

Kaduna State Government



Service Charter

State Ministry of Health

July 2013

This service charter sets out the services provided by Kaduna State Ministry of Health, the service performance targets we aim to achieve, and the standards to which we will provide these services to our clients. It shows our clients how to give us feedback and details our commitment to regularly review our performance. This charter applies to everyone who has contact with the Ministry of Health including public and private sector organizations.

As much as possible and where applicable, we aim to ensure that this service charter covers all categories of user groups ranging from Ministries, Departments and Agencies, contractors, civil society groups and the general public without bias based on issues such as gender ,ethnicity, religion, marital status ,socio-economic status, age or disability, and providing extra support where needed (e.g. for pregnant women, physically challenged people, those who are unable to read or write and other vulnerable groups).

Who We Are

The Ministry of Health provides preventive, curative, promotive and rehabilitative health care services in line with government policies and plans; ensures the availability of essential medicines and medical supplies and regulates all private health establishments in line with the State and National Health Policies.

We supervise the following agencies and Health training institutions:

- 1 State Primary Health Care Agency (SPHCA);
- 2 Drugs and Medical Supply Management Agency(DMSMA);
- 3 Kaduna State Agency for the control of AIDS(KADSACA);
- 4 Shehu Idris College of Health Sciences and Technology, Makarfi (SICHST);
- 5 College of Nursing Kafanchan (CON);
- 6 School of Midwifery Tudun Wada, Kaduna.

Our Mission and Core Values

Our mission is to ensure the delivery of quality health care services to all the people in Kaduna State by providing clear policy directions and implementing all necessary health plans in collaboration with relevant stakeholders.

Our Core Values are

1. Professionalism

We employ various health professionals who discharge their duties competently in an ethical manner.

2. Motivation

We continuously build the capacity of our staff members and empower them for improved performance.

3. Efficiency

We uphold timeliness, responsiveness, effectiveness, appropriateness, accessibility, reliability, consistency, and sustainability in service delivery.

4. Client Focus

We deliver health services tailored to satisfying current and future clients' needs through a holistic approach.

5. Integrity

We engage in consistent actions, values, methods, measures, principles, and practices which ensure accountability and integrity in making essential medicines and medical supplies available to all, and in sustainable regulation of all private health establishments.

Our Key Clients

Our key clients are:

1. Government of Kaduna State;
2. Local Governments;
3. Federal Ministry of Health;
4. Agencies and Health training institutions;
5. Public Health Facilities;
6. Health Management Boards, Health Management Committee, Facility Health Committee of our health facilities;
7. Private Health Facilities;
8. Development Partners;
9. Non Governmental organisations;
10. Civil Society Organisations;
11. Professional Bodies;
12. Trade Unions;
13. Contractors;
14. The General public.

Our Key Services

1. Curative Services.
Medical attention such as diagnostic, investigations and prescription of essential medicines to meet the medical conditions of patients.
2. Preventive Services.
Interrupting the development of diseases in individuals and communities
3. Rehabilitative Services.
Minimising/abolishing the effect of disabilities in individuals.
4. Health promotion Services
Activities aimed at prolonging life and wellbeing
5. School Health Services.
Activities organised to prevent disease and promote Health amongst students within schools.

Medical Services department provides clinical and diagnostic services (Treatment) for the sick

Public Health department provides preventive services like immunization and environmental sanitation (preventing diseases from occurring).

Nursing Services department provides services to take care of the sick in our Hospitals

Pharmaceutical Services department ensures that clients are provided with essential medicines at a cost they can afford.

Health planning department ensures that all the resources needed to ensure access to quality health services are in place.

Admin and supplies department ensure daily smooth running of the Ministry, welfare of staff and maintenance of infrastructure for optimal service delivery to clients..

Finance and Account department

Ensures that the finances and books of accounts are managed and maintained for internal efficiency and effectiveness of the Ministry

Services provided in our general hospitals

1. Routine clinical services - 24 hours
2. Accident and emergency- 24 hours
3. Surgery & Orthopaedics - 24 hours
4. Obstetrics & Gynaecology- 24 hours
5. Paediatrics (Baby friendly Hospital Initiative) - 24 hours
6. Specialist clinics for people living with HIV/AIDS -Monday to Friday: 08:00 – 16:00
7. Rehabilitative services: Monday to Friday 08:00 – 16:00
8. Pharmaceutical services: 24hours
9. Dental/Oral Health services: Monday to Friday 08:00 – 16:00
10. Ear, Nose and Throat Clinic: Monday to Friday 08:00 – 16:00
11. Eye Care: Monday to Friday 08:00 – 16:00

12. Laboratory Services: 24-hours

13. X-ray services & ultra sound: Monday to Friday 08:00 – 16:00

14. Mortuary services- 24 hours

Our Service Performance targets

We strive to attain the following service targets within the resources at our disposal.

Department	Key Services	Target
Admin and Supplies	Daily running of the ministry	Efficiency of health workers improved by 25 % annually
	Maintenance of infrastructure	Well-equipped Offices provided with ICT gadgets and modern furniture.
Finance and Accounts	Management of finances	70% Effective collection, disbursement of funds and sending of returns to MoF & MoEP monthly achieved.
	Monitoring of Revenue Collection, accounting and disbursement to government accounts	82% of the Annual Budget target and monthly remittance of collection to Accountant General's accounts met.
Health planning Research and statistics	Conduct Mid-Term Review of the State Health Development Plan(SHDP)	Revised state health development plan produced and operationalised.
	Medium term sector strategy for 2014 -2016	MTSS 2014-2016 Available
	The introduction of District Health Information System(DHIS) tool	High quality and reliable health planning data readily available for informed decision making.
	Preparation of annual budget/operational plan	Approved copies of 2014-2015 budget/operational plans available.
Medical Services	Clinical/diagnostic services	80% of clients received clinical and diagnostic services annually.
	Registration, Regulation and licensing of private health establishments	70% of the new Private Health Establishments (PHEs) registered, regulated and licensed.

Nursing Services	Collaboration with other units, directorate and agencies in the ministry in ensuring effective health care	Infant and maternal mortality rate respectively reduced by 30% and 25%.
	Implementation of nursing and midwifery council of Nigeria regulations on training and other policies in the state.	Additional 30% qualified and skilled health care providers.
Public Health	Provide supplemental and routine immunisation services	Eliminate polio transmission in the state.
	Disease control programmes (Malaria, HIV/AIDs, TBL, Onchocerciasis and neglected tropical diseases)	Achieve disease control coverage by 80% of our public health Facilities
Pharmaceutical Services	Registration, renewal and regulation of all pharmacies and patent medicine shops in the state	80% registration of pharmacies and patent Medicine shops achieved.
	Implementing the Pharmacovigilance as a component of pharmaceutical care in our facilities	Pharmacovigilance unit established in 70% of our Secondary Health Facilities.

Our Service Standards

Our service standards show how we serve our clients and the level of services they can expect from us.

S/N	Service Standard	Description	Level of Service
1.	Quality of Service	Formulating Health care policies that meet WHO/National standards to achieve the health status for the people in Kaduna State.	Comply with National/WHO health policies and regulations.
		Implementing health care policies that meet WHO/National standards to achieve the health status for the people in Kaduna State.	World-class health facilities and equipment
2.	Fairness	Provide equal access to clients without discrimination	Attend to clients on first-come-first-served basis.
3.	Client care	Courtesy and respect for our clients, pay full attention to our clients	Attend to clients within 30 minutes of arrival and in a comfortable atmosphere.

4.	Speed of service	Timeliness in attending to our various clients.	Start attending to clients' needs within 30 minutes.
		Timeliness in treating clients' files and mails.	Treat clients' files and mails within 48 hours.
5.	Privacy	Confidentiality of clients' information and records.	No divulging of clients' information
6	Information	Providing helpful and relevant information to our clients within the limits of ethical standards.	Give prompt information to clients about the most relevant and appropriate department to handle their information needs.
		Providing timely information to clients within the limits of ethical standards.	Give feedback to clients within 48 hours of receipt of requests, complaints etc.

Our Clients' Obligations

In order to deliver the level of services and satisfy our client's needs and expectations, we expect our clients to help us by doing the following:

1. Abide by statutory requirement and other obligations that they must move in order to be eligible for services sought or for payment;
2. Treat all health providers with respect;
3. Be courteous when dealing with health care providers and expect the same from all staff of state ministry of health;
4. Provide timely and accurate information on their health conditions to the relevant service providers;
5. Should not seek preferential treatment;
6. Should not induce health workers;
7. Follow established procedures;
8. Obtain official receipts for all payments made by them;
9. Offer feedback, suggestions or complaints at any point in time in regards to our services;
10. Attend scheduled meetings if and when invited;
11. Respond to request for information precisely, accurately, thoroughly and in time.

Feedback and Complaints Procedure

Clients can give suggestions or make complaints regarding the services we offer. Complaints can be made by email, SMS, Phone, writing or verbally in person.

The following procedure is in place to handle customers' feedback, suggestions and complaints.

1. We would listen to clients, and acknowledge record and treat all complaints with confidentiality;
2. We would not discriminate against our clients in handling complaints and suggestions they make, and we would give equal treatment to all clients who are dissatisfied with our services;
3. We encourage clients to route complaints through the established channels. (You will find the list of contacts at the end of this charter, which you can use to direct your complaints to the specific division or section by giving their phone numbers and contact details to us such as email, SMS, and phone to help us give them instant feedback.);
4. The Ministry of Health will try to resolve client complaints as far as possible at the health facility where the client receives service, advice or has reason to question the service given as soon as complaint is lodged;
5. Please, send your suggestions on aspects of our services to the addresses listed at the end of this charter;
6. Complaints /feedback from clients will be recorded into our feedback register by the complaints/Service Charter desk Officer;

Furthermore, we would seek feedback from our customers on a regular basis in order to improve our services through periodic client survey, stakeholders' forum and suggestion boxes.

Revision of Service Charter

This charter shall be reviewed every three (3) years or as the need arises to keep abreast with new developments and to accommodate any lessons learnt. The revision will also reflect necessary changes based on suggestions from our clients and stakeholders.

This service charter was prepared on 18th July 2013. The next revision, which will incorporate relevant feedback from our customers and changes in our service focus or mandates, will be in July 2016.

Translation Help

This charter will be translated in Hausa, Fufude and Kanuri for clients who need such help. Our translation service is available at:

1. The office of the Director of Admin and Supplies:
Mondays-Fridays: 10.00am -3.00pm
2. The Medical Directors' Offices in our secondary health facilities:
Mondays-Fridays: 10.00am -3.00pm

Communication and Accessibility of Service Charter

This Service Charter is available and provided free to all clients in hard copy at:

1. The Office of the Director, Admin and Supplies Kaduna State Ministry of Health;
2. Ministry of Health resource centre;
3. Bureau of Public Service Reform;
4. The Office of the Public Relations Officer, Kaduna State Ministry of Health;

Furthermore, the service charter is available on our website:

1. Kaduna State Government website: www.kadunastate.gov.ng
2. **Ministry of Health website** info@moh.kd.gov.ng

How to Contact Us

At the Ministry of Health Headquarters

Our Contact address:

State Ministry of health,

Independence Way,

P.M.B2014, Kaduna

Kaduna State, Nigeria.

Website, <http://www.moh.kd.gov.ng>

Email; info@moh.kd.gov.ng

Contact Persons:

1. Pharm. Patrick S Maigari
Honorable Commissioner,
Ministry of Health, Kaduna State
Telephone: 234248048
Mobile: 2348037867804
Email: patrickmaigari@yahoo.com
2. Dr. P.M Dogo
Permanent Secretary,
MoH Kaduna
Mobile: 2348034508946
Telephone: 234 62 248252
Email: pauldого@gmail.com
3. MR. Bashir S. Ango
Director Admin and Supplies
Ministry of Health, Kaduna State
Telephone: 2348034527644

At Our Secondary Health Facilities

1. Dr.B.M Jatau
Director Medical Services and Diagnostics
Ministry of Health, Kaduna state
Mobile: 2347060749942
2. Offices of the Medical Directors in charge
3. Offices of the Hospital Secretaries

Who to Contact on Unresolved Issues

Should you not be satisfied with resolution of your complaints, please contact:

The Permanent Secretary,
Bureau of Public Service Reforms
Office of the Head of Service
No.8 Wurno Road, Off Rabah Road
Kaduna State
Telephone: 234 62 833783
Email bpsr.kaduna@gmail.com