



THE REPUBLIC OF UGANDA

MINISTRY OF HEALTH

**STANDARDS, COMPLIANCE, ACCREDITATION AND PATIENT PROTECTION
DEPARTMENT**

HEALTH FACILITY QUALITY OF CARE ASSESSMENT

SURVEY REPORT OF 2021

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LIST OF ABBREVIATIONS

CQI	Continuous Quality Improvement
DHIS	District Health Information System
DHT	District Health Team
HF	Health Facility
HFQAP	Health Facility Quality of care Assessment Program
HUMC	Health Unit Management Committee
IMEESC	Integrated Management for Emergency and Essential Surgical Care
IPC	Infection Prevention and Control
LQAS	Lot Quality Assessment
MNCH	Maternal Newborn Child Health
MOH	Ministry of Health
MPDR	Maternal and Perinatal Death Review
NCD	Non Communicable Diseases
OPD	Out Patient Department
PHC	Primary Health Care
RBF	Result Based Financing
UNICEF	United Nation Children's fund
RMNCAH	Reproductive Maternal Newborn Child Adolescent Health
SARA	Service Availability and Readiness Assessment
SOPs	Standard Operating Procedures
UMCHIP	Uganda Reproductive Maternal Child Health Improvement Project
WHO	World Health Organization
PNFP	Private Note For Profit

EXECUTIVE SUMMARY

Introduction

The HFQAP was developed to be implemented as one of the Quality Improvement (QI) interventions in the health sector. The HFQAP is expected to have a catalytic effect by building capacity of health workers in self-assessment and CQI in individual health facilities; incorporating the improvement goals into national strategic and district operational plans; and nurturing the culture of performance rating and CQI in Uganda. The main objective was to provide regular information on quality of care and the general functionality of both the public and private health facilities in Uganda.

HFQAP survey conducted annually will serve as a monitoring and evaluation tool of the national health strategy and will provide key information on progress of health system strengthening over time. It will facilitate identification of gaps and weaknesses responsible for suboptimal service provision and intervention coverage that need to be addressed and provide a basis for planning and monitoring scale-up of interventions for service delivery improvement.

Main Objective:

To provide national level information (baseline) on quality of health care and the general functionality of both public and private health facilities in Uganda for 2021/22 FY.

Specific Objectives

1. To conduct national level quality of care assessment in the sampled health facilities for FY 2021/22.
2. To generate information for guiding quality improvement processes in the health service delivery system.
3. To strengthen the Institutionalization of HFQAP in the health service delivery system.
4. To assess the level of client satisfaction with the service delivery.

Methodology:

To allow for regional representation, the annual HFQAP survey was conducted in all the 15 sub regions of the country. This survey employed a cross sectional design involving application of the HFQAP tool in all the sampled health facilities in the region.

The sample size for health facilities to be assessed per region was determined using Kish Leslie formula. The total number of facilities assessed were 304 across the 15 sub-regions of the country. From each region/stratum, facilities to participate in the evaluation were selected using systematic sampling.

The field survey took approximately two weeks. Survey teams comprised of trained medical officers, clinical officers, nurses, Laboratory personnel, pharmacy technicians and data managers. All members of the team were required to have knowledge of continuous quality improvement in the health care setting.

Results

The survey results indicate that the average regional performance was 68.8%, with Kampala performing best and Teso worst at 75% and 59.1% respectively.

The best performing districts were Koboko, Adjumani, Amuru, Oyam, Abim, Moroto, Kikuube, Kibaale, Bundibugyo, Pallisa, Kween, Bulambuli, Tororo, Luuka, Mukono, Kazo, Sheema and the worst performing districts were Agago, Soroti, Amudat, Kumi, Busia, Kasese, Mubende, Mityana, Mpigi, Kiruhura, Isingiro, Ntungamo, Kyotera, Kitagwenda, Bushenyi, Buhweju and Kanungu.

According to the survey, the best performing RRHs were Naguru, Fort Portal, Hoima and Moroto. The averagely performing RRHs were Lira, soroti, Jinja, Gulu, Masaka, Arua, Kabale, Mubende, Mbarara and the worst being Mbale.

The s performed better than all the other levels of care. The higher level facilities performed better at 78.6% RRH & 79.8% Hospitals respectively more than lower level facilities with HCII being the least at (59.8%).

Generally, 10 modules were assessed, with Health infrastructure performing best at 77.0%. Medicines, vaccines and tracer equipment's, diagnostics, Human resource were poorly performing modules in this survey at 60.2%,61.9% and 62.3% respectively.

Recommendations and challenges

- The health facility master list and DHIS 2 facility levels don't match with the health facilities on ground: There's need to update or harmonize the health facility levels.
- Making appointments with the health facilities in Kampala was a very big challenge, so it delayed the data collection process.
- Health facilities on ground are misgraded e.g., some are hospitals but are labelled as HCII in the system. SCAPP to work with the relevant local government or administrative entities to accredit them according to the level of services they are offering.

Conclusions

- The HFQAP survey has provided a clear picture of quality of services on best performing standards and gaps across the different levels of care.
- Kampala and Teso sub regions registered the highest and lowest performance in the quality service standards, respectively.
- The higher-level facilities showed better performance than the lower health facilities.

- Among the assessed 10 modules, health infrastructure performed best and the worst was medicines, vaccines and supplies.
- Lack of functional emergency unit / service, functional health education program in the OPD and RMNCAH, tracer equipment for basic obstetric care, tracer commodities for Nutrition Management, tracer commodities for Family Planning services, and qualified health workers at all times.

CHAPTER ONE: INTRODUCTION

1.1 Background

The goal of the Health Sector Development Plan (HSDP II) 2020/21-2024/25 is to accelerate movement towards Universal Health Coverage (UHC) with essential health and related services needed for promotion of a healthy and productive life. UHC aims at all people receiving essential and good quality health services they need without suffering financial hardship. Assessing the quality of care and the general functionality of both public and private health facilities in Uganda is, therefore, vital for identifying gaps and priority areas for improvement to achieve UHC.

Since the year 2000 several methodologies have been applied in Uganda to assess and improve the quality of health service delivery. These include the Yellow Star Program (YSP), Service Provision Assessment, District and Hospital League Tables, the Standard Unit of Output (SUO), Service Provision Assessment (SPA), Service Availability and Readiness Assessment (SARA) and the Health Facility Assessment (HFA) using the Lots Quality Assessment Sampling (LQAS) methodology, among others.

In 2013, the Ministry of Health (MOH) conducted a systematic review of all the quality assessment methodologies above and developed/adapted the Health Facility Quality of Care Assessment Program (HFQAP) as the integrated national quality assessment strategy. The HFQAP was developed to be implemented as one of the Quality Improvement (QI) interventions in the health sector. The HFQAP is expected to have a catalytic effect by building capacity of health workers in self-assessment and Continuous Quality Improvement (CQI) in individual health facilities; incorporating the improvement goals into national strategic and district operational plans; and nurturing the culture of performance rating and CQI in Uganda. The main objective was to provide regular information on quality of care and the general functionality of both the public and private health facilities in Uganda.

By the end of 2017, 290 health facilities in 49 districts with 188 district supervisors having been trained along the way. These districts were largely in the Eastern, Northern and Central regions of the country. In 2019 the West Nile region was trained and assessment done in all public and private health facilities. The results generally showed poor performance across all districts with an average of 38%. In February 2020, Karamoja region was trained and 133 facilities assessed for the very 1st time with support from UNICEF and average performance was poor at 34%. We still observed poor performance across the assessed districts.

The quality of health care has been a major deterrent to health service utilization in Uganda as evidenced by the slow progress in improvement of some of the health sector core performance indicators. Studies have also shown that the technical quality of health services has been deficient in some key areas. The clients' satisfaction is still low even though there was an increase from 25.6% FY2018/19 to 31.0% in FY 2020/21 representing 5.4% ($P < 0.001$).

In 2021, the MOH undertook the first HFQAP survey across the country with the aim of assessing overall performance of quality of care across the country.

1.2 Rationale

The HFQAP tool 2015 was reviewed to a current version, HFQAP tool 2020 and will be applied to a scientifically sampled facilities annually to develop a sustainable national health facility quality of care assessment survey. This survey will establish the national baseline for HFQAP performance. The HFQAP survey will then be used as a monitoring and evaluation tool to provide key information on progress of health system strengthening & quality of care over time. It will facilitate identification of gaps and weaknesses responsible for suboptimal service provision and intervention coverage that need to be addressed and provides a basis for planning and monitoring scale-up of interventions for service delivery improvement. This crucial information will be used to measure progress and performance of the health system.

The annual health facility quality of health-care assessments answers 4 broad questions:

1. To what extent does the service delivery process follow the national standards of care? Does the process followed in service delivery meet standards of acceptable quality and content?
2. To what extent are facilities prepared to provide priority services? Do facilities have the necessary infrastructure and resources? For example, what proportions of facilities have reliable power supply? What proportions have tracer medicines, equipment and diagnostics?
3. To what extent are the facilities prepared to provide client centered care and ensure patient safety? Are clients satisfied with the service delivery environment?
4. To what extent do support systems for maintaining or improving the existing services exist, and how well are they functioning?

This survey was designed as a systematic system for annual verification of quality of service delivered at facility level. It was intended to cover public as well as private not for Profit (PNFP). The survey was implemented by the Ministry of Health led by the Standards Compliance Accreditation and Patient Protection (SCAPP) Department. To ensure country ownership and overall coordination, the technical team involved key departments as well as national partners such as WHO and key stakeholders in the sector. They facilitated the objectives, scope, design, planning, implementation, and analysis process for the survey.

1.3 Objectives of the Survey

1.3.1 Main Objective

To provide national level information (baseline) on quality of health care and the general functionality of both public and private health facilities in Uganda for 2021/22 FY.

1.3.2 Specific Objectives

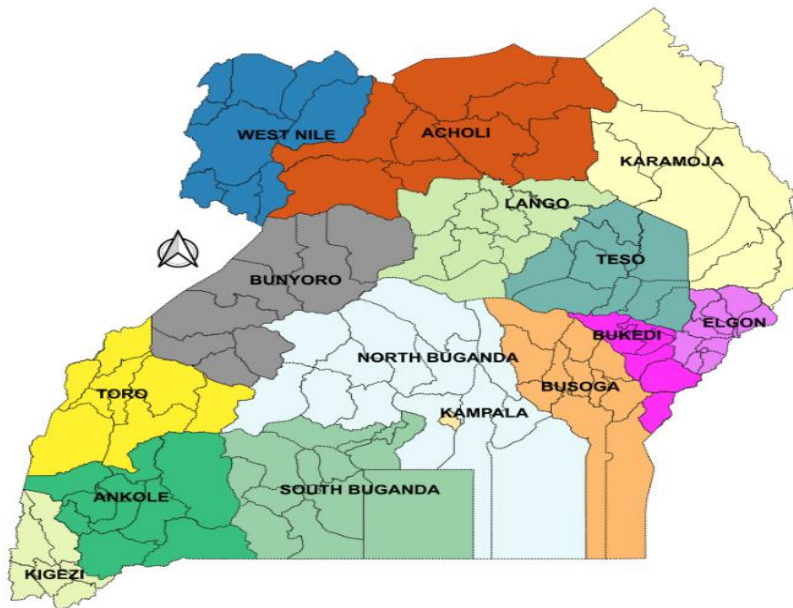
5. To conduct national level quality of care assessment in the sampled health facilities for FY 2021/22.
6. To generate information for guiding quality improvement processes in the health service delivery system.
7. To strengthen the Institutionalization of HFQAP in the health service delivery system.
8. To assess the level of client satisfaction with the service delivery.

CHAPTER TWO: METHODOLOGY

2.1 STUDY SETTING

The survey catered for regional representation; all the 15 sub regions as categorised by MOH, National Health Information Management System (<http://hmis2.health.go.ug>) were covered. The Sub regions are (1) West Nile, (2) Acholi, (3) Karamoja (4) Lango, (5) Teso, (6) Elgon, (7) Bukedi, (8) Busoga, (9) Kampala, (10) North Buganda, (11) South Buganda, (12) Ankole, (13) Kigezi, (14) Tooro and (15) Bunyoro.

Figure 2. 1: Map of Uganda showing 15 sub regions



Within each region, the health care system was based on a hierarchical structure from Regional referral hospitals governed under MOH headquarters whereas the running of district hospitals and health centres (HCs) is decentralised to the districts (MOH, 2016).

The district health care structure uses a numerical ladder to designate the size and function of a health facility in the following manner: health centres (HCs) level II at the parish, health centre level III at the sub-county, health centre level IV at the health sub-district (HSD)/ county to the district hospitals. The RRH is the highest referral point within the entire region and serves several districts, while the acts as a referral point within the district. The survey was conducted in all levels of health care service delivery.

2.2 Design

The survey employed a cross sectional design involving application of the HFQAP tool in all the sampled health facilities in the region.

2.2.1 Sampling strategy

Two sampling strategies were employed; the purposive and stratified sampling. All regional Referral Hospitals (15, RRHs) were purposively selected.

Using Probability Proportional to Size (PPS) technique, the total number of facilities to be selected from each of the sub regions was established. The lists of health facilities in each Sub region as the sampling frame, the required number of health facilities from each Sub region (n) was divided by the total number of health facilities in the Sub region (N) i.e. (n/N).

A systematic stratified sampling method was used to select 58 GHs, 67 HCIVs, 83 HCIIIs, 86 HCIIIs were selected. The selection was made from the health facility master list, 2021 and included public and PNFP health facilities. After obtaining a random start from a table of random numbers, the sampling interval was followed until the required number of health facilities in each sub region was obtained.

The number of health facilities that participated in the survey by level are indicated in Table 1 below; Due to the high volume of clients seen at higher levels of care like HC IVs and above, these levels have been over sampled compared to the lower levels of care (HC IIIs & IIs).

Table 2. 1: Sampled number of health facilities by level of health care.

Region	HC II	HC III	HC IV	General Hospital	Regional Referral Hospital	Total # of facilities sampled
Acholi	4	4	2	2	1	13
Ankole	6	5	5	4	1	21
Bugisu	3	5	4	2	1	15
Bukedi	2	5	2	4	1	14
Bunyoro	3	4	4	3	1	15
Busoga	7	5	3	4	1	20
Kampala	23	3	6	9	1	42
Karamoja	2	2	1	2	1	8
Kigezi	5	4	4	3	1	17
Lango	2	4	3	2	1	12
North Buganda	8	8	6	6	1	29
South Buganda	11	18	11	7	1	48
Teso	3	3	3	2	1	12
Toro	4	6	5	4	1	20
West Nile	3	7	3	4	1	18
Totals	86	83	62	58	15	304

2.2.2 Health facility sample size

The sample size for health facilities to be assessed per region was determined using Kish Leslie formula for calculating sample size for cross-sectional studies:

$$n = \frac{Z^2 pq}{\delta^2}$$

Where n = minimum sample size required, Z = standard normal deviate (1.96) corresponding to 95% confidence level of significance. p=proportion of facilities who are offering good quality health services =0.5 (since there hasn't been such a survey before; q = (1-p), and δ = absolute precision (5%). The minimum sample was adjusted with a design effect of 1.5 to cater for the effects of clustering.

$$\text{Then } n = \frac{(1.96)^2 \times 0.5 \times (1 - 0.25)}{(0.05)^2} \times 1.5 \text{ (Design effect)} = 304$$

Thus, a total of 304 facilities across the 15 regions was required for the survey.

2.3 Data collection

The commissioner (SCAPP) was the survey manager and was responsible for the overall coordination and technical oversight of the field data collection. The field survey took approximately two weeks. On average, each team completed the assessment of one primary health care facility in one day. Survey teams comprised of medical officers, clinical officers, nurses, Laboratory personnel, pharmacy technicians and data managers who were all experienced in the HFQAP assessment. In addition, all data collectors had knowledge of continuous quality improvement in the health care setting. Supervisors were assigned to several teams to ensure proper data collection, verification and final submission to the MOH server.

The administration of the questionnaire took approximately 4-8 hours depending on the level of care. Data was captured electronically using Open Data Toolkit (ODK) however, paper-based data collection was used for back-up in the event of data loss due to damage, malfunctioning of the electronic device as well as a reference to be used in the data cleaning stage. The designed ODK form was installed on an Android based tablet/phone which enabled offline data collection and submission of data to the central aggregate server. Access to the central server was restricted to authenticated users who were responsible for managing the data and performing data quality measures on the data submitted. Data collected on the tablets was synchronized to the online ODK aggregate server which enabled users to download the submitted dataset for analysis.

2.3.1 Calculating overall scores and star rating

The facility scores were based on the HFQAP assessment tool which is divided into 10 modules.

Calculating the percentage performance/achievement of a module

$$\frac{\text{Achieved scores of module}}{\text{Expected total scores of module}} \times 100$$

To get the overall facility score, add all the achieved scores from each module (sum of all scores for the 10 modules)

Calculating the percentage performance/achievement of a facility

$$\frac{\text{Sum of achieved scores from all modules}}{\text{Expected scores of that facility level}} \times 100$$

NOTE: Expected scores vary by *level of care*; HC II-211, HC III-249, HC IV-283 and Hospital-290. This is because there are different services provided at respective service delivery levels.

2.3.2 Outcome variables

The HFQAP assessment focuses on the 110 health service delivery standards. The standards include **96 from the WHO six traditional health systems building blocks and 14 from client centered care and patient safety** which was the seventh domain assessed (see table 2 below).

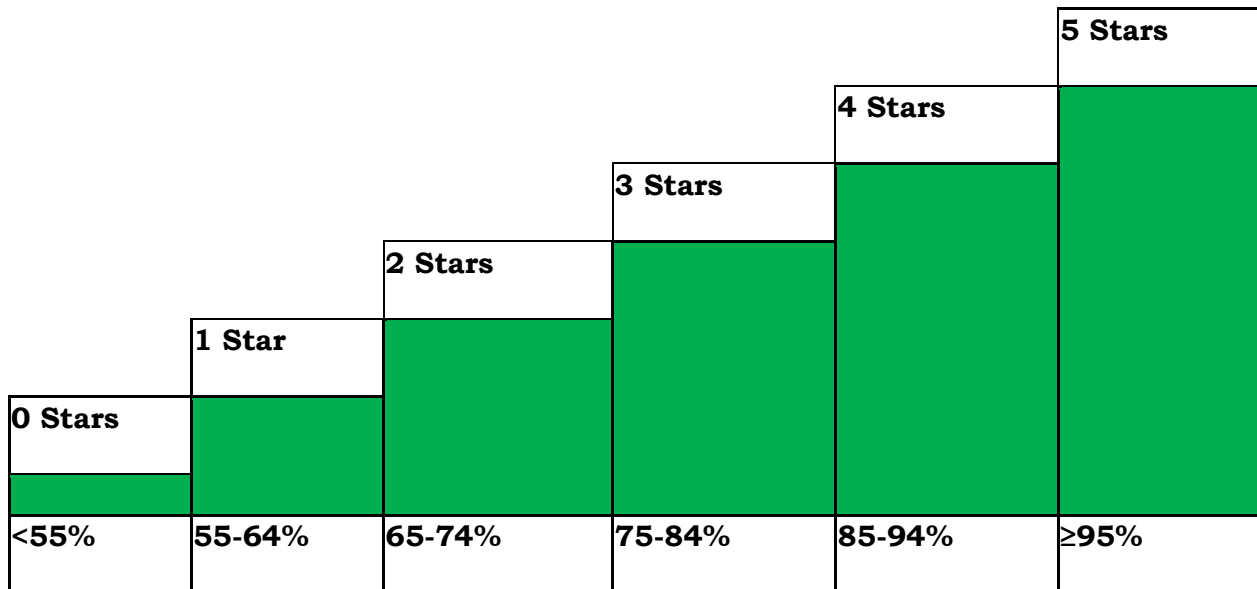
Table 2. 2 HFQAP service delivery standards' domains

Number	Domain	Number of Standards
1.	Leadership and Governance	8
2.	Human Resources for Health	9
3.	Health Financing	3
4.	Health Information	12
5.	Medicines, Health Supplies, Vaccines and Equipment	31
6.	Service Delivery (Health Infrastructure, Essential Clinical Care, Surgical care, Emergency, EPDR & Diagnostics)	33
7	Client Centered Care & Patient Safety	14
Total		110

2.4 Data analysis

Data analysis was done centrally by MOH team using both qualitative and quantitative methods. Quantitative data was analyzed using the inbuilt DHIS2 App analytics. Data was downloaded as excel files for further analysis as required. A summary of health facilities was undertaken, and results presented using tables and graphs. The scores for each standard were based on the **'all or nothing'** law of 1 (standard met [green color]) or 0 (standard not met [red color]). Point estimates for the percentage scores were generated per domain/module and facility. In addition, district-level point estimates (in percentage) were computed per module and then overall average was determined. The HF's and the district were later rated using the World Health Organization (WHO) Stepwise Laboratory Improvement Process Towards Accreditation (SLIPTA) and Strengthening Laboratory Management Process Towards Accreditation (SLMPTA) tier system in a 0-5-star rating as shown in the figure 2 below.

Figure 2: STAR rating system for HFQAP



Qualitative data was analyzed using thematic approach. The common themes identified based on the ten modules in the HFQAP tool. Both the qualitative and quantitative data was triangulated to improve the validity of the findings.

2.5 Quality control

The national standard HFQAP tool was used. Experienced data collectors and supervisors were used in the data collection process and the concerns addressed.

The DHIS2 Application was used for data collection with an in-built quality control checks to identify errors and track completeness visible to the supervisors. Data was automatically synchronized to the MoH server for further data management.

CHAPTER THREE: FINDINGS

3.1 Introduction

This chapter presents the results/findings following data analysis. It contains the following sections: Coverage, performance by sub-region, district, level of care, facility ownership, module and standard. The section will also provide qualitative findings from the client exit interviews and District Health Team (DHT) functionality tool.

3.2 Coverage

Selected health facilities from each of the sub regions were assessed. A total of 304 health facilities were assessed. These included 74(24.3%) HCIIIs, 97(31.9%) HCIIIs, 60(19.7%) HCIVs, 59(19.4%) s and 14(4.6%) Regional Referral Hospitals. In terms of ownership, the assessment involved 210(69%) public and 94(31%) PNFP as shown in the table below (table 3.!).

Table 3. 1: Percentage of facilities assessed per level and ownership.

#	Region	Level						Ownership		
		HC II	HC III	HC IV	HOSPITAL	RRH	TOTAL	PUBLIC	PNFP	TOTAL
1	Acholi	4	4	2	2	1	13	10	3	13
2	Ankole	6	5	5	4	1	21	14	7	21
3	Bugisu	3	5	4	2	1	15	13	2	15
4	Bukedi	2	5	2	5	0	14	8	6	14
5	Bunyoro	3	4	4	3	1	15	13	2	15
6	Busoga	7	5	3	4	1	20	15	5	20
7	Kampala	11	17	4	9	1	42	17	25	42
8	Karamoja	2	2	1	2	1	8	6	2	8
9	Kigezi	5	4	4	3	1	17	12	5	17
10	Lango	2	4	3	2	1	12	10	2	12
11	North Central	8	8	6	6	1	29	20	9	29
12	South Central	11	18	11	7	1	48	37	11	48
13	Teso	3	3	3	2	1	12	8	4	12
14	Tooro	4	6	5	4	1	20	16	4	20
15	West Nile	3	7	3	4	1	18	11	7	18
TOTAL		74	97	60	59	14	304	210	94	304

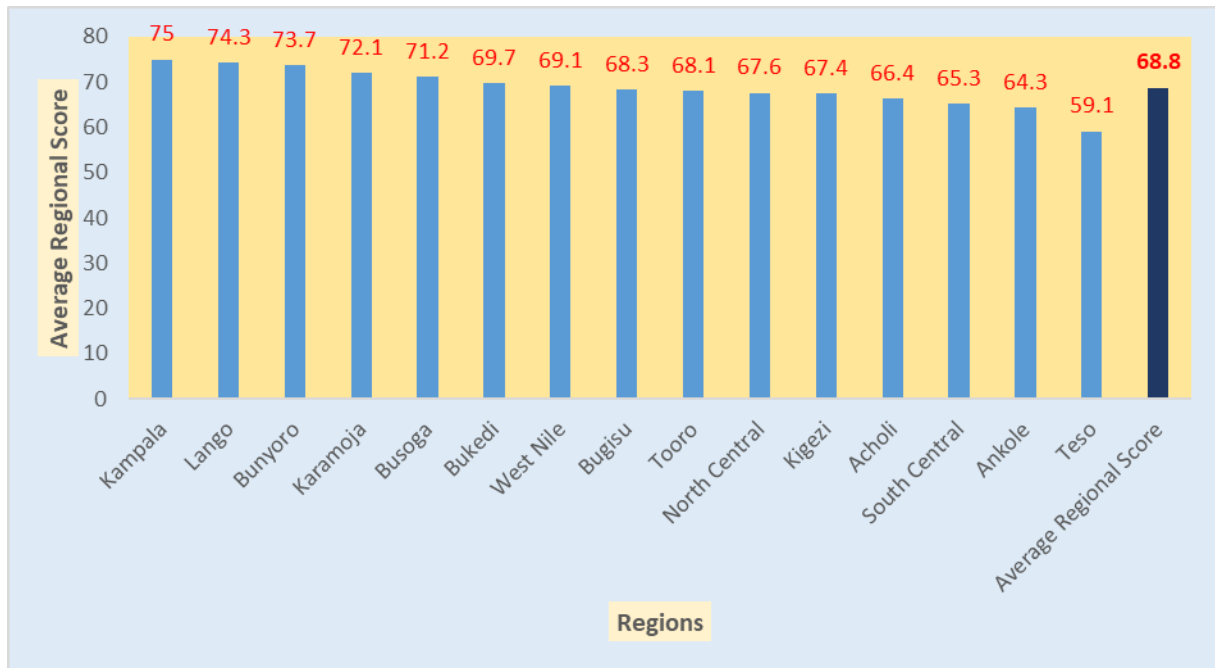
3.3 General performance of the HFQAP survey

This particular section discusses the detailed performance by sub region, district, level of care, module and standards.

3.3.1 Performance by Sub region.

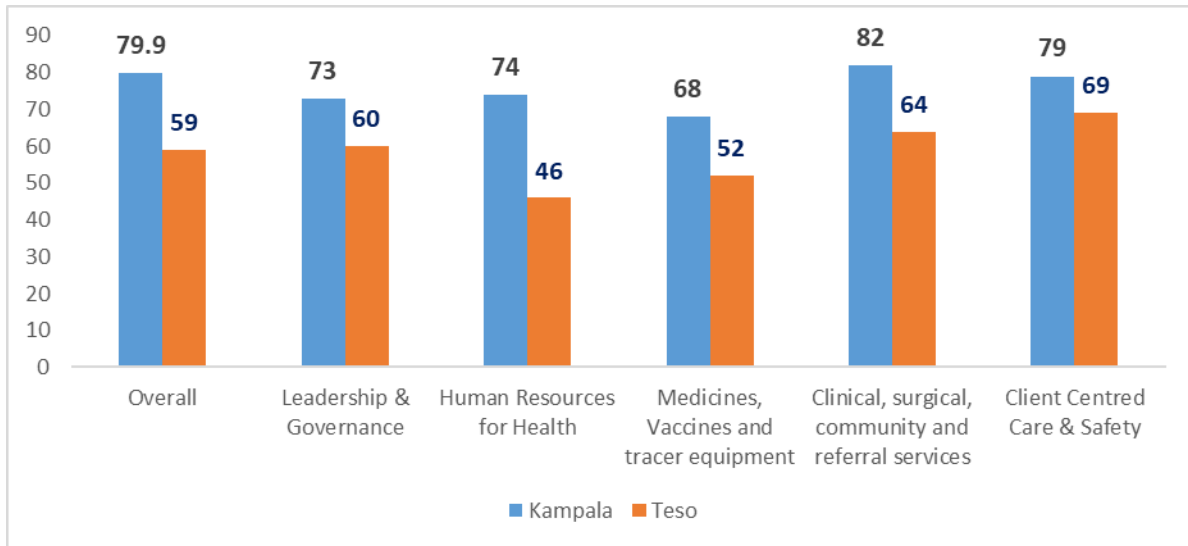
The assessed covered all the 15 Sub-regions and Average performance is as shown in figure 3.1 Below.

Figure 3. 1 Bar graph showing general performance by sub-region



The survey results indicate the average regional performance at 68.8%), with Kampala performing best and Teso worst at 75% and 59.1% respectively.

Figure 3. 2 :Graph comparing the best and worst performing regions



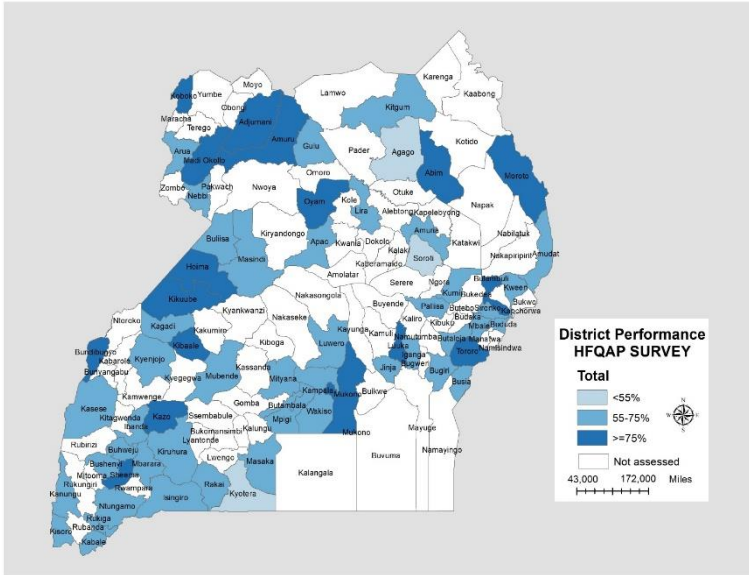
Teso’s poor performance is reflected across all the modules and also in consonant with the findings in the client’s satisfaction survey.

In the client’s satisfaction survey (2021) report, Teso performance worst at 9.8% and Kampala performed at 30.8% of which the average performance was 31%. So Kampala was closer to the average compared to Teso which was far below average. The best performance in Kampala is in line with the agreement with the observed client satisfaction survey.

3.3.2 Performance by district

The survey covered 70 districts across the 15 sub regions.

Figure 3. 3: A map showing performance by district.

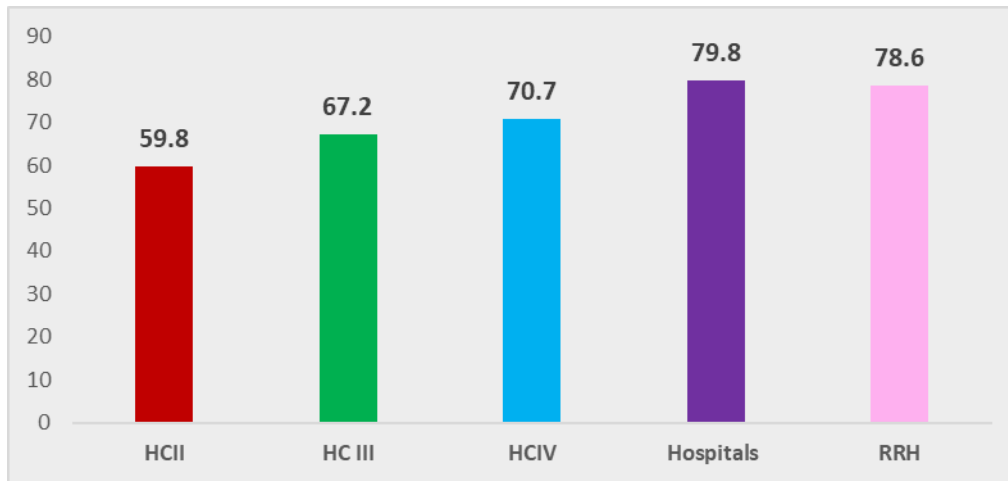


In West Nile, the best performing districts were Koboko and Adjuman scoring above 85%. Arua and Nebbi performed between 55-84.9%. In Acholi, the best performing districts were Amuru scoring above 85% with Gulu and Kitgum scoring averagely between 55-84.9% and Agago scoring worst below 55%. In Karamoja, the best performing districts were Abim and Moroto scoring above 85%, with Amudat scoring worst at less than 55%. In Teso, the best performing districts was Pallisa scoring above 85%, Amuria performed averagely between 55-84.9% and the worst performing districts were Soroti and Kumi scoring less than 55%. In Sebei region, the only districts which was selected was Kween scoring above 85%. In Bugisu region, Bududa and Sironko scored averagely between 55-84.9%. In Bukedi, Tororo performed best at above 85%, Bugiri and Butalejja scored averagely between 55-84.9% whereas Busia score worst at less than 55%. In Busoga region, Luuka performed best at more than 85% and Iganga scored averagely between 55-84.9%. In Buganda region (North and South), Mukono performed best at above 85%, whereas Luweero, Wakiso, Kampala, Rakai performed averagely between 55-84.9% while Mubende, Mityana, MPigi and Kyotera performed worst at less than 55%. In Bunyolo region, Kikuube and Kibaale performed best at above 85% while Kagadi scored averagely between 55-84%. In Tooro region, Kyenjojo scored averagely between 55-84.9%. In Rwenzori region, Bundibugyo scored best at above 85% while Kasese and Kitagwenda scored worst at less than 55%. In Ankole region, Kazo and Sheema performed best at above 85% whereas Mbarara scored averagely between 55-84.9% and Ibanda, Buhweju, Bushenyi, Isingiro, Kiruhura and Ntungamo score worst at less than 55%. In Kigezi region, Kisoro, Kabale and Rukiga scored averagely between 55-84.9% whereas Kanungu and Rukungiri scored worst at less than 55%

3.3.3 Performance by levels of care

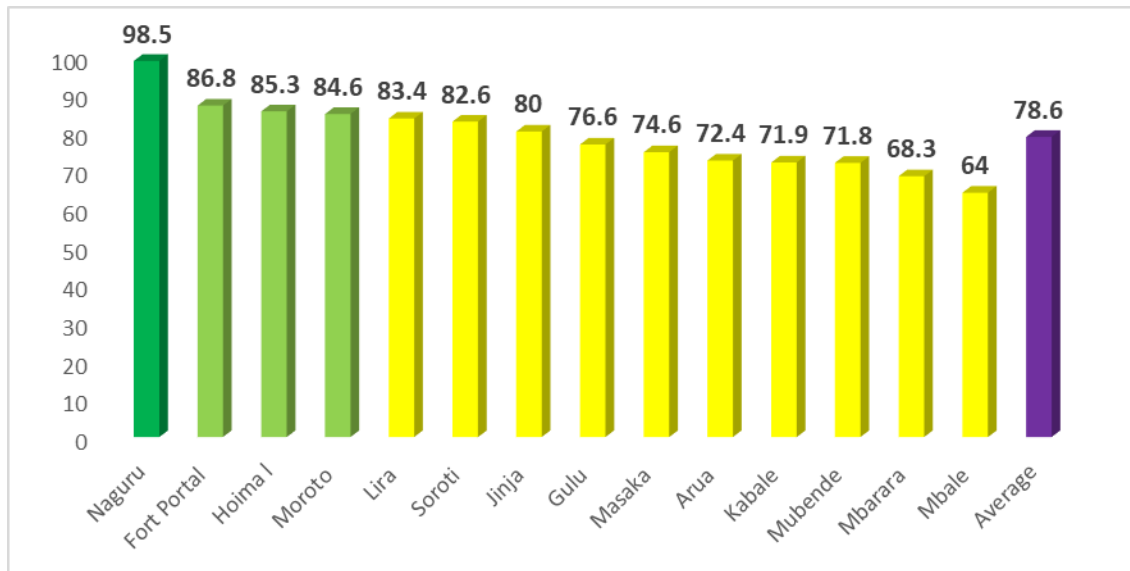
The s performed better than all the other levels of care. The higher-level facilities performed better at 78.6% RRH & 79.8% Hospitals respectively more than lower-level facilities with HCII being the least at (59.8%). This is in Consonant with the client survey report of FY 2020/21 where higher-level facilities scored 33.25% compared to 26.4% at lower-level facilities.

Figure 3. 4: A graph showing performance by levels of care



3.3.3.1 Performance of RRH Hospitals

Figure 3. 5 A graph showing the performance of regional referral hospitals



According to the survey, the best performing RRHs were Naguru, Fort Portal, Hoima and Moroto. The averagely performing RRHs were Lira, Soroti, Jinja, Gulu, Masaka, Arua, Kabale, Mubende, Mbarara and the worst being Mbale.

3.3.3.2 Comparison between the best and least performing RRH

RRH	Leadership & Governance	Human Resources for Health	Health Financing	Health Information and Integrated disease surveillance & response	Medicines, Vaccines and tracer equipment	Health Infrastructure	RMNCAH	Clinical, surgical, community and referral services	Diagnostic Services	Client Centred Care & Safety	Star Score
Mbale	38.1	64.1	50	77.4	52.2	79.5	65.8	95.8	76.9	100	64
Naguru	92.9	100	100	100	92.5	100	100	100	100	100	98.5

Naguru performed better across all the modules whereas Mbale performed dismally in leadership and governance (36.1%) Health financing (50%), medicines and vaccines and tracer equipment's at 52.2%. It performed averagely well in Human resource (64.1%) health information and integrated disease surveillance 77.4%, health infrastructure at 79.5% the RMNCAH at 65.8%, Diagnostic services at 76.9%. it only performed well in surgical, community and referral services plus the client centered care and safety.

3.3.4 Performance by Health facility

Module performance is graded in three groups according to the score as shown in the table below.

Score	Color code	Grading
<55%		Poor -Requires immediate intervention
55-84.9%		Fair - Needs improvement
85%+		Good - Meets expectation

The details of each facility performance dashboard is shown in Annex.1

General facility Star rating

Most Health facilities scored Star 2 and Star 3 (25%) followed by Star 0 at (19%) and Star 4 (14%), then 4 (1%) scored Star 5. Details in table below.

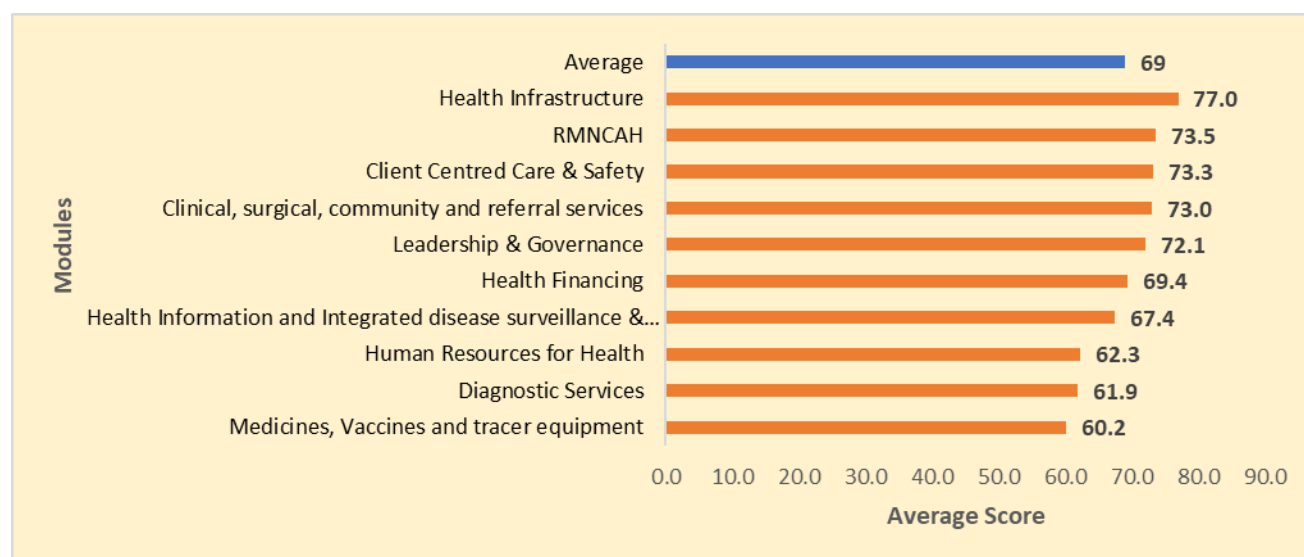
Range	Star	Number of facilities
<55%	Star 0	56
55-64.9%	Star 1	45
65-74.9%	Star 2	77
75-84.9%	Star 3	77
85-94.9%	Star 4	43
95%+	Star 5	4
Total number of health facilities		304

3.4 Modular performance by level of care

This discusses the performance of the individual service standards per module as well as the overall module performance against the different levels of the health facilities (HC II, HC III, HC IV and Hospital) as well as considering all the facilities assessed.

Generally, 10 modules were assessed, and performance was analyzed as shown below (fig. 3.6) with Health infrastructure performing best at 77.0%. Medicines, vaccines and tracer equipment's, diagnostics, Human resource were poorly performing modules in this survey at 60.2%,61.9% and 62.3% respectively.

Figure 3.6: Bar graph showing modular performance



3.4.1 Module 1: Leadership & Governance

Under leadership and governance, s and Regional Referral Hospitals performed better than lower level facilities considering the average performance of all standards assessed under this module.

Standard	HC II	HC III	HC IV	Hospital	RRH	Average
Availability of the organizational (health sector or District Local Government) vision, mission statement and core values in the common languages displayed	9.5	26.6	28	62.5	50	35.3
Availability of client charter and health workers rights key messages (commitments) in the commonly used languages displayed	26.1	70.6	67.6	65.4	35.7	53.1

Availability of monthly general, departmental and technical staff meetings with indication of progress on the action points of the previous meetings in the last quarter	44.8	56.6	52.7	71.2	78.6	60.8
Availability of the current catchment map and disaggregated population displayed	36.2	57.9	58.2	42.3	57.1	50.3
Availability of joint planning meetings as scheduled in the Health Planning Guidelines	50.2	58.3	61.5	80.8	92.9	68.7
Available to compile and communicate (Annual and quarterly) comprehensive work plans and budget to relevant stakeholders	52.7	69.1	73.6	83.7	92.9	74.4
Availability to keep record of the support supervision findings and action plans and have evidence of actions against the improvement plan	58.5	66.8	69.8	83.7	92.9	74.3
Availability to promote partnership with community	39.1	56	67	82.7	92.9	67.5
Average	39.6	57.7	59.8	71.5	74.1	

3.4.2 Module 2: Human Resources for Health

Under Human Resources for Health, s and Regional Referral Hospitals performed better than lower-level facilities considering the average performance of all standards assessed under this module.

Standard	HC II	HC III	HC IV	Hospital	RRH	Average
Availability to have qualified health workers at all times	7.7	15.8	17	33.7	28.6	20.6
Availability of HRH tools/ Reference materials	17.6	36.2	48.9	80.8	92.9	55.3
All members of staff have up-to-date written job schedules and deployed to positions according to their training and experience	48.7	67.9	65.9	83.7	78.6	69.0

Availability of follow a plan / schedule for Continuing Professional Development (CPD) e.g. CMEs, refresher courses, clinical meetings) and On Job Training	24	58	67.6	77.9	92.9	64.1
Availability of an up to date training database/Register	14.3	37.8	42.3	55.8	35.7	37.2
Availability of a functional library or cabinet for storage of health / medical reference materials	14.2	19.9	23.1	48.1	64.3	33.9
Availability of a systematic performance management process	26.1	43.9	46.2	70.2	85.7	54.4
Availability to provide health workers' welfare e.g. break teas, resting rooms, space to decompress between patients, stress reduction	9.5	26.6	28	62.5	50	35.3
Availability of a system to publicly acknowledge performance and sanction poor performance	56.9	72.4	52.7	79.8	100	72.4
Average	24.3	42.1	43.5	65.8	69.9	

3.4.3 Module 3: Health Financing

Under Health Financing, s and Regional Referral Hospitals performed better than lower level facilities considering the average performance of all standards assessed under this module.

Standard	HC II	HC III	HC IV	Hospital	RRH	Average
Facility have the current financial guidelines	19.3	34.4	46.2	62.5	57.1	43.9
Facility follow the financial management guidelines	26.3	39.2	41.2	65.4	78.6	50.1
Facility have procurement processes consistent with statutory requirement and accepted standards	34.4	52.6	70.3	39.4	100	59.3
Average	26.7	42.1	52.6	55.8	78.6	

3.4.4 Module 4: Health Information, Integrated Disease Surveillance & Response

Under Health Information, Integrated Disease Surveillance & Response, s and Regional Referral Hospitals performed better than lower level facilities considering the average performance of all standards assessed under this domain.

Standard	HC II	HC III	HC IV	Hospital	RRH	Average
Facility have a system for data collection, storage and retrieval	2.4	23.2	37.4	41.3	42.9	29.4
Alignment of diseases and birth outcomes to international classification of diseases (ICD)	NA	26.5	31.9	41.3	64.3	41.0
Death and birth Registration system available and linked to Civil Vital Registration Statistics system (CVRS)	NA	24.3	37.9	60.6	57.1	45.0
Facility have patient cards to allow continuity and follow up of individual clients	28.4	18.2	21.4	31.7	35.7	27.1
Facility registers completely, correctly filled	20.9	55.4	64.3	58.7	57.1	51.3
Facility HMIS reports compiled, verified and sent timely to the next reporting level	82.7	82.6	89.6	94.2	78.6	85.5
Facility HMIS 105 reports accurate	50.7	86.6	92.9	89.4	92.9	82.5
Facility have standard operating procedures in place for checking, validating and reporting data	29.1	44.3	59.3	74.0	64.3	54.2
Facility have key performance indicators defined, targets set and displayed	34.3	58.6	64.3	76.9	78.6	62.5
HMIS data analyzed and used for planning and monitoring health services	35.2	51.8	56.6	76.9	85.7	61.2
Facility have functional computer(s) and trained personnel for data management	20.0	0.2	79.7	76.9	85.7	52.5
Facility have a functional Integrated Disease Surveillance and Response System	6.5	21.6	40.1	59.6	92.9	44.1
Average	31.0	41.1	56.3	65.1	69.7	

3.4.5 Module 5: Medicines, Integrated Disease Surveillance & Equipment

This module is subdivided into 3 different sub-sections

5a: Medicines and Vaccines Management and Procurement

On Medicines and Vaccines Management and Procurement, Facilities having a proper cold chain storage for EMHS and vaccines was the best at 74.4% and most facilities didn't have the current medicines and health supplies management systems at 28%.

Standard	HC II	HC III	HC IV	Hospital	RRH	Average
Facility have a functional supply chain management system	9.5	26.6	28	62.5	50	35.3
Facility have the current medicines and health supplies management systems	8.3	21.2	27.5	47.1	35.7	28.0
Facility have proper space for storage of medicines and health supplies	9.9	32.1	37.9	51	42.9	34.8
Facility have a proper cold chain storage for EMHS and vaccines	78.5	63.8	68.1	76	85.7	74.4
Facility follow correct storage procedures for medicines and health supplies	37	51.5	40.1	62.5	35.7	45.4
Average	28.6	39.0	40.3	59.8	50.0	

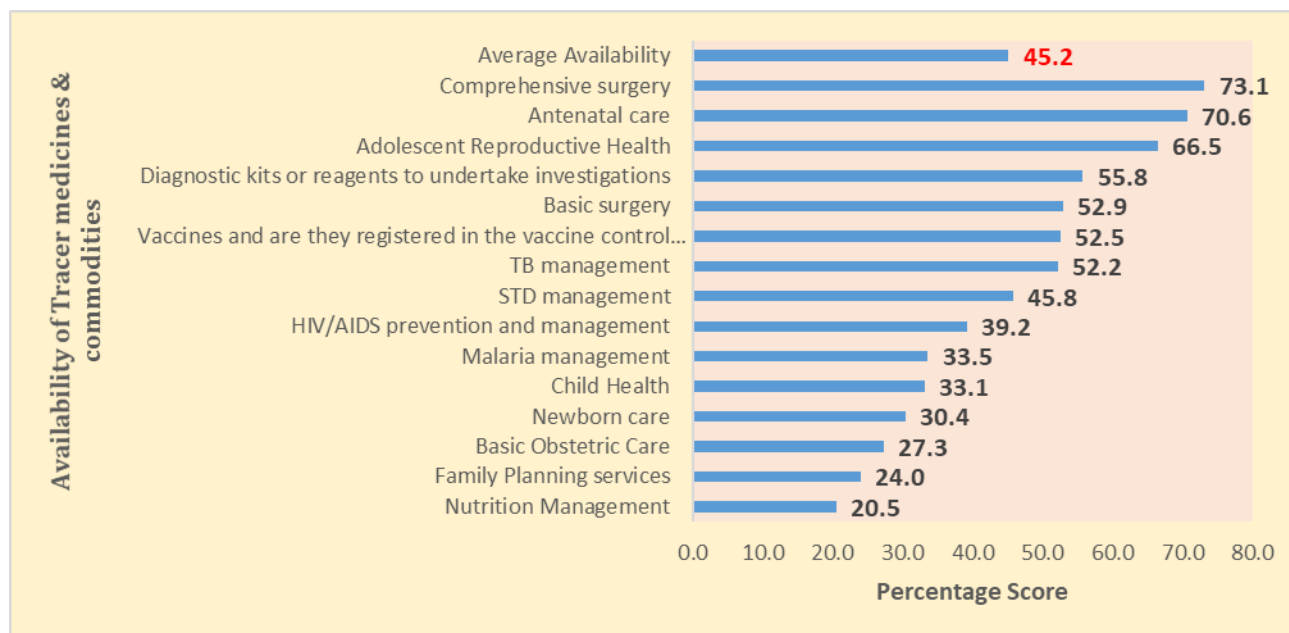
5b: Tracer medicines, vaccines and health supplies

On Tracer medicines, vaccines and health supplies, most facilities didn't have tracer commodities for family planning services (24%) and tracer commodities for Nutrition (20.5%). The best performing standards were that most facilities had tracer medicines and commodities for Comprehensive surgery (73.1%) as well as having tracer medicines and commodities for Antenatal care (70.6%)

Standard	HC II	HC III	HC IV	Hospital	RRH	Average
Facility have the following vaccines and are they registered in the vaccine control book	NA	62.5	38.5	51.9	57.1	52.5
Facility have tracer commodities for Family Planning services	12.5	29	29.1	27.9	21.4	24.0
Facility have tracer commodities for Nutrition Management	10.7	25.5	50.5	8.7	7.1	20.5
Facility have tracer medicines and commodities for Antenatal care	55.2	74.3	74.7	84.6	64.3	70.6
Facility have tracer medicines and commodities for Basic Obstetric Care	2.8	16.2	34.1	54.8	28.6	27.3
Facility have tracer medicines and commodities for Newborn care	7.2	0.6	42.3	66.3	35.7	30.4
Facility have tracer medicines and commodities for Child Health	15.3	41.7	40.7	60.6	7.1	33.1

Facility have tracer medicines and commodities for Adolescent Reproductive Health	46.2	68.5	74.7	64.4	78.6	66.5
Facility have tracer medicines and commodities for STD management	45	57.3	50	48.1	28.6	45.8
Facility have tracer medicines and commodities for malaria management	58.2	19	25.8	43.3	21.4	33.5
Facility have tracer medicines and commodities for HIV/AIDS prevention and management	NA	31	39.6	43.3	42.9	39.2
Facility have tracer medicines and commodities for TB management	NA	41	53.3	64.4	50	52.2
Facility have tracer medicines and commodities for basic surgery	20.4	71.4	45.6	76.9	50	52.9
Facility have tracer medicines and commodities for Comprehensive surgery	NA	NA	60.1	69.2	90	73.1
Facility have diagnostic kits or reagents to undertake investigations	38	40	58.3	67.5	75	55.8
Average	27.4	41.4	46.1	53.5	37.9	

Figure 3. 7 A bar graph for Tracer medicines, vaccines and health supplies

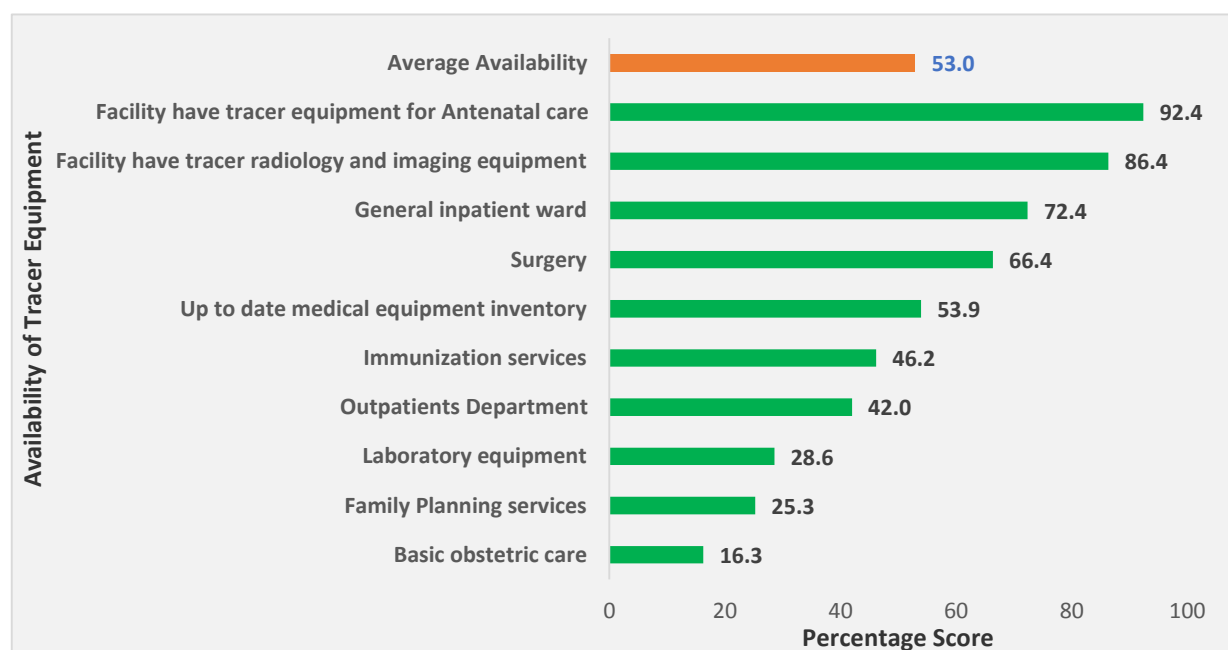


5c: Tracer Equipment

On Tracer Equipment, the best performing standard was that most facilities had tracer equipment for Antenatal care (92.4%) whereas tracer equipment for basic obstetric care (16.3%) and tracer equipment for FP services (25.3%) were the worst performed standards under this module.

Standard	HC II	HC III	HC IV	Hospital	RRH	Average
Facility have tracer equipment's for Immunization services	29.1	62.4	35.2	47.1	57.1	46.2
Facility have tracer equipment for Antenatal care	78.5	90.8	95.6	97.1	100	92.4
Facility have tracer equipment for surgery	72.5	33.6	59.3	80.8	85.7	66.4
Facility have tracer radiology and imaging equipment	53.4	87.8	94.5	96.2	100	86.4
Facility have tracer equipment for FP services	NA	20	19.8	32.7	28.6	25.3
Facility have tracer equipment for general inpatient ward	NA	NA	62.1	83.7	71.4	72.4
Facility have tracer equipment's for Outpatients Department	NA	80.7	53.8	19.2	14.3	42.0
Facility have tracer laboratory equipment	NA	14.2	42.3	22.1	35.7	28.6
Facility have up to date medical equipment inventory	NA	NA	42.3	48.1	71.4	53.9
Facility have tracer equipment for basic obstetric care	3.8	18	21.4	9.6	28.6	16.3
Average	47.5	50.9	52.6	53.7	59.3	

Figure 3. 8 A bar graph for Tracer Equipment



3.4.6 Module 6: Health Infrastructure

Although Health infrastructure was the best performing module, the following parameters were found to be poor (below 55%) i.e. **availability of posters with the list of available services, days and time services are offered displayed where the clients can see it and changing rooms (43.8 & 49.1% respectively)**. These standards offer a low hanging fruit for improvement.

Most facilities (84.9%) assessed had private areas for physical examinations and/or deliveries or other services offered while 89.9% had reliable and clean water supply.

Generally, quality of infrastructure improves with the level of service delivery (i.e. from HCIIIs to Hospitals)

Standard	HC II	HC III	HC IV	Hospital	RRH	Average
Facility have a land title for the premises	28.4	39.2	42.9	85.6	100	59.2
Facility have signage (Directions) to ensure easy accessibility to services	20.2	60.7	67	67.3	50	53.0
Facility have a poster with the list of available services, days and time services are offered displayed where the clients can see it	13.7	51.9	57.7	52.9	42.9	43.8
Facility external environment and service delivery areas clean and protected	21.1	40.8	37.9	76	78.6	50.9

Standard	HC II	HC III	HC IV	Hospital	RRH	Average
Facility provide comfort (ambience) for the clients	27.8	50.8	63.7	78.8	50	54.2
Facility have a private area for physical examinations and/or deliveries or other services offered	73	86.4	90.1	96.2	78.6	84.9
Facility have changing rooms	14	30.4	46.7	76	78.6	49.1
Facility have a reliable and clean water supply	72.7	85.7	92.9	98.1	100	89.9
Facility have a reliable power supply	28.5	55.7	52.2	78.8	64.3	55.9
Facility have clean sanitary facilities for staff and patients / clients	28.5	55.7	52.2	78.8	64.3	55.9
Facility have communication equipment for fast communication	0.1	70.4	64.3	84.6	85.7	61.0
Facility have a functional transport system	30.2	53.9	54.4	81.7	78.6	59.8
Average	29.9	56.8	60.2	79.6	72.6	

Poor health facility environment is one of the major contributors to poor service quality gaps and this issue was re-emphasized in the client satisfaction survey 2020/21 and this could be due to lack of standard OPD structures at the HCIIIs. There's need therefore to mobilize more resources to improve infrastructure at lower levels especially at HC IIs.

Availability of land title for the health facility premises performed at 59.2%, with Regional referral hospital performing best at 100% and least performance at HCIIIs, HC IIIIs, HCIVs and Hospital with 28.4%,39.2%,42.9% and 85.6% respectively. This implies that 40.8% of the health facilities are not constructed on registered land which means that government has no legal authority the health facility land.

The functional transport system performed 59.8%, meaning that 40.2% of the health facilities do not have emergency transport services, implying that most of the emergency referral services are not responded.

3.4.7 Module 7: RMNCAH

Under Reproductive, Maternal, Neonatal, Child, Adolescent Health (RMNCAH) s and Regional Referral Hospitals performed better than lower level facilities considering the average performance of all standards assessed under this module. The standard which performed best was that providers gave technically appropriate services in RMNCAH (50.9%) and the worst performing standard was lack of functional health education programs in the RMNCAH.

Standard	HC II	HC III	HC IV	Hospital	RRH	Average
Facility have a functional health education program in the RMNCAH	1.8	8	12.6	23.1	21.4	13.4
Facility have at least one staff in the RMNCAH who received in-service training in the last two years in RMNCAH services	11.6	33.2	38.5	52.9	57.1	38.7
Facility have the current guidelines and standards required for RMNCAH	7.6	0.17	25.3	40.4	42.9	23.3
Are providers giving technically appropriate services in RMNCAH	36.1	52.4	54.4	61.5	50	50.9
Facility have a system for maternal and Perinatal death surveillance and response (MPDSR)	NA	0.09	49.5	63.5	64.3	44.3
Average	14.3	18.8	36.1	48.3	47.1	

3.4.8 Module 8: Community Based care, Clinical care, Referral and Emergency Services.

Under Community Based care, Clinical care, Referral and Emergency Services and Regional Referral Hospitals performed better than lower level facilities. The standard which performed best was that facilities had the current guidelines for management of common disease conditions (81.5%) and the worst performing standard was lack of functional health education program in the OPD (23.4%).

Standard	HC II	HC III	HC IV	Hospital	RRH	Average
Facility have a functional integrated outreach program	57.7	63.2	65.9	71.2	42.9	60.2
Facility have a functional health education program in the OPD	3.7	9.6	19.2	34.6	50	23.4
Facility have at least one staff in OPD in service trained in management of common diseases in the last 1 year including NCDs on the day of the visit	77.1	88.8	25.8	55.8	64.3	62.4
Facility have the current guidelines for management of common disease conditions	86.9	92.2	91.2	73.1	64.3	81.5

Standard	HC II	HC III	HC IV	Hospital	RRH	Average
Health workers giving technically appropriate services	34.9	45.7	28	2.9	57.1	33.7
Facility have a system for clinical audits	NA	NA	30.2	59.6	64.3	51.4
Facility have at least one staff in the Surgical Department or theatre who received in-service training in the last two years in Integrated Management for Emergency and Essential Surgical Care (IMEESC)	NA	NA	42.3	67.3	85.7	65.1
Facility have a functional theatre	NA	NA	25.3	56.7	57.1	46.4
Facility have a functional patient referral system	28.3	40.5	48.4	62.5	50	45.9
Facility have a functional emergency unit / service	2.8	9.8	24.7	43.3	42.9	24.7
Average	41.6	50.0	40.1	52.7	57.9	

3.4.9 Module 9: Diagnostics services

Under Diagnostic Services, s and Regional Referral Hospitals performed better than lower level facilities. The standard which performed best was that facilities had at least one staff in the Lab who received in-service training in the last two years (77.6%).

The functionality of the Laboratory Quality Management System (LQMS) and current radiology and imaging guidelines and Standard Operating Procedures performed poorly at 28.4 %and 36.4% respectively. This is attributed due to lack of fully functional laboratory and imaging services in the health facilities.

Standard	HC II	HC III	HC IV	Hospital	RRH	Average
Facility have at least one staff in the Lab who received in-service training in the last two years	37.7	79.4	95.1	82.7	92.9	77.6
Facility have the current laboratory guidelines and Standard Operating procedures	NA	36.2	54.4	72.1	42.9	51.4
Facility have at least one staff in the radiology / imaging unit who received in-service training in the last two years	NA	NA	31.9	56.7	64.3	51.0

Standard	HC II	HC III	HC IV	Hospital	RRH	Average
Facility have current radiology and imaging guidelines and Standard operating Procedures	NA	NA	NA	44.2	28.6	36.4
Facility have a functional Laboratory referral mechanism	NA	43	60.4	71.2	78.6	63.3
Facility have a functional Laboratory Quality Management System (LQMS)	NA	10.2	31.9	35.6	35.7	28.4
Average	37.7	42.2	54.7	60.4	57.2	

3.4.10 Module 10: Client Centered Care & Safety

Under Client Centered Care & Safety, s and Regional Referral Hospitals performed better than lower level facilities. The standard which performed best was provision of adequate IPC in the area of hand washing (88.7%) and the worst performing standard was presence of Occupational health and safety programs (34%).

Standard	HC II	HC III	HC IV	Hospital	RRH	Average
Health workers ensure effective interaction with the client and family members	50.1	73.9	83.5	86.5	92.9	77.4
Are health workers aware of the client's rights	43.8	72.9	74.7	67.3	78.6	67.5
Facility have a functional client feedback mechanism	46.3	79.2	87.9	91.3	92.9	79.5
Facility have guidelines for Infection Prevention and Control (IPC)	33.3	51.1	63.7	75	85.7	61.8
Facility have at least one health worker who received in-service training in IPC in the last two years	53	66.1	78.6	80.8	100	75.7
Facility have supplies and equipment for Infection control Prevention and Control	26.3	65.5	76.9	90.4	92.9	70.4
Facility have proper storage for sterile equipment	13.9	40.6	65.9	86.5	92.9	60.0
Facility provide adequate IPC in the area of hand washing	84.7	87.7	89.6	88.5	92.9	88.7
Facility have guidelines and Job Aids for Health Care Waste Management (HCWM)	27.1	52.5	63.7	74	92.9	62.0
Facility have at least one health worker in the respective service delivery points who received in service training in the last two years in HCWM	38.7	60.4	74.7	90.4	100	72.8
Facility have adequate supplies/materials to collect all waste types (sharps; biohazard;	70.5	78.7	67.6	81.7	100	79.7

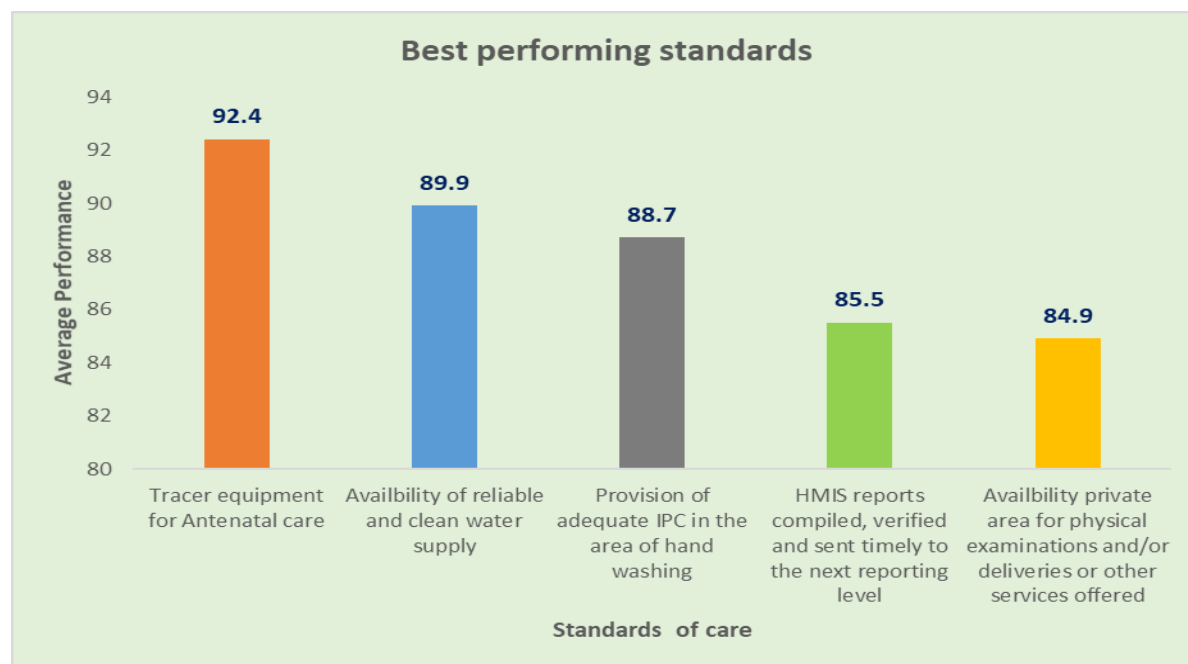
infectious; toxic; chemical; radiation) at all generation points						
Facility provide disposal facilities (rubbish pit, placenta pit, incinerator, offsite service provider) for refuse and medical wastes	34.1	55.5	73.6	82.7	78.6	64.9
Facility have a reporting system for adverse events and medical errors (capture errors, injuries, non-harmful errors, process failures or other hazards)	10.5	29	43.4	62.5	50	39.1
Facility have an Occupational health and safety program	3.8	25	34.1	50	57.1	34.0
Average	38.3	59.9	69.9	79.1	86.2	

3.5 Best and worst performing standards

a) Best performing standards

Across the different levels of care, the three best performing standards were availability of tracer equipment for antenatal care (92.4%), availability of reliable and clean water supply (89.9%) and provision of adequate IPC in the area of handwashing (88.7%)

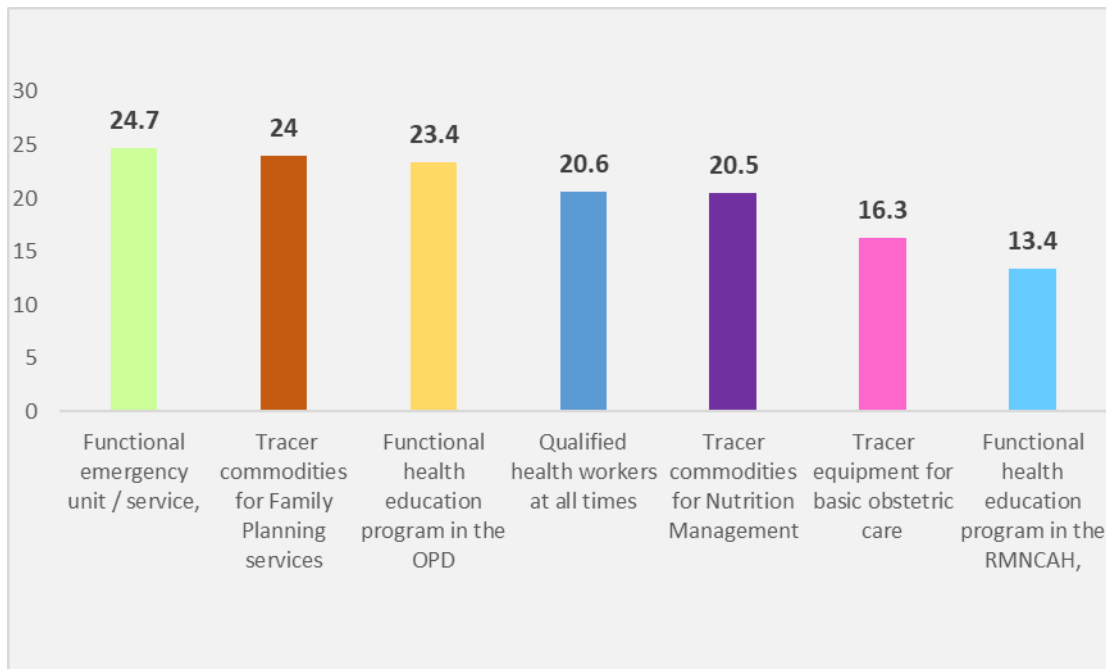
Figure 3. 9 A bar graph showing best performing standards.



a) Worst performing quality service standards

b) The figure below further emphasizes the issues to deal with lack of medicine, supplies and equipment, lack of functional health education programs, lack of functional emergency services, qualified health workers at all times as the major contributors to the gaps in the quality of health service standards.

Figure 3. 10 : A bar graph showing worst performing Standards



CHAPTER FOUR:

CONCLUSIONS, CHALLENGES & RECOMMENDATIONS

This chapter indicates conclusions and recommendations.

4.1 Challenges and Recommendations

- The health facility master list and DHIS 2 facility levels don't match with the health facilities on ground: There's need to update or harmonize the health facility levels.
- Making appointments with the health facilities in Kampala was a very big challenge, so it delayed the data collection process.
- Health facilities on ground are misgraded e.g., some are hospitals but are labelled as HCIIIs in the system. SCAPP to work with the relevant local government or administrative entities to accredit them according to the level of services they are offering.

4.1.1 Ministry of Health

- MOH Health Promotion Education and Communication department should provide health education/demonstration materials to the health facilities like Anatomical models (Pelvis & penis dildo), brochure / leaflets and flipcharts or cue cards.
- Regional equipment workshops need to improve maintenance of the already available laboratory equipment
- Support facilities to have basic obstetric care medicines and commodities, and laboratory equipment.

4.1.2 District Health Team

- Support health facilities to have the organizational vision, mission statement and core values in the common languages displayed.
- Districts should translate the organizational vision, mission statement and core values in the common languages.
- Support facilities to have basic obstetric care medicines and commodities, and laboratory equipment.

4.1.3 Health Facilities

- Support facilities to have electronic data management systems (computers, power source and skilled personnel).
- Facilities should put efforts to utilize the current guidelines (Financial management, RMNCAH, Radiology and Imaging, IPC, Human Resources management, Health Care Waste Management (HCWM), Laboratory, management of common diseases, Occupational safety policy and client charter key messages) which can be accessed from the MOH website.
- Health facility in charges should establish functional emergency units/services.

4.2 Conclusions

- The HFQAP survey has provided a clear picture of quality of services on best performing standards and gaps across the different levels of care.
- Kampala and Teso sub regions registered the highest and lowest performance in the quality service standards, respectively.
- The higher-level facilities showed better performance than the lower health facilities.
- Among the assessed 10 modules, health infrastructure performed best and the worst was medicines, vaccines and supplies.
- Lack of functional emergency unit / service, functional health education program in the OPD and RMNCAH, tracer equipment for basic obstetric care, tracer commodities for Nutrition Management, tracer commodities for Family Planning services, and qualified health workers at all times

ANNEX

Annex 1: Health facility performance by district and sub-region.

1.1 Acholi Sub-region:

#	District	Facility Name	Leadership & Governance	Human Resources for Health	Health Financing	Health Information and Integrated disease surveillance & response	Medicines, Vaccines and tracer equipment	Health Infrastructure	RMNCAH	Clinical, surgical, community and referral services	Diagnostic Services	Client Centred Care & Safety	Score	Star Rating
1	Kitgum	Orom HC III	78.6	68.4	100	58.6	75	90.5	81.6	78.4	100	87.5	82.5	Star 3
2	Amuru	Lacor-Pabbo HC II	100	94.7	100	100	79.6	100	31.6	45.9	44.4	100	79.6	Star 3
3	Gulu	St. Mary's Lacor HC	71.4	70	57.1	87.5	73.1	91.7	63.2	79.2	84.6	92	77	Star 3
4	Gulu	Awach HC IV	92.9	50	100	71.9	74.6	70.8	76.3	81.3	70	80	76.8	Star 3
5	Gulu	Gulu Regional Ref	85.7	80	88.9	75	46.3	75	78.9	75	69.2	92	76.6	Star 3
6	Gulu	Laroo HC III	92.9	73.7	66.7	37.9	87.8	81	31.6	100	100	91.7	76.3	Star 4
7	Kitgum	Kitgum Hospital	35.7	55	66.7	75	67.2	75	100	95.8	76.9	88	73.5	Star 2
8	Kitgum	Namokora HC IV	100	60	77.8	84.4	52.4	66.7	71.1	75	80	40	70.7	Star 2
9	Gulu	Lugore HC II	64.3	52.6	44.4	57.1	66.7	80	81.3	73	0	50	56.9	Star 1
10	Kitgum	Loborom HC III	85.7	63.2	22.2	41.4	46.9	52.4	55.3	54.1	44.4	70.8	53.6	Star 0
11	Agago	Amyel HC II	64.3	42.1	55.6	42.9	38.9	55	62.5	70.3	0	36.4	46.8	Star 0
12	Gulu	Comboni Samaritan	57.1	47.4	0	19	44.4	95	68.8	67.6	0	50	44.9	Star 2
13	Agago	Geregere HC II	28.6	47.4	44.4	42.9	38.9	65	81.3	70.3	0	27.3	44.6	Star 1

1.2 Ankole Sub-region

District	Subcounty	Facility Name	Leadership & Governance	Human Resources for Health	Health Financing	Health Information and Integrated disease surveillance & response	Medicines, Vaccines and tracer equipment	Health Infrastructure	RMNCAH	Clinical, surgical, community and referral services	Diagnostic Services	Client Centred Care & Safety	Star Score	Star
Bushenyi	Kyabugimbi	Kyabugimbi HC IV	92.9	75	100	93.8	92.1	91.7	94.7	87.5	100	80	90.8	Star 4
Sheema	Kitagata Town	Kitagata Hospital	85.7	75	77.8	90.6	80.6	95.8	94.7	47.9	100	96	84.4	Star 3
Bushenyi	Ishaka Division	Kiu Teaching Hospital	92.9	95	42.9	78.1	67.2	100	86.8	89.6	84.6	96	83.3	Star 3
Kazo	Burunga Subcounty	Lamezia HC III	78.6	63.2	71.4	86.2	77.6	90.5	84.2	86.5	88.9	100	82.7	Star 3
Kazo	Kazo Town	Kazo HC IV	78.6	60	100	75	71.4	83.3	52.6	85.4	90	88	78.4	Star 3
Isingiro	Kaberebere	Kikokwa HC III	92.9	73.7	77.8	69	36.7	66.7	84.2	86.5	88.9	83.3	76	Star 3
Mbarara	Rwanyama	Bwizibwera HC IV	92.9	50	88.9	75	73	91.7	84.2	56.3	60	68	74	Star 2
Isingiro	Isingiro Town	Rwekubo HC IV	78.6	45	88.9	96.9	81	70.8	87.5	64.6	40	68	72.1	Star 2
Mbarara	Kamukuzi District	Mbarara Regional Referral Hospital	71.4	85	100	62.5	55.2	58.3	55.3	68.8	38.5	88	68.3	Star 2
Ibanda	Rukiri Subcounty	Rukiri HC III	57.1	63.2	77.8	69	67.3	85.7	71.1	75.7	33.3	66.7	66.7	Star 2
Mbarara	Nyamitanga	Holy Innocents Children's Hospital	50	60	85.7	43.8	62.7	91.7	39.5	62.5	69.2	84	64.9	Star 2
Buhweju	Kajani Town	Butare HC III	78.6	52.6	85.7	72.4	65.3	85.7	65.8	40.5	33.3	87.5	64.6	Star 2
Kiruhura	Kiruhura Town	Kiruhura HC IV	35.7	40	66.7	75	47.6	87.5	78.9	77.1	30	68	60.7	Star 1
Ibanda	Kijongo Subcounty	Kijongo HC II	64.3	57.9	100	76.2	47.2	55	65.6	78.4	0	54.5	59.9	Star 1
Buhweju	Bitsya Subcounty	Bitsya HC II	71.4	31.6	55.6	57.1	50	35	65.6	73	100	50	58.9	Star 1
Ntungamo	Itojo Subcounty	Itojo Hospital	35.7	55	66.7	56.3	50.7	87.5	55.3	60.4	46.2	56	57	Star 1
Ibanda	Kikyenkye	Skihani HC II	42.9	47.4	88.9	38.1	50	45	71.9	75.7	0	45.5	50.5	Star 0
Ibanda	Bisheshe District	Bigyera HC II	35.7	42.1	0	47.6	44.4	65	56.3	59.5	100	31.8	48.2	Star 0
Bushenyi	Kakanju Subcounty	Kakanju UMSC HC II	50	15.8	28.6	33.3	52.8	65	59.4	56.8	0	45.5	40.7	Star 0
Isingiro	Isingiro Town	Isibuka Nursing Home HC I	7.1	42.1	0	44.8	38.8	61.9	65.8	62.2	11.1	58.3	39.2	Star 0
Bushenyi	Kyabugimbi	Kajunju HC II	35.7	21.1	22.2	33.3	30.6	50	50	29.7	0	13.6	28.6	Star 0

1.3 Bugisu Sub-region

#	District	Facility Name	Leadership & Governance	Human Resources for Health	Health Financing	Health Information and Integrated disease surveillance & response	Medicines, Vaccines and tracer equipment	Health Infrastructure	RMNCAH	Clinical, surgical, community and referral services	Diagnostic Services	Client Centred Care & Safety	Star Score	Star Rating
6	Bulambuli	Muyembe HC IV	92.9	70	77.8	81.3	63.5	83.3	89.5	89.6	90	92	83.0	Star 3
15	Sironko	Buwasa HC IV	85.7	80	77.8	87.5	77.8	66.7	97.4	95.8	70	88	82.7	Star 3
8	Kween	Kaproron HC IV	100	55	88.9	71.9	57.1	70.8	86.8	95.8	100	96	82.2	Star 3
3	Bududa	Bududa Hospital	85.7	80	88.9	90.6	50.7	83.3	71.1	91.7	69.2	88	79.9	Star 3
4	Bulambuli	Bukhalu HC III	85.7	78.9	77.8	72.4	61.2	76.2	92.1	81.1	77.8	87.5	79.1	Star 3
10	Mbale	Lwangoli HC III	92.9	78.9	66.7	62.1	57.1	71.4	73.7	59.5	66.7	75	70.4	Star 2
5	Bulambuli	Bulegeni HC III	85.7	68.4	77.8	75.9	61.2	66.7	89.5	62.2	33.3	79.2	70	Star 2
11	Mbale	Busano HC III	92.9	63.2	66.7	75.9	65.3	76.2	68.4	75.7	33.3	62.5	68	Star 2
7	Kween	Atar HC III	100	36.8	100	69	38.8	67.1	86.8	81.1	11.1	70.8	66.2	Star 2
12	Mbale City	Cure Children's Hospital	57.1	100	57.1	56.3	31.3	79.2	28.9	89.6	84.6	76	66	Star 2
13	Mbale City	Mbale Regional Referral Hospital	38.1	64.1	50	77.4	52.2	79.5	65.8	95.8	76.9	100	64	Star 1
1	Bududa	Bunamono HC II	0	21.5	0	9.5	58.3	35	0	70.3	100	50	62.7	Star 1
2	Bududa	Namaitso HC II	85.7	31.6	71.4	42.9	66.7	60	87.5	86.5	0	59.1	59.1	Star 1
14	Sironko	Budadiri HC IV	57.1	45	66.7	50	49.2	75	52.6	41.7	60	48	54.5	Star 0
9	Mbale	Hope Medical Center (N)	14.3	47.4	11.1	81	66.7	65	6.3	21.6	0	50	36.3	Star 0

1.3 Bukedi Sub-region

#	District	Facility Name	Leadership & Governance	Human Resources for Health	Health Financing	Health Information and Integrated disease surveillance & response	Medicines, Vaccines and tracer equipment	Health Infrastructure	RMNCAH	Clinical, surgical, community and referral services	Diagnostic Services	Client Centred Care & Safety	Star Score	Star Rating
1	Busia	Sibona HC II	78.6	68.4	88.9	81	52.8	60	84.4	78.4	100	68.2	74	Star 2
2	Busia	Lumino Foc Rev HC III	42.9	10.5	0	37.9	49	47.6	52.6	62.2	55.6	41.7	40.0	Star 0
3	Busia	Lumino HC III	64.3	36.8	0	44.8	44.9	61.9	81.6	54.1	44.4	70.8	50.4	Star 0
4	Busia	Masafu Hospital	71.4	80	100	78.1	73.1	75	86.8	77.1	100	92	83.4	Star 3
5	Butaleja	Kangalaba HC III	100	84.2	100	69	61.2	76.2	78.9	83.8	22.2	83.3	75.9	Star 3
6	Butaleja	Mulagi HC III	100	89.5	57.1	82.8	87.8	95.2	100	97.3	100	100	91.0	Star 4
7	Butaleja	Nabiganda HC IV	78.6	47.4	66.7	56.3	46	66.7	36.8	35.4	40	60	53.4	Star 0
8	Butaleja	Kabasa Memorial Hospital	42.9	15	0	40.6	29.9	91.7	78.9	41.7	0	48	38.9	Star 0
9	Pallisa	Agule Community HC III	78.6	73.7	100	89.7	63.3	52.4	39.5	59.5	0	8.3	56.5	Star 1
10	Pallisa	Pallisa Hospital	100	75	100	87.5	82.1	100	100	95.8	92.3	80	91.3	Star 4
11	Tororo	St. Johns Kayoro HC II	71.4	78.9	57.1	71.4	75	80	87.5	89.2	100	81.8	79.2	Star 3
12	Tororo	Mulanda HC IV	85.7	63.2	100	72.4	71.4	66.7	84.2	72.9	80	76	77.3	Star 3
13	Tororo	St. Anthony's Tororo Hospital	78.6	70	100	87.5	73.1	91.7	89.5	91.7	61.5	88	83.2	Star 3
14	Tororo	Tororo General Hospital	78.6	70	88.9	93.8	74.6	87.5	81.6	91.7	61.5	88	81.6	Star 3

1.4 Bunyoro Sub-region

#	District	Facility Name	Leadership & Governance	Human Resources for Health	Health Financing	Health Information and Integrated disease surveillance & response	Medicine, Vaccines and tracer equipment	Health Infrastructure	RMNCAH	Clinical, surgical, community and referral services	Diagnostic Services	Client Centred Care & Safety	Star Score	Star Rating
1	Buliisa	Marine Military HC III	0	0	0	19	50	50	68.8	89.2	100	72.7	45.0	Star 0
2	Buliisa	Buliisa Hospital	92.9	68.4	100	90.6	79.1	79.2	97.4	91.7	76.9	95.5	87	Star 4
3	Hoima	Buraru HC III	100	68.4	77.8	75.9	71.4	66.7	100	86.5	100	95.8	84.3	Star 3
4	Hoima	Kigoroby HC IV	64.3	45	85.7	81.3	61.9	87.5	84.2	41.7	40	68	66.0	Star 2
5	Hoima	Bacayaya HC II	86.7	73.7	77.8	100	58.3	75	90.6	81.1	100	77.3	83.7	Star 3
6	Hoima	Hoima Regional Refe	78.6	85	100	90.6	70.1	91.7	97.4	93.8	46.2	100	85.3	Star 4
7	Kagadi	Galiboleka HC II	50	26.3	77.8	100	52.8	85	81.3	89.2	100	59.1	72.1	Star 2
8	Kagadi	Muhorro Kabuga HC	50	31.7	22.2	6.9	57.1	66.7	73.7	67.6	0	29.2	40.5	Star 0
9	Kagadi	Kagadi Hospital	100	40	77.8	84.4	71.6	95.8	100	93.8	69.2	100	83.3	Star 3
10	Kibaale	Matale HC III	85.7	63.2	77.8	100	81.6	90.5	89.5	91.9	100	87.5	86.8	Star 4
11	Kibaale	St. Luke Bujuni (Kibaale	71.4	57.9	71.4	75.9	49	52.4	65.8	86.5	55.6	79.2	66.5	Star 2
12	Kibaale	Kibaale HC IV	85.7	63.2	77.8	93.8	51	66.7	97.4	83.3	80	58.3	75.7	Star 3
13	Kikuube	Kikuube HC IV	100	90	100	84.4	58.7	83.3	86.8	89.6	100	96	88.9	Star 4
14	Kikuube	Kyangwali HC IV	64.3	95	77.8	75	47.6	79.2	57.9	58.3	90	80	72.5	Star 2
15	Masindi	Masindi Hospital	71.4	65	100	65.6	50.7	100	71.1	0	76.9	76	67.7	Star 2

1.5 Busoga Sub-region

#	District	Facility Name	Leadership & Governance	Human Resources for Health	Health Financing	Health Information and Integrated disease surveillance & response	Medicines, Vaccines and tracer equipment	Health Infrastructure	RMNCAH	Clinical, surgical, community and referral services	Diagnostic Services	Client Centred Care & Safety	Overall Score	Star Rating
1	Jinja	Kakira Sugar Workers Hospital	85.7	85	28.6	96.9	91	100	100	97.9	69.2	100	85.4	Star 4
2	Jinja City	Aoet HC II	71.4	73.7	100	81	86.1	80	78.1	86.5	100	90.9	84.8	Star 3
3	Bugiri	Bugiri Hospital	92.9	80	77.8	96.9	73.1	79.2	86.8	75	92.3	84	83.8	Star 3
4	Iganga	Iganga Hospital	92.9	95	88.9	71.9	64.2	91.7	89.5	87.5	69.2	68	81.9	Star 3
5	Luuka	Busanda HC II	92.9	63.2	77.8	85.7	55.6	65	90.6	75.7	100	95.5	80.2	Star 3
6	Jinja City	Jinja Regional Referral Hospital	85.7	70	100	93.8	67.2	70.8	76.3	79.2	69.2	88	80	Star 3
7	Luuka	Kiyunga HC IV	92.9	80	77.8	71.9	50.8	87.5	86.8	81.3	80	84	79.3	Star 3
8	Jinja	Bwidhabwangu HC II	71.4	57.9	85.7	85.7	63.9	80	75	73	100	95.5	78.8	Star 3
9	Jinja	Buwenge Ngo Hospital	100	95	71.4	90.6	79.1	87.5	65.8	54.2	53.8	88	78.5	Star 3
10	Luuka	Budhana HC II	85.7	57.9	71.4	81	75	95	78.1	44.6	100	68.2	76	Star 3
11	Bugiri	Maziriga HC II	71.4	89.5	77.8	71.4	44.4	65	71.9	64.9	100	72.7	72.9	Star 2
12	Iganga	Iganga Prisons HC II	64.3	57.9	100	76.2	36.1	75	71.9	70.3	100	63.6	71.5	Star 2
13	Iganga	Nawansinge HC II	42.9	31.6	100	66.7	52.8	70	78.1	75.7	100	54.5	67.2	Star 2
14	Iganga	Busowobi HC III	92.9	63.2	44.4	55.2	44.9	90.5	92.1	70.3	33.3	75	66.2	Star 2
15	Bugiri	Nankoma HC IV	42.9	70	55.6	68.8	63.5	79.2	73.7	50	60	76	64.0	Star 1
16	Jinja City	Bugembe HC IV	57.1	60	44.4	50	42.9	70.8	73.7	39.6	80	68	58.7	Star 1
17	Bugiri	Bugiri Mayuge HC III	78.6	36.8	44.4	79.3	73.5	52.4	65.8	62.2	33.3	45.8	57.2	Star 1
18	Bugiri	Bugiri Buwunga HC III	50	57.9	33.3	55.2	69.4	57.1	57.9	64.9	33.3	83.3	56.2	Star 1
19	Jinja	Busedde HC III	42.9	52.6	44.4	48.3	44.9	66.7	55.3	51.4	33.3	70.8	51.1	Star 0
20	Jinja	Butagaya HC III	50	26.3	55.6	48.3	46.9	71.4	63.2	59.5	22.2	54.2	49.8	Star 0

1.6 Kampala Region

#	District	Facility Name	Leadership & Governance	Human Resources for Health	Health Financing	Health Information and Integrated disease surveillance & response	Medicines, Vaccines and tracer equipment	Health Infrastructure	RMNCAH	Clinical, surgical, community and referral services	Diagnostic Services	Client Centred Care & Safety	Star Score	Star Rating
1	Kampala	Kibuli Hos	100	100	100	100	97	100	100	100	100	96	99.2	Star 5
2	Kampala	China Ugan	92.9	100	100	100	92.5	100	100	100	100	100	98.5	Star 5
3	Kampala	Mengo Hos	100	100	100	93.8	97	100	100	95.8	100	96	98.3	Star 5
4	Kampala	Murchisior	100	84.2	100	100	88.9	85	96.9	100	100	86.4	94.1	Star 4
5	Kampala	Bank Of Ug	92.9	100	100	76.2	72.2	95	53.1	94.6	100	100	88.4	Star 4
6	Kampala	Lubaga Hos	78.6	90	85.7	96.9	76.1	87.5	81.6	93.8	100	92	88.2	Star 4
7	Kampala	St. Francis	57.1	90	100	93.8	83.6	79.2	86.8	97.9	92.3	92	87.3	Star 4
8	Kampala	Kawaala He	92.9	70	88.9	87.5	76.2	83.3	94.7	89.6	90	92	86.5	Star 4
9	Kampala	Holy Cross	92.9	95	85.7	59.4	73.1	100	92.1	87.5	84.6	84	85.4	Star 4
10	Kampala	St. Stephen	92.9	95	100	84.4	79.1	96.83	86.8	81.3	61.5	88	85.4	Star 4
11	Kampala	Hope Clinic	92.9	73.7	85.7	85.7	66.7	100	90.6	78.4	100	77.3	85.1	Star 4
12	Kampala	Benedict H	85.7	80	100	90.6	73	95.8	94.7	85.4	40	96	84.1	Star 3
13	Kampala	Reproducti	100	94.7	0	90.5	83.3	80	96.9	100	100	95.5	84.1	Star 3
14	Kampala	Iom Nagur	100	89.5	42.9	71.4	66.7	100	53.1	97.3	100	100	82.1	Star 3
15	Kampala	IOM Trans	96.4	68.4	100	76.2	66.7	100	43.8	94.6	100	36.4	79.9	Star 3
16	Kampala	Kiswa HC I	92.9	78.9	100	86.2	61.2	90.5	76.3	86.5	33.3	79.2	78.5	Star 3
17	Kampala	Sir Albert C	35.7	84.2	100	38.1	50	95	90.6	100	100	86.4	78	Star 3
18	Kampala	Kisugu HC	85.7	78.9	77.8	82.8	59.2	85.7	68.4	75.7	66.7	83.3	76.4	Star 3
19	Kampala	Kisaasi CO	92.9	63.2	100	79.3	65.3	95.2	81.6	75.7	33.3	75	76.2	Star 3
20	Kampala	Kitebi Heal	78.6	63.2	88.9	75.9	69.4	42.9	86.8	75.7	77.8	91.7	75.1	Star 3
21	Kampala	St. Steven D	71.4	68.4	71.4	69	75.5	100	86.8	75.7	44.4	87.5	75.0	Star 3
22	Kampala	Kamwokya	78.6	50	100	86.2	46.9	71.4	60.5	91.9	100	62.5	74.8	Star 2
23	Kampala	Komambog	78.6	73.7	88.9	69	63.3	90.5	78.9	73	55.6	70.8	74.2	Star 2
24	Kampala	Saidina Abu	71.4	68.4	71.4	82.8	57.1	95.2	86.8	70.3	66.7	70.8	74.1	Star 2
25	Kampala	Luzira Staff	64.3	85	77.8	81.3	76.2	87.5	71.1	68.8	40	88	74.0	Star 2
26	Kampala	Kisenyi HC	50	60	77.8	93.8	42.9	58.3	86.8	93.8	90	72	72.5	Star 2
27	Kampala	Makindye I	71.4	68.4	66.7	79.3	73.5	81	78.9	70.3	44.4	83.3	71.7	Star 2
28	Kampala	Wentz Med	64.3	78.9	42.9	82.8	77.6	90.5	78.9	70.3	33.3	91.7	71.1	Star 2
29	Kampala	Milne Med	50	73.7	85.7	76.2	97.2	75	87.5	89.2	0	68.2	70.3	Star 2
30	Kampala	Joy Medica	50	78.9	71.4	58.6	65.3	76.2	84.2	78.4	44.4	91.7	69.9	Star 2
31	Kampala	Kasubi Chu	78.6	68.4	100	61.9	61.1	65	87.5	78.4	0	77.3	67.8	Star 2
32	Kampala	Lucoheco H	64.3	47.4	100	19	38.9	85	78.1	94.6	100	50	67.7	Star 2
33	Kampala	Nsambya P	50	68.4	66.7	79.3	67.3	85.7	68.4	73	33.3	83.3	67.5	Star 2
34	Kampala	Luzira Upp	50	68.4	77.8	75.9	63.3	81	73.7	70.3	33.3	70.8	66.5	Star 2
35	Kampala	Kyambogo	35.7	84.2	33.3	47.6	52.8	70	78.1	86.5	100	68.2	65.6	Star 2
36	Kampala	St. Kizito B	100	68.4	85.7	61.9	72.2	35	46.9	73	0	59.1	60.2	Star 1
37	Kampala	Hope Clinic	50	57.9	28.6	55.2	57.1	85.7	65.8	70.3	44.4	79.2	59.4	Star 1
38	Kampala	Makerere U	64.3	65	66.7	50	44.8	91.7	47.4	50	15.4	56	58.4	Star 1
39	Kampala	Old Kampa	71.4	45	57.1	62.5	56.7	100	36.8	35.4	46.2	52	56.3	Star 1
40	Kampala	Luzira Rem	28.6	52.6	0	44.8	63.3	90.5	76.3	67.6	33.3	83.3	54.0	Star 0
41	Kampala	Luzira Wor	35.7	47.4	0	58.6	42.9	76.2	63.2	62.2	11.1	70.8	46.8	Star 0
42	Kampala	Bethesda M	42.9	47.4	0	17.2	44.9	76.2	2.6	94.6	44.4	41.7	41.2	Star 0

1.7 Karamoja Sub-region

#	District	Facility Name	Leadership & Governance	Human Resources for Health	Health Financing	Health Information and Integrated disease surveillance & response	Medicines, Vaccines and tracer equipment	Health Infrastructure	RMNCAH	Clinical, surgical, community and referral services	Diagnostic Services	Client Centred Care & Safety	Star Score	Star Rating
1	Abim	Abim Hospital	92.9	95	88.9	100	89.6	90	97.4	97.9	92.3	100	93.8	Star 4
2	Moroto	Moroto Regional Refer	64.3	85	66.7	90.6	83.6	100	81.6	89.6	92.3	92	84.6	Star 3
3	Moroto	Kakingol HC III	100	68.4	88.9	89.7	61.2	61.9	97.4	89.2	66.7	91.7	81.5	Star 3
4	Amudat	Amudat Hospital	78.6	65	55.6	68.8	76.1	87.5	89.5	66.7	92.3	84	76.4	Star 3
5	Amudat	Karita HC IV	92.9	73.7	0	89.7	77.6	85.7	89.5	62.2	100	87.5	75.9	Star 3
6	Moroto	Nakiloro HC II	71.4	84.2	44.4	71.4	55.6	65	87.5	78.4	100	54.5	71.2	Star 2
7	Abim	Kanu HC II	85.7	63.2	71.4	76.2	30.6	55	75	75.7	0	68.2	60.1	Star 1
8	Amudat	Abiliyep HC III	42.9	36.8	0	27.6	44.9	23.8	55.3	67.6	0	37.5	33.6	Star 0

1.8 Kigezi Sub-region

#	District	Facility Name	Leadership & Governance	Human Resources for Health	Health Financing	Health Information and Integrated disease surveillance & response	Medicines, Vaccines and tracer equipment	Health Infrastructure	RMNCAH	Clinical, surgical, community and referral services	Diagnostic Services	Client Centred Care & Safety	Star Score	Star Rating
1	Kabale	Rushoroza Hospital	92.9	70	100	84.4	62.7	91.7	89.5	97.9	92.3	100	89.4	Star 4
2	Kisoro	Mutolere Hospital	85.7	100	88.9	87.5	86.6	87.5	100	83.3	77.8	88	88.5	Star 4
3	Kisoro	Chahafi HC IV	100	80	44.4	93.8	85.7	91.7	89.5	95.8	70	96	84.7	Star 3
4	Kanungu	Kambuga Hospital	78.6	65	100	75	58.2	87.5	92.1	85.4	84.6	88	81.4	Star 3
5	Kisoro	Kagano HC III	92.9	68.4	88.9	72.4	69.4	85.7	76.3	91.9	77.8	83.3	80.7	Star 3
6	Rukiga	Kamwezi HC IV	100	70	88.9	84.4	66.7	75	65.8	56.3	60	100	76.7	Star 3
7	Kabale	Kabale Regional Refer	85.7	80	77.8	90.6	44.8	70.8	76.3	54.2	38.5	100	71.9	Star 2
8	Rukiga	Mparo HC IV	92.9	50	88.9	62.5	61.9	75	76.3	47.9	60	88	70.3	Star 2
9	Kisoro	Kagezi HC III	92.9	42.1	33.3	62.1	71.4	76.2	81.6	83.8	66.7	79.2	68.9	Star 2
10	Kanungu	Kanungu HC IV	64.3	60	33.3	81.3	44.4	79.2	76.3	72.9	90	68	67	Star 2
11	Kabale	Kisasa HC II	71.4	52.6	77.8	42.9	50	25	65.6	78.4	100	86.4	65	Star 2
12	Kanungu	Kayonza HC III	85.7	26.3	88.9	51.7	53.1	52.4	65.8	83.8	22.2	50	58	Star 1
13	Kisoro	Bunagana HC II	85.7	52.6	77.8	61.9	55.6	60	75	73	0	31.8	57.3	Star 1
14	Kisoro	Buhozi HC III	92.9	26.3	55.6	51.7	61.2	90.5	50	54.1	33.3	54.2	57	Star 1
15	Kanungu	Bugiri HC II	50	5.3	71.4	23.8	44.4	50	65.6	56.8	100	40.9	50.8	Star 0
16	Kanungu	Kinaaba Ngo HC II	21.4	10.5	100	14.3	50	60	75	70.3	0	54.5	45.6	Star 0
17	Kabale	Kinyamari HC II	14.3	5.3	0	33.3	44.4	55	68.8	62.2	0	36.4	32	Star 0

1.9 Lango sub-region

#	District	Facility Name	Leadership & Governance	Human Resources for Health	Health Financing	Health Information and Integrated disease surveillance & response	Medicines, Vaccines and tracer equipment	Health Infrastructure	RMNCAH	Clinical, surgical, community and referral services	Diagnostic Services	Client Centred Care & Safety	Star Score	Star Rating
1	Oyam	Aber Hospital	100	100	100	100	88.1	100	97.4	91.7	100	100	97.7	Star 5
2	Kole	Apac Hospital	78.6	100	100	93.8	59.7	95.8	86.8	85.4	92.3	100	89.2	Star 4
3	Kole	Aboke HC IV	85.7	100	100	93.8	60.3	70.8	73.7	89.6	80	100	85.4	Star 4
4	Lira	Ogur HC IV	85.7	60	100	78.1	44.4	66.7	65.8	70.8	90	76	83.8	Star 3
5	Lira	Lira Regional Referral	92.9	90	100	56.3	70.1	83.3	84.2	77.1	100	80	83.4	Star 3
6	Oyam	Anyeke HC IV	100	70	88.9	90.6	73	79.2	86.8	93.8	50	92	82.4	Star 3
7	kole	Bala HC III	100	63.2	100	79.3	55.1	66.7	60.5	86.5	66.7	58.3	73.6	Star 2
8	Apac	Alenga HC III	85.7	36.8	85.7	65.5	38.8	85.7	71.1	83.8	88.9	83.3	72.5	Star 2
9	Oyam	Zambia HC II	50	52.6	55.6	61.9	33.3	40	87.5	73	100	63.6	61.5	Star 1
10	Apac	Apoi HC III	71.4	26.3	88.9	55.2	42.9	33.3	78.9	64.9	55.6	45.8	56.3	Star 1
11	Apac	Alworoceng HC II	50	26.3	44.4	33.3	50	45	68.8	78.4	100	45.5	54.2	Star 0
12	Lira	Adyel HC III	50	36.8	44.4	34.5	46.9	71.4	68.4	51.4	44.4	70.8	51.9	Star 0

1.10 North Central Sub-region

#	District	Facility Name	Leadership & Governance	Human Resources for Health	Health Financing	Health Information and Integrated disease surveillance & response	Medicines, Vaccines and tracer equipment	Health Infrastructure	RMNCAH	Clinical, surgical, community and referral services	Diagnostic Services	Client Centred Care & Safety	Star Score	Star Rating
1	Luwero	Bishop Ascili Hospital	100	85	85.7	96.9	86.6	100	89.5	93.8	92.3	92	92.2	Star 4
2	Mukono	Mukono General Hospital	100	75	100	81.3	62.7	95.8	94.7	95.8	92.3	96	89.4	Star 4
3	Mukono	St. Francis Naggalama Hospital	92.9	80	57.1	87.5	86.6	100	100	81.3	92.3	96	87.4	Star 4
4	Mukono	Nabalanga HC III	92.9	78.9	100	86.2	71.4	95.2	97.4	86.5	55.6	95.8	86.0	Star 4
5	Luwero	Luwero Hospital	64.3	80	100	96.9	80.6	100	84.2	97.9	53.8	100	85.8	Star 4
6	Mityana	Mityana Hospital	85.7	80	100	75	55.2	95.8	94.7	97.9	84.6	88	85.7	Star 4
7	Mukono	Mukono COU Hospital	92.9	100	100	75	73.1	95.8	86.8	95.8	23.1	96	83.9	Star 3
8	Luwero	St. Panagiotis HC II	85.7	73.7	85.7	81	63.9	90	87.5	41.9	100	86.4	79.1	Star 3
9	Mukono	Nantabulirwa HC II	71.4	63.2	88.9	66.7	58.3	65	81.3	70.3	100	68.2	73.3	Star 2
10	Mukono	Nakifuma HC III	78.6	57.9	66.7	69	67.3	76.2	94.7	91.9	55.6	66.7	72.5	Star 2
11	Mubende	Mubende Regional Referral Hospital	85.7	70	88.9	90.6	41.8	62.5	81.6	31.3	69.2	96	71.8	Star 2
12	Mukono	Kojja HC IV	64.3	15.8	55.6	65.6	87.3	90.5	89.5	97.3	80	64	71.0	Star 2
13	Luwero	Kabanyi HC II	71.4	78.9	77.8	71.4	52.8	22.5	87.5	73	100	59.1	69.8	Star 2
14	Mityana	Magala HC III	85.7	68.4	88.9	82.8	49	85.7	73.7	64.9	22.2	62.5	68.4	Star 2
15	Luwero	Kalagala HC IV	85.7	70	100	87.5	38.1	75	73.7	20.8	60	68	67.9	Star 2
16	Mukono	Namuyenje HC II	64.3	36.8	85.7	52.4	58.3	60	71.9	70.3	100	27.3	62.7	Star 1
17	Mubende	Butawata HC III	64.3	36.8	33.3	72.4	40.8	66.7	76.3	89.2	77.8	58.3	61.6	Star 1
18	Luwero	Nyimbwa HC IV	78.6	50	66.7	65.6	52.4	58.3	60.5	62.5	40	72	60.7	Star 1
19	Luwero	Bukalasa HC III	64.3	52.6	77.8	48.3	55.1	66.7	73.7	64.9	33.3	62.5	59.9	Star 1
20	Mityana	Mpongo HC II	71.4	31.6	22.2	23.8	58.3	50	84.4	83.8	100	72.7	59.8	Star 1
21	Luwero	Kikoma HC III	50	26.3	88.9	65.5	57.1	66.7	52.6	62.2	33.3	79.2	58.2	Star 1
22	Mityana	St. Francis HC IV (Mityana)	71.4	70	42.9	65.6	31.7	95.8	57.9	54.2	30	52	57.2	Star 1
23	Mubende	Mubende Gayaza HC II	71.4	57.9	44.4	33.3	38.9	70	56.3	43.2	100	54.5	57	Star 1
24	Mityana	Mwera HC IV	42.9	40	55.6	50	52.4	70.8	73.7	43.8	50	64	54.3	Star 0
25	Mityana	Kabule HC III	35.7	36.8	44.4	55.2	61.2	71.4	71.1	75.7	44.4	41.7	53.8	Star 0
26	Mityana	Lusaalira HC II	50	47.4	88.9	57.1	33.3	40	62.5	16.2	100	22.7	51.8	Star 0
27	Mukono	Kairos Medical Centre HC IV	35.7	26.3	11.1	6.9	74.6	90.5	84.2	62.2	44.4	79.2	51.5	Star 0
28	Mubende	Muleete Community HC II	42.9	26.3	28.6	28.6	25	75	37.5	62.2	100	50	47.6	Star 0
29	Mubende	Ssuubi Medical Centre HC III	42.9	36.8	28.6	27.6	26.5	81	44.7	64.9	11.1	37.5	40.2	Star 0

1.11 South Central Sub-region

#	District	Facility Name	Leadership & Governance	Human Resources for Health	Health Financing	Health Information and Integrated disease surveillance & response	Medicines, Vaccines and tracer equipment	Health Infrastructure	RMNCAH	Clinical, surgical, community and referral services	Diagnostic Services	Client Centred Care & Safety	Star Score	Star Rating
1	Butambala	Kibugga HC II	57.1	52.6	44.4	52.4	66.7	75	81.3	64.9	80	54.5	66.1	Star 2
2	Butambala	Butaaka HC III	78.6	57.9	88.9	47.6	52.8	75	71.9	73	100	63.6	70.9	Star 2
3	Butambala	Ngando HC III	85.7	73.7	88.9	55.2	36.7	81	63.2	54.1	44.4	70.8	65.4	Star 2
4	Butambala	Epi-Centre Senge HC III	85.7	73.7	100	69	65.3	85.7	76.3	73	55.6	95.8	78.0	Star 3
5	Butambala	Gombe (Butambala) Hospital	85.7	90	88.9	75	77.6	87.5	86.8	75	53.8	84	80.4	Star 3
6	Kyotera	Serulanda HC II	35.7	31.6	14.3	19	38.9	95	21.9	64.9	0	45.5	36.7	Star 0
7	Kyotera	Mayanja HC II	35.7	57.9	11.1	23.8	38.9	55	56.3	54.1	0	31.8	36.5	Star 0
8	Kyotera	Kyotera Med. Centre HC III	71.4	57.9	71.4	58.6	40.8	81	28.9	29.7	22.2	50	51.2	Star 0
9	Kyotera	Kyotera Muslim HC III	57.1	31.6	57.1	34.5	53.1	71.4	39.5	54.1	11.1	45.8	45.5	Star 0
10	Kyotera	Mitukula HC III	78.6	68.4	88.9	93.1	65.3	90.5	76.3	78.4	33.3	75	74.8	Star 2
11	Kyotera	Kakuuto HC IV	71.4	55	22.2	56.3	46	70.8	31.6	41.7	40	72	50.7	Star 0
12	Kyotera	Kalisizo Hospital	92.9	55	66.7	68.8	46.3	87.5	57.9	60.4	0	60	59.5	Star 1
13	Masaka	Nakasojjo HC II	78.6	73.7	100	52.4	66.7	95	71.9	62.2	0	59.1	65.9	Star 2
14	Masaka	Makonzi HC II	57.1	63.2	44.4	23.8	41.7	60	71.9	64.9	0	36.4	46.3	Star 0
15	Masaka	Lambu HC II	64.3	42.1	14.3	47.6	52.8	70	62.5	51.4	0	40.9	44.6	Star 0
16	Masaka	Bukakata HC III	100	94.7	100	86.2	65.3	71.4	81.6	78.4	88.9	79.2	84.6	Star 3
17	Masaka	Bukeeri HC III	100	68.4	77.8	69	73.5	76.2	86.8	64.9	88.9	91.7	79.7	Star 3
18	Masaka	Buwunga HC III	100	73.7	88.9	89.7	75.5	85.7	76.3	81.1	100	75	84.6	Star 3
19	Masaka	Ssunga HC III	92.9	89.5	100	86.2	65.3	81	92.1	89.2	55.6	100	85.2	Star 4
20	Masaka	Kyanamukaaka HC IV	50	50	88.9	71.9	34.9	75	68.4	54.2	50	80	62.3	Star 1
21	Masaka	Masaka Regional Referral Hos	64.3	70	77.8	75	53.7	95.8	71.1	85.4	69.2	84	74.6	Star 2
22	Masaka	Kitovu Hospital	57.1	90	42.9	53.1	68.7	100	63.2	79.2	53.8	84	69.2	Star 2
23	Masaka City	Arahmah Medical Centre HC I	50	50	28.6	40.6	44.4	75	52.6	37.5	0	52	43.1	Star 0
24	Masaka City	Kiyumba HC IV	71.4	65	77.8	87.5	63.5	87.5	71.1	77.1	50	96	74.7	Star 2
25	Mpigi	Mpigi Orthodox HC II	21.4	31.6	71.4	42.9	27.8	60	65.6	8.1	0	31.8	36.1	Star 0
26	Mpigi	Kiringente Epi Centre HC II	50	68.4	33.3	57.1	58.3	40	65.6	56.8	100	63.6	59.3	Star 1
27	Mpigi	Bukasa HC II	42.9	36.8	33.3	57.1	66.7	60	43.8	64.9	100	54.5	56	Star 1
28	Mpigi	Bunjako HC III	57.1	26.3	33.3	44.8	49	66.7	57.9	54.1	55.6	83.3	52.8	Star 0
29	Mpigi	Butoolo HC III	42.9	47.4	22.2	65.5	49	42.9	60.5	45.9	66.7	66.7	51.0	Star 0
30	Mpigi	Buwama HC III	50	36.8	44.4	13.8	69.4	90.5	71.1	40.5	44.4	66.7	52.8	Star 0
31	Mpigi	Buyiga HC III	57.1	31.6	77.8	41.4	63.3	95.2	71.1	56.8	55.6	62.5	61.2	Star 1
32	Mpigi	St. Monica Katende HC III	100	89.5	77.8	82.8	73.5	100	73.7	81.1	66.7	79.2	82.4	Star 3
33	Mpigi	Double Cure Med Center HC IV	42.9	60	0	46.9	66.7	100	92.1	75	40	88	61.2	Star 1
34	Mpigi	Mpigi HC IV	64.3	65	22.2	78.1	44.4	87.5	94.7	58.3	100	80	69.5	Star 2
35	Mpigi	Nkozi Hospital	57.1	80	85.7	93.8	77.6	87.5	65.8	79.2	38.5	80	74.5	Star 2
36	Rakai	Michungiro HC II	35.7	36.8	44.4	52.4	44.4	25	56.3	48.6	0	18.2	36.2	Star 0
37	Rakai	Kaleere HC II	28.6	26.3	22.2	33.3	38.9	65	46.9	56.8	0	22.7	34.1	Star 0
38	Rakai	Buyamba Disp & Mu HC III	92.9	94.7	100	100	81.6	95.2	92.1	89.2	100	100	94.6	Star 4
39	Rakai	Buyamba HC III	100	94.7	100	93.1	79.6	90.5	89.5	94.6	77.8	100	92.0	Star 4
40	Rakai	Byakabanda HC III	85.7	68.4	88.9	72.4	59.2	66.7	81.6	86.5	55.6	79.2	74.4	Star 2
41	Rakai	Rakai Hospital	85.7	80	88.9	78.1	74.6	83.3	68.4	52.1	46.2	64	72.1	Star 2
42	Wakiso	Buwambo HC IV	85.7	75	88.9	87.5	68.3	87.5	92.1	93.8	80	88	84.7	Star 3
43	Wakiso	Kajjansi HC IV	85.7	78.9	0	69	85.7	90.5	86.8	97.3	77.8	70.8	74.3	Star 2
44	Wakiso	Kasangati HC IV	57.1	30	55.6	56.3	31.7	66.7	39.5	39.6	40	44	46.1	Star 0
45	Wakiso	Namayumba HC IV	92.9	65	100	81.3	66.7	79.2	86.8	87.5	60	84	80.3	Star 3
46	Wakiso	Kajjansi HC IV	85.7	78.9	0	69	85.7	90.5	86.8	97.3	77.8	70.8	74.3	Star 2
47	Wakiso	Kisubi Hospital	50	80	28.6	81.3	59.7	91.7	60.5	83.3	100	72	70.7	Star 2
48	Wakiso	Saidina Abubakar Islamic Hos	57.1	75	71.4	62.5	59.7	91.7	63.2	70.8	76.9	76	70.4	Star 2

1.12 Teso Sub-region

#	District	Facility Name	Leadership & Governance	Human Resources for Health	Health Financing	Health Information and Integrated disease surveillance & response	Medicines, Vaccines and tracer equipment	Health Infrastructure	RMNCAH	Clinical, surgical, community and referral services	Diagnostic Services	Client Centred Care & Safety	Star Score	Star Rating
1	Amuria	Amuria Hospital	78.6	70	88.9	84.4	67.2	91.7	89.5	93.8	92.3	100	85.6	Star 4
2	Amuria	Amuria COU HC II	21.4	0	28.6	14.3	25	35	0	29.7	0	27.3	18.1	Star 0
3	Amuria	Abarilela HC III	100	94.7	77.8	100	75.5	61.9	100	91.9	100	100	90.2	Star 4
4	Kumi	Kumi (Ongino) Hospital	64.3	75	85.7	75	83.6	91.7	97.4	91.7	92.3	100	85.7	Star 4
5	Kumi	Kanyum COU HC II	14.3	5.3	0	9.5	19.4	10	37.5	24.3	0	40.9	16.1	Star 0
6	Kumi	Ongino HC III	92.9	78.9	66.7	48.3	57.1	95.2	63.2	62.2	66.7	62.5	69.4	Star 2
7	Kumi	Kumi HC IV	64.3	40	66.7	71.9	55.6	87.5	68.4	60.4	90	76	68.1	Star 2
8	Soroti	Obule Cb HC II	35.7	15.8	71.4	42.9	44.4	55	75	70.3	0	68.2	47.9	Star 0
9	Soroti	Tiriri HC IV	42.9	26.3	22.2	37.5	27	62.5	44.7	41.7	30	52	38.2	Star 0
10	Soroti City	Soroti Regional Referral Hos	64.3	65	77.8	87.5	80.6	91.7	86.8	95.8	92.3	84	82.6	Star 3
11	Soroti City	Kichinjaji HC III	92.9	57.9	85.7	55.2	61.2	61.9	47.4	73	66.7	70.8	67.3	Star 2
12	Soroti City	Princess Diana HC IV	42.9	30	22.2	37.5	28.6	75	52.6	43.8	20	48	40.1	Star 0

1.13 West Nile Sub-region

#	District	Facility Name	Leadership & Governance	Human Resources for Health	Health Financing	Health Information and Integrated disease surveillance & response	Medicines, Vaccines and tracer equipment	Health Infrastructure	RMNCAH	Clinical, surgical, community and referral services	Diagnostic Services	Client Centred Care & Safety	Star Score	Star Rating
1	Adjumani	Pachara HC II	75	89.5	94.4	83.3	63.9	80	85.9	94.6	100	100	85.9	Star 4
2	Adjumani	Adjumani Mission HC III	92.9	100	100	86.2	73.5	90.5	71.1	89.2	33.3	95.8	83.2	Star 3
3	Adjumani	Ayiri HC III	50	47.4	14.3	69	53.1	81	36.8	91.9	44.4	70.8	55.9	Star 1
4	Adjumani	Mungula HC IV	89.3	70	83.3	93.8	50.8	87.5	92.1	89.6	90	68	81.3	Star 3
5	Arua	Ediofe HC III	92.9	78.9	100	58.6	67.3	100	63.2	54.1	88.9	62.5	76.6	Star 3
6	Arua	River Oli HC IV	64.3	90	77.8	87.5	47.6	83.3	55.3	75	70	100	75.1	Star 3
7	Arua	Kuluva Hospital	85.7	75	100	81.3	53.7	100	52.6	20.8	53.8	72	69.5	Star 2
8	Arua	Rhema Hospital	92.9	50	71.4	37.5	53.7	83.3	44.7	62.5	61.5	76	63.4	Star 1
9	Arua	Arua Regional Referral Hospital	85.7	70	88.9	90.6	40.3	75	65.8	58.3	69.2	80	72.4	Star 2
10	Koboko	Dranya HC III	92.9	63.2	55.6	58.6	69.4	52.4	78.9	86.5	33.3	83.3	67.4	Star 2
11	Koboko	Koboko Mission HC III	85.7	84.2	100	75.9	63.3	95.2	73.7	81.1	66.7	62.5	78.8	Star 3
12	Koboko	Koboko Hospital	42.9	55	100	71.9	74.6	70.8	94.7	95.8	76.9	100	78.3	Star 3
13	Madi-Okol	Ocea HC II	42.9	73.7	33.3	76.2	69.4	90	84.4	67.6	100	59.1	67.2	Star 2
14	Madi-Okol	Anyiribu HC III	100	57.9	100	69	51	81	78.9	64.9	66.7	87.5	76.2	Star 3
15	Madi-Okol	Anyiribu HC III	100	57.9	114.3	69	51	81	78.9	64.9	66.7	87.5	76.2	Star 3
16	Madi-Okol	Rhino Camp HC IV	85.7	75	100	56.3	66.7	79.2	92.1	81.3	70	96	80.2	Star 3
17	Nebbi	Jupangira HC II	85.7	73.7	88.9	76.2	63.9	75	59.4	54.1	0	86.4	66.3	Star 2
18	Nebbi	Angal Hospital	50	52.5	100	50	71.6	100	80	81.3	53.8	84	68.2	Star 2

1.14 Tooro Sub-region

#	District	Facility Name	Leadership & Governance	Human Resources for Health	Health Financing	Health Information and Integrated disease surveillance & response	Medicine, Vaccines and tracer equipment	Health Infrastructure	RMNCAH	Clinical, surgical, community and referral services	Diagnostic Services	Client Centred Care & Safety	Star Score	Star Rating
1	Bundibugyo	Bubukwanga HC III	100	94.7	100	100	63.3	95.2	89.5	89.2	77.8	100	91.0	Star 4
2	Bundibugyo	Busaru HC IV	100	95	71.4	93.8	73	83.3	86.8	91.7	100	100	89.5	Star 4
3	Kyenjojo	Kyarusenzi HC IV	92.9	65	100	90.6	85.7	95.8	89.5	93.8	90	84	88.7	Star 4
4	Kyenjojo	Katooke HC III	92.9	84.2	88.9	93.1	85.7	85.7	86.8	89.2	88.9	83.3	87.9	Star 4
5	Fort Portal	Fort Portal Regional Referral	100	80	100	81.3	68.7	100	94.7	97.9	53.8	92	86.8	Star 4
6	Kasese	Kagando Hospital	78.6	85	85.7	84.4	68.7	95.8	100	91.7	76.9	96	86.3	Star 4
7	Fort Portal	Kabarole COU Hospital	78.6	80	100	100	86.6	91.7	76.3	89.6	61.5	96	86	Star 4
8	Bundibugyo	Bundibugyo Hospital	92.9	60	100	87.5	70.1	95.8	84.2	91.7	92.3	84	85.3	Star 4
9	Fort Portal	Kasusu HC III	85.7	89.5	77.8	86.2	71.4	85.7	84.2	86.5	88.9	87.5	84.3	Star 3
10	Kyenjojo	Kyenjojo Hospital	78.6	55	100	75	65.7	79.2	86.8	85.4	61.5	72	75.9	Star 3
11	Kasese	Rukoki HC IV	85.7	65	77.8	71.9	54	83.3	60.5	67.6	55.6	80	70.1	Star 2
12	Fort Portal	Bukuku HC IV	78.6	65	88.9	68.8	66.7	75	63.2	43.8	20	68	63.8	Star 1
13	Fort Portal	Kiguma HC II	42.9	21.1	88.9	42.9	47.2	85	68.8	56.8	100	31.8	58.5	Star 1
14	Kasese	Nyamirami HC IV	57.1	45	55.6	62.5	33.3	54.2	78.9	66.7	60	60	57.3	Star 1
15	Fort Portal	Mucwa HC III	50	57.9	55.6	37.9	51	71.4	63.2	78.4	11.1	62.5	53.9	Star 0
16	Kasese	Kinyabwamba HC III	50	47.4	44.4	27.6	28.6	38.1	73.7	56.8	66.7	66.7	50.0	Star 0
17	Bundibugyo	Mantoroba HC II	64.3	31.6	77.8	24.1	28.6	45	75	75.7	0	45.5	46.7	Star 0
18	Kasese	Maghoma HC II	64.3	47.4	55.6	14.3	30.6	35	68.8	37.8	0	36.4	39	Star 0
19	Kasese	Kasese 307 Bde UPDF (Kaver	14.3	36.8	0	34.5	44.9	66.7	21.1	NaN	33.3	45.8	33.0	Star 0
20	Kyenjojo	Kyenjojo Police HC II	64.3	35	55.6	19	33.3	50	23.7	40.5	0	24	33	Star 0

Annex 2: HFQAP Assessments tool:



Final HFQAP Assessment Tool final version .pdf

Annex 3: DHT functionality Tool:



DHT Functionality Tool - 2 .pdf

Annex 6: Score by module and overall facility score

	Module	No. of standards to score per Health Facility Level					Assessment Score	% score
		II	III	IV	H	RRH		
1	Leadership and governance	14	14	14	14	14		
2	Human resources	19	19	20	20	20		
3	Health financing	9	9	9	9	9	Public 9 Private 7	
4	Health information	21	29	32	32	32		
5	Medicines, health supplies, vaccines and equipment	36	49	63	67	67		
	5a) Medicines & Vaccines and supplies Management	15	17	20	20	20		
	5b) Availability of vaccines, tracer medicines commodities	13	19	25	26	26		
	5c) Availability of tracer equipment	5	10	13	15	15		

	Module	No. of standards to score per Health Facility Level					Assessment Score	% score
		II	III	IV	H	RRH		
	Availability of equipment and inventory	0	0	1	2	2		
	Availability of tracer diagnostics	3	3	4	4	4		
6	Health Infrastructure	20	21	24	24	24		
7	Reproductive, Maternal, Child and reproductive Health services	32	38	38	38	38		
8	Outreach, Clinical & Surgical Care, Referral & Emergency	37	37	48	48	48		
9	Diagnostic services	1	9	10	13	13		
10	Client centered care and safety	22	24	25	25	25		
	OVERALL SCORE	211	249	283	290	290		
	EXPECTED TOTAL SCORE							
	% SCORE = Overall Score / Expected total score							
	STAR							

Annex 7: Range of scores for Star Rating for each health facility level

Health Facility Level	Total Scores	Overall Scores					
HC II	211	> 116 scores	117 - 135 scores	136 - 156 scores	137 – 177 scores	138 - 198 scores	> 199 scores
HC III	249	> 136 scores	137 - 159 scores	138 - 184 scores	139 - 209 scores	140 - 234 scores	> 235 scores
HC IV	283	>155 scores	156 - 181 scores	157 - 209 scores	158 – 238 scores	159 - 266 scores	> 267 scores
Hospital	290	>160 scores	161 - 186 scores	162 - 215 scores	163 – 244 scores	164 – 273 scores	> 274 scores
Regional Referral Hospital	290	>160 scores	161 - 186 scores	162 - 215 scores	163 – 244 scores	164 - 273 scores	> 274 scores
Overall % Score		> 55%	55 – 64%	65 – 74%	75 – 84%	85 – 94%	> 95%
STAR		Star 0	Star 1	Star 2	Star 3	Star 4	Star 5