



CASE STUDY

Ikosi Primary Health Centre steps up quality services to clients

Lagos • August 2013



Salami and colleague Adedara reviewing completed ISS checklists at the Ikosi PHC

Ikosi Primary Health Centre (PHC) is located in the Ikosi-Isheri Local Council Development Area in Lagos State. Aderonke Salami joined the PHC in February 2013 as Senior Chief Nursing Officer supervising the maternal health unit. Although the PHC receives its fair share of clients, the services offered were below quality standards in specific areas. It was not unusual to find the emergency trolley locked away and unstacked with the required consumables that are life-saving during delivery emergencies. The PHC did not offer nutritional classes or organised child welfare clinics, which are valuable opportunities to educate mothers with lifesaving tips.

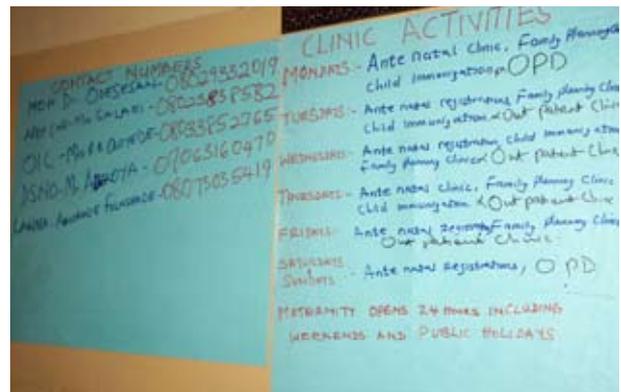
“We did not develop or display up-to-date charts showing service uptake on the walls, and were faced with the challenge of coordinating clients during antenatal care visits,” reports Salami.

To compound the situation, the centre had inadequate power supply, making it hard to deliver babies, especially at night. “We were using candles, and this reduced the number of clients visiting the PHC for deliveries,” said Salami. Although PHCs

were established to improve access to health services, especially in Nigeria's rural areas, studies have shown that PHCs overall serve less than 20 percent of their potential clients. This is due both to the poor quality of services and to the state of disrepair of PHC facilities, with basic equipment being either absent or obsolete. Most clients who can afford it seek care at private facilities, while others, who live mostly in the rural areas, resort to traditional alternatives that are often life-threatening.

To improve quality standards in PHCs, the UKaid-funded PATHS2 programme supported the Lagos State government in scaling up Integrated Supportive Supervision (ISS), which uses an interactive and practical system to foster improvements in the procedures, personal interactions and management of PHCs. PATHS2 supported the state to train 102 service providers, and provides transportation for the ISS team, which is led by the State Ministry of Health, to conduct regular supervisory visits to PHCs.

"I joined colleagues from this PHC to attend the training and then took part in practical sessions," said Aderonke. Eager to apply the new skills, the Ikosi PHC used the ISS checklist for the first time in June 2013. "The process helped us identify some service areas



Facility charts displayed on a wall at the PHC

needing improvement, and we discussed solutions to improve quality in those areas," said Salami. The PHC developed a monthly schedule for nutritional classes and child welfare clinics, and introduced a method for coordinating antenatal care clients. "We also have the emergency trolley set up and ready," she added.

To further improve the quality of services, PATHS2 provided an inverter, a generator and basic furniture for the PHC. "We are very appreciative of the interventions. They have helped us to be more professional and increased the number of clients delivering here," said Salami. Deliveries have increased by 100 per cent, from 19 in July 2012, to 38 in July 2013.

For more information, please contact: Ibironke Dada (ibironke_dada@paths2.org)

FOLLOW US ON-LINE:

www.paths2.org • www.facebook.com/paths2nigeria • www.youtube.com/paths2nigeria
www.flickr.com/paths2nigeria • www.twitter.com/paths2nigeria

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.

