The Quality of Primary Care services in Public Sector Facilities in Uganda

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Background

- Health systems based on PHC & PC have better outcomes at a low cost

- PHC needs regular measurement for performance

- WHO published a PHC measurement framework

- Study measured PC performance using a PCAT in a Ugandan district
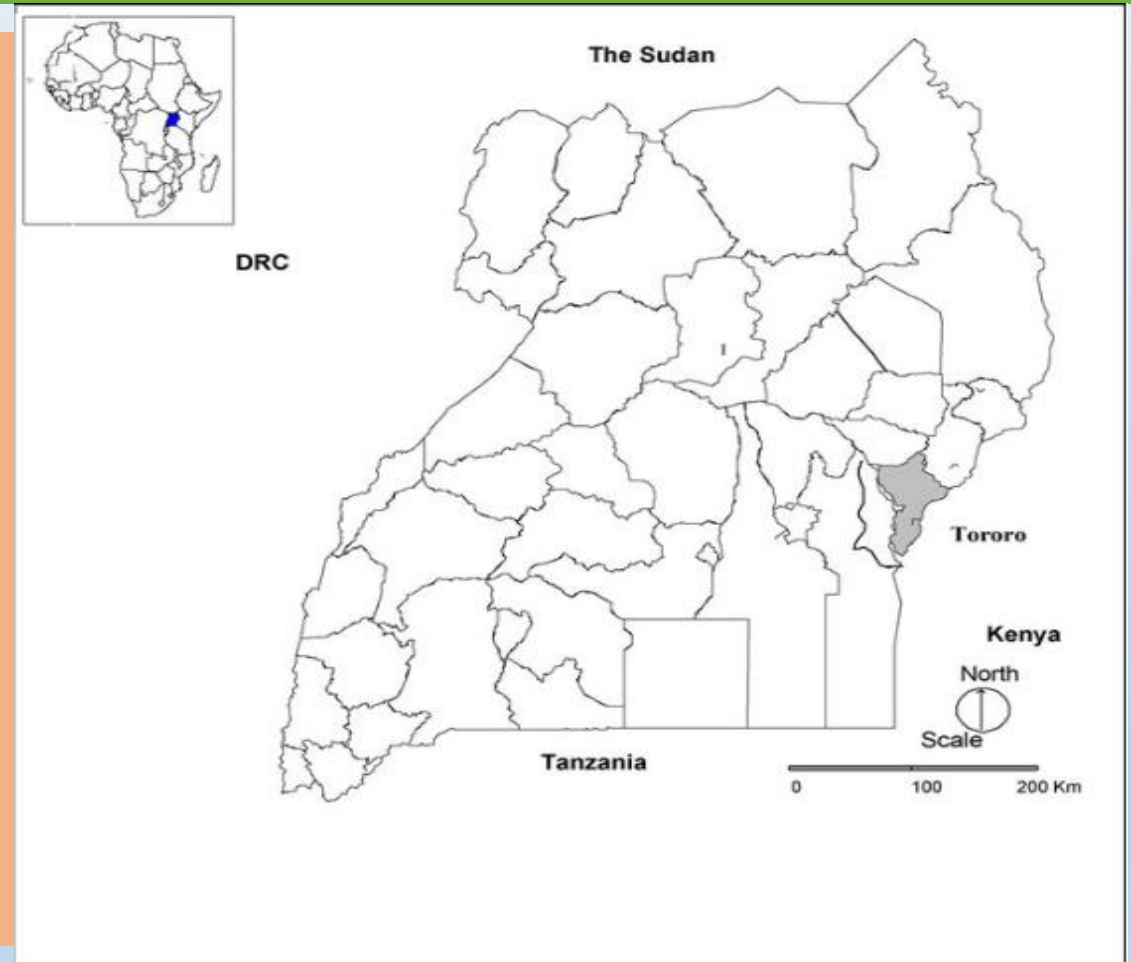
Methods

Design: Cross-sectional study

Setting: PHC organized around health centres II to IV, general hospital acts as a PHC referral

Sample size: 51/58 PHC facilities, 100 users randomly selected at each level, all primary care providers and managers were sampled

Data collection: Using Redcap software

Data analysis: SPSS version 23.0

Primary Care Affiliation

- Strong: 161 (35.1%), Sought care from the health facility only

- Moderate: 207 (45.1%), Sometimes seek care from another source

- Poor: 91 (19.8%), Seek care from another source and are best known there

Study Results

Domain	Users' median scores	Provider median	Managers Median
First contact (utilisation)	3.0 0	-	-
First contact (access)	2.56	3.40	2.80
Ongoing care	2.56	2.78	3.13
Coordination	2.30	3.13	3.00
Coordination (information systems)	3.00	3.67	3.67
Comprehensiveness (services available)	2.95	3.37	2.58
Comprehensiveness (services provided)	3.33	3.78	3.00
Family-centredness	3.00	3.67	3.67
Community-Orientation	3.50	3.17	2.17
Cultural competence	3.00	3.25	3.00
Primary health care team	2.83	2.33	1.33
Person-centredness	3.54	3.38	3.54
Primary care score	2.97	3.30	2.98
Extended primary care score	2.99	3.23	2.80

Study Results

Domains	Users' scores	Providers' scores	Managers' scores
	Scores >3 n (%)	Scores >3 n (%)	Scores >3 n (%)
First contact (utilisation)	333 (68.8)	-	-
First contact (access)	252 (52.0)	76 (67.3)	28 (45.9)
Ongoing care	116 (24.2)	41 (36.6)	36 (59.0)
Co-ordination (System)	129 (26.9)	72 (62.1)	34 (55.7)
Co-ordination (information)	278 (57.4)	112 (98.2)	60 (98.4)
Comprehensiveness (services available)	226 (50.1)	86 (76.1)	15 (26.8)
Comprehensiveness (services provided)	394 (82.4)	113 (100.0)	32 (54.2)
Family-centredness	282 (58.0)	101 (88.6)	49 (80.3)
Community-Orientation	460 (96.0)	87 (75.7)	13 (21.3)
Cultural competence	369 (76.6)	99 (86.1)	40 (66.7)
Primary health care team	229 (47.6)	28 (24.8)	11 (18.0)
Person-centredness	413 (91.6)	96 (85.9)	56 (100)
Primary Care score >3	244 (58.9)	71 (81.6)	25 (51.0)
Extended primary care score >3	201 (57.6)	79 (85.9)	23 (46.0)

Conclusion

- PC performance was sub-optimal with slightly more than half of users perceiving PC as of acceptable quality

- PC performance improved incrementally with higher levels of health facilities

- PCAT can ably measure the core functions of PC & identify gaps than need improvement

- Particular effort are needed to strengthen PC in lower level facilities.