

Kaduna State Government



Service Charter

Kaduna State Ministry of Health

January 2023

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Acronyms and Glossary of Terms

DHIS	District Health Information Systems
KADBUSA	Kaduna State Bureau for Substance Abuse Prevention and Treatment
KADCHMA	Kaduna Contributory Health Management Authority
KADHSMA	Kaduna State Health Supplies Management Agency
KADSACA	Kaduna State Agency for the control of AIDS
KDSG	Kaduna State Government
M&E	Monitoring and Evaluation
PHEs	Private Health Establishments
SMoH	State Ministry of Health
SPHCB	State Primary Health Care Board
TBL	Tuberculous Lymphadenitis
WHO	World Health Organization

1.0 Introduction

1.1 Scope of the Service Charter

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

1.2 Non-Discrimination and Inclusion Statement

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

2.0 Who We Are

The SMoH provides preventive, curative, promotive and rehabilitative health care services in line with the Kaduna State Government (KDSG) policies and plans; ensures the availability of essential medicines and medical supplies and regulates all private health establishments in line with the State and National health policies.

We supervise the following agencies and health training institutions:

- 1 State Primary Health Care Board (SPHCB)
- 2 Kaduna State Health Supplies Management Agency (KADHSMA)
- 3 Kaduna State Agency for the Control of AIDS (KADSACA)
- 4 Barau Dikko Teaching Hospital, Kaduna
- 5 Kaduna State Bureau for Substance Abuse Prevention and Treatment (KADBUSA)
- 6 Kaduna Contributory Health Management Authority (KADCHMA)
- 7 Kaduna State College of Nursing & Midwifery,
- 8 All public (State-owned), private health Facilities and health training institutions

3.0 Our Vision Mission and Core Values

Vision: Our vision is to be a leading State Ministry in the provision of equitable, affordable, accessible, and sustainable quality health care services.

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

Our Core Values are:

1. Professionalism

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

2. Motivation

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

3. Efficiency

We endeavour to uphold timeliness, responsiveness, and the optimal use of the resources available to us in delivering our services.

4. Client Focus

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

5. Integrity

We engage in consistent actions, methods, and practices which ensure accountability, transparency, and probity in service delivery.

4.0 Our Key Clients

Our key clients include the following:

1. Kaduna State Government
2. Local Governments in Kaduna State
3. Federal Ministry of Health
4. Health agencies and health training institutions
5. Public health facilities (primary, secondary and tertiary health facilities)
6. Private Health Facilities
7. Friends of the Hospitals
8. Ward Development Committee and Facility Health Committee of our health facilities.
9. Development/Implementing Partners
10. Non-Governmental Organisations
11. Civil Society Organisations
12. Professional bodies
13. Trade Unions
14. Contractors and Service Providers
15. Research Institutions
16. The general public

5.0 Our Key Services

5.1 General Overview

1. Curative Services.

Medical interventions such as diagnostic/investigations, provision of essential medicines for treatment and therapies with the sole goal of treating illnesses or medical conditions.

2. Preventive Services

Interrupting the development or progression of illness in individuals and communities.

3. Rehabilitative Services

Minimising/abolishing the effect of disabilities in individuals.

4. Health Promotion Services

Activities aimed at prolonging life and promoting wellbeing.

5. School Health Services

Activities organised to prevent disease and promote health among students within schools.

5.2 State Ministry of Health Departments

Medical Services department: provides clinical, diagnostic, treatment and rehabilitative services.

Public Health department: provides preventive and health promotion services which prevents diseases from occurring.

Nursing Services department: provides services to take care of the sick and other medical clients in our hospitals.

Pharmaceutical Services department: ensures that clients are provided with quality essential medicines and other health supplies.

Health Planning Research and Statistics department: ensures availability of quality data / information and formulate policy for informed decision-making.

Admin and Finance department: ensures appropriate personnel and financial management of the health sector.

5.3 Services provided in our general hospitals

1. Preventive and health promotion	24 hours Monday-Sunday
2. Routine clinical services	24 hours Monday-Sunday
3. Laboratory services	24 hours Monday-Sunday
4. Pharmaceutical services	24 hours Monday-Sunday
5. Obstetrics & Gynaecological services	24 hours Monday-Sunday
6. Paediatrics services	24 hours Monday-Sunday
7. Accident and emergency services	24 hours Monday-Sunday
8. Surgery & Orthopaedics services	24 hours Monday-Sunday
9. Rehabilitative services	Monday to Friday: 08:00 – 16:00
10. Dental/Oral health services	Monday to Friday: 08:00 – 16:00
11. Ear, nose and throat services	Monday to Friday: 08:00 – 16:00
12. Ophthalmic (Eye) services	Monday to Friday: 08:00 – 16:00
13. Radiology and imaging	Monday to Friday: 08:00 – 16:00
14. Other specialist services	Monday to Friday: 08:00 – 16:00
15. Mental health services	24 hours Monday-Sunday
16. Mortuary services	24 hours Monday-Sunday

6.0 Our Service Standards and Service Performance Targets

Our service standards show the general nature of our service delivery, and our service performance targets show how we serve our clients and the level of services they should expect from us.

We present in Table 1 key service standards and service performance targets we strive to attain within the resources at our disposal.

Table 1: Service Standards and Service Performance Targets

Service Standards			
S/N	Service Standard	Description	Level of Service
1.	Quality of Service	Formulating Health policies that meet World Health Organisation's (WHO) /National standards for health promotion and acceleration of Universal Health Coverage (UHC).	Compliance with National/WHO health policies, regulations and guidelines.
2.	Fairness	Provide equal access to health services to clients without discrimination.	Clients attended to on a first-come-first-served basis although emergency cases are given priority.
3.	Client care	Courtesy and respect with full attention to our clients.	Clients attended to within 30 minutes of arrival and in a conducive and comfortable environment.
4.	Privacy	Confidentiality of clients' information and records.	Clients' information not disclosed to third parties.
5.	Information	Provide helpful and relevant information to our clients within the limits of ethical standards.	Prompt information about the relevant and appropriate department(s) to handle clients.
		Timeliness of information to clients within the limits of ethical standards.	Feedback to clients given within 48 hours of receipt of requests, complaints etc.
Performance Targets			
	Department	Key Services	Target
1.	Medical Services	Clinical/diagnostic services	80% of clients received clinical and diagnostic services annually; and services received reported through the District Health information system (DHIS).
2.		Registration, regulation, and licensing of private health establishments.	70% of all Private Health Establishments (PHEs) registered, regulated, and licensed.
3.	Nursing Services	Effective collaboration with other units, directorates, and agencies in the ministry in ensuring effective nursing care.	80% of clients are satisfied with services received at the health facilities
4.		Implementation of Nursing and Midwifery Council of Nigeria policies and regulations on practices.	99% of registered nurses / midwives have current practicing licence
5.	Public Health	Provision of disease control services	80% of all public secondary health facilities have disease control unit

6.	Pharmaceutical Services	Registration, renewal and regulation of all pharmacists, pharmacies and patent medicine shops in the State.	80% of pharmacists, pharmacies and patent medicine shops are registered with Pharmacy Council of Nigeria
7.		Implementation of Pharmacovigilance as a component of pharmaceutical care in our facilities.	Pharmacovigilance committees established in 90% of State secondary health facilities.

7.0 Our Clients' Obligations

To deliver the level of services and satisfy our client's needs and expectations, we expect our clients to do the following.

1. Treat all health care providers with respect.
2. Be courteous when dealing with health care providers and expect same.
3. Provide timely and accurate information about your condition to the relevant service providers.
4. Not seek preferential treatment.
5. Not induce health workers.
6. Follow established rules and procedures.
7. Obtain official receipts for all payments made for services provided.
8. Offer feedback, suggestions, or complaints at any point in time regarding our services.
9. Attend scheduled meetings when invited.
10. Respond to request for information precisely, accurately, thoroughly, and promptly.

8.0 Feedback and Complaints Procedure

Clients can give suggestions or make complaints regarding the services we offer. Complaints can be made by WhatsApp, the complaints' box provided at the health facilities, email, short message service (SMS), phone, writing or verbally in person. The following procedure is in place to handle customers' feedback, suggestions, and complaints.

1. We would listen to clients and acknowledge, record and treat all complaints with confidentiality.
2. We would not discriminate against our clients in handling complaints and suggestions they make, and we would give equal treatment to all clients who are dissatisfied with our services.
3. We encourage clients to route complaints through the established channels. (You will find the list of contacts at the end of this charter.)
4. The Ministry will try to resolve client complaints as fast as possible at the health facility where the client receives service, advice, or has reason to question the service given as soon as a complaint is lodged.
5. Send your suggestions on aspects of our services to the addresses listed at the end of this charter.
6. Complaints /feedback from clients will be recorded into our feedback register by the complaints/Service Charter desk officer.

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

9.0 Service Performance Monitoring and Review of Service Charter

We will regularly monitor our performance against the standards of service we have set in this charter as well as the level of awareness of the charter by our stakeholders. We will publish performance against our service standards in our Annual Report. This service charter will be reviewed every three (3) years or as the need arises, to ensure that our service commitments and standards are aligned to the needs and priorities of clients and key stakeholders. We will keep abreast of new developments and accommodate any lessons learnt. The service charter review will also reflect necessary changes based on suggestions from our clients and stakeholders.

This service charter was updated on 18th January 2023. The next revision, which is planned for January 2026, will incorporate relevant feedback from our clients and changes in our service focus or mandates.

10.0 Translation Help

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

1. The office of the SMOH Director of Admin and Finance:
Monday-Friday: 10.00am -3.00pm
2. The Medical Directors' Offices in our secondary health facilities:
Monday-Friday: 10.00am -3.00pm

11.0 Communication and Accessibility of Service Charter

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

1. The Office of the Director, Admin and Finance, Kaduna State Ministry of Health
2. Kaduna State Ministry of Health resource centre
3. Office of the Head of Service
4. The Office of the Public Relations Officer, Kaduna State Ministry of Health.

Furthermore, the service charter is available on the following websites:

1. Kaduna State Government website: www.kdsg.gov.ng
2. Ministry of Health website: <http://kdsg.gov.ng/2021/03/06/ministry-of-health/>

12.0 How to Contact Us

12.1 At the Kaduna State Ministry of Health Headquarters

Contact addresses:

Dora Maude Secretariat
Kaduna State Ministry of Health,
Independence Way,
Opposite State Secretariat
P.M.B. 2014, Kaduna.
Kaduna State, Nigeria.

Website: <http://kdsg.gov.ng/2021/03/06/ministry-of-health/>

Email: info@kdsg.gov.ng

Facebook: <https://facebook.com/kadunaministryofhealth>

Twitter: <https://twitter.com/kadunamoh>

Contact Persons:

1. Office of the Hon. Commissioner, Kaduna State Ministry of Health.
Amina.baloni@kdsg.gov.ng
2. Office of the Permanent Secretary, Kaduna State Ministry of Health.
Adamu.mansur@kdsg.gov.ng
3. Director of Admin. & Finance, Kaduna State Ministry of Health.
zakari.mohammed@kdsg.gov.ng
+234

12.2 At Our Secondary Health Facilities

1. Director Medical Services and Diagnostics
gyashack@yahoo.com, gajere.jonathan@kdsg.gov.ng
+234
2. Ministry of Health, Kaduna State
info@kdsg.gov.ng
3. Offices of the Medical Directors in charge of General Hospitals
4. Offices of the Hospital Secretaries in General Hospitals

12.3 Who to Contact in Cases of Unresolved Issues

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

The Permanent Secretary; Public Service Office,

Office of the Head of Service; General Hassan Usman Katsina House, Kawo, Kaduna State.

Email: info@kdsg.gov.ng



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