

MEETING BRINGING TOGETHER THE HEALTH COMMITTEES OF RUSIZI DISTRICT HEALTH FACILITIES

0. INTRODUCTION

The Health Committee is the supreme organ leading the health centre (HC) by giving it instructions and guidelines with a view to providing quality services to the population it serves. It is in this line that Rusizi District, in partnership with HDP, organised on 6 July 2012 a consultation meeting, financed by HDP, with the members of the health committees of all health facilities from the District. This meeting was facilitated by the district health unit team, FASACO Executive Secretary and JADF Permanent Secretary/ISONGA Rusizi.

1. Overall objective of the meeting

Improve Health Committees' members' knowledge and skills through their involvement in the settlement of the problems the health centre is facing.

1.1. Specific objectives

- ✓ Explain roles and responsibilities of Health Committees' members at the health centre level
- ✓ Explain the relationship between the health centre and the mutual health insurance scheme (MUSA) section in health system reinforcement in Rwanda.
- ✓ Show the level of customers' satisfaction about health services provided by health centres according to a survey conducted by FASACO

The District Health Director who opened the meeting on behalf of the District Mayor, who were not available due to other duties, explained the functioning and organisation of health services in Rwanda, as specified in the Ministerial Order N° 28/32 of 28/01/2008. Participants reviewed the provisions of the Order and noticed that people made some mistakes because they did not know the law. They undertook to correct them and scrupulously abide by the law to well manage the public good.



The Health Committee is composed as follows:

1. Health centre's owner (Chairperson)
2. Executive Secretary of the Sector in which the health centre is located (Vice-Chairperson)
3. Health centre manager (Secretary)

4. Two members representing health community workers
5. Civil society representative
6. Two members representing schools

Health committee members rethought about their roles and responsibilities, namely:

- Approve the health centre's annual action and budget
- Approve decisions made by the health centre's management committee
- Recruit staff within the confines of the laws
- Provide the health centre with guidelines
- Approve staff assessment results
- Settle disputes beyond the competence of the health centre's management committee.

The second presentation was made by mutual health insurance scheme Director, Mr. BAJYINAMA Athanase. He talked at length about the close collaboration that should characterize the health centre and MUSA at HC level. Indeed, the mutual health insurance scheme is the health centre's main partner because it covers more than 90% of the healthcare offered by HC.

After presentations and discussions, the following recommendations were made:

- ✓ Establish regular exchange between HC manager and the MUSA section manager
- ✓ Everybody should see to it that cases of fraud are dismantled
- ✓ MUSA should recruit its staff taking into account the population served by HC
- ✓ Health facilities should make sure that there is no medicine stock outage because mutual health insurance scheme subscribers complain when they are referred to the private pharmacy to purchase drugs by themselves
- ✓ Accelerate the procedure for the payment of HC bills under the mutual health insurance scheme
- ✓ Staff under the mutual health insurance scheme who did not work on weekends will from now on work on shift like HC staff and should respect working hours.
- ✓ HC manager should keep an eye on MUSA staff appointed to the HC section by preparing and submitting a report to the Mayor and MUSA Director for decision.

The third presentation was made by FASACO's Executive Secretary, who talked about the results of the survey on clients' satisfaction about health services.

Globally, the population appreciates the services provided to them. However, they listed some points requiring improvement.

Out of 780 respondents, 88.3% are satisfied about the healthcare services they received at the health centre against 11.7% who were not satisfied for various reasons.

As for services provided by the MUSA section, 92.9% of 721 respondents assert that they were well received against 7.1% who were not satisfied.

Below are the main reasons for clients' non-satisfaction according to the survey conducted by FASACO:

1. Insufficient hygiene in rooms of and around some health centres
2. The waiting time before acceding to healthcare is relatively long
3. Overcrowding in hospital rooms and in the maternity ward in some health centres
4. Lateness at work (starting with staff who are often late in the morning)
5. Spending time on phone while a client is waiting for service to be provided
6. Frequent resignation of medical staff in search of advantages elsewhere
7. Medicine stock outage leading mutual health insurance scheme subscribers to buy by themselves drugs in the private pharmacy while they contributed to sickness insurance
8. MUSA staff who do not work on weekends and in the night.
9. Poor filing of the cards of the mutual health insurance scheme subscribers, which makes it hard to find them.

To conclude, the health unit Director requested participants to take into consideration all complaints raised by our clients to find appropriate solutions to them to avoid their being raised again in subsequent surveys.

He promised that recommendations made during this meeting would be the subject of strict monitoring from district and sector administrations and from the hospital to which the health centre reports.

Lastly, participants to the meeting warmly commanded the partnership between Rusizi District and HDP and would like to see this partnership reinforced to take on board several components, in

particular community health as well as mother and child health with a view to meeting the



population's health needs.

The close collaboration between the health centre and the mutual health insurance scheme section proves to be indispensable to promote health within the community.