



UNIVERSITY OF NAIROBI

**UNIVERSITY HEALTH SERVICES
ANNUAL REPORT - 2019/2020**

INTRODUCTION

The University Health Services (UHS) department was started by the University Management in 1972 as an outpatient clinic for students. The department was later expanded and to include delivery of healthcare services to Staff and their dependents, hence currently caters for the large University Community health needs. The main clinics are located along lower state House road and operate on 24 hour basis. There are satellite clinics in all University Campuses. UHS provides general and specialized outpatients services and runs a short-stay in-patient service for students, the Sick-Bay. The department has a workforce of 170 employees. The medical benefits that accrue to students, staff and their dependents are stated in relevant University documents and ascribe to various pertinent policies and guidelines, as determined by the University Management.

Vision:

A health service provider committed to excellent healthcare for students, staff and their dependents

Mission:

To provide quality healthcare services by offering holistic medical care of international standards to students, staff and dependents

STRATEGIC OBJECTIVES:

- Improved Quality Health Care to University Community
- Effective Utilization and Management of Healthcare Resources
- Strengthen and Sustain Policy on HIV/AIDS and Counseling Services
- Expansion and modernization of Physical Facilities and Services
- Enhancing Organizational Culture of Participation, Ownership and Purposefulness

UPDATES

Budgetary Allocation

Total annual budgetary allocation to health has been adequately sustained by University Management. This has enabled university staff and their dependents to access quality and affordable healthcare through the season.

Physical Environment:

In order to provide a conducive working environment, renovation and rehabilitation was done to service delivery points. The parking lots and drive way are well maintained and adequate for purpose.

Ambulances and Evacuation Services:

UHS has a fleet of seven (7) Ambulance vehicles stationed in Main, Kikuyu, Upper Kabete and Lower Kabete Campuses and with a well-equipped mobile clinic (truck) as back up for outreach and extension services.

Accreditation:

University staff and student Hospital is accredited to the National Hospital Insurance Fund.

Theatre:

UHS has a fully equipped Surgical Theatre that conducts routine and emergency procedures, thus saving substantial resources that would have been expended in external facilities.

Integrated Counseling and Education Centre:

The Centre provides counseling services to members of staff, their dependents and students. Psycho social support is also provided to those who are affected and infected. Support groups for affected and those abused drug and substance were enhanced. VCT Services were conducted in all campuses and trained counselors deployed.

Achievement – COVID-19 PANDEMIC:

UHS has been in the forefront in combating effects of the covid-19 pandemic, by offering preventive and curative services to those who have been infected and affected by the disease. This also entails education and training through virtual platforms, sensitization webinars among other dissemination forums. The department runs a comprehensive home based healthcare services through a dedicated team of multi-disciplinary health workers. These efforts have ensured minimal loss of the highly valued University workforce. Well ventilated patient waiting-bay tents were installed outside UHS across the University. The department supervises routine disinfection of University premises.

Specialized Clinics:

The following specialized clinics have been established: Hypertensive and Diabetic clinic, Heart and Chest Clinic, Executive Well Men Clinic, Comprehensive Care Clinic for HIV/AIDS and Reproductive Health Clinics in student and staff clinics.

ICT:

UHS is in the process of re-engineering the UHMIS in collaboration with the ICTC centre and plans to upgrade the existing infrastructure to match current and emerging demands.

Laboratory:

Provisions of laboratory services were enhanced with acquisition of modern diagnostic equipment which includes automated clinical chemistry, auto analyzer and hematology blood processing. UHS established a medical laboratory at the Kikuyu Campus clinic.

Pharmaceutical Services:

The Pharmaceutical services were strengthening by reviewing drug formulary, procurement of drugs of high quality and recruitment qualified pharmacists and pharmaceutical technologists. Single out-sourced prescriptions have been reduced significantly.

Linkages and Networking:

In an effort to improve provision of health care provision UHS established networking with the National Malaria Control Program, the NACC, KEMSA and the National TB and Leprosy treatment programs, UNESCO, MOH, KNH, NASCOP, ICL, FHI, Aga Khan Teaching Hospital, The Karen Hospital, etc.

Medical Equipment:

UHS acquired new patient monitors and received a donation of latest technology hospital beds from the College of Health Sciences, in collaboration with their partners (donor).

Challenges facing UHS:

As we endeavor to provide quality health care to University community, we were confronted by the following challenges:

- Limited autonomy in decision-making.
- Increasing demand for quality health care from growing University population both (staff/dependant and students).
- Irregular remittance of student medical fee to UHS by colleges.
- Frequent changes in drug prices.
- Slow process of acquiring essential supplies like medical equipments, Drugs and laboratory reagents.
- Slow process of recruiting personnel.
- Shortage of staff due to attrition
- Lack of scheme of service for various cadres.
- Space Limitation.
- Delay to attend to maintenance and repairs of buildings.

PROJECTIONS

In order to be able to respond to challenges mentioned above UHS intends to:

- Enhance utilization of University staff and student Hospital.
- To utilize allocated space at Kenya Science.
- To Post Medical Officers to busy satellite clinics.
- To open laboratory outlets in busy satellite clinics
- To directly receive students' medical fee paid to Student's medical account.
- To solicit for autonomy decentralization in some areas
- To move squeezed satellite clinics to a bigger space.
- Establish radiological and imaging services
- Reorganization and upgrading of UHS to be in line with growing demand for its services

LIST OF ABBREVIATIONS

1.	UHS	University Health Services
2.	NACC	National Aids Control Council
3.	NASCOP	National Aids & STI Control Programme
4.	ICL	I Choose Life
5.	FHI	Family Health International
6.	MOH	Ministry of Health
7.	UHMIS	University Health Management Information Systems
8.	KEMSA	Kenya Medical Supplies Agency
9.	KNH	Kenyatta National Hospital
10.	UNESCO	United Nations Educational, Scientific & Cultural Organization