



**UNIVERSITY OF DAR ES SALAAM**  
**DAR ES SALAAM UNIVERSITY COLLEGE OF EDUCATION (DUCE)**

**HEALTH SERVICE POLICY**

**JULY 2022**

## **FOREWORD**

This Policy aims to guide the College in the provision of high quality, responsive and sustainable health services to her students, staff and their dependants as well as the surrounding community. The underlying assumption is a healthy community forms an important element in the implementation of the College Rolling Strategic Plan 2020/2021 to 2024/2025, the UDSM Vision 2061 as well as the National Health Policy 2007.

Since its establishment, the College has been operating without any specific health policy that guides provision of health services. Also, there have been several developments in the health sector at the global, national and College levels. Subsequently, a team was appointed to formulate this policy by adopting the University of Dar es Salaam Health Service Policy 2017 and including other best practices in the health sector. The policy adoption process involved documentary reviews and in-depth consultations with a broad range of stakeholders within the College, including the College Management, staff and students.

On behalf of the College, I wish to thank all stakeholders for their valuable contributions during the development of this policy. Furthermore, I would like to take this opportunity to request the College Governing Board, the Management, staff, students, the Government, development partners and, indeed, all well-wishers to generously extend their material and moral support during the implementation of this policy.

Prof. Stephen O. Maluka

**Principal**  
**Dar es Salaam University College of Education**

## **ACKNOWLEDGEMENT**

The formulation of this policy document has been accomplished through involvement of different stakeholders. The process included discussions and consultations at different levels over a period of time. The resultant opinions and views have helped to refine and strengthen the Policy. It is for this reason that the College Management would like to recognise, acknowledge and commend all participants for their contributions towards development of this Policy.

My sincere appreciation also goes to the team which was involved in the customisation of the University of Dar es Salaam Health Service Policy 2017. It is my hope that this policy will make a significant contribution towards the provision of quality, efficient and sustainable health services to the DUCE and surrounding community.

**Dr. Method S. Semiono**

**Deputy Principal (Planning, Finance and Administration)**

## **LIST OF ABBREVIATIONS AND ACRONYMS**

<b>AIDS</b>	Acquired Immune Deficiency Syndrome
<b>CHF</b>	Community Health Fund
<b>DARUSO-DUCE</b>	Dar es Salaam University Students' Organisation- DUCE Campus
<b>DTC</b>	Dar es Salaam Teachers' College
<b>DUCE</b>	Dar es Salaam University College of Education
<b>HIV</b>	Human Immunodeficiency Virus
<b>ICT</b>	Information and Communication Technology
<b>MSD</b>	Medical Stores Department
<b>NCDs</b>	Non-Communicable Diseases
<b>NGO</b>	Non-Governmental Organisation
<b>NHIF</b>	National Health Insurance Fund
<b>OHS</b>	Occupational Health and Safety
<b>OSHA</b>	Occupational Safety and Health Authority
<b>OC</b>	Other Charges
<b>SDGs</b>	Sustainable Development Goals
<b>STIs</b>	Sexually Transmitted Infections
<b>TIKA</b>	Tiba kwa Kadi
<b>THTU</b>	Tanzania Higher Learning Institutions Trade Union
<b>UDASA</b>	University of Dar es Salaam Academic Staff Assembly
<b>UDSM</b>	University of Dar es Salaam
<b>UN</b>	United Nations

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Figure 1: DUCE Dispensary Organisational Structure

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## **CHAPTER ONE**

### **BACKGROUND INFORMATION**

#### **1.1 Institutional Overview**

The genesis of the Dar es Salaam University College of Education (DUCE) can be traced back to 1965, when it was established as the Dar es Salaam Teachers' College (DTC). DTC was then transformed into a Constituent College of the University of Dar es Salaam (UDSM) through the Government Notice No. 202 published on 22<sup>nd</sup> July 2005, under Section 55(1) of the University of Dar es Salaam Act No. 12 of 1970. The Order came into operation on the 1<sup>st</sup> of September 2005. DUCE is located on Plot 324 and 325 Block "T" at Chang'ombe in Temeke Municipality, Dar es Salaam Region, about 5 kms from the City Centre via Kilwa Road.

By June 2022, the College had a total of 520 members of academic and administrative staff, out of whom 228 were females (44%) and 291 were males (56%). Student enrolment has steadily increased during the past 16 years, rising from 529 in 2005/2006, during the establishment of the College, to 6,004 in 2021/2022, comprising 5,891 undergraduates and 113 postgraduates. The enrolment also included 53 students with special needs. The College also runs a primary school and a secondary school. By June 2021, the primary had a population of 110 pre-school children and 925 whereas Chang'ombe Secondary School, which includes both Ordinary and Advanced levels had a population of 574 students. Therefore, the population of the College, which stood at 8,133 as at June 2022, needs to be healthy in order to spearhead the achievement of the objectives of the College.

#### **1.2 DUCE Situational Analysis**

A large proportion of the College population is aged between 18 and 49 years; the age group which is energetic and economically productive for national development. It is, however, worthy noting this population is vulnerable to various health-related risk behaviors as the College receives students and staff with different cultural backgrounds and practices. Likewise, the College community is susceptible to lifestyle-related non-communicable diseases such as obesity, hypertension and diabetes, which may cause a significant burden to the College. For example, in a survey conducted in March 2022 after a health talk to the College staff, some 38 out of 56 staff who volunteered for medical examination and testing were diagnosed with non-communicable diseases such hypertension (12), obesity (13), overweight (9), diabetes (2) and asthma (2).

In addition, sporadic addictive conditions caused by abuse of substances like narcotics, alcohol and tobacco, are on the rise, especially among students. This was evident in a study conducted by Maluka and Sangeti (2021), which revealed that 2% and 3% of 378 students and 192 staff respectively consumed tobacco products; 13% of students and 37% of staff used alcohol while 25% of those who used alcohol had developed harmful alcoholic behavior.

Like any other community in Tanzania, DUCE community is prone to some mental health problems. Some of the risk factors associated with mental breakdown include genetic predisposition, medical illnesses, stress related to work and relationships, substance abuse and economic hurdles. In the academic year 2020/2021, for

example, reports from DUCE Dispensary showed that some six students had postponed studies or examination due to mental health problems. Since our community is not immune to mental health problems, it is imperative to take all necessary precautions to address potential precipitants.

Environmental sanitation and hygiene constitute another important aspect of human health that may prevent various diseases and health conditions. The College owns canteen sheds where students and staff often have their meals. Since food and soft drinks are provided by private vendors, the canteens are monitored by a College Health Officer for quality assurance.

It is important to note further that majority of DUCE community are within the sexually active group and hence, they are highly prone to Sexually Transmitted Infections (STIs), HIV/AIDS and unplanned pregnancies. In a study undertaken by Maluka & Sangeti (2021), condom use among sexually active students was only 49% during their last sexual event. Unsafe sexual practices may spread sexually transmitted infections other than HIV/AIDS, including gonorrhoea, lymph granuloma and syphilis. It may also cause unwanted and unplanned pregnancies which, in some cases, culminate in unsafe abortions with associated long-term complications and even deaths. If left unaddressed, these conditions may not only be life threatening to the young generation but also constitute a serious health, social and economic roadblocks and ultimately shutter the academic dreams of this population.

The College has undertaken various initiatives to address health-related challenges, including formulation of HIV/AIDS and NCD Policy 2022; Counselling and Guidance Policy for Staff 2021 and Counselling and Guidance Policy for Students 2020. Furthermore, the College registered with OSHA in 2021 for workplace safety. Additionally, the Health Committee was established in 2020 to oversee health issues at the College.

The responsibility of the College to provide good healthcare services to its staff, students and the community with the limited resources available necessitates the formulation of this policy. Therefore, the objective of this policy is to provide directives that guide health service priorities, plans, decisions and actions to be undertaken to address health care challenges with a view to achieving its core mission and objectives.

## CHAPTER TWO

### CURRENT STATUS OF DUCE HEALTH SERVICES

#### 2.1 Management and Accountability

The provision of healthcare services at DUCE is discharged by the DUCE Dispensary, which is wholly owned by the College. The Dispensary is headed by a Medical Officer In-Charge (MOi/c) who provides supervisory functions while the Dispensary Management Committee oversees daily operations of the facility. The committee comprises the Medical Officer In-Charge, Matron/Patron, Health Secretary/Administrative Officer and five heads of sections for Clinic, Prevention, Pharmacy, Counselling and Reproductive Health and Laboratory. The dispensary reports to the College Management through the College Health Committee. Along with the internal oversight organs, the Temeke Municipal Council has a supervisory function on health matters, in general and the operation of the Dispensary, in particular. The College is currently transforming the existing Dispensary to a Health Centre by improving the infrastructure, equipment and personnel; and ensuring compliance with health laws and regulations. Figure 1. illustrates the current College Dispensary Organisational structure (attached as appendix 1).

#### 2.2 Financing of Healthcare Services

The College Dispensary operates as a public health facility and thus, not profit-oriented. For many years, DUCE has wholly relied on government support to finance the Dispensary operations. However, the Government funding to the College has been declining over years resulting into declined capacity of many units at the College, including the Dispensary. The limited funds allocated to the Dispensary are spent on medicine and medical supplies, computers, staff uniforms, office furniture, meals for admitted students, allowances and other daily operations.

In 2009, all DUCE employees joined NHIF, to which each staff contributes 3% of their gross monthly salary while the employer contributes the same amount. Students also pay an approved amount to the Fund for health benefits. Subsequently, staff and their dependants as well as students are provided with NHIF membership cards for them to access health services in accredited health facilities across the country. The Dispensary was accredited to offer services to NHIF members since 2010 and, in turn, the NHIF reimburses the facility. This is another source of funds that supplements the dwindling Government funding.

Another source of funds comes from private patients who pay for services, consultation, medical examinations and medicines. A large proportion of the accrued funds is realised from students, who undergo medical examinations especially at the beginning of an academic year.

#### 2.3 Healthcare Service Delivery

The College Dispensary provides preventive, curative and rehabilitative health services through specialised clinics in Internal Medicine. It also offers general clinical consultations, medical laboratory services, treatment for outpatients, care and treatment services for people living with HIV/AIDS, prevention of mother-to-child transmission as well as reproductive and child health services. The facility also offers

ambulance services, minor surgical services and health education on various health issues, including screening and prevention of non-communicable diseases.

The current range of healthcare services provided by the College Dispensary is limited. However, plans are underway to introduce dental and oral health services, comprehensive maternal and child care, X-ray diagnostic services and Ultrasound Services. There is also a plan to introduce much needed specialised clinics.

Since some healthcare services are unavailable at the College Dispensary, patients in need do shop the missing services from other health care facilities. Moreover, some patients are also referred to other private and government healthcare facilities. However, we have noted some challenges associated with referrals, including discontinuity of care, duplication of treatment, wastage of time, repetition of medical examinations, as well associated social and economic costs. This makes it imperative for the College to handle more basic healthcare services.

#### **2.4 Human Resource Management and Remuneration**

The Dispensary follows the College human resource management policies, procedures and regulations as well as Government guidelines and circulars issued from time to time for staff management and remuneration.

The Dispensary has sufficient and qualified staff made up of different cadres with varying levels of education and specialities; these include Medical Specialists, Medical Officers, Assistant Medical Officers, Clinical Officers, Nursing Assistants, Nursing Officers, Pharmacists and support staff. However, the Dispensary suffers a shortage of staff in some cadres; and there are plans to recruit relevant staff upon government approval. The staff who are assigned extra duties, work on weekends, public holidays and night shifts are remunerated according to the Government circulars.

#### **2.5 Medicines and Medical Supplies**

DUCE Dispensary acquires medicines and medical supplies from MSD in accordance with the Public Procurement Act, 2011 and the Public Procurement Regulations 2013. However, whenever some medicines and medical supplies are out of stock in MSD, they are acquired through open procurement process, which involves invitation of eligible suppliers. Since our facility is a mere dispensary, some important medicines and medical supplies cannot be provided and, therefore, they can be procured from higher rank facilities.

#### **2.6 Patient Management Information System and Reference Sources**

The College has installed electronic patients' information system in a bid to improve patients' records, to reduce paper work and monitor the funds generated by the Dispensary.

## **CHAPTER THREE**

### **RATIONALE FOR THE COLLEGE HEALTH SERVICE POLICY**

The College Health Service Policy is in line with, and informed by the changes taking place at the global, national and College levels. Nationally, the rationale for the policy stems from the aspirations of the National Development Vision 2025, the Five-Year National Development Plan 2020/2021-2025/2026, and the national commitment to the Sustainable Development Goals (SDGs). The policy also draws from the National Health Policy 2007 as well as the Health Sector Strategic Plan V 2021 – 2026, which integrates the strategic governmental and international objectives into concrete targets and activities.

Within the College, the Policy is motivated by the aspirations of the College Five-year Rolling Strategic Plan: 2020/2021-2024/2025 and UDSM Vision 2061, which have underscored the need to rationalise and strengthen healthcare services. Furthermore, since its establishment, the College has never before had a health policy despite that it provides health services to students, staff and the surrounding community. Therefore, this health policy gives more and strategic attention to the quality of health services in tandem with the pursuit of access to health services. Similarly, better health for the College population has to be promoted through adoption of a robust health policy and compliance with mandatory occupational safety and health regulatory laws.

#### **3.1 Sustainable Development Goals (SDGs)**

The College is obliged to implement the United Nations 2030 Sustainable Development Goals (SDGs), of which goal number three aims to ensure healthy lives and to promote well-being for all. The seventeen (17) goals of the SDGs were adopted by Tanzania as a UN member state in 2015. In the implementation of SDGs, the College seeks to address itself to, among other things, improved health service delivery to the College community and the general public.

#### **3.2 National Development Vision 2025**

The National Development Vision 2025 provides the direction and philosophy for long-term development. One of the main objectives of the Vision is to achieve quality and good life for all. Thus, improved access to quality healthcare is an important area of the envisaged national development. DUCE is thus challenged to contribute to these national aspirations by, among other things, improving and rationalising the quality, accessibility and sustainability of the health services provided to students, staff, staff families and the surrounding communities.

#### **3.3 National Five-Year Development Plan III**

The National Five-Year Development Plan III aims to uplift the country to a middle-income state and further transform into industrial economy with a high human development and high standards of living. This objective will be realised through various strategies, including improving social services infrastructure and facilities. In terms of health, the Plan seeks to improve both availability and accessibility of quality health services. Improvement of the College health services will be an important contribution in the realisation of the national development plan.

### **3.4 Health Sector Policy Frameworks**

The College Health Policy has to be in line and compliant with the health sector policy frameworks. The most important are the Tanzania Development Vision 2025 (TDV); National Health Insurance Fund Act (1999); Health Sector Strategic Plan; and the National Health Policy (2007).

Globally, health insurance has been developed to reduce the financial risk which individuals are exposed to as a result of unpredictable illnesses. In Tanzania, health insurance is rapidly becoming an important system in health financing. In the public sector, the National Health Insurance Fund was established through the National Health Insurance Fund (NHIF) Act No. 8 of 1999. The College is bound to implement the national health insurance scheme to cater for students, staff, staff families and the public at large.

### **3.5 Tanzania Health Policy**

The Tanzania Health Policy defines the Vision 2025 Goals for the health sector, and puts emphasis on:

- (i) Cost-effective public health interventions;
- (ii) Alternative health care financing, including the National Health Insurance and Community Health Funds;
- (iii) Cost sharing and formal sector health insurance; and
- (iv) Strengthening health service management.

The health services offered by the College at present are inadequate, and hence, the need for significant improvement in line with the National Health Policy.

### **3.6 College Five-Year Rolling Strategic Plan**

The College Five-year Rolling Strategic Plan 2020/2021- 2024/2025 has strategic emphasis on strengthening the quality and sustainability of the healthcare services provided to students, staff and their dependents, and the surrounding community in line with the relevant national legal, policy and institutional frameworks. Also, the College Health Service Policy aims to implement the strategic objectives of the College that encourage collaboration with relevant partners in the provision of health services and to upgrade the College Dispensary to a Health Centre.

## CHAPTER FOUR

### VISION, MISSION AND OBJECTIVES

#### 4.1 Vision

The DUCE Health Service Policy vision is:

To become the centre of excellence in the provision of responsive, quality and sustainable healthcare services.

#### 4.2 Mission

The mission of the DUCE Health Service policy is:

To promote the provision of responsive, quality, accessible, affordable, sustainable and gender-sensitive healthcare services.

#### 4.3 Objectives

##### 4.4.1 General Objective

The objective of this policy is to provide directives that guide health service priorities, plans, decisions, and actions that will be undertaken to address the stated health care challenges and goals within and outside the College community.

##### 4.4.2 Specific Objectives

The College Health Service Policy specifically seeks to:

- i. Promote availability of a wide array of general out-patient services on 24/7 hour basis;
- ii. Reduce HIV/AIDS infections and improve health service delivery;
- iii. Reduce non-communicable diseases and improve health service delivery;
- iv. Promote availability of specialist medical services in areas of demonstrated demand;
- v. Promote availability of a fully-developed range of in-patient services in the long-term;
- vi. Promote availability of a wide range of basic diagnostic/examination services;
- vii. Ensure effective referral arrangements with all major consultant hospitals;
- viii. Promote the quality of pharmaceutical services;
- ix. Promote high quality and efficient reproductive, maternal and child health services;
- x. To promote preventive and lifestyle counselling services;
- xi. To promote participation in national and international public health and other essential health care programmes;
- xii. Promote and attract other health insurance schemes to utilise the services provided by the College Dispensary;
- xiii. Promote efficient, effective and sustainable management of DUCE health service facilities;
- xiv. Ensure College environmental sanitation; and
- xv. Promote prevention of occupational hazards at the College.

## CHAPTER FIVE

### POLICY ISSUES AND STATEMENTS

#### 5.1 Curative Health Services

##### 5.1.1 Situational Analysis

The College runs a Dispensary which provides health services to students, staff and the surrounding community. However, the dispensary infrastructure is not enough to accommodate the growing number of students and staff. Furthermore, the facility lacks some necessary equipment while it is also understaffed in some cadres. In addition, although there are many health insurance schemes in the market, the College Dispensary is accredited to offer services to NHIF members only; resulting in low-income generation and the failure to stock basic medicines and medical supplies.

##### 5.1.2 Policy Issue

The Dispensary suffers inadequate infrastructure, equipment, staffing and limited scope of healthcare services.

##### 5.1.3 Policy Statements

DUCE shall;

- i. ensure adequate medical equipment, medicines and supplies at its health facility as per the established national guidelines;
- ii. train health service providers, deploy skilled staff and retrain them for provision of quality health services;
- iii. ensure provision of quality and equitable healthcare services to its students, staff, staff dependants and the neighbouring community;
- iv. consult other approved health insurance schemes and sign memorandum of understanding for their members to access health services at its health facility; and
- v. improve and expand the dispensary infrastructure and upgrade the facility into a health centre in order to provide comprehensive health services.

#### 5.2 Preventive Health Services

##### 5.2.1 Situational Analysis

A number of infectious and non-infectious diseases among members of the College community can be prevented and controlled through timely and cost-effective public health interventions. However, the public health interventions currently provided to the College staff and students are inadequate.

##### 5.2.2 Policy Issue

Inadequate public health interventions, awareness and sensitisation strategies to the College community.

##### 5.2.3 Policy Statements

DUCE shall;

- i. ensure quality and sustainable preventive health services to students, staff, staff dependants and the neighbouring community;

- ii. provide information, education and communication materials relating to preventable diseases to its community and the surrounding community;
- iii. undertake vigorous voluntary screening campaigns on communicable and non-communicable diseases so that all members become aware of their status and take appropriate measures to protect themselves and help those who are affected;
- iv. promote healthy life style for the College community members through physical exercises, healthy dieting and maintaining healthy body weight;
- v. ensure availability of personal protective equipment and protect staff and students from occupational health hazards;
- vi. strengthen liaison with OSHA for effective and regular inspections of the working environment and compliance with the advice/ guidance provided for safer workplace; and
- vii. strengthen relationship with the Ministry of Health and other national, regional and international organisations/institutions promoting public health.

### **5.3 Rehabilitative and Counselling Services**

#### **5.3.1 Situational Analysis**

Workplace is one of the areas that have been acknowledged to affect employees' health and wellbeing. Although it is difficult to quantify the impact of work alone on personal identity, self-esteem and social recognition, most public health professionals agree that the workplace environment can have a significant impact on an individual's mental well-being.

#### **5.3.2 Policy Issue**

DUCE staff and students are experiencing a number of psychological and physical problems which need counselling and rehabilitation services.

#### **5.3.3 Policy Statements**

DUCE shall;

- i. provide comprehensive and holistic counselling services on a range of work-related or personal issues of concern to staff and students;
- ii. ensure regular assessment of risk behaviors among staff and students at the unit level and implement intervention measures;
- iii. ensure that all new employees and students participate in awareness campaigns on counselling services during orientation and induction seminars;
- iv. ensure that adequate referral and networking systems are developed with other appropriate health and care services such as rehabilitation centre and supportive institutions;
- v. encourage staff and students to undertake their normal responsibilities irrespective of their health problems, unless exempted by responsible authorities;
- vi. promote and facilitate empirical and operational research on the psycho-social problems facing staff members and students and develop appropriate intervention programmes; and
- vii. ensure that appropriate National and College regulations are applied to guide the conduct of counselling service provision to staff and students.

## **5.4 Environmental Health and Sanitation**

### **5.4.1 Situational Analysis**

Environmental health and sanitation is an important area for promoting community wellbeing and prevention of illnesses. It is one of the best indicators for measuring social and economic developments which can be achieved by, among other things, enhancing environmental hygiene and monitoring the quality and safety of water and food.

### **5.4.2 Policy Issue**

Provision of reliable clean and safe water as well as good environmental sanitation is inadequate at the College.

### **5.4.3 Policy Statements**

DUCE shall;

- i. maintain provision of clean and safe water supply, regularly inspect water boreholes, tanks and distribution pipes and repair damage in order to prevent illnesses associated with water scarcity and poor water quality;
- ii. maintain sanitary standards in all buildings, including public toilets;
- iii. establish and maintain waste disposal systems according to the applicable rules and regulations;
- v. maintain landscaping of all external areas to destroy breeding sites for vectors; and
- vi. enforce all rules and regulations for provision of safe, healthy and quality catering services.

## **5.5 Occupational Health and Safety**

### **5.5.1 Situational Analysis**

Occupational Health and Safety (OHS) is an important area to be monitored and supervised to prevent occupational health diseases, injuries and disabilities. Education on OHS is important in all work places to create awareness of preventive measures as some injuries may lead to permanent disability or even death.

### **5.5.2 Policy issue**

The College community may be exposed to various occupational health related hazards while discharging their daily activities. Therefore, it is essential to ensure prevention of injuries and illnesses and promotion of safe and healthful actions and attitudes.

### **5.5.3 Policy Statements**

DUCE shall;

- i. ensure that risk assessments are routinely carried out, and priority objectives are set for risk elimination or reduction;
- ii. maintain safe and healthy place of work by identifying the main hazards to staff and students and provide adequate risk control measures;
- iii. ensure compliance with all relevant safety legislation, regulations, codes of practice and other requirements associated with occupational health hazards;
- iv. ensure every individual within the College has a vital and specific role in maintaining the organisation's health and safety standards, and is encouraged to exercise a high standard of personal safety; and accepts a reasonable level

- of responsibility for the health and safety of others who may be affected by their acts or omissions at work;
- vii. maintain adequate working appliances to protect buildings and other facilities against fire or other natural disasters; and
  - viii. sensitise the College Community on potential hazards related to their activities for them to take precautions and necessary measures against disasters.

## **5.6 Medical Referral System**

### **5.6.1 Situational Analysis**

The College dispensary provides health services to its community but the services are not comprehensive. It is, therefore, necessary to ensure referral for cases that need more specialised investigations and treatment in higher level health facilities.

### **5.6.2 Policy Issue**

DUCE needs to institutionalise and strengthen arrangements for adequate referral systems for students, staff, staff dependents and other clients who need referral services.

### **5.6.3 Policy Statements**

DUCE shall;

- i. facilitate referral processes for students, staff, staff dependent and other patients who need referral;
- ii. make follow-up on all referral cases and assist/ facilitate treatment if needed, in the case of students and staff;
- iii. provide ambulance services to staff and students where necessary; and
- iv. support the staff referred for treatment abroad according to the Government Standing Orders and circulars.

## **5.7 Disease Prevalence and Surveillance**

### **5.7.1 Situational Analysis**

The College believes in evidence-based information as a tool necessary for effective planning of health services. Monitoring the prevalence of diseases is important for health/medical service provision, and realistic projection of health service demands of DUCE in the future.

### **5.7.2 Policy Issue**

There is a need to monitor disease prevalence at the College and to take immediate prevention and treatment measures, including reporting cases to responsible authorities.

### **5.7.3 Policy statements**

DUCE shall;

- i. record and keep information on disease occurrence, public health, health economies and other health-related matters;
- ii. promote and facilitate empirical and operational research on health problems facing staff members and students, and develop appropriate intervention programmes;
- iii. ensure appropriate regulations are applied to guide the conduct of health-related research undertaken by staff and students;

- iv. encourage staff and students to conduct health research within the College and in the wider society to establish trends of diseases in the society; and
- v. allow students and staff to utilise the available data to make recommendations for health improvement at the College.

## **5.8 Financing Health Services at DUCE**

### **5.8.1 Situational Analysis**

The National Health Policy introduced cost sharing in health services for the purpose of sustaining health care for Tanzanians. This led to establishment of the National Health Insurance Fund (NHIF), Community Health Fund (CHF) in rural areas and the "*Tiba kwa Kadi*" (TIKA) in urban centres. In addition, there are other health insurance schemes that offer an opportunity for DUCE to use as a means to widen the clients' horizon.

### **5.8.2 Policy Issue**

Insufficient funds to finance health services in order to enhance quality healthcare services to the College and surrounding communities.

### **5.8.3 Policy Statements**

DUCE shall;

- i. develop strategic operational plans to maximise income generation to self-finance its operational costs;
- ii. continue financing health services, including procurement of working equipment, maintenance of vehicles, provision of meals for admitted students and allowances for health staff;
- iv. continue offering services to NHIF members through its health facility and, in turn, reimbursed for the services offered to the clients;
- v. strive to engage other health insurance schemes so that their members could obtain health services from the College Dispensary;
- vi. collaborate with development partners to finance some of the health services at the College;
- vii. continue providing health services to non-insured clients who pay directly for health services;
- viii. charge appropriate fees to non-insured clients at the prevailing market prices, which shall be 25-30% higher than the purchasing price; and
- ix. conduct regular review of health service fees for non-insured clients; and the charges shall be determined by the prevailing market prices (25-30% higher than the purchasing price).

## **5.9 Management of Medical Records**

### **5.9.1 Situational Analysis**

Health records are an important tool used to support and enhance healthcare services, to bill services, retrieve information for planning purposes and serve medical-legal purposes. An electronic health information system is superior to paper-based information system in terms of storage, accessibility, accuracy, security, sharing and privacy.

### **5.9.2 Policy issue**

Health records enable comprehensive and high-quality care for patients by optimising the use of resources, improving efficiency and team-based coordination as well as facilitating inter-professional settings and research.

### **5.9.3 Policy statements**

DUCE shall;

- i. maintain an electronic health record management system for quality health services;
- ii. not dispose patients' records for a minimum of 8 years since the last visits;
- iii. provide patients' records when required by the law or when consent is given by the patient to share the information with a third party; and
- iv. take serious disciplinary measures against individuals who will disclose patients' information contrary to the governing laws.

## CHAPTER SIX

### POLICY IMPLEMENTATION, MONITORING AND EVALUATION

Effective implementation of this policy depends on the mechanisms and plans which shall be set by the DUCE management in order to have a positive effect on the DUCE Community. For successful provision of health services, DUCE community should be adequately involved. It should be noted that this policy shall be implemented in line with other College and Government guidelines and policies as issued from time to time.

#### 6.2 Policy Implementation

Various organs and individuals shall be responsible for implementation of this policy.

#### 6.3 DUCE Health Committee

The DUCE Health Committee is a technical committee which discusses issues related to the provision of health services at the College.

##### 6.3.1 Duties and Responsibilities of the Health Committee

The College Health Committee shall:

- i. Serve as an oversight Committee for the College in the fulfillment of its responsibilities in terms of development, implementation and monitoring of the College health, environmental and safety policies;
- ii. Monitor and safeguard health, safety and environment at the College to ensure compliance with applicable laws, legislation and policies as they relate to health and environment;
- iii. Recommend actions for developing policies, programmes and procedures to ensure that the principles set out in the College policies related to health, safety and environment are adhered to and achieved;
- iv. Monitor the implementation of the College Rolling Strategic Plan with respect to health, safety and environment by carrying out the recommended actions and activities;
- v. Review and recommend for approval the College objectives as they relate to health, safety and environment and monitor the performance against the objectives;
- vi. Report on a timely basis to the College appropriate organs on the progress and status of health, safety and environment issues and the state of compliance with applicable laws and legislation and adherence to the College policies; and
- vii. Review injury data, accident reports, and workers' compensation records and advise accordingly.

##### 6.3.2 Membership and Tenure of the Health Committee

The College Health Committee shall comprise nine (9) members for a three-year tenure. The Committee shall meet quarterly on such dates and locations as determined by the College Almanac. The quorum for meetings shall be a simple majority. Membership shall include the Deputy Principal (Planning, Finance and Administration) (*Chairperson*), Deputy Principal (Academics, Research and Consultancy) (*Member*),

Temeke District Medical Officer (Member), Expert on Provision of Health Services from any Institution (*Member*), DARUSO Representative-Minister of Health (*Member*), Medical Officer In-charge from any Hospital/Health Centre (*Member*), Dean of Students (*Member*), THTU Representative-DUCE (*Member*), Medical Officer In-charge-DUCE (*Secretary*) and three (3) invitees.

#### **6.4 Policy Implementation**

To facilitate effective implementation, there shall be operational guidelines for this Policy. Moreover, the Policy shall be implemented in line with other Government directives, guidelines and policies. It shall also operate in line with DUCE HIV/AIDS and NCD Policy, DUCE Staff Guidance and Counselling Guidelines and Operational Procedures of 2022 and DUCE Students' Guidance and Counselling Guidelines and Operational Procedures of 2021. Matters related to HIV/AIDS and NCDs will be reported to HIV/AIDS and NCD committee. Staff and Student matters shall be reported to the College Governing Board through Appointments and Human Resource Management and Student Affairs' Committee respectively.

#### **6.5 Monitoring and Evaluation**

The Monitoring and Evaluation of this policy shall be necessary for effective and efficient implementation. Therefore, the College Management shall ensure that the Monitoring and Evaluation plan for health services is set, and feedback provided. Regular monitoring will be done by the Health Committee in order to assess the progress of interventions towards realisation of the College health targets.

#### **6.6 Reporting**

The College Medical Officer In-charge, who is the Secretary to the Health Committee, shall prepare and submit quarterly reports on health services to the Health Committee for review and submission to the College Management Committee.

#### **6.7 Review of the Policy**

There are dramatic changes in the health industry in terms of disease prevalence, treatment and occurrence of new diseases and health conditions. Therefore, this Policy shall be reviewed from time to time to accommodate new developments. The policy will be reviewed after every five years or at any time when deemed necessary in order to evaluate its effectiveness, taking cognisance of new initiatives, developments on healthcare delivery services and other appropriate amendments. The review team shall consist of experts familiar with contemporary health delivery systems and shall consider pertinent issues and lessons captured during Monitoring and Evaluation.

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**Appendix 1**

**Figure1: DUCE DISPENSARY ORGANISATIONAL STRUCTURE**

