

Health Department
Feedback from Round Two Site Facility Survey
9th of March 2009

Introduction

On the 27th of February and 3rd of March 2009, UNICEF M&E staff conducted the second round of data collection in Harare City Council Clinics. Round One was conducted in the period 17-20 December 2008.

Methodology

In total, 20 City Health Facilities were surveyed in Round Two. These constituted:

- 11 Polyclinics
- 8 Satellite Clinics and one Primary Care facility.

Transport constraints prevented a more extensive survey which would have included all 29 facilities surveyed in Round One.

Data collection

The survey was conducted by two members of the UNICEF M&E Team using a standard data collection tool. Interviews were conducted with the most senior member of staff present at the health facility and information was collected on:

- Staff establishment, availability of essential medicines, availability of vaccines and cholera response supplies, water and power availability, refuse collection and perceived needs.

Findings

A summary of findings from 20 health facilities is presented below and detailed findings are attached in the annexes:

A.1 Support services and fee structures

Of the 19 health facilities that were surveyed, 63% (n=12) have not received a Doctors visit in the last 12 months. The type of health facility did not determine doctors' visits to health facilities.

More than half of the health facilities visited (63%, n=12) have a functional maternity clinic. Of those 12 facilities 10 were polyclinics and 2 satellite clinics. Hatfield was the only polyclinic that reported not having a functional maternity clinic. In facilities where maternity services are offered, women pay USD 50.00 booking fee which covers pre-natal, delivery, and post-natal services; the same amount is charged for un-booked maternity services.

In all facilities surveyed, children under 5 receive free services if their Child Health Cards are up to date. However in 9 of the 19 facilities assessed, children under 5 without up to date Child Health Cards have to pay USD 3.00. From 5-12 the charge is also USD 3.00 and over 12, the fee is 5.00. Over 65 years, there is no charge. A nominal "administration" fee of USD 3.00 is charged for drugs and dressings.

A.2 Staff establishment

Current staff establishment versus number of posts actually filled at the time of interview was compared:

- Overall, 69% of the established posts were filled, and of these, 84% of the posts filled were on duty the day the assessment was carried out. Ill health and day offs were the main reason for being absent.
- Polyclinics have a higher percentage of established posts filled (72%) when compared to satellite clinics (59%).

Vacancy data was not collected in Round One, and so these findings cannot be compared against baseline data collected in December 2008.

When asking the respondents about retention/”top-up” allowances for the month of January, 42% mentioned that everybody had received them, 32% indicated that some of the staff had received them, and 21% (all polyclinic staff) indicated that none had received retention allowances in January.

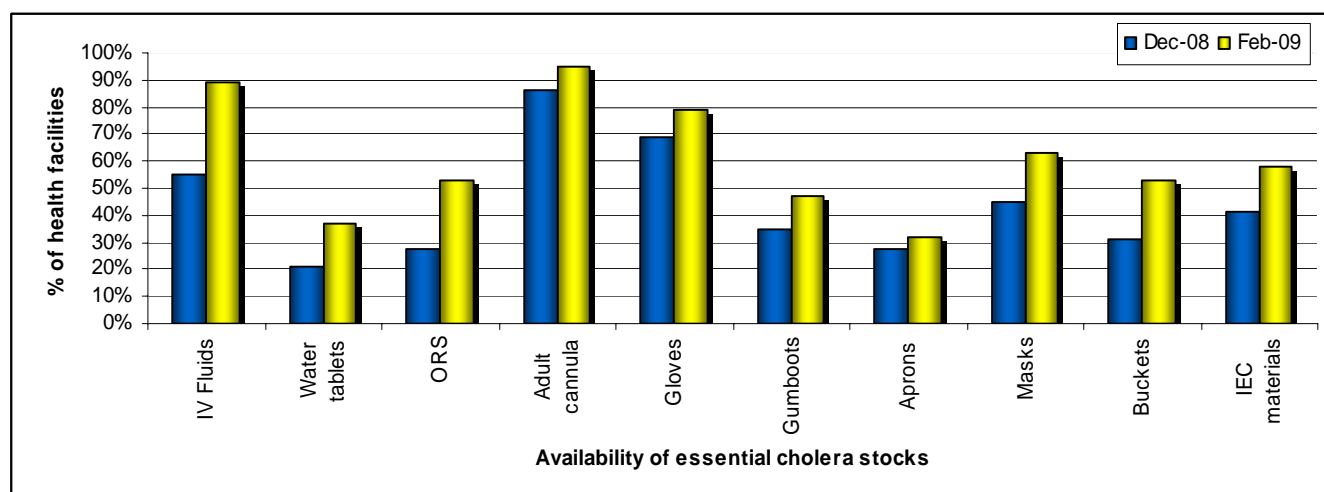
See Table 1 for detailed information on Staff by health facility.

A.3 Essential Drugs Supplies and Cholera Response Materials

With respect to stocks of essential drugs, vaccines and other cholera response materials:

- Overall and remaining constant from last month, 7 health facilities of the 19 had water (aqua) tablets in stock.
- In total 10 facilities representing 53% of the total had ORS; this showed an increase from 28% reported in the previous survey.
- Kanamycin sulphate was found only in one (5%) polyclinic whilst Hydrochlorothiazide (HCT) was found in two facilities (11%). The latter has been short for several months and a general concern was expressed about the lack of HCT for chronic hypertensive patients.
- Protective clothing such as gloves, gum boots and masks generally remains in short supply; but the availability of gloves has increased from 69% in December to 79% this month.
- Importantly health facilities reported an increase in access to Cholera kit items such as IV fluids (from 55% in January to 89% in February), adult cannula (86% in January to 95% in February), water tablets (21% in January to 37% in February), gloves (as indicated above), ORS (28% in January to 53% in February), IEC materials (41% in January to 58% in February) and buckets (from 31% in January to 53% in February).
- The availability of vaccines at health facilities was assessed for the first time, and it was found that most of the facilities have essential vaccines in stock such as DPT, DPT/HBV, BCG, and measles.
- No concerns were reported with regards facilities’ cold chain since 95% of the facilities (n=18) have a vaccine refrigerator, and encouragingly, all except one was in working order.

For more detailed information please refer to Tables 2 and 3.



A.4 Infrastructure (Water Supplies and Sanitation Facilities)

Water supply was found to be erratic or/and lacking in all health facilities except in Hatcliff Polyclinic where UNICEF supplies are delivered daily, and in Mabvuku Satellite clinic and Glenview polyclinic where water is drawn from borehole supplies.

However it should be noted that:

- Overall, 42% (n=8) of the health facilities interviewed do not have a water tank.
- Of those 42% (n=8) that have a functional water tank, 50% indicated that there is not a regular replenishment system.
- Three Polyclinics –Hatcliff, Mabvuku and Hatfield- received a water tank from UNICEF and water is received routinely.
- Sanitation facilities were found in all health facilities although only 54% were functional.

See Table 4 for detailed information on Health Facilities water supplies.

A.5 Refuse collection

Waste disposal continued to be a challenge during the month of February, with 79% of the health facilities (n=15) not getting their waste routinely collected. Bags of refuse could be seen piled up at some polyclinics.

Environmental conditions in neighborhoods surrounding clinics remain a problem; there has been no improvement for example in Dzivaresekwa where sewage is still discharging in open drains. In Borrowdale, residents continue to dump household rubbish at the clinic gate in protest to non-collection in this residential area.

A.6 Other concerns

All the facilities assessed experienced power cuts in the months prior to the survey. In the event of power cuts, almost half of the facilities (47%) indicated that they used candles as an alternate source of lighting – these are mainly supplied by patients.

Overall, 18 of the 19 facilities surveyed reported shortage of stationary, including child health cards and patient record cards. In some clinics, such as Glenview polyclinic and Borrowdale clinic patients are requested to bring their own scrap paper or books for record purposes.

Although there has been an improvement in terms of health supplies in all facilities visited, lack or dysfunctional infrastructure/ equipment are undermining facilities' daily activities. As an example of this, only half of the facilities had a functional phone, so those that do not have a phone cannot call an ambulance as VHF radios were not available in any of the facilities assessed.

For more detailed information please refer to the annexes attached below.

Summary

Overall, we observed that although there are vacant posts in most clinics, for those posts currently a high percentage of staff were on duty at the time of the survey. Morale seemed generally better although staff expressed concern that they had not received their salaries for January or February.

When compared to the Round One survey of December 2008, there appears to be an improvement in drug supplies, although supplies of chronic medicines (HCT for example) remain problematic. Some sites are without or have minimal stocks of aqua tablets, although stocks of ORS are more prevalent.

With respect to infrastructure, there has been little improvement; many clinics have non-functional toilets. There is some improvement in power supplies to clinics but it is important to note that in many clinics water supplies are erratic or non-existent and staff and patients bring in their own water. There is an urgent need to consider the provision of water tanks and routine back up water supplies to these sites.

Refuse collection remains a problem at most clinics with erratic collection; refuse bags containing placentas were seen at most polyclinics.

Stationary remains critically short in most facilities; this is hindering routine data collection and record keeping which is of concern. Linen is also in very short supply; at one clinic visited, maternity staff was using old record cards in place of Draw Sheets on the delivery bed.

Telecommunication remains a problem in most clinics and staff is forced to use their own mobile phones for emergency ambulance call-outs.

Round Three will be conducted at the end of April, 2009.

ANNEXES

Table 1 Staff establishment, Filled posts and Staff in post

No.	Name of clinic	Type of clinic	Established posts?	Filled posts	% Established vs filled	On duty today	% Filled vs on duty today
1	Borrowdale clinic	Satellite	10	5	50%	5	100%
2	Hatcliff polyclinic	Polyclinic	37	22	59%	22	100%
3	Mount pleasant	Satellite	13	10	77%	7	70%
4	Marlborough	Satellite	13	9	69%	9	100%
5	Mabelreign	Satellite	17	9	53%	8	89%
6	Avondale	Satellite	11	6	55%	6	100%
7	Waterfalls clinic	PHCC					
8	Highfields polyclinic	Polyclinic	20	15	75%	9	60%
9	Mabvuku Polyclinic	Polyclinic	34	21	62%	11	52%
10	Sunningdale clinic	Satellite	11	3	27%	2	67%
11	Hatfield Polyclinic	Polyclinic	19	19	100%	17	89%
12	Hopley	Satellite	8	8	100%	6	75%
13	Mbare	Polyclinic	35	25	71%	10	40%
14	Mufakose	Polyclinic	25	18	72%	17	94%
15	Kambuzuma Polyclinic	Polyclinic	25	21	84%	21	100%
16	Warren Park	Polyclinic	22	18	82%	18	100%
17	Rujeko	Polyclinic	26	19	73%	17	89%
18	Kuwadzana	Polyclinic	37	19	51%	19	100%
19	Glenview Poly clinic	Polyclinic	32	29	91%	29	100%
20	Glenorah	Satellite	10	5	50%	4	80%
			405	281	69%	237	84%

Table 2 Essential Drugs Available by Health Facility

Name of clinic	Drugs																					
	Amoxycillin	Benzyt penicillin	Co-trimoxazole	Sodium Chloride/Normal Saline	Dextrose	IV giving set	ORS	Adrenaline Injection	Kanamycin sulphate	Rifampicin Isoniazid	ACT/Coartem tablets	Oxytocin	Hydrochlorothiazide (HCT)	Gauze bandage	Quinine Injection	Cotton wool	Tape-adhesive	Syringe disposable with needle	IV cannulas	Latex examination gloves	Aquatabs	Oxygen
Borrowdale clinic	yes	no	yes	yes	yes	yes	yes	yes	no	yes	yes	no	no	no	no	no	no	yes	yes	yes	no	yes
Hatcliff polyclinic	no	no	yes	yes	no	yes	yes	no	no	no	yes	yes	no	no	na	no	yes	yes	yes	yes	yes	yes
Mount pleasant	yes	yes	yes	yes	yes	yes		yes	no	no	no	na	no	no	no	yes	no	yes	yes	yes	no	yes
Marlborough	no	yes	yes	no	no	yes	no	yes	no	yes	yes	yes	no	no	yes	no	no	no	yes	yes	no	no
Mabelreign	yes	no	yes	no	yes	yes	no	no	no	yes	yes	no	no	no	no	no	no	yes	yes	yes	no	yes
Avondale	yes	no	yes	yes	yes	yes	no	no	no	no	yes	yes	no	no	yes	no	yes	yes	yes	no	no	yes
Waterfalls clinic	no data																					
Highfields polyclinic	no	no	no	yes	yes	yes	no	no	no	yes	yes	no	no	yes	no	no	no	no	yes	yes	no	yes
Mabvuku Polyclinic	no	yes	yes	yes	yes	yes	yes	yes	no	yes	yes	yes	no	yes	yes	yes	no	yes	yes	yes	yes	yes
Sunningdale clinic	yes	yes	yes	yes	yes	yes	no	no	no	no	no	no	no	yes	no	no	no	yes	yes	yes	yes	yes
Hatfield Polyclinic	no	no	yes	no	no	yes	no	no	no	yes	no	no	no	yes	no	no	no	yes	yes	no	no	no
Hopley	no	no	no	no	no	no	no	no	no	no	no	no	no	no	no	no	no	no	no	no	no	no
Mbare	yes	yes	yes	no	no	yes	yes	yes	no	no	no	no	no	no	no	no	no	no	yes	yes	no	yes
Mufakose	yes	yes	yes	yes	yes	yes	yes	yes	no	yes	no	yes	no	no	no	no	yes	yes	yes	yes	yes	yes
Kambuzuma Polyclinic	no	yes	no	yes	no	yes	yes	yes	no	yes	yes	yes	no	no	no	no	yes	no	yes	yes	no	no
Warren Park	yes	yes	yes	yes	no	yes	yes	no	no	no	no	yes	no	no	no	no	no	no	yes	yes	yes	yes
Rujeka	yes	yes	yes	yes	yes	yes	yes	yes	no	yes	yes	yes	no	yes	no	yes	yes	yes	yes	yes	yes	yes
Kuwadzana	yes	yes	yes	yes	yes	yes	yes	yes	no	yes	yes	yes	yes	yes	no	no	no	no	yes	yes	yes	yes
Glenview Poly clinic	yes	yes	yes	yes	yes	yes	yes	no	yes	no	no	no	yes	no	yes	yes	yes	yes	yes	no	no	yes
Glenorah	no	no	yes	no	yes	no	no	no	no	yes	no	no	no	yes	no	no	yes	yes	yes	yes	no	yes
	Yes=58%	Yes=58%	Yes=84%	Yes=68%	Yes=63%	Yes=89%	Yes=53%	Yes=47%	Yes=5%	Yes=58%	Yes=53%	Yes=47%	Yes=11%	Yes=37%	Yes=21%	Yes=21%	Yes=37%	Yes=63%	Yes=89%	Yes=79%	Yes=37%	Yes=79%

Table 3 Cholera response materials and availability of vaccines by health facility

Name of clinic	Items in stock								IEC materials		Vaccines in stock today							
	Jik/ Disinfectants	Soap	Jerry Cans	Buckets	Gumboots	Plastic Aprons	Masks	Linnen supplies	Posters displayed	Pamphlets	BCG	DPT	Polio	Measles	DPT/MBV	HBV	DT	Rabies
Borrowdale clinic	yes	no	no	no	no	no	no	no	yes	yes	yes	yes	no	yes	yes	yes	no	na
Hatcliff polyclinic	no	yes	no	no	no	no	yes	no	yes	no	yes	yes	no	yes	yes	no	yes	na
Mount pleasant	yes	yes	no	yes	yes	no	yes	yes	yes	no	yes	yes	no	yes	yes			na
Marlborough	no	no	no	no	no	no	yes	yes	no	yes	no	yes	yes	no	yes	yes	yes	na
Mabelreign	yes	yes	no	no	no	no	no	yes	no	no	yes	yes	yes	no	yes	yes	yes	na
Avondale	yes	yes	no	no	no	no	no	no	yes	no	yes	yes	no	yes	yes	yes	yes	na
Waterfalls clinic																		
Highfields polyclinic	yes	yes	no	yes	yes	yes	no	yes	yes	yes	yes	yes	yes	yes	yes	no	yes	no
Mabvuku Polyclinic	yes	yes	no	yes	yes	yes	yes	no	yes	yes	yes	no	no	no	no	no	no	no
Sunningdale clinic	no	no	yes	yes	no	no	yes	yes	yes	yes	yes	yes	yes	yes	yes	no	yes	
Hatfield Polyclinic	no	yes	no	no	yes	no	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	na
Hopley									yes	no								
Mbare									yes	yes	no	yes	yes	yes	yes	no	yes	no
Mufakose	yes	yes	no	yes	no	no	yes	no	yes	yes								
Kambuzuma Polyclinic	no	yes	yes	yes	yes	yes	yes	no	yes	yes	yes	yes	yes	yes	yes	yes	yes	no
Warren Park	no	yes	no	no	yes	no	yes	yes	yes	no	yes	yes	yes	yes	yes	yes	yes	
Rujeka	yes	yes	yes	yes	yes	yes	no	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	no
Kuwadzana	yes	yes	yes	yes	yes	yes	yes	yes	yes	no	yes	yes	yes	yes	yes	yes	yes	no
Glenview Poly clinic	yes	yes	no	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes
Glenorah	no	yes	no	yes	no	no	yes	yes	no	no	yes	yes	yes	yes	no	no	yes	no
	Yes= 53%	Yes= 74%	Yes= 21%	Yes= 53%	Yes= 47%	Yes= 32%	Yes= 63%	Yes= 58%	Yes= 84%	Yes= 58%	Yes= 79%	Yes= 84%	Yes= 63%	Yes= 74%	Yes= 79%	Yes= 53%	Yes= 74%	Yes= 5%

Table 4 Water facilities by health facility

No.	Name of clinic	Main source of water					Continuous Supply of Water	If not, alternate water source	Water tank	Type of water tank	Receive routinely back-up waer
		Municipal	Borehole	Protected well	River	Other					
1	Borrowdale clinic	yes					no	bring own water	no	none	no
2	Hatcliff polyclinic	no				UNICEF tank	yes		yes	UNICEF	yes
3	Mount pleasant	yes					no	neighbours give borehole	no	none	no
4	Marlborough	yes					no	fill bin when they have water	no	none	no
5	Mabelreign	yes					no	own supplies	no	none	no
6	Avondale	yes					no	borrow from neighbours	no	none	no
7	Waterfalls clinic										
8	Highfields polyclinic	yes					no			other	no
9	Mabvuku Polyclinic	no	yes				yes	tanks	yes	UNICEF	yes
10	Sunningdale clinic	yes					no	buckets	no	none	no
11	Hatfield Polyclinic	yes					no	UNICEF tank	yes	UNICEF	yes
12	Hopley	no	yes (community)				yes		no	none	no
13	Mbare	yes					no	oxfam water tank	yes	other	no
14	Mufakose	yes					no		yes (not functional)	other	no
15	Kambuzuma Polyclinic	yes					no	drums from beatrice and patients bring their own	yes (not functional)	other	no
16	Warren Park	yes					no	tanks	yes	other	no
17	Rujeko	yes					yes		yes	other (roof)	no
18	Kuwadzana	yes					no	ZIMWA provide drums	yes	other (roof)	yes
19	Glenview Poly clinic	no	yes				yes		yes	other	
20	Glenorah	yes					no	buckets	no		no