



THE NETWORK
TOWARDS UNITY FOR HEALTH



Facultad de Medicina



THE NETWORK: TOWARDS UNITY
FOR HEALTH & FACULTAD DE MEDICINA,
UNAM, PRESENT

TUFH2020 MEXICO

VIRTUAL CONFERENCE

"PRIMARY HEALTH CARE: A PATH
TOWARDS SOCIAL JUSTICE"

SYSTEMS AND COMMUNITY BASED
RESPONSES TO COVID-19

SEPTEMBER 23-25, 2020

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TUFH 2020 Abstracts

Title	A systems approach to monitor client experiences for service improvement in maternal child health, Busia County, Kenya
Type	Oral Presentation <i>Measuring Progress towards the Sustainable Development Goals</i>
Presenting Author	Mabel Nangami
Co-Authors	Ann Mwangi, David Ayuku, John Tabú, Fabian Esam
Country	Kenya
Abstract N°	TUFH199

Content

Background: Declines in maternal deaths since 1990 are largely in developed countries compared to Sub-Saharan Africa and Southern Asia which account for 85% of the global burden. Evidence has shown that poor quality and weak health systems at primary care level hinder access to and utilization of facility-based services for antenatal, childbirth and newborn care. Objectives: Assess levels of client satisfaction with maternal and child health services; and identify health system factors that hinder access to and utilization of services at a primary care facility. Methods: Prospective study (2016-2019) of pregnant women seeking maternal and child health services at Obekai dispensary following implementation of an innovative Enhanced Health Care package using the Find, Link, Treat and Retain (FLTR) strategy. Data from 910 client exit interviews and monthly project monitoring visits are analyzed as per objectives. Results: About 68% of the women aged 20 – 30, 84% had primary education and 56% attended maternal related services. Overall 78% were very satisfied but fewer (51%) with waiting time to see health worker. Monthly monitoring visits revealed staff shortage, vaccine stock outs, limited facility operating hours, ineffective referral mechanisms and poor feedback between facility staff and community health volunteers as the main health system challenges. Conclusion: Clients were satisfied with improvements from the enhanced healthcare package but apprehensive about consistency in provision of quality services and sustainability of improvements in the health system.



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