

GOVERNMENT OF KADUNA STATE OF NIGERIA



Kaduna State Primary Healthcare Development Agency ***Service Charter***

Introduction

This document is an undertaking made by the Kaduna State Primary Healthcare Development Agency (KSPHCDA) to clients that use the services of primary healthcare facilities. The undertaking covers the facilities listed in the Service Charter. However, there are plans to expand the charter to all primary healthcare facilities in the state.

1. Mandate and overall functions of KSPHCDA	<p>KSPHCDA Mandates:</p> <ul style="list-style-type: none">• Formulating Primary Healthcare policy and plan, and supervising primary healthcare facilities to ensure implementation and compliance;• Managing the required resources of the Agency including human, material, financial and other intangible resources;• Developing robust performance management system for the purposes of programme monitoring and evaluation as well as staff performance assessments;• Coordinating the activities of all relevant partners and stakeholders with consideration for gender and vulnerable groups in primary healthcare policy formulation and implementation. <p>KSPHCDA Functions:</p> <ul style="list-style-type: none">• Reviewing, interpreting, domesticating and implementing international, national and state health policies and guidelines as it affects Kaduna State primary healthcare;• Facilitating effective state and non-state actors and related sector engagements and collaboration in all primary healthcare activities from planning to implementation;• Enforcing policies, plans, guidelines, rules and regulations relating to primary healthcare and Primary Healthcare related legislations;• Maintaining reliable data base for effective planning, implementation, monitoring and evaluation of all Primary Healthcare activities in the state;• Carrying out regular training/retraining and capacity development of all primary healthcare providers;• Overseeing the operations of all health facilities under the primary healthcare mandates/jurisdiction;• Strengthening referrals and linkages with other branches or levels of health sectors especially in the areas of maternal and child health,
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	<p>reproductive health and other ailments with a view to reducing morbidity and mortality.</p> <ul style="list-style-type: none"> • Mobilizing resources nationally and internationally for the development and support of primary health care activities; and • Reviewing quarterly and evaluating periodically the respective implementation of programs and projects of the Agency; • Ensuring that gender and social inclusivity are taken into consideration in relevant activities, projects and programs of the Agency. <p>KSPHCDA Policy Objectives:</p> <ul style="list-style-type: none"> • To advance health and wellbeing of individuals and communities • To improve equitable access to and utilisation of healthcare services • To promote effective, efficient and sustainable healthcare services • To promote greater synergy and coordination in all our activities • To strengthen performance management system
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<div style="background-color: #ADD8E6; padding: 10px; text-align: center;"> <p>VISION</p> <p>An Agency that Facilitates Delivery of Best, Comprehensive and Sustainable Primary Healthcare Services.</p> </div> <div style="background-color: #FFA07A; padding: 10px; text-align: center; margin-top: 10px;"> <p>MISSION</p> <p>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</p> </div>	<p style="text-align: center;">CORE VALUES</p> <p>Honesty: Truthfulness, sincerity and openness in doing things for the right reasons, and treating people with respect always.</p> <p>Integrity: Uprightness and transparency in all transactions, reliability to commitments and obligations.</p> <p>Team work: Effective collaboration among its people and all stakeholders to achieve its mandates and mission, that groups of people working together achieve excellence and synergy in their outcomes and outputs.</p> <p>Excellence: Confident pursuit of highest quality in all we do and that its value warrants your persistent commitment.</p> <p>Caring: Display of kindness and concern for others.</p>
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2. The Services Offered By Facilities Under KSPHCDA	<ul style="list-style-type: none"> • Ante-Natal Services • Integrated Management of Childhood Illnesses • Child welfare services including (Immunization, Growth Monitoring & Promotion) • Integrated Management of Childhood Illnesses • Infant & Young Child Feeding Services Delivery & Post Natal Services • Child Spacing & Counselling Services • Accident & Minor Injuries • Pharmaceutical Services • Laboratory Services • Outreach Services
3. Target Beneficiaries	<ul style="list-style-type: none"> • Women of Child Bearing Age • Children • Adolescents • Community Members • The General Public
4. Clients' Obligations	<ul style="list-style-type: none"> • Clients have to come to the Primary Health Care Centre to receive services • Treat all health workers with Respect • Provide timely & accurate information to Health Workers to facilitate quality services • Follow established Health Facility procedures and not seek preferential treatment • Obtain official receipt for all payments made by them • Provide feedback on the services they receive from Health Workers regularly to help improve services

	<ul style="list-style-type: none"> • All clients are eligible to receive services appropriate to their needs
5. Performance Standards	<ul style="list-style-type: none"> • Primary Healthcare Facilities covered under this charter shall open 24/7 for clients; • A qualified health personnel would be available for consultation and other services during this period; • Clients shall be served within the shortest possible time not exceeding one hour from the time of registration except in exceptional cases and times; • All support services, such as laboratory, pharmacy, medical records, etc., shall remain opened and functional 24/7; • Other support programmes, such as drug revolving scheme, shall remain functional; • All members of staff of the PHC Centres shall treat clients with care, kindness, respect and courtesy; • Members of staff shall conduct themselves professionally and with due care in their relationship with clients; • The relationship between the clients and facilities shall be transparent – clients shall pay only advertised fees and charges and there would be no hidden costs for clients; • All service windows, locations and offices shall be easily identifiable through clear signs and direction marks/arrows; • All members of staff shall wear uniform and name tags for easy identification and communicate and maintain cordial relationship with the clients at all times; • All facilities, including restrooms, waiting areas, prayer rooms, etc., shall be properly equipped and kept clean for use and for the happiness of our clients;
6. Facilities Covered by the Charter	<ul style="list-style-type: none"> • PHC Centre Sabon Tasha, Chikun Local Government Area • PHC Centre Jaji, Igabi Local Government Area • PHC Centre Samaru, Sabon Gari Local Government Area

	<ul style="list-style-type: none"> • PHC Centre Babban Dodo, Zaria Local Government Area • PHC Centre Saminaka, Lere Local Government Area • PHC Centre Manchok, Kaura Local Government Area
7. Handling Complain and Grievances	<ul style="list-style-type: none"> • All members staff working in the PHC Centres 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; • Accordingly, all complaints and grievances within the authority of the immediate members of staff shall be resolved immediately; • Other complaints requiring referrals to higher authority shall be resolved within 24 hours; • All complaints and grievances involving refund and or requiring disciplinary action on an officer shall be resolved in one week.
8. Suggestions	<ul style="list-style-type: none"> • Suggestion boxes are provided at strategic service windows of the facilities. Clients are encouraged to drop their suggestions for service improvement therein; • Clients with complaints and grievances are also strongly encouraged to drop them in the suggestion box; • Suggestions and / or complaints could also be made verbally to, or in writing and given to members of facility management community closest or accessible to clients; • Clients are also free to send their suggestions, complaints and grievances directly to The Executive Secretary through the number the number provided (07032069722) • Alternatively, clients may wish to call or send a text to (07034966074) and drop their complaints;
9. Contacts	<p>For correspondences regarding this charter and services provided by the facilities please contact any of the followings:</p> <ol style="list-style-type: none"> 1. Dr. Neyu Iiyasu, Director Primary Health Care (08037808191) 2. Aliyu Zubairu, Director Administration & Finance (08034519525)