 30 minutes of arrival in the facility.
		Timeliness in treating clients' files and mails for management action.	Treat clients' files and mails within 48 hours.
5.	Privacy	Confidentiality of client's information and records.	No divulging of clients' information except with consent
6	Information	Providing helpful and relevant information to our clients within the limits of ethical standards.	<p>a) Give prompt information to clients about the most relevant and appropriate department to handle their information needs.</p> <p>b) All service windows, locations and offices shall be easily identifiable through clear signs and direction marks/arrows</p>
		Providing timely information to clients within the limits of ethical	Give feedback to clients within 48 hours of receipt of requests, complaints etc.

		standards.	
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Our Clients' Obligations:

In order to deliver services that meet the yearnings and aspirations of you our clients, you can help us meet our standards by:

1. Providing your complaints and suggestions to us in writing or any means that is convenient for you
2. Giving sufficient and accurate information for us to understand your complaint / recommendation / suggestion and be able to respond appropriately
3. Recognizing that we have limited resources, a wide range of clients and agreed priorities with government
4. Treating our staff courteously and with dignity
5. Providing feedback and comments on the services we provide.
6. Providing timely and accurate information on your health conditions to the relevant service providers
7. Not seeking for preferential treatment nor inducing health workers in anyway
8. Following established protocols and procedures
9. Obtaining official receipts for all payments made
10. Responding to requests for information in a precise, accurate, thorough and timely manner.
11. All clients are eligible to receive services appropriate to their needs.

Feedback and Complaints Procedure:

Clients can complain or make suggestions for improvement, regarding the services we provide. Complaints can be made by SMS, Phone, in writing or verbally in person.

The following procedure is in place to handle customers' feedback, suggestions and complaints.

1. We would listen to what you, our clients tell us and maintain appropriate confidentiality on all complaints received. For each complain / suggestion, we would "put in our best to make it right, every time".

2. We would not discriminate against any resident, when treating complaints or suggestions made, and we would ensure equity when handling clients who are dissatisfied with our services.
3. We encourage clients to route complaints through the established channels. (List of contacts provided at the end of this charter).
4. All members of staff working at the Agency Headquarter and PHC Centre levels, covered by this charter are empowered to make decisions within their schedule of duties and promptly refer complaints or grievances beyond their responsibilities to the respective authority for resolution.
5. Accordingly, all complaints and grievances within the authority of the immediate member of staff shall be resolved immediately after the complaint is lodged.
6. Other complaints requiring referrals to higher authority shall be resolved within 72 hours.
7. All complaints and grievances involving refund and or requiring disciplinary action on an officer shall be resolved within two weeks.
8. Suggestion boxes are provided at strategic service windows in the Agency and the Health Facilities. Clients are strongly encouraged to drop their suggestions, complaints or grievances in the suggestion box for service improvement.
9. Suggestions and or complaints could also be made verbally to, or in writing and given to members of the Facility Health Committee closest or accessible to clients.
10. Clients are also free to send their suggestions, complaints and grievances directly to The Executive Secretary through the following number 09074888330
11. We would seek your feedback through periodic client survey and / or stakeholders' forum. We also encourage you to endeavor to send recommendations on ways we can better our services, to the addresses listed at the end of this charter.
12. All complaints/feedback/recommendations from clients will be captured into our feedback register by the Service Charter Desk Officer.

Revision of Service Charter:

The SPHCDA Charter shall be reviewed periodically as necessary to be in tune with current realities. The revision will reflect as necessary, changes based on suggestions from our clients and stakeholders.

Communication and Accessibility of the Service Charter:

This Service Charter is available and provided free to all clients in hard copy at:

1. The Office of Director, Administration, Human Resource and Finance
Kaduna State Primary Health Care Development Agency,

No. 64, Tafawa Balewa Way, Kaduna.

2. Bureau of Public Service Reforms
Office of the Head of Service,
No.8 Wurno Road, Off Rabah Road,
Kaduna.
3. Office of the SPHCDA Zonal Coordinators at (Kaduna, Kafanchan and Zaria)
4. Office of the PHC Coordinators in all the 23 Local Government Health Authority's

How to Contact Us:

Our Contact address:

Kaduna State Primary Health Care Development Agency,
Adjacent to Kaduna State University,
No. 64, Tafawa Balewa Way,
Kaduna.

Contact Persons:

1. Office of the Executive Secretary,
Kaduna State Primary Health Care Development Agency,
Mobile: 08154645817
Email: ksphca.desk@gmail.com
2. Dr. Neyu Iliyasu,
Director, Primary Health Care Services
Kaduna State Primary Health Care Development Agency,
Mobile: 08037808191
Email: drneyu@gmail.com
3. Aliyu Zubairu,
Director Administration, HR and Finance
Kaduna State Primary Health Care Development Agency
Mobile: 08034519525
Email: aliyuzubairu55@gmail.com

Who to Contact on Unresolved Issues:

Should you not be satisfied with resolution of your complaints, please contact:

The Director General,

Bureau of Public Service Reforms,

Office of the Head of Service,

No.8 Wurno Road, Off Rabah Road,

Kaduna.

Telephone: 08060769410

Email: basfal2003@yahoo.com