



Utilisation of the Community Score Card Approach to Influence Institutionalisation of Specialised Services for Youth at the Malindi Sub-County Hospital

Kilifi County Civil Society Organisations (CSOs) Network



Background

The young people of Malindi Sub-County and its environs are faced with multiple challenges in regard to health provision within the health facilities in the Sub-County. One of the critical problems is poverty and cultural beliefs, which have affected how young people perceive and access reproductive healthcare services. This has greatly impacted most young women/teenage girls within the Sub-County, especially when faced with early pregnancies. Malindi Sub-County boasts of a referral Sub-County Hospital that serves the populations of Kilifi, Tana River and Lamu Counties. However, the hospital has its fair share of challenges, such as the unavailability of medical resources and space to provide much-needed youth-friendly services. Another pressing challenge is the inadequacy of trained clinicians in the respective clinics at the Centre, which impacts the sharing of information and quality of Sexual and Reproductive Health (SRH) services being offered to the young people. Kilifi County has the most progressive and detailed reproductive health policy that addresses challenges facing young people. Still, minimal budgetary allocation towards building or equipping the Youth-friendly Service Centre within the Malindi Sub-County Hospital has affected the level and quality of services offered.



Training for the Score-card Committee



Notice board for the Youth-friendly Centre at Malindi Sub-county Hospital

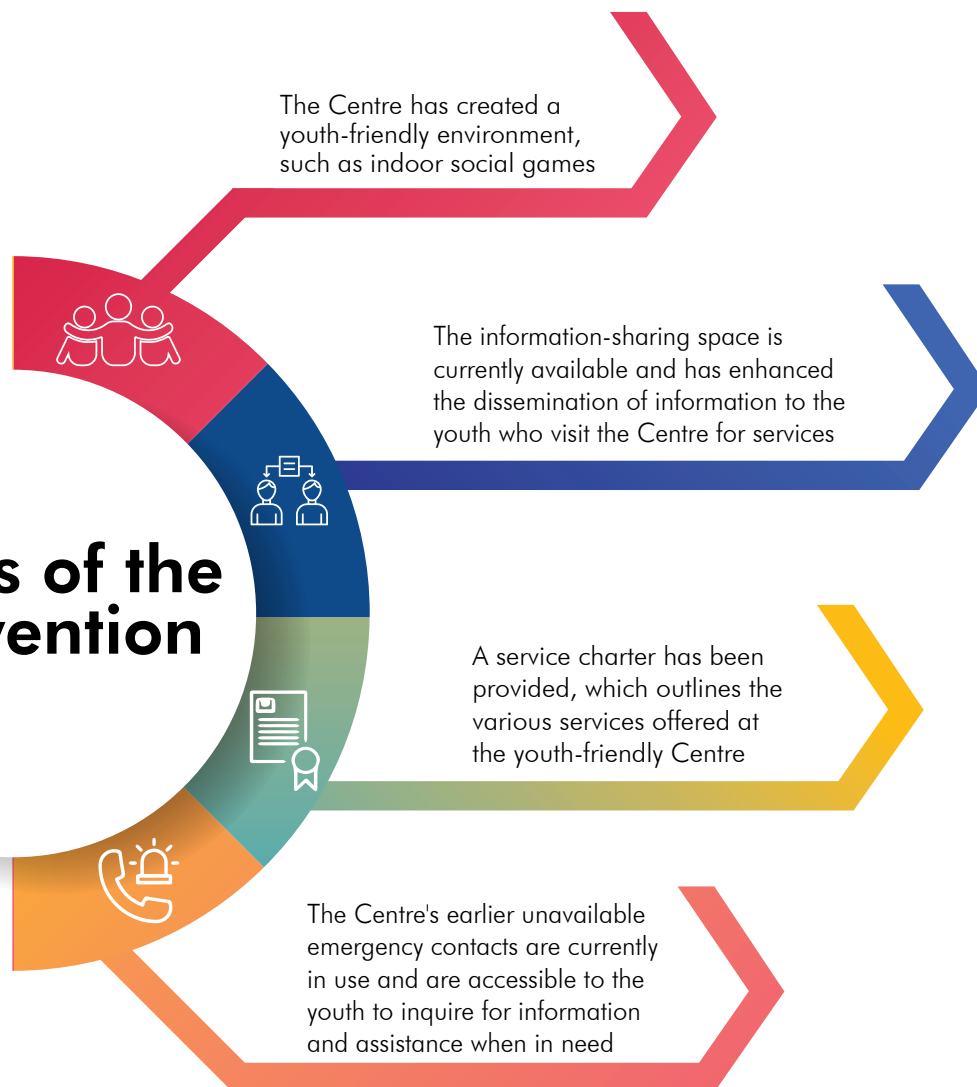
Implementation of the Community Score Card

With the implementation of "HUSIKA USIKIKE" project by Kilifi County CSOs Network with support from the UK Government through the Kenya Devolution Programme – Timiza Ugatuji implemented by Act Change Transform (Act!), some key interventions were undertaken. These include a sensitisation meeting on the Kilifi County Spatial Plan, a Joint planning meeting with the county government of Kilifi, Public participation forums on the County Integrated Development Plan (CIDP), Advocacy skills training, a network meeting to improve the Operations Manual and one community scorecard at Malindi Sub-County Hospital. The community scorecard undertaken at Malindi Sub-County Hospital was one of the targeted interventions towards operationalising the Youth-friendly Service Centre to handle specialised services for young men, young women and teenage girls.

Results of the Intervention

The Community Score Card conducted from May to September 2022 yielded results in the targeted Malindi Sub-County Hospital. The key and most celebrated action taken by the Department for Health is institutionalising the Youth-friendly Service Centre, which is currently operational and supporting the youth of Malindi Sub-County and its environs in accessing Sexual and Reproductive Health (SRH) services. The Centre was allocated two Health Practitioners to facilitate service provision at the Centre, increasing the youth's trust in the facility. The Centre has attracted youth to utilise it since,

Results of the Intervention



During the implementation of the Community Score Card, it was evident that the stakeholders were proactive in ensuring that the objectives and actions accorded to each one of them were fulfilled. The engagement of the county government health department influences critical stakeholders to take active measures. A case in point is when Dr. Kenneth Bundi Miriti – RMNCAH Coordinator – Department of Health, Kilifi County, was live on Radio Citizen discussing the health status of Kilifi County, citing some of the most pronounced challenges of maternal death. He cited Malindi Sub-County Hospital, which had recorded improved service delivery from the findings of the scorecard process that was carried out.

In addition, the scorecard committee was equipped with knowledge and skills during the process, and this ensured that the team could adequately follow up on the actions agreed upon during the interface meeting. The support and capacity accorded to the Score Card team increased their understanding of county budgetary processes and how to lobby and advocate for quality service provision at the county government health amenities and other county institutions.

As a result of the training and to compliment the efforts of the county government in addressing the issue of staffing at the health facility, the network members, in one of their engagements after the implementation of the CSC, interrogated the county budget estimates for Kilifi for the financial year 2022/2023 for the health department. Specifically, the network focused on the allocations given towards staff employment and Sexual Reproductive Health programmes for the youth. The engagement with the county government will likely lead to the hiring of additional staff at the health facility in the next financial year.

Lessons Learned and Recommendations

During the Score Card process targeting the Malindi Sub-County Hospital, several challenges, lessons learned, and opportunities were vivid as the process implementation took centre stage. One of the challenges encountered is the limited time ensuring that the actions agreed upon during the interface session were addressed to the fullest. This was attributed to the electioneering period, which affected the participation of key county government health staff mandated to undertake specific actions towards addressing issues emanating from the Youth-friendly Centre.

One of the key lessons learned is the value of working collaboratively with county government officials in addressing the gaps noted in the youth-friendly Centre. This has significantly improved access to information and has ensured proper planning and redress of any matters that might affect the services offered at the Centre. Implementing the Community Score Card influenced the decisions made by the Department for Health by ensuring the allocation of two health practitioners to the Centre to support and offer youth-friendly services.

To ensure the effectiveness and efficiency of service delivery within Kilifi County and, most specifically, at the Youth-friendly Centre, more effort has to be put into ensuring that key budgetary allocation at the Sub-County levels is informed by the agreed-upon action areas prioritised during the interface meeting. The support given to the Score Card committee resulted in institutionalising the youth-friendly service centre. The involvement of both the youth and county government officials was vital in ensuring that the Score Card achieved its intended objectives. This has led to the creation of a platform for both parties to engage effectively to improve the services delivered and accessed at the Centre.



Interface meeting between the hospital management and some community representatives on the score-card



**KENYA
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