

Social Accountability in Public Health Care Facilities in Ilala Municipality, Dar es Salaam City

Shangari, Selina R. (2018)

Abstract

Background: The Tanzania Health Policy Guideline provides for free services to all pregnant women and children less than five years of age in Public Healthcare Facilities. The government strives to uphold this social accountability to its citizens, but it seems to be unattainable. *Aim of the Study:* This Study explores existing Social Accountability in provision of free services of Maternal and Child Health in the Public Healthcare Facilities by healthcare providers in Ilala Municipality so as to improve Maternal Health. *Methods:* A descriptive cross-sectional study was undertaken in Ilala Municipality from July to August 2018. The structured questionnaires 288RCHs clients who attended Public Healthcare Facilities; 3 key informant interviews and 9 focus group discussions with healthcare providers on duty were conducted in three randomly selected Public Healthcare Facilities in Ilala Municipality. Observations of posted information on the notice boards of Public Healthcare Facilities were also done. The data was analysed and interpreted accordingly by using statistical package for social sciences Version 21.0 and qualitative data were analysed by using content analysis. *Results:* Public Healthcare Facilities in Ilala Municipality are facing the constraints of both transparency xi services to all pregnant women and children less than five years of age. The RCHs respondents' lot of responsibilities: There is shortage of skilled personnel, inadequate healthcare commodities, poor infrastructure, limited working space, overcrowding and insufficient resources. Only a few RCHs clients requested information on Maternal and Child Health Services of Maternal and Child Health review boards and Facility governing Committees, and information on budget, planning, and progressive report of Maternal and Child Health to the Public Healthcare Facilities notice board were hardly posted. *Conclusion and Recommendations:* The Tanzania Health Policy Guideline that provides for free services to all pregnant women and Children less than five years of age is not attainable. Social Accountability is relatively in existent in public healthcare Facilities. The staff are overwhelmed with lots of responsibilities and do not have adequate resources needed for efficient service provision. The clients are not being told that there is shortage of health commodities. The researcher recommends review of the policy so that the clients are aware of what is provided and what is not provided.

