



CASE STUDY

Service improvements keep Ungwan Muazu residents flocking to their Primary Health Centre

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Ungwan Muazu PHC

Hajiya Zuwaira Yahaya is a client of Ungwan Muazu Primary Health Centre (PHC) in Kaduna South Local Government Area of Kaduna State, where she lives. She expects her third child in late 2013, and plans to deliver in the health facility, which she started using after the delivery of her second child at home in 2012.

In 2010, Hajiya Zuwaira, delivered her first child at Children's Hospital, Tudunwada, about 12 kilometres away from her home. She had her second child at home because she fell into a short, near-painless labour. After giving birth she was taken to Ungwan Muazu PHC, where the "good" staff took care of her and her baby and she recovered quickly. Since then, the facility has got even better, she says.

"This facility now operates round the clock, and if the baby decides to come in the middle of the night, I can quickly come here," she says. "Also, I prefer this facility because of its staff's positive attitude to work and good treatment of clients."

PATHS2 has been supporting Ungwan Muazu PHC with UK aid from the Department for International Development since 2009. The support has included upgrading the facility by renovating one of its two dilapidated buildings. The leaky roof was replaced, the walls repaired and painted, a TV set and DVD player placed in the antenatal clinic, and a 20 KVA standby generator installed. The store was also fixed and the facility capitalised with drugs for a drug revolving fund, a system in which a facility gets "seed money" to buy drugs and other medical supplies, and then the drug supplies are replenished with the proceeds of sales. PATHS2 helped set up a

facility health committee to engage the community in advocating with the PHC to make their needs known.

In addition, the different categories of staff were trained. The Officer-in-Charge, Mrs Tabitha Nuhu-Tukura, who arrived in the facility April 2012, had received training in managing a drug revolving fund (DRF) at the PATHS2-supported Badeko PHC, which has enabled her to manage Ungwan Muazu PHC's drug supply quite effectively. Since arriving in the facility, Mrs Nuhu-Tukura has received training in focused antenatal care and Health Management Information Systems. The trainings have made her better able to manage clients, records, and the facility in general. Training from PATHS2 has also honed the skills of the midwife.

"The midwife, who came to us under an arrangement by PATHS2, is now receiving focused antenatal care training outside the facility, but while she is away, I can step in and fill the gap," Mrs Nuhu-Tukura says.

The midwife was deployed to the facility under PATHS2's Special Midwives Service Scheme, by which retired midwives are recruited, trained and sent to supported facilities. In March 2013, PATHS2 asked the National Youth Service Corps (NYSC), with which it partners, to deploy a doctor to the facility. He is one of many doctors on national service who works in a PATHS2-supported facility in an underserved

community. The doctor at Ungwan Muazu works there two days a week, and according to the Officer-in-Charge, his presence has helped spike a dramatic turnout of clients.

In 2012, average attendance at the antenatal clinic was 109 in July. In the corresponding month in 2013, attendance rose to 189.

The number of deliveries, which used to average 2 per month, has risen dramatically. In March, when the 24-hour service began, there were 10 deliveries and then shot up to 25 in July.

"People are happy because of the 24-hour service, improved infrastructure, and well-trained human resources, particularly the midwife and doctor," says Mohammed Sani Dan Maje, community head and facility health committee chairman.

"I really appreciate the support of PATHS2 in so many areas, including Integrated Supportive Supervision (ISS), an on-the-job mentoring process that helps improve the quality of services provided at the primary health care level. It has helped us to know new things and to do many things we could not have fathomed," Mrs Nuhu-Tukura says. "We have just been given a telephone, with which we shall track pregnant clients. I thank PATHS2 and pray that they will do more."

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Funded by UKAID from the Department for International Development, PATHS2 is working in partnership with the Government of Nigeria and other stakeholders to improve the planning, financing, and delivery of sustainable health services for those most in need. In addition to its work at the federal level, the PATHS2 programme is implemented in the five states of Enugu, Jigawa, Kaduna, Kano, and Lagos. PATHS2 follows the successful PATHS programme, which was implemented from 2002 to 2008.

PATHS2 is managed by Abt Associates, in association with Options, Mannion Daniels, and the Axios Foundation.

