

# Cameroon Baptist Convention Health Services



## Results of the Situational Analysis of Infection Prevention & Control, Water, Sanitation and Hygiene (IPC/WASH), in the Cameroon Baptist Convention Health Services



December 2019

## ACRONYMS USED

|               |  |
|---------------|--|
| <b>ADM</b>    | <b>Adamawa Region</b>                              |
| <b>BH</b>     | <b>Baptist Hospital</b>                            |
| <b>BHC</b>    | <b>Baptist Health Center</b>                       |
| <b>CBCHS</b>  | <b>Cameroon Baptist Convention Health Services</b> |
| <b>HCF</b>    | <b>Health Care Facility</b>                        |
| <b>IPC</b>    | <b>Infection Prevention &amp; Control</b>          |
| <b>NWR</b>    | <b>The North West Region</b>                       |
| <b>UNICEF</b> | <b>The United Nations Children Emergency Fund</b>  |
| <b>WASH</b>   | <b>Water, Sanitation, &amp; Hygiene</b>            |
| <b>WHO</b>    | <b>The World Health Organization</b>               |

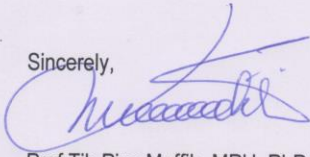




## Foreword from the Director of the Cameroon Baptist Convention Health Services (CBCHS)

The vision of the CBC Health Services is "quality health care to all" and according to CBCHS policy, quality health care begins with IPC/WASH. According to the World Health Organization, there cannot be quality health care without WASH. Quality health care is care that is safe, effective, efficient, patient centered, and delivered in a timely and respectful manner. Quality improvement (QI) is an effort to improve the quality of care. QI is a continuous process. Improving the quality of care requires regular monitoring and evaluation. Therefore, this baseline survey was very timely. The results paint a clear and true picture of the current IPC/WASH situation in the CBC Health Services, and forms the foundation for improvement. The CBCHS full heartedly accepts the results and commend the team for an excellent job. The results lay a framework and a foundation for IPC/WASH improvement in the CBCHS for the next ten years, from now to 2030. I strongly believe that the roadmap suggested in this report is very feasible. I have already given instructions to leaders of all the health facilities of the CBCHS to intentionally plan and budget for IPC/WASH improvement. From 2021, we shall no longer approve any budget for any facility that does not have a budget head for IPC/WASH. I wish to appreciate the efforts of Mr. Nkwan Jacob and the rest of the IPC/WASH team members for a job well done.

Sincerely,



Prof Tih Pius Muffih, MPH, PhD  
Director of Health Services



## Introduction

Many health facilities around the world provide poor quality care due to **lack** of the essentials for safe quality care including water, sanitation, hygiene materials and the right waste segregation. According to the World Health Organization, and UNICEF, **One in four** health care facilities lacks basic water services and **one in five** has no sanitation services – impacting **2.0 billion** and **1.5 billion people**, respectively, and **42%** of facilities globally have no hand hygiene at points of care and **40%** have no systems for waste segregation (WHO/UNICEF, 2019). The vision of the WHO/UNICEF is that every health care facility should have necessary and functional WASH services to provide essential and quality health services to all everywhere and at all times.

To respond to this global need (burden), the United Nations passed a resolution WHA72.7 of May 28, 2019, calling **on Countries** to establish **national roadmap, targets** and implement WASH in HCF and infection prevention and control (IPC) standards, integrate WASH and IPC **indicators** into health programming and monitoring, **address inequities**, especially in primary health care facilities and facilities where births occur, increase **domestic funding** for WASH in HCF. In line with this resolution the WHO and UNICEF established eight practical steps which include

1. Conduct situation analysis and assessment
2. Set targets and define roadmaps
3. Establish national standards and accountability mechanisms
4. Improve and maintain infrastructure
5. Monitor and review data
6. Develop health workforce
7. Engage communities
8. Conduct operational research and share learning

In line with the vision of the CBC Health Services of “quality Health Care to all” and the policy which says “quality health care begin with IPC/WASH), the Director of Health Services approved that a situational analysis of IPC/WASH be conducted, with the goal to

- To generate baseline data for future comparison
- To identify gaps
- To create awareness of the importance of IPC/WASH
- To develop a roadmap for IPC/WASH improvement for the CBC Health Services

## Background

The CBCHS is a network of about 100 health facilities spread in 8 of ten regions in Cameroon serving a population of about 8 million. There are 7 hospitals, 32 integrated health centers and over 54 primary health care centers. The study focused only hospitals and integrated health centers for now. Primary Health Care (PHC) centers shall be assessed in 2020

## Tools

The WASH Facility Improvement Tool (WASH-FIT) and Hand Hygiene Self-Assessment Framework (HHSAF) developed by WHO/UNICEF were used to assess WASH and hand hygiene, respectively.

## Team members

The survey was conducted by a team of seven IPC/WASH personnel including

1. Nkwan Jacob Gobte, CBCHS, team leader
2. Kongnyu Emmanuel Ringyu, CBCHS
3. Mfiekwe Eveline, CBCHS
4. Tambo Cletus, CBCHS
5. Tamnjong Faith, CBCHS
6. Monju Anthony, CBCHS
7. Ghogomo Bridget, Regional Delegation of Public Health, ,NWR

## Period

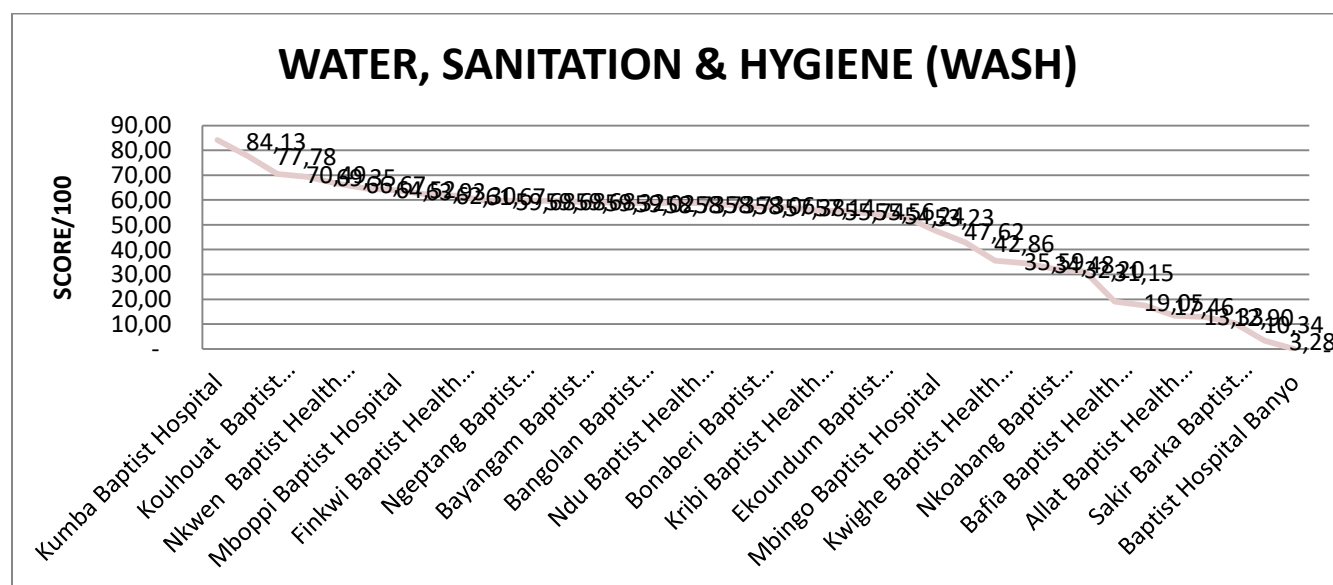
The survey was conducted from December 1-31, 2019.

## Results

| WATER, SANITATION & HYGIENE (WASH) |                                 |          |            |                         |                                 |                 |              |
|------------------------------------|---------------------------------|----------|------------|-------------------------|---------------------------------|-----------------|--------------|
| SN                                 | FACILITY                        | REGION   | WATER/100% | SANITATION & WASTE/100% | HAND HYGINE & EVN CLEANING/100% | MANAGEMENT/100% | AVERAGE/100% |
| 1                                  | Kumba Baptist Hospital          | SWR      | 76.9       | 90.9                    | 76.47                           | 90.91           | 84.13        |
| 2                                  | Bafoussam Baptist Health Center | WEST     | 76.9       | 77.3                    | 82.35                           | 72.73           | 77.78        |
| 3                                  | Kouhouat Baptist Health Center  | WEST     | 76.9       | 65                      | 76.47                           | 63.64           | 70.49        |
| 4                                  | Dunger Baptist Hospital         | NWR      | 76.9       | 71.4                    | 70.59                           | 54.55           | 69.35        |
| 5                                  | Nkwen Baptist Health Center     | NWR      | 76.9       | 68.2                    | 52.94                           | 72.73           | 66.67        |
| 6                                  | Jikejem Baptist Health Center   | NWR      | 69.2       | 52.4                    | 70.59                           | 72.73           | 64.52        |
| 7                                  | Mboppi Baptist Hospital         | LITTORAL | 92.9       | 78.9                    | 58.82                           | 9.091           | 63.93        |
| 8                                  | NWAT Baptist Health Center      | NWR      | 61.5       | 71.4                    | 56.25                           | 45.45           | 62.30        |
| 9                                  | Finkwi Baptist Health Center    | NWR      | 76.9       | 63.2                    | 64.71                           | 36.36           | 61.67        |
| 10                                 | Koussam Baptist Health Center   | WEST     | 69.2       | 57.1                    | 52.94                           | 63.64           | 59.68        |
| 11                                 | Ngeptang Baptist Health Center  | NWR      | 61.5       | 57.1                    | 64.71                           | 54.55           | 59.68        |
| 12                                 | Romkong Baptist Health Center   | NWR      | 76.9       | 66.7                    | 52.94                           | 36.36           | 59.68        |
| 13                                 | Bayangam Baptist Health Center  | WEST     | 23.1       | 73.7                    | 75                              | 54.55           | 59.32        |
| 14                                 | Lassin Baptist Health Center    | NWR      | 61.5       | 70                      | 52.94                           | 45.45           | 59.02        |
| 15                                 | Bangolan Baptist Health Center  | NWR      | 53.8       | 59.1                    | 64.71                           | 54.55           | 58.73        |
| 16                                 | Banso Baptist Hospital          | NWR      | 61.5       | 54.5                    | 70.59                           | 45.45           | 58.73        |
| 17                                 | Ndu Baptist Health Center       | NWR      | 61.5       | 54.5                    | 70.59                           | 45.45           | 58.73        |
| 18                                 | Akeh Baptist Health Center      | NWR      | 53.8       | 66.7                    | 58.82                           | 45.45           | 58.06        |
| 19                                 | Bonaberi Baptist Health Center  | LITTORAL | 69.2       | 68.4                    | 61.11                           | 18.18           | 57.38        |
| 20                                 | Ngounso Baptist Health Center   | WEST     | 46.2       | 54.5                    | 70.59                           | 54.55           | 57.14        |
| 21                                 | Kribi Baptist Health Center     | SOUTH    | 78.6       | 63.2                    | 58.82                           | 9.091           | 55.74        |

|    |                                   |         |             |             |              |              |              |
|----|-----------------------------------|---------|-------------|-------------|--------------|--------------|--------------|
| 22 | Baptist Hospital Mutengene        | SWR     | 53.8        | 72.7        | 47.06        | 36.36        | 55.56        |
| 23 | Ekoundum Baptist Hospital         | CENTER  | 84.6        | 50          | 46.67        | 36.36        | 54.24        |
| 24 | Voundou Baptist Health Center     | CENTER  | 76.9        | 59.1        | 56.25        | 9.091        | 53.23        |
| 25 | Mbingo Baptist Hospital           | NWR     | 84.6        | 59.1        | 29.41        | 9.091        | 47.62        |
| 26 | Sabga Baptist Health Center       | NWR     | 30.8        | 36.4        | 58.82        | 45.45        | 42.86        |
| 27 | Kwighe Baptist Health Center      | NWR     | 40.0        | 42.9        | 41.18        | 9.091        | 35.59        |
| 28 | Belo Baptist Health Center        | NWR     | 41.7        | 40          | 37.5         | 10           | 34.48        |
| 29 | Nkoabang Baptist Health Center    | CENTER  | 53.8        | 30          | 26.67        | 18.18        | 32.20        |
| 30 | Etoug Ebe Baptist Hospital        | CENTER  | 76.9        | 20          | 5.882        | 36.36        | 31.15        |
| 31 | Bafia Baptist Health Center       | SWR     | -           | 36.4        | 23.53        | -            | 19.05        |
| 32 | Mamfe Baptist Health Center       | SWR     | 7.69        | 18.2        | 23.53        | 18.18        | 17.46        |
| 33 | Allat Baptist Health Center       | ADAMAUA | 38.5        | 0           | 12.5         | 9.091        | 13.33        |
| 34 | Nyamboya Baptist Health Center    | ADAMAUA | 38.5        | 4.55        | 12.5         | 0            | 12.90        |
| 35 | Sakir Barka Baptist Health Center | ADAMAUA | 23.1        | 15.8        | 0            | 0            | 10.34        |
| 36 | Tibati Baptist Health Center      | ADAMAUA | 0           | 0           | 12.5         | 0            | 3.28         |
| 37 | Baptist Hospital Banyo            | ADAMAUA | 0           | 0           | 0            | 0            | -            |
|    | <b>AVERAGE (CBCHS)</b>            |         | <b>52.6</b> | <b>47.9</b> | <b>46.08</b> | <b>32.89</b> | <b>45.79</b> |

The general situation of WASH in the CBC Health Services stands at 45.79%, with the North Bound facilities scoring very low, due to absence of water in most facilities. The absence or irregular supply of water in some facilities is preoccupying as there can be no WASH without water. Kumba Baptist Health Center is the lone facility that had an acceptable score of 84.13%, followed by Bafoussam with a score of 77.78%. Majority of the health facilities scored between 50-70%, with most North bound facilities scoring as low as 20% or less. Significant attention should be paid at improving WASH in the north bound facilities.



## Hand Hygiene

| S<br>N | FACILITY               | REGION  | SYSTEM<br>CHANGE/100 | EDUCATION &<br>TRAINING/100 | EVALUATION & FEED<br>BACK/100 | REMINDERS IN THE<br>WORK PLACE/100 | INSTITUTIONAL<br>SAFETY CLIMATE/100 | TOTAL/500     | CLASSIFICATION |
|--------|------------------------|---------|----------------------|-----------------------------|-------------------------------|------------------------------------|-------------------------------------|---------------|----------------|
| 1      | Kumba BHC              | SWR     | 100.00               | 100.00                      | 95.00                         | 82.50                              | 100.00                              | 477.50        | ADVANCED       |
| 2      | Bafoussam BHC          | WEST    | 100.00               | 100.00                      | 40.00                         | 85.00                              | 72.50                               | 397.50        | INTERMEDIATE   |
| 3      | Dunger BH              | NWR     | 90.00                | 65.00                       | 67.50                         | 65.00                              | 50.00                               | 337.50        | INTERMEDIATE   |
| 4      | BH Mutengene           | SWR     | 45.00                | 90.00                       | 60.00                         | 82.50                              | 55.00                               | 332.50        | BASIC          |
| 5      | Kouhouat BHC           | WEST    | 100.00               | 55.00                       | 60.00                         | 70.00                              | 45.00                               | 330.00        | BASIC          |
| 6      | Koussam BHC            | WEST    | 85.00                | 25.00                       | 80.00                         | 70.00                              | 60.00                               | 320.00        | BASIC          |
| 7      | Mbingo BH              | NWR     | 70.00                | 40.00                       | 55.00                         | 72.50                              | 65.00                               | 302.50        | BASIC          |
| 8      | Ekoundum BHC           | CENTER  | 90.00                | 35.00                       | 35.00                         | 60.00                              | 75.00                               | 295.00        | BASIC          |
| 9      | Bayangam BHC           | WEST    | 100.00               | 25.00                       | 75.00                         | 60.00                              | 30.00                               | 290.00        | BASIC          |
| 10     | Ndu BHC                | NWR     | 85.00                | 35.00                       | 40.00                         | 65.00                              | 60.00                               | 285.00        | BASIC          |
| 11     | Nkwen BHC              | NWR     | 55.00                | 40.00                       | 47.50                         | 55.00                              | 65.00                               | 262.50        | BASIC          |
| 12     | Jikejem BHC            | NWR     | 95.00                | 15.00                       | 35.00                         | 65.00                              | 50.00                               | 260.00        | BASIC          |
| 13     | Ngounso BHC            | WEST    | 45.00                | 35.00                       | 60.00                         | 65.00                              | 50.00                               | 255.00        | BASIC          |
| 14     | Banso Baptist Hospital | NWR     | 30.00                | 35.00                       | 70.00                         | 62.50                              | 55.00                               | 252.50        | BASIC          |
| 15     | Bangolan BHC           | NWR     | 85.00                | 20.00                       | 60.00                         | 30.00                              | 40.00                               | 235.00        | BASIC          |
| 16     | Voundou BHC            | CENTER  | 65.00                | 45.00                       | 20.00                         | 50.00                              | 55.00                               | 235.00        | BASIC          |
| 17     | Etoug Ebe BH           | CENTER  | 45.00                | 25.00                       | 30.00                         | 50.00                              | 75.00                               | 225.00        | BASIC          |
| 18     | Finkwi BHC             | NWR     | 60.00                | 25.00                       | 55.00                         | 35.00                              | 45.00                               | 220.00        | BASIC          |
| 19     | Ngeptang BHC           | NWR     | 80.00                | 20.00                       | 40.00                         | 45.00                              | 30.00                               | 215.00        | BASIC          |
| 20     | Lassin BHC             | NWR     | 60.00                | 25.00                       | 42.50                         | 35.00                              | 40.00                               | 202.50        | BASIC          |
| 21     | Sabga BHC              | NWR     | 75.00                | 15.00                       | 20.00                         | 40.00                              | 50.00                               | 200.00        | BASIC          |
| 22     | Akeh BHC               | NWR     | 35.00                | 15.00                       | 20.00                         | 75.00                              | 40.00                               | 185.00        | BASIC          |
| 23     | Nkoabang BHC           | CENTER  | 50.00                | 30.00                       | 20.00                         | 40.00                              | 45.00                               | 185.00        | BASIC          |
| 24     | NWAT BHC               | NWR     | 75.00                | 10.00                       | 15.00                         | 50.00                              | 35.00                               | 185.00        | BASIC          |
| 25     | Romkong BHC            | NWR     | 60.00                | 15.00                       | 15.00                         | 47.50                              | 45.00                               | 182.50        | BASIC          |
| 26     | Sakir Barka BHC        | ADM     | 30.00                | 50.00                       | 10.00                         | 25.00                              | 60.00                               | 175.00        | BASIC          |
| 27     | Belo BHC               | NWR     | 70.00                | 10.00                       | -                             | 75.00                              | 5.00                                | 160.00        | BASIC          |
| 28     | Nyamboya BHC           | ADM     | 35.00                | 55.00                       | 15.00                         | 25.00                              | 30.00                               | 160.00        | BASIC          |
| 29     | BH Banyo               | ADM     | 30.00                | 20.00                       | 15.00                         | 40.00                              | 35.00                               | 140.00        | BASIC          |
| 30     | Allat BHC              | ADAMAUA | 50.00                | 35.00                       | 10.00                         | 15.00                              | 25.00                               | 135.00        | BASIC          |
| 31     | Tibati BHC             | ADM     | 10.00                | 20.00                       | -                             | 35.00                              | 30.00                               | 95.00         | INADEQUATE     |
| 32     | Kwighe BHC             | NWR     | 30.00                | 5.00                        | -                             | 25.00                              | 10.00                               | 70.00         | INADEQUATE     |
| 33     | Mamfe BHC              | SWR     | 20.00                | 15.00                       | -                             | 15.00                              | 5.00                                | 55.00         | INADEQUATE     |
| 34     | Bafia BHC              | SWR     |                      | -                           |                               | -                                  | 10.00                               | 45.00         | INADEQUATE     |
|        | <b>AVERAGE</b>         |         | <b>61.47</b>         | <b>33.82</b>                | <b>35.51</b>                  | <b>50.37</b>                       | <b>45.37</b>                        | <b>226.54</b> | <b>BASIC</b>   |

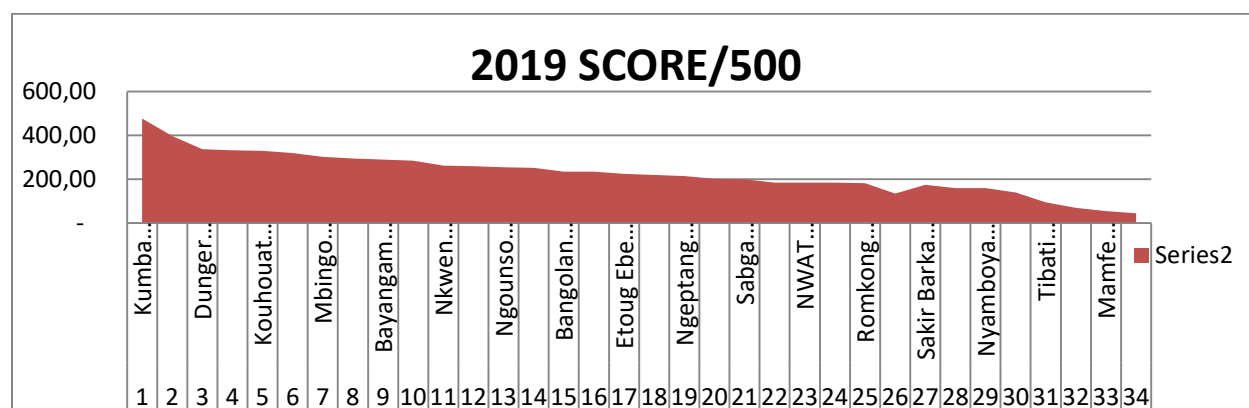
As usual, Kumba Baptist Health Center remains outstanding with a score of 477.5/500, followed by Bafoussam and Dunger. Mboppi, Bonaberi and Kribi were not assessed. Ashong, Ekoundo Titi and Ndebaya were not visited due to security challenges.

### Comparative Analysis (2017 & 2019)

| SN | FACILITY                          | REGION  | 2017(500)     | 2019(500)     | DIFFERENCE   | OBSERVATION     |
|----|-----------------------------------|---------|---------------|---------------|--------------|-----------------|
| 1  | Kumba Baptist Hospital            | SWR     | 372.50        | 477.50        | 105.00       | IMPROVED        |
| 2  | Bafoussam Baptist Health Center   | WEST    | 260.50        | 397.50        | 137.00       | IMPROVED        |
| 3  | Dunger Baptist Hospital           | NWR     | 247.50        | 337.50        | 90.00        | IMPROVED        |
| 4  | Baptist Hospital Mutengene        | SWR     | 297.50        | 332.50        | 35.00        | IMPROVED        |
| 5  | Kouhouat Baptist Health Center    | WEST    | 225.00        | 330.00        | 105.00       | IMPROVED        |
| 6  | Koussam Baptist Health Center     | WEST    | 150.00        | 320.00        | 170.00       | IMPROVED        |
| 7  | Mbingo Baptist Hospital           | NWR     | 300.00        | 302.50        | 2.50         | IMPROVED        |
| 8  | Ekoundum Baptist Hospital         | CENTER  | 257.50        | 295.00        | 37.50        | IMPROVED        |
| 9  | Bayangam Baptist Health Center    | WEST    | 115.00        | 290.00        | 175.00       | IMPROVED        |
| 10 | Ndu Baptist Health Center         | NWR     | 192.50        | 285.00        | 92.50        | IMPROVED        |
| 11 | Nkwen Baptist Health Center       | NWR     | 257.50        | 262.50        | 5.00         | IMPROVED        |
| 12 | Jikejem Baptist Health Center     | NWR     | 185.00        | 260.00        | 75.00        | IMPROVED        |
| 13 | Ngounso Baptist Health Center     | WEST    | 230.00        | 255.00        | 25.00        | IMPROVED        |
| 14 | Banso Baptist Hospital            | NWR     | 190.00        | 252.50        | 62.50        | IMPROVED        |
| 15 | Bangolan Baptist Health Center    | NWR     | 210.00        | 235.00        | 25.00        | IMPROVED        |
| 16 | Voundou Baptist Health Center     | CENTER  | 202.50        | 235.00        | 32.50        | IMPROVED        |
| 17 | Etoug Ebe Baptist Hospital        | CENTER  | 230.00        | 225.00        | (5.00)       | DROPPED         |
| 18 | Finkwi Baptist Health Center      | NWR     | 115.00        | 220.00        | 105.00       | IMPROVED        |
| 19 | Ngeptang Baptist Health Center    | NWR     | 135.00        | 215.00        | 80.00        | IMPROVED        |
| 20 | Lassin Baptist Health Center      | NWR     | 142.50        | 202.50        | 60.00        | IMPROVED        |
| 21 | Sabga Baptist Health Center       | NWR     | 192.50        | 200.00        | 7.50         | IMPROVED        |
| 22 | Akeh Baptist Health Center        | NWR     | 162.50        | 185.00        | 22.50        | IMPROVED        |
| 23 | Nkoabang Baptist Health Center    | CENTER  | 205.50        | 185.00        | (20.50)      | DROPPED         |
| 24 | NWAT Baptist Health Center        | NWR     | 142.50        | 185.00        | 42.50        | IMPROVED        |
| 25 | Romkong Baptist Health Center     | NWR     | 155.00        | 182.50        | 27.50        | IMPROVED        |
| 26 | Sakir Barka Baptist Health Center | ADAMAUA | 115.00        | 175.00        | 60.00        | IMPROVED        |
| 27 | Belo Baptist Health Center        | NWR     | 152.50        | 160.00        | 7.50         | IMPROVED        |
| 28 | Nyamboya Baptist Health Center    | ADAMAUA | 225.00        | 160.00        | (65.00)      | DROPPED         |
| 29 | Baptist Hospital Banyo            | ADAMAUA | 220.00        | 140.00        | (80.00)      | DROPPED         |
| 30 | Allat Baptist Health Center       | ADAMAUA | 172.50        | 135.00        | (37.50)      | DROPPED         |
| 31 | Tibati Baptist Health Center      | ADAMAUA | -             | 95.00         | 95.00        | IMPROVED        |
| 32 | Kwighe Baptist Health Center      | NWR     | 175.00        | 70.00         | (105.00)     | DROPPED         |
| 33 | Mamfe Baptist Health Center       | SWR     | 183.50        | 55.00         | (128.50)     | DROPPED         |
| 34 | Bafia Baptist Health Center       | SWR     | 217.50        | 45.00         | (172.50)     | DROPPED         |
|    | <b>AVERAGE( CBCHS)</b>            |         | <b>195.13</b> | <b>226.54</b> | <b>31.41</b> | <b>IMPROVED</b> |



Although most facilities have improved compared to 2017 assessment, many still have dropped. Out of the 34 facilities, 26 facilities improved their performance giving a percentage of 76.5%, while 8 facilities dropped. Only Kumba Baptist Health Center score a satisfactory performance of 477.55 (Advanced), Dunger, Bafoussam, Bansa Baptist Hospital, and Bayangam are at intermediate levels, while the rest are basic or inadequate. We expected all the health facilities to be at least intermediate or advanced levels by 2019.



#### Comparative analysis

| SN | FACILITY                        |        | 2017 SCORE/500 | 2019 SCORE/500 | DIFFERENCE |
|----|---------------------------------|--------|----------------|----------------|------------|
| 1  | Kumba Baptist Hospital          | SWR    | 372.50         | 477.50         | 105.00     |
| 2  | Bafoussam Baptist Health Center | WEST   | 260.50         | 397.50         | 137.00     |
| 3  | Dunger Baptist Hospital         | NWR    | 247.50         | 337.50         | 90.00      |
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| 6  | Koussam Baptist Health Center   | WEST   | 150.00         | 320.00         | 170.00     |
| 7  | Mbingo Baptist Hospital         | NWR    | 300.00         | 302.50         | 2.50       |
| 8  | Ekoundum Baptist Hospital       | CENTER | 257.50         | 295.00         | 37.50      |
| 9  | Bayangam Baptist Health Center  | WEST   | 115.00         | 290.00         | 175.00     |
| 10 | Ndu Baptist Health Center       | NWR    | 192.50         | 285.00         | 92.50      |
| 11 | Nkwen Baptist Health Center     | NWR    | 257.50         | 262.50         | 5.00       |
| 12 | Jikejem Baptist Health Center   | NWR    | 185.00         | 260.00         | 75.00      |
| 13 | Ngounso Baptist Health Center   | WEST   | 230.00         | 255.00         | 25.00      |
| 14 | Bansa Baptist Hospital          | NWR    | 190.00         | 252.50         | 62.50      |
| 15 | Bangolan Baptist Health Center  | NWR    | 210.00         | 235.00         | 25.00      |
| 16 | Voundou Baptist Health Center   | CENTER | 202.50         | 235.00         | 32.50      |
| 17 | Etoug Ebe Baptist Hospital      | CENTER | 230.00         | 225.00         | (5.00)     |
| 18 | Finkwi Baptist Health Center    | NWR    | 115.00         | 220.00         | 105.00     |
| 19 | Ngeptang Baptist Health Center  | NWR    | 135.00         | 215.00         | 80.00      |
| 20 | Lassin Baptist Health Center    | NWR    | 142.50         | 202.50         | 60.00      |

|    |                                   |         |               |               |              |
|----|-----------------------------------|---------|---------------|---------------|--------------|
| 21 | Sabga Baptist Health Center       | NWR     | 192.50        | 200.00        | 7.50         |
| 22 | Nkoabang Baptist Health Center    | CENTER  | 205.50        | 185.00        | (20.50)      |
| 23 | NWAT Baptist Health Center        | NWR     | 142.50        | 185.00        | 42.50        |
| 24 | Akeh Baptist Health Center        | NWR     | 162.50        | 185.00        | 22.50        |
| 25 | Romkong Baptist Health Center     | NWR     | 155.00        | 182.50        | 27.50        |
| 26 | Allat Baptist Health Center       | ADAMAUA | 172.50        | 135.00        | (37.50)      |
| 27 | Sakir Barka Baptist Health Center | ADAMAUA | 115.00        | 175.00        | 60.00        |
| 28 | Belo Baptist Health Center        | NWR     | 152.50        | 160.00        | 7.50         |
| 29 | Nyamboya Baptist Health Center    | ADAMAUA | 225.00        | 160.00        | (65.00)      |
| 30 | Baptist Hospital Banyo            | ADAMAUA | 220.00        | 140.00        | (80.00)      |
| 31 | Tibati Baptist Health Center      | ADAMAUA | -             | 95.00         | 95.00        |
| 32 | Kwighe Baptist Health Center      | NWR     | 175.00        | 70.00         | (105.00)     |
| 33 | Mamfe Baptist Health Center       | SWR     | 183.50        | 55.00         | (128.50)     |
| 34 | Bafia Baptist Health Center       | SWR     | 217.50        | 45.00         | (172.50)     |
|    | <b>AVERAGE</b>                    |         | <b>195.13</b> | <b>226.54</b> | <b>31.41</b> |

| House Keeping |               |        |            |                 |                   |             |                      |                  |                  |                                  |
|---------------|---------------|--------|------------|-----------------|-------------------|-------------|----------------------|------------------|------------------|----------------------------------|
| S<br>N        | FACILITY      | REGION | # of UNITS | # HOUSE KEEPERS | EMPLOYMENT STATUS | # OF SHIFTS | LENGTH OF SHIFT(HRS) | SUPERVISORY ROLE | JOB DESCRIPTIONS | OBSERVATIONS                     |
| 1             | Mbingo BH     | NWR    |            | 70              |                   | 1           | 8                    | NONE             | NONE             | Over staffed. No afternoon shift |
| 2             | Belo BHC      | NWR    |            | 2               |                   | 1           | 8                    | NONE             | NONE             | No afternoon shift               |
| 3             | Akeh BHC      | NWR    |            | 1               |                   | 1           | 8                    | NONE             | NONE             | UNDER STAFFED                    |
| 4             | Mamfe BHC     | SWR    |            | 1               |                   | 1           | 8                    | NONE             | NONE             | No afternoon shift               |
| 5             | Bangolan BHC  | NWR    |            | 2               |                   | 1           | 8                    | NONE             | NONE             |                                  |
| 6             | Finkwi BHC    | NWR    |            | 2               |                   | 1           | 8                    | NONE             | NONE             |                                  |
| 7             | Sabga BHC     | NWR    |            | 3               |                   | 1           | 8                    | NONE             | NONE             |                                  |
| 8             | Kwighe BHC    | NWR    |            | 1               |                   | 1           | 8                    | NONE             | NONE             | UNDER STAFFED                    |
| 9             | Nkwen BHC     | NWR    |            | 25              |                   | 1           | 9                    | NONE             | NONE             | <b>LONG SHIFT</b>                |
| 10            | Bafoussam BHC | WEST   |            | 20              |                   | 2           | 8                    | NONE             | NONE             | Short afternoon shift            |
| 11            | Bayangam BHC  | WEST   |            | 2               |                   | 1           | 8                    | NONE             | NONE             |                                  |
| 12            | Koussam BHC   | WEST   |            | 1               |                   | 1           | 8                    | NONE             | NONE             |                                  |
| 13            | Kouhouat BHC  | WEST   |            | 3               |                   | 1           | 8                    | NONE             | NONE             |                                  |

|    |              |          |  |     |  |   |     |      |      |                                |
|----|--------------|----------|--|-----|--|---|-----|------|------|--------------------------------|
| 14 | Banso BH     | NWR      |  | 34  |  | 1 | 7   | NONE | NONE | Over staff. No afternoon shift |
| 15 | Romkong BHC  | NWR      |  | 1   |  | 1 | 8   | NONE | NONE | UNDER STAFFED                  |
| 16 | Ndu BHC      | NWR      |  | 5   |  | 1 | 8   | NONE | NONE |                                |
| 17 | Lassin BHC   | NWR      |  | 1   |  | 1 | 8   | NONE | NONE | UNDER STAFFED                  |
| 18 | Jikejem BHC  | NWR      |  | 3   |  | 1 | 8   | NONE | NONE |                                |
| 19 | Ngeptang BHC | NWR      |  | 1   |  | 1 | 8   | NONE | NONE | UNDER STAFFED                  |
| 20 | Dunger BH    | NWR      |  | 4   |  | 1 | 8   | NONE | NONE |                                |
| 21 | Etoug Ebe BH | CENTER   |  | 13  |  | 2 | 8   | NONE | NONE | Long afternoon shift           |
| 22 | Ekoundum BHC | CENTER   |  | 19  |  | 2 | 7   | NONE | NONE | Over staffed                   |
| 23 | Nkoabang BHC | CENTER   |  | 6   |  | 1 | 8   | NONE | NONE |                                |
| 24 | Voundou BHC  | CENTER   |  | 2   |  | 1 | 8   | NONE | NONE |                                |
| 25 | Mboppi BH    | LITTORAL |  | 43  |  | 2 | 8   | NONE | NONE | Over staffed                   |
| 26 | Bonaberi BHC | LITTORAL |  | 15  |  | 2 | 8   | NONE | NONE | Over staffed                   |
| 27 | Kribi BHC    | SOUTH    |  | 4   |  | 2 | 8   | NONE | NONE |                                |
| 28 | BH Mutengene | SWR      |  | 22  |  | 1 | 8   | NONE | NONE |                                |
| 29 | Bafia BHC    | SWR      |  | 0   |  | 1 | 8   | NONE | NONE |                                |
| 30 | Kumba BHC    | SWR      |  | 8   |  | 2 | 8.5 | NONE | NONE | short afternoon shift          |
| 31 | Ekoundo BHC  | SWR      |  | 1   |  | 1 | 8   | NONE | NONE | UNDER STAFFED                  |
| 32 | Ngounso BHC  | WEST     |  | 5   |  | 1 | 8   | NONE | NONE |                                |
| 33 | Sakir BHC    | ADM      |  | 1   |  | 1 | 8   | NONE | NONE | UNDER STAFFED                  |
| 34 | Nyamboya BHC | ADM      |  | 2   |  | 1 | 8   | NONE | NONE |                                |
| 35 | Tibati BHC   | ADM      |  | 1   |  | 1 | 8   | NONE | NONE |                                |
| 36 | Allat BHC    | ADM      |  | 2   |  | 1 | 8   | NONE | NONE |                                |
| 37 | BH Banyo     | ADM      |  | 5   |  | 1 | 8   | NONE | NONE |                                |
| 38 | NWAT BHC     | NWR      |  | 1   |  | 1 | 8   | NONE | NONE | UNDER STAFFED                  |
| 39 | Total        |          |  | 332 |  |   |     |      |      |                                |

**NA: NOT APPLICABLE**

## **OBSERVATIONS**

### **General**

- Infection prevention and control committee do not exist or are dormant in most facilities
- Most IPC nurses have no appointment letter and job descriptions in most facilities
- Implementation of the dress code is very poor in most facilities especially in facilities in urban areas

### **Water**

- Most water sources are contaminated

- Water supply is irregular in most facilities especially the North bound
- Water storage capacity is insufficient in most facilities, lasting not up to 48 hours
- Waste analysis and treatment is not done in most facilities
- Maintenance services are poor in some facilities
- Most IPC nurses and other frontline staff did not know the storage capacity of their tanks and the frequency of cleaning
- Water need is not known in all most facilities, except for BBH which was done more than five years ago.
- Most storey buildings lack water tanks on them and therefore have water delivery problems due to gravity.

#### Toilets and baths

- Water system toilets in most facilities
- Toilets and bathes are not properly designated according to standards, male/female, staff/patient
- Toilets and baths have no labels, signs and directives for easy identification in most facilities
- Staff toilets were locked at the time of visit in some facilities, and therefore not readily accessible
- Some water system toilets were either leaking or leaking at the time of visit in some facilities
- Some toilets had not light, and so could not be used at night
- Cleaning is insufficient in most facilities. Toilets are clean once per day, usually in the morning
- Toilets are too far from the patients in some facilities, for example Men's and Women's wards in BBH
- The number of toilets is not sufficient for the number of users in most units in most facilities. Each unit is supposed to have minimum of four toilets, two each for female/male, and staff/patients
- Maintenance of toilets is irregular in some facilities
- Pit toilets are neglected and have no covers in most facilities

#### House Keeping

- Housekeeping department seem to be overstaffed in some facilities for example, MBH, Bonaberi, and understaffed in others.
- Two shifts systems, (morning and afternoon) operate in only 7 out of 38 facilities contrary to our previous recommendation in 2017.
- Some facilities run very long shifts, up to nine (9) hours, for example Nkwen, while some run very short shifts, six to seven (6-7) hours for example, afternoon shifts.
- House keepers are irregular on duty in most facilities, working only for 3-4 hours of putting in only 40-50% of their time into work example BBH, MBH, EBHY, etc
- Some facilities have housekeepers that have not been formally recruited for example, BBH,
- Cleaning is very irregular in most facilities
- The procedure for recruitment of housekeepers is not respected in most facilities
- The position of housekeeping supervisor does not exist in most facilities and no job description exist
- Housekeepers do not have job descriptions in all the facilities
- No housekeepers has had any formal training
- On the job training was offered to house keepers in some facilities before they commenced work
- House keepers are used for personal errands in most facilities
- Most house keepers have not received IPC/WASH training
- There is need to define and determine the number of units per facility to ascertain the number of housekeepers each facility needs



- Supervision of housekeepers is poor in most facilities.

#### Waste management

- Waste sorting is poor in most facilities. Color coding is not done in any facility
- Most staff responsible for waste management had not had IPC/WASH training
- Record keeping is absent in all the facilities. Waste is not weighed and recorded before disposal.
- Waste segregation is poor in almost all facilities
- Open dumping is practiced in most facilities
- Waste disposal sites are not fenced in most facilities
- Placenta pits are available in most facilities
- Most facilities do not have incinerators.
- Incinerators available are not functioning properly
- Scavenging of waste sites for food remains for animals is common in some facilities

#### Hand hygiene

- Alcohol hand rub is available in all the facilities, with occasional stock out in some few facilities
- Hand hygiene reminders were not available in most units at the time of visit
- Most facilities have not had hand hygiene or IPC training for the past twelve months
- ABHR and soap consumption not monitored in all the facilities
- Systematic monitoring of hand hygiene compliance and designation of champions not done in all facilities
- Liquid soap not used in most facilities
- Towels are not used in all the facilities
- Personal hand rub available to most of the staff in most facilities

#### Management

- Cleaning supplies are irregular in most facilities
- Utility gloves are not used in most facilities
- Housekeeping supervisory position not available in most facilities
- Job description for house keepers are not available in most facilities
- Time management is poor among house keepers in most facilities
- Systematic monitoring of cleaning not done in all facilities
- Procedure for recruitment of housekeepers not respected in most facilities
- Time sheets not used in most facilities

#### Targets/roadmaps

To improve the quality of care in the CBC Health Services, there is need to significantly improve IPC/WASH in all our facilities. Some facilities are doing well but majority need significant improvement. Only one out of 34 facilities met the basic WASH standards in 2020. If we intentionally target and sustain only a 10% improvement per facility per year, 60% of our facilities will meet basic WASH standards by 2022, 86% by 2026, 90% by 2028 and close to 100% by 2030 which is the SDG target as follows.

| SN | FACILITY        | REGION   | ROADMAP FOR WASH IMPROVEMENT, FROM 2021 TO 2030 |       |        |        |        |        |        |        |        |        |
|----|-----------------|----------|---|-------|--------|--------|--------|--------|--------|--------|--------|--------|
|    |                 |          | 2020<br>(baseline)                              | 2021  | 2022   | 2024   | 2025   | 2026   | 2027   | 2028   | 2029   | 2030   |
| 1  | Kumba BHC       | SWR      | 84.13   | 94.13 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 |
| 2  | Bafoussam BHC   | WEST     | 77.78   | 87.78 | 97.78  | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 |
| 3  | Kouhouat BHC    | WEST     | 70.49   | 80.49 | 90.49  | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 |
| 4  | Dunger BHC      | NWR      | 69.35   | 79.35 | 89.35  | 99.35  | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 |
| 5  | Nkwen BHC       | NWR      | 66.67   | 76.67 | 86.67  | 96.67  | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 |
| 6  | Jikejem BHC     | NWR      | 64.52   | 74.52 | 84.52  | 94.52  | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 |
| 7  | Mboppi BH       | LITTORAL | 63.93   | 73.93 | 83.93  | 93.93  | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 |
| 8  | NWAT BHC        | NWR      | 62.30   | 72.30 | 82.30  | 92.30  | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 |
| 9  | Finkwi BHC      | NWR      | 61.67   | 71.67 | 81.67  | 91.67  | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 |
| 10 | Koussam BHC     | WEST     | 59.68   | 69.68 | 79.68  | 89.68  | 99.68  | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 |
| 11 | Ngeptang BHC    | NWR      | 59.68   | 69.68 | 79.68  | 89.68  | 99.68  | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 |
| 12 | Romkong BHC     | NWR      | 59.68   | 69.68 | 79.68  | 89.68  | 99.68  | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 |
| 13 | Bayangam BHC    | WEST     | 59.32   | 69.32 | 79.32  | 89.32  | 99.32  | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 |
| 14 | Lassin BHC      | NWR      | 59.02   | 69.02 | 79.02  | 89.02  | 99.02  | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 |
| 15 | Bangolan BHC    | NWR      | 58.73   | 68.73 | 78.73  | 88.73  | 98.73  | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 |
| 16 | Banso BH        | NWR      | 58.73   | 68.73 | 78.73  | 88.73  | 98.73  | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 |
| 17 | Ndu BHC         | NWR      | 58.73   | 68.73 | 78.73  | 88.73  | 98.73  | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 |
| 18 | Akeh BHC        | NWR      | 58.06   | 68.06 | 78.06  | 88.06  | 98.06  | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 |
| 19 | Bonaberi BHC    | LITTORAL | 57.38   | 67.38 | 77.38  | 87.38  | 97.38  | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 |
| 20 | Ngounso BHC     | WEST     | 57.14   | 67.14 | 77.14  | 87.14  | 97.14  | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 |
| 21 | Kribi BHC       | SOUTH    | 55.74   | 65.74 | 75.74  | 85.74  | 95.74  | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 |
| 22 | BH MUTENGENE    | SWR      | 55.56   | 65.56 | 75.56  | 85.56  | 95.56  | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 |
| 23 | Ekoundum BHC    | CENTER   | 54.24   | 64.24 | 74.24  | 84.24  | 94.24  | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 |
| 24 | Voundou BHC     | CENTER   | 53.23   | 63.23 | 73.23  | 83.23  | 93.23  | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 |
| 25 | Mbingo BH       | NWR      | 47.62   | 57.62 | 67.62  | 77.62  | 87.62  | 97.62  | 100.00 | 100.00 | 100.00 | 100.00 |
| 26 | Sabga BHC       | NWR      | 42.86   | 52.86 | 62.86  | 72.86  | 82.86  | 92.86  | 100.00 | 100.00 | 100.00 | 100.00 |
| 27 | Kwighe BHC      | NWR      | 35.59   | 45.59 | 55.59  | 65.59  | 75.59  | 85.59  | 95.59  | 100.00 | 100.00 | 100.00 |
| 28 | Belo BHC        | NWR      | 34.48   | 44.48 | 54.48  | 64.48  | 74.48  | 84.48  | 94.48  | 100.00 | 100.00 | 100.00 |
| 29 | Nkoabang BHC    | CENTER   | 32.20   | 42.20 | 52.20  | 62.20  | 72.20  | 82.20  | 92.20  | 100.00 | 100.00 | 100.00 |
| 30 | Etoug Ebe BH    | CENTER   | 31.15   | 41.15 | 51.15  | 61.15  | 71.15  | 81.15  | 91.15  | 100.00 | 100.00 | 100.00 |
| 31 | Bafia BHC       | SWR      | 19.05   | 29.05 | 39.05  | 49.05  | 59.05  | 69.05  | 79.05  | 89.05  | 99.05  | 100.00 |
| 32 | Mamfe BHC       | SWR      | 17.46   | 27.46 | 37.46  | 47.46  | 57.46  | 67.46  | 77.46  | 87.46  | 97.46  | 100.00 |
| 33 | Allat BHC       | ADM      | 13.33   | 23.33 | 33.33  | 43.33  | 53.33  | 63.33  | 73.33  | 83.33  | 93.33  | 100.00 |
| 34 | Nyamboya BHC    | ADM      | 12.90   | 22.90 | 32.90  | 42.90  | 52.90  | 62.90  | 72.90  | 82.90  | 92.90  | 100.00 |
| 35 | Sakir Barka BHC | ADM      | 10.34   | 20.34 | 30.34  | 40.34  | 50.34  | 60.34  | 70.34  | 80.34  | 90.34  | 100.00 |
| 36 | Tibati BHC      | ADM      | 3.28  | 13.28 | 23.28  | 33.28  | 43.28  | 53.28  | 63.28  | 73.28  | 83.28  | 93.28  |
| 37 | BH Banyo        | ADM      | -   | 10.00 | 20.00  | 30.00  | 40.00  | 50.00  | 60.00  | 70.00  | 80.00  | 90.00  |
|    | AVERAGE (CBCHS) |          | 45.79   | 55.28 | 64.66  | 73.68  | 81.67  | 85.90  | 88.97  | 91.45  | 93.24  | 94.44  |

To meet these targets we must ensure the following:

1. Ensure every leader in the CBCHS is sensitive to IPC/WASH needs of their facilities
2. Intentionally budget for IPC/WASH improvement.
3. The CBC Health Board could mandate that every health facility must allocate about 10-15% of its budget for IPC/WASH improvement, else it would not be approved
4. Ensure every facility has a functional IPC/WASH committee, and competent IPC/WASH Officers
5. Conduct onsite IPC/WASH assessment at least twice per year and give feedback to staff
6. Conduct offsite assessment at least one per year and give feedback to staff
7. Ensure water is available in every service delivery point in sufficient quantity and quality
8. Ensure every health facility has a sufficient storage tank(s) to back up water at least for 48 hours use
9. Clean water storage tanks at least twice per year
10. Conduct water testing at least yearly and treat when required
11. Significantly upgrade and standardize housekeeping services in all our facilities
12. Significantly upgrade and standardize our waste management practices
13. Significantly improve our maintenance services
14. Conduct IPC/WASH training in all our facilities at least once per year.

## Conclusion

IPC/WASH is the foundation of quality health which is the vision of the CBCHS. There is no quality care without IPC/WASH services. Although, IPC/WASH services are better in the CBCHS than the rest of the country, the performance of most our facilities remains below expectation. The performance of facilities in the North Bound is poorer than the rest of the facilities, probably due to lack of water. Water quantity and quality needs to be given greater attention in most the facilities. If we must improve IPC/WASH services in our facilities, we must be very intentional and focus on little but regular improvement at a time. We acknowledge the Cameroon IPC/WASH team which assisted in data collection and the CBCHS for facilitating movement. We thank the staff of the various facilities for excellent collaboration and cooperation during the data collection process.

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