

FOCUS ON THE CLIENT: SATISFACTION WITH HIV/AIDS CARE IN A PUBLIC AND PRIVATE HEALTH FACILITY IN KABALE DISTRICT, UGANDA

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ABSTRACT

Objectives: In 2008, the Uganda AIDS Commission estimated HIV/AIDS prevalence in Uganda at 6-7%, while approximately 121,218 people were receiving Anti Retroviral Therapy. Despite the wide availability of HIV/AIDS care services in the country, clients' opinions are rarely heard. This study assessed satisfaction of clients with HIV/AIDS care services in a public and a private health facility in Kabale district, Uganda.

Methods: 216 client exit interviews were conducted in the two clinics, using the SERVQUAL tool. Data were analyzed by looking at differences in mean scores between clients' expectations and perceptions. Logistic regression models were used.

Results: Generally, clients were not satisfied with services, as shown by the average gap score of -0.06. In the public facility 41% were not satisfied and in the private facility 35% were not. The odds of women respondents being satisfied with HIV/AIDS care were over two and a half times higher than that of men being satisfied, which was statistically significant (OR 2.56; 95% CI 1.33 to 4.95, $p=0.005$).

Conclusion: HIV/AIDS care services at both facilities had gaps in quality as perceived by their clients. Drug shortages played a key role in causing dissatisfaction among clients in both facilities. It is important to establish a system of regularly getting clients' feedback on different aspects of the services provided, in order to improve on them and serve clients better. People in charge of health and HIV/AIDS services in Kabale district can also learn that these are priority areas which can be improved on when funds and other resources are available. The differences between men and women's satisfaction with services should be explored further.