



## CASE STUDY

# Improving Service Quality through Renovation of Health Facilities

Kano • September 2012



Saha Ismail

**S**itting on a bed at the Panshekara clinic in a remote area of Kano, northern Nigeria, Saha Ismail is tending to her three-month-old daughter, who is sick and hospitalised at the health facility. Despite her baby being sick, Saha smiles as she explains that she is happy with the improved state of the physical structure of the facility and the high quality of services she has received at the clinic.

“Wallahi wanna Asibitin yana wari sosai da,” she says in Hausa: “Sincerely, before, this hospital smelt. I came here and I was surprised and happy to see that the hospital has been renovated and is looking good.

As you can see my baby is sick, but I know she will get well soon. The ward is clean and comfortable—no smells.”

The United Kingdom-funded Partnership for Transforming Health Systems Phase 2 (PATHS2) programme is working with the Kano State Ministry of Health to create a healthy environment for both patients and staff to enjoy the healing process, by renovating dilapidated clinics.

PATHS2 designed a renovation plan and picked a set of health facilities to be renovated across the project’s focal clusters in the state, many of them in rural areas. The programme did a needs assessment and found leaking roofs, cracked walls and ceilings, and broken windows. There were not enough beds and mattresses, and the available ones were filthy and tattered, forcing very sick patients to lie on the floor. This unsanitary environment was compounded by the lack of functional toilets.

PATHS2 started renovating the selected health facilities through Crown Agents Nigeria Limited. By August 2012, PATHS2 had funded the renovation of 93 facilities across its focal states of Kano, Kaduna, Lagos, Enugu and Jigawa. The project aims to renovate another 535 health facilities by 2014.



Takai PHC before renovation



Clients waiting to receive health care at Takai PHC after renovation

Dr. Salawu Enebi, resident doctor at Takai Primary Health Centre in Kano State, praised the improvements. “Before the renovation of the health facility, patients expressed their disgruntlement over the poor state of the facility infrastructure and the poor quality of services arising from its condition,” he said. “But now, our patients are happy and there is increase in demand for services.”

The renovation of health facilities by PATHS2 is designed to improve service quality and promote community ownership of health services. The facilities are equipped with running water and

plumbing, as well as space to store drugs and equipment.

In support of PATHS2’s efforts, the Takai Local Government Council gave the renovated hospital 36 brand-new sets of mattresses, pillows, and bed sheets. The Local Health Committee further worked with the Local Government Council to build three toilets and repaired the facility’s ambulance. At Albasu Primary Health Centre, the local government chairman funded the renovation of the entire health facility after PATHS2 paid for renovating the hospital’s maternity ward.

**For more information, please contact: Abubakar Izge (a.izge@paths2.org)**

**FOLLOW US ON-LINE:**

[www.facebook.com/paths2nigeria](http://www.facebook.com/paths2nigeria) • [www.youtube.com/paths2nigeria](http://www.youtube.com/paths2nigeria)  
[www.flickr.com/paths2nigeria](http://www.flickr.com/paths2nigeria) • [www.twitter.com/paths2\\_](http://www.twitter.com/paths2_)

**The Partnership for Transforming Health Systems Phase Two (PATHS2)** is a six-year development initiative that aims to ensure Nigeria achieves important health-related Millennium Development Goals.

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.

