

Health Worker and Community Experiences in Using the Toll Free Line to Access Maternal and Newborn Health Services in Central Uganda: A Qualitative Study

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SAVE the
M&THERS.org



The Problem: Access to Emergency Obstetric Care

THE THREE DEADLY DELAYS

Home



Transit to the Health Facility



Receiving Care at the Health Facility



Addressing the Communication Gap



Over 82% of Africans have access to a mobile phone¹

Pilot Project at Four MBFHI Health Facilities

Objective:

- To qualitatively explore the experiences of health workers and community members in using the Toll Free Line (TFL) to access maternal and newborn health services



¹World Bank 2016

Methods

TEN Focus Group Discussions (FGDs)

For each: 11 participants in each
45-60 minutes in duration

- Two with health workers only
- Four with females only
- Four mixed gender (male/female)

TWO FGDs were held at each of the FOUR pilot facilities:

- One with Health Workers
- One with Community members

Data Analysis

Framework method and QDA DATA Miner software



Results from the FGDs

BENEFITS OF THE TOLL FREE LINE SERVICE:

- Improving health worker and community relations
- Relaying timely health advice
- Prompt response to emergency obstetric complications
- A referral system
- Inquiries on the availability of vital supplies/medications

“I had a sister of mine who was pregnant and she was having a painful pregnancy. Her stomach was hurting and that is when I decided to call this number.”-Female Caller 3, Kawolo Hospital.

*“Sometimes we get so many referrals and most times people call to inquire if we have any blood before bringing the patient.”
-HW5, Naggalama Hospital*



Results from the FGDs

CHALLENGES OF THE TOLL FREE LINE SERVICE:

- Unanswered calls
- Language barriers
- Poor network/connectivity
- Caller misuse/abuse

“Sometimes the maternity ward is very busy in most cases so we find ourselves, we can’t pick these calls. One is busy giving treatment so when you’re giving treatment, you can’t be available to answer when someone is calling.”

-HW3, Buikwe Hospital



Lessons Learnt

- The TFL service is a low-cost, high-impact intervention which increases the capacity for health care delivery in other low resource settings.
- It empowers community members to make an informed decision to seek care and allows health workers to prepare for incoming emergencies

A poster for Buikwe Hospital's pregnancy and childbirth advice service. The poster features two photographs: one of a pregnant woman in a colorful striped top talking on a mobile phone, and another of a woman in a pink shirt talking on a mobile phone. Below the photos, the text reads: "Do you have a Pregnancy or Childbirth related question? Make free calls and get advice: 0800100025 Buikwe Hospital". At the bottom, there are logos for "SAVE the MOTHERS.org" and "Produced by Save the Mothers-Uganda Christian University in partnership with Kawolo Hospital, Buikwe Hospital, Naggalama Hospital and Mukono Health Centre IV."/>

Do you have a Pregnancy or Childbirth related question?
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