



THE REPUBLIC OF UGANDA

BUTABIKA NATIONAL REFERRAL MENTAL HOSPITAL

BUTABIKA HOSPITAL



2021/22 - 2024 /25

CLIENT CHARTER



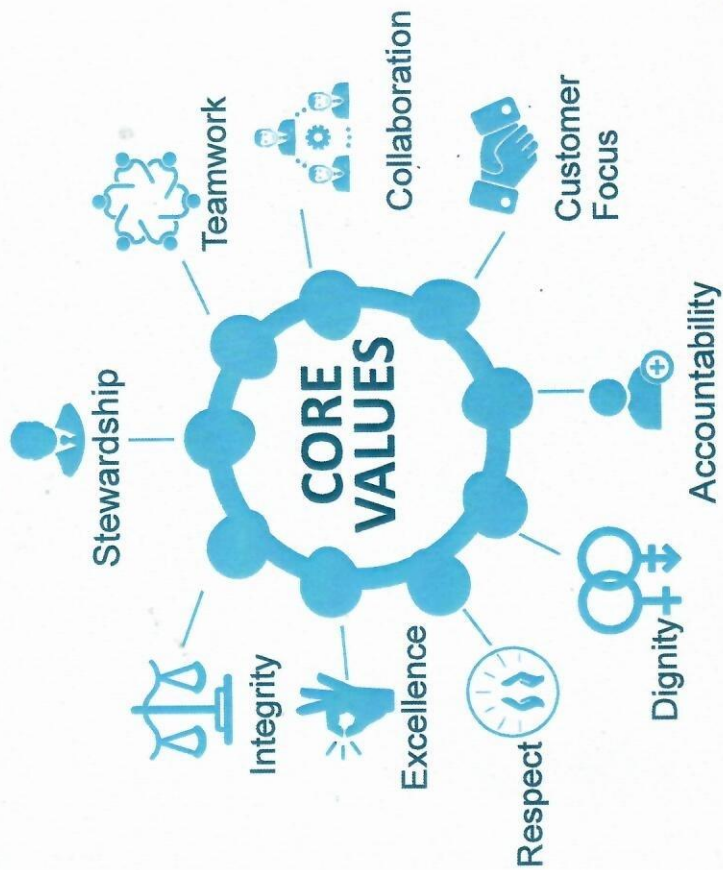
VISION

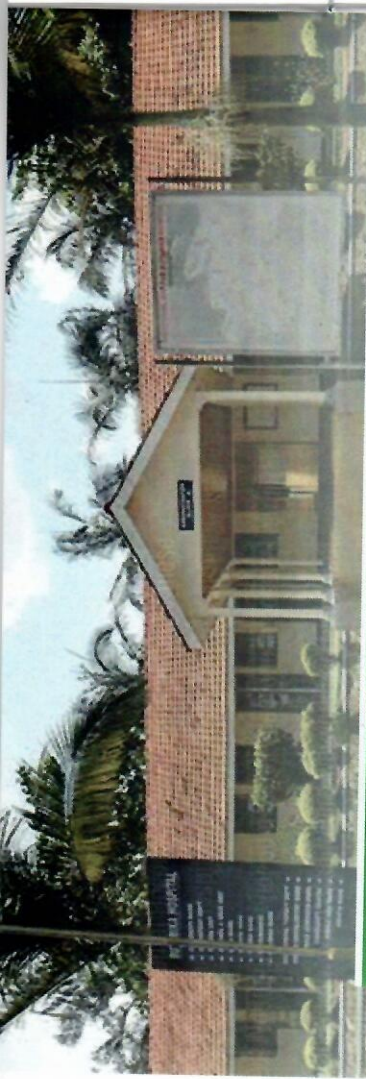
Our vision is "A community aware of the importance of a complete state of physical, mental and social well-being through reduced mental problems".



MISSION

Our mission is "to offer super specialized and general mental health services, conduct mental health training, mental health related research and to provide support to mental health care services in the country".





FOREWORD

The Government of Uganda recognizes the benefit of using Client Charter as a tool to drive change. They help institutions focus their attention more on their clients.

Butabika National Referral Mental Hospital has made efforts to improve mental health services in the country. Through her construction policy framework of mental health structures in some regional and District Health Units, the hospital offers support supervision and training among other services.

Like other Public Service delivery Institutions, Butabika National Referral Mental Hospital has met some challenges including inadequate information on mental health services provided to the clients, absence of well published service standards.

The client charter was introduced under the Public Service Reform Programme, as a tool to strengthen the demand side of accountability for service delivery. In this regard, the Client Charter development process has been embraced at Butabika National Referral Mental Hospital.

The Client Charter is a social contract between Butabika National Referral Mental Hospital and her clients. It sets out standards of performance for service delivery, spells out what its clients should expect, sets out a complaint and feedback handling mechanism and what is crucial in all this is the client-focused nature of the social contract.

On behalf of Butabika National Referral Mental Hospital, I would like to thank the committee that worked tirelessly to produce this Client Charter. In a special way let me thank the Client Charter Development Committee for the technical guidance during the preparation and development stage.



PREAMBLE

The Government has a responsibility of providing services to steer economic growth and to promote the welfare of its citizens. Government has therefore, institutionalized a mechanism, for monitoring the quantity and quality of the services it provides and for obtaining feedback from the citizens, regarding their level of satisfaction with the services that are provided.

This is in line with one of the key strategies of the third phase of the Public Service Reform Programme, that is, enhanced Performance, transparency and accountability by Public Service Organizations.

This Client Charter spells out Hospital main clients, services the hospital offers and the standards of service clients should expect.

The Client Charter reinforces the vision of Butabika National Referral Mental Hospital, which is **"A community aware of the importance of a complete state of physical, Mental and social well-being through reduced mental health problems"**.

It is my sincere hope that, through this Client Charter, Butabika National Referral Mental Hospital, will enhance the level of client centered focus and response in the provision of the Mental Health Services as well as use it as a tool for continuous quality improvement.

Finally, I would like to appreciate the work done by the task force and the stakeholders for their participation and contribution in the preparation and development of this Client Charter.

Dr. Nakku Juliet

EXECUTIVE DIRECTOR

1.0 INTRODUCTION

1.1 Background

Butabika National Referral Mental Hospital was established in 1955 and currently is the only National Referral that provides super specialised management for all patients with Mental and Psychological problems in the country. At the same time, it is a teaching hospital for all cadres specializing in Mental Health ranging from undergraduate to postgraduate students. The Hospital also provides general outpatient services to the surrounding community.

Butabika National Referral Mental Hospital has prepared a Client Charter (2021/22-2024/25) which provides an interface with its clients. Under this Client Charter, Butabika National Referral Mental Hospital has made commitments that will ensure that her clients receive quality mental health services that are client focused. The Client Charter highlights the Mandate, the Vision, Mission Core Values, Principles, Commitments, Responsibilities and rights of clients and mechanisms for client feedback and complaints.

1.2 Mandate

Our mandate is "To provide tertiary referral mental health services to the whole country and to support development capacity of the national health system to provide quality mental health care to all Ugandans".

1.3 Vision

Our vision is "A community aware of the importance of a complete state of physical, mental and social well-being through reduced mental problems".

1.4 Mission

Our mission is "To offer super specialized and general mental health services, conduct mental health training, mental health related research and to provide support to mental health care services in the country".

VISION
CORE VALUE

2.0 CORE VALUES

All members of Butabika National Referral Mental Hospital believe in and practice these core values.

2.1 Customer Focus

We put the mental patient first in all we do. No matter where we work, we remember always that caring for the individual mental patient and his or her family is the heart of our mission and philosophy.

2.2 Integrity

The Hospital adheres to an upcoming code of ethics that emphasizes complete honesty, transparency, and sincerity. Through our words and actions, we earn the complete trust of our patients and families, our community, and our co-workers. We seek to do the right thing always and everywhere, in our day-today work and lives.

2.3 Stewardship

The Hospital develops and manages human, financial, material, and other resources to benefit and support those we serve.

2.4 Accountability

The Hospital is responsible for our actions and focus on how each person can contribute to the success of the organization.

2.5 Collaboration

The Hospital works as a team and partner with other organizations to benefit our patients, their families, and the community.

2.6 Dignity

The Hospital acknowledges the uniqueness of each person in the eyes of God by honoring their inherent value and worth.

2.7 Respect

The Hospital seeks to understand and address the individual needs and concerns of our patients and provide for their comfort while treating them with honor and dignity. We show respect for our patients' privacy and confidentiality in all that we do. We do embrace the diversity and individual perspectives of our team while working together to achieve our common mission to improve the health status of the community we serve.

2.8 Teamwork

The Hospital staff work together to ensure that the patients experience exceptional care. The Hospital is committed to creating an environment of mutual respect where open and, honest communication is our cornerstone. We listen carefully to understand each other and communicate frequently and effectively.

2.9 Excellence

The Hospital strives to exceed expectations by providing services to our patients and co-workers in a timely and efficient manner and through continuous performance. It is the Hospital's commitment to ensure that every patient receives excellent care, service and support always at every point of service.

3.0 CORE FUNCTIONS:

The main functions of the hospital include:

- 3.1 Providing tertiary curative and rehabilitative mental health services.
- 3.2 Providing specialized training in mental health courses for nurses, clinical officers, psychologists, undergraduate medical students, and postgraduate students. The Hospital also offers attachment for other general health care trainee cadres from other training institutions in the country to get experience in mental health.
- 3.3 Carrying out mental health related research to contribute to the development, improved knowledge, and better treatment approaches/interventions in mental health.
- 3.4 Providing Primary Health Care (PHC) interventions particularly to the population

- within the surrounding districts of Kampala, Wakiso, Mpigi and Mukono.
- a) Providing technical support to the rest of the national health system to ensure quality mental health care to all Ugandans.

4.0 CORE OBJECTIVES:

- 4.1 To provide general psychiatric services to the populace.
- 4.2 To provide super specialized mental health care.
- 4.3 To promote and support mental health care in communities.
- 4.4 To apply psychological principles in the diagnosis and treatment of mental health problems.
- 4.5 To equip clients with skills to enable them to live independently in the community with an, ability to participate in balanced tasks related to productivity (work), leisure and self-care.
- 4.6 To provide holistic medical social interventions to patients and uphold the human rights approach to treatment and management of patients with mental illness.
- 4.7 To provide essential and integrated general outpatient medical services for prevention, curative, and health promotion.
- 4.8 To contribute to the management of mental health patients through provision of general and specialized diagnostic Laboratory and imaging services.
- 4.9 To ensure provision and monitor quality pharmaceutical services to the hospital.

5.0 PRINCIPAL SERVICES/ KEY RESULT AREAS

The Principal services/key result areas of Butabika National Referral Mental Hospital are.

- 5.1 Treatment and rehabilitation of mental health patients.
- 5.2 Nursing care.
- 5.3 Pharmaceutical services.
- 5.4 Diagnostics (Laboratory & Radiology).
- 5.5 Community and recovery services.
- 5.6 Mental Health Training.

5.7 Mental health research.

5.8 Primary Health Care to the neighboring Community.

5.9 Support supervision and advocacy to the National Mental Health system.

5.10 Support service.

5.11 Advocacy.

5.12 Diagnosis, treatment reference and referral of mental health patients.

5.13 Quality service assurance.

These functions will be carried out by the following Departments with Divisions and Unit therein. The departments are.

- Clinical Department.
- Nursing Department.
- Support Services Department.

6.0 COMMITMENTS:

6.1 Treat all the mentally sick patients that come to our facility at outpatient or in-patient levels.

6.2 Offer quality nursing care services to all our patients at the hospital.

6.3 Provide medicines and psychological therapies to all patients as and when required.

6.4 Offer required investigative services to patients.

6.5 Offer rehabilitative, resettlement and outreach services.

6.6 Treat patients who present to the hospital with minor physical illness.

6.7 Cater for patient's welfare.

6.8 Ensure a clean and safe environment.

6.9 Offer policy guidance to the relevant stake holders, support supervision to lower health facilities and advocacy for the mental health.

6.10 Prepare annual work plans and budgets that are with Hospital strategic plan.

6.11 Ensure timely, efficient procurement of services, supplies and disposal in line with Public Procurement and Disposal Act 2013.

6.12 Develop an integrated in-service training plan for the Hospital guided by the MOPS (Ministry of Public Service).

6.13 Advocate for increasing the proportion of approved posts filled by trained mental health workers in the hospital. Focus shall be on training Psychiatrist, Psychiatric Clinical Officers, Clinical Psychologists, Psychiatric Medical Social Workers, and Mental Health Nurses who form the backbone of the mental health workforce in the hospital.

6.14 Strengthen result-oriented Management using the strategy for the enhancement of quarterly Performance Reviews in the hospital.

6.15 Carry out staff appraisal for all Hospital staff.

6.16 Establish mechanisms to ensure staff report on duty in time and reduce absenteeism.

6.17 Improve coordination and management of delivery of mental health services through.

6.17.1 Monthly top management meeting with Ministry of Health Headquarters.

6.17.2 Monthly Senior Management meetings (SMGT).

6.17.3 Monthly Continuous professional Development Programmes (CPDs).

6.17.4 Monthly Departmental meetings.

6.17.5 Regular statutory committee meetings i.e. Contracts Committee, Finance Committee, Staff training and development, Research Committee and Rewards and Sanctions Committee.

6.17 We will always adhere to and continuously improve the standards of services indicated below:

6.17.1 Answer all telephone calls by the third ring.

6.17.2 Be courteous to all our clients.

6.17.3 Attend to all our clients within one hour (1hr) from the time of arrival to our respective service points.

6.17.4 Respond to all written correspondents within five (5) working days of receipt.

6.17.5 Provide services free of charge.

6.17.6 Provide private services at a subsidized cost with evidence of payment.

7.0 SERVICE STANDARDS

7.1 Patients will be seen on the first come first serve basis with special consideration for emergencies. On arrival, patients will be attended to within a maximum of one hour (1hr).

7.2 Quality nursing will be provided guided by the Professional code of conduct for nurses.

7.3 Available quality medicines will be dispensed to patients.

7.4 Timely collection of clinical samples and dispatch of results shall be ensured.

7.5 Discharged patients with special needs will be resettled to their communities immediately.

7.6 Some outreach centers will be visited by (CRT) Community and Recovery Team once every month or quarterly.

7.7 Some patients shall have access to occupational therapy.

7.8 Some patients shall have access to psychological and social services.

7.9 Some patients with mental illness will be given opportunity to participate in advocacy activities for mental health.

8.0 OUR CLIENTS, THEIR RIGHTS AND OBLIGATIONS

8.1 OUR CLIENTS

Our clients are the public which consumes health, education, and survey services and or provides supplies (goods service and works) support and donations. These include in and outpatients, students, researchers, and specified suppliers of goods, works and services. They can be residents or patients referred from other entities for expert or traditional psychiatric needs or roles.

8.2 CLIENT RIGHTS:

Our Clients rights include the following:

8.2.1 A right to services- Our clients are entitled to quality services in accordance with the existing regulations and guidelines.

8.2.2 A right to non-discrimination- Our clients shall not be discriminated against on grounds of political affiliation, disability, race, age, sex, social status, economic status, disease, ethnicity, nationality or other such grounds when receiving services.

8.2.3 A right to privacy- Our clients have right to access relevant mental health care within their designated comfort.

8.2.4 A right to information- Our clients have a right to access relevant mental health related information in line with standard regulations and guidelines.

8.2.5 A right to participation- Our clients have a right to participate or be represented in development, implement, monitoring and evaluation of mental health policies, systems, and programs.

8.2.6 A right of confidentiality- Our clients have a right to confidentiality on their mental health status or condition.

8.2.7 A right to be treated with respect and courtesy- Our clients should be treated with respect and courtesy and have their dignity respected.

8.2.8 A right to informed consent- Our clients have a right to make decisions on their own mental health after a full explanation of their conditions or state of mental health.

8.2.9 A right to timelines- Our clients have a right to be attended to in a timely manner.

9.0 CLIENTS OBLIGATIONS:

Our clients shall exhibit the following obligations.

9.1 Treat the hospital staff and property with dignity and respect.

9.2 Provide the Hospital with full information to guide the staff in offering appropriate service.

9.3 Respond to hospital requests for accurate and timely information.

9.4 Not to deliver nor administer to anyone in hospital, substances of abuse.

9.5 Readily give consent where the mode of case management requires so.

9.6 Provide contact/ address of two (2) responsible persons to hospital staff.

9.7 Give accurate information about the patient.

9.8 Accept/ take their medications/ therapy.

9.9 Provide valid goods, services and works.

9.10 Provide competent workforce.

9.11 Attend scheduled appointments.

9.12 Utilize applicable tools.

10.0 FEEDBACK

We are committed to be responsive and improving our performance in accordance with the feedback received from our clients.

We aim at using.

10.1 Suggestion boxes.

10.2 Information technology- Telephone, SMS, and e-mail messages and the Butabika hospital website.

10.3 Conducting open days- where all information about the hospital is shared with the stakeholders.

10.4 Use of information desk.

10.5 Writing letters through the Butabika National Referral Mental Hospital address.

10.6 Use of posters and media reports.

10.7 Client Charter satisfaction survey.

11.0 COMPLAINTS MANAGEMENT

This section sets out how complaints and grievances are to be resolved as well as standards and commitments for addressing them.

11.1 The hospital shall make use of our suggestion boxes as a way of getting peoples complaints and grievances.

11.2 The hospital shall use the reception office to direct external clients in relevant offices.

11.3 All levels of addressing complaints and grievances shall observe maximum confidentiality and objectivity.

11.4 At the service point, the complaints shall first be addressed to the staff on duty.

11.5 If the complaint is not handled satisfactorily, the matter shall first be addressed internally by the immediate supervisor of the officer(s) who provided the services or designated person to handle complaints within one (1) month.

11.6 If the complaint is not handled in the agreed time, then it shall be referred to the next level of supervision, the head of Department, who shall handle it in a weeks' time.

11.7 In case of failure to handle it at a department level, the matter shall be referred to the Rewards and Sanctions committee, who shall handle it with in three (3) months.

11.8 In case of failure to handle it at Rewards and Sanctions Committee level, the matter shall be referred to the Hospital Executive Director.

11.9 The final level of addressing the matter, will be the Hospital Board Disciplinary committee.

12.0 APPEAL MECHANISM:

In case of dissatisfaction with our management of complaints and grievances, clients are advised to approach the following:

- 12.1 Immediate Supervisor.
- 12.2 Head of Division, Unit, Section.
- 12.3 The Head of Department.
- 12.4 The Deputy Executive Director.
- 12.5 The Executive Director.
- 12.6 The Hospital Board Disciplinary Committee.

All complaints referred to the Head of Department, will be investigated and a response given within fourteen (14) working days.

If not satisfied with the response given by the Head of Department, the client may appeal to the deputy Executive Director, and a response given within seven (7) working days.

If not satisfied with the response given by the Deputy Executive Director, the client may appeal to the Executive Director.

The Executive Director's decision will be communicated to the complainant within a period of fourteen (14) days.

The hospital will investigate the circumstances leading to the complaint's grievances and take necessary steps to ensure that similar problems are avoided.

13.0 ACCOUNTABILITY FRAMEWORK.

We shall report and discuss our performance through various mechanisms listed here:

- 13.1 Production of annual performance reports comprising what we do each year.
- 13.2 Use of public relations desk/ Customer Care Office.
- 13.3 Organize annual open days to show case services offered by the hospital.
- 13.4 Undertake annual reviews of this Client Charter in a participatory manner including taking on various recommendations from stakeholders.
- 13.5 Conduct client satisfactory surveys annually and disseminate as well address the gaps.
- 13.6 Ensure timely accountability.

13.7 Ensure transparency of our procurement procedures through public advertisement and displaying contractors and contracts awarded.

13.8 Ensure transparency of the funds received in the Hospital.

14.0 PERFORMANCE IMPROVEMENT

14.1 In order to offer quality service to our clients within optimal timeframe: we commit ourselves to the following service standards.

14.2 All patients at Outpatient Department (OPD) shall be served within two (2) hours upon registration and have their medication dispensed within an hour on receipt of prescription.

14.3 Services shall be offered on first come first serve basis, except where emergency arises.

14.4 On admission all patients shall be seen by Psychiatric Clinical Officer within 14hrs and reviewed by a Psychiatrist/ Medical Officer within 48hrs.

14.5 A client in admission must have their hygiene, nutrition, physical needs assessed and documented within 12hrs of admission by a nurse and weekly thereafter.

14.6 Patients or their caretakers must be informed of the nature and frequency of treatment and investigations prescribed.

14.7 The client shall be nursed in a clean and harmless environment.

14.8 We shall endeavor to provide three meals a day for inpatients.

14.9 At least two clinicians shall be involved in the planning and treatment of newly admitted patients.

14.10 Personal details of patient and the next of kin, including telephone numbers and physical address, shall be documented at the first point of contact with the service provider(s) except in the instances where the patient is brought by the police or when it is unknown.

14.11 All wards and security services shall operate 24hrs and all other service points shall commence by 8:30am.

14.12 we shall strive to adhere to the provisions of PPDA Act during the discharge of our roles in the procurement and disposal of public assets and services.

14.13 Institute a quality improvement activity at department level for one year.

In case of additional information, our Clients can contact:

The Executive Director,

BUTABIKA NATIONAL REFERRAL MENTAL HOSPITAL

P.O Box 7017,

Kampala.

The Client Charter Development Committee.

Name & Designation:

1. Dr. Nakku Juliet- Executive Director -Chairperson.
2. Mrs.Florence Tayebwa Muhwezi-Assistant Commissioner- Human Resource Management - Secretary .
3. Mr. Oriokot Herbert Edward –Senior Human Resource Officer-Altenate Secretary.
4. Dr. Birabwa Harriet Oketch- Senior Consultant (Psychiatrist)- Member.
5. Dr. Mutamba Brian Byamah –Senior Consultant (Psychiatrist) - Member.
6. Mr. Bazimenyera John - Principal Laboratory Technologist- Member.
7. Mr. Bantebya Wilfred- Principal Clinical Officer- Member.
8. Ms. Nannyonga Florence – Ag. Assistant Commissioner- Nursing - Member.
9. Ms. Namukhula Justine - Nursing Officer - Member.
10. Mr. Twikirize Gad- Senior Pharmacist - Member.

