

## PERFORMANCE OF PRIMARY HEALTHCARE IN NAKURU COUNTY

Insights & Strategic Recommendations February 2025 – February 2026



### Executive Summary

This brief presents a performance analysis of three core primary healthcare performance indicators for Nakuru County, tracked from February 2025 to February 2026. Nakuru County demonstrates a broadly positive performance profile: Revenue Tracking & Claims has mostly crossed the 75% threshold peaking at 83% in October and December 2025. Tracer Drug Availability stands at 78%, and HR Presence Ratio has achieved a perfect 100%. While the overall picture is encouraging, drug availability volatility and the sustainability of revenue gains warrant continued attention.

### Performance Highlights (Feb 2026)

Revenue Tracking & Claims <b>73%</b> Moderate performance	Tracer Drugs Availability <b>78%</b> At Threshold	HR Presence Ratio <b>100%</b> Strong Performance
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### Key Findings by Indicator

#### 1. Revenue Tracking & Claims- (Range: 72-83%)

Nakuru County's Revenue Tracking & Claims score started from 77% at baseline and has since ranged between 72-83%, represents a significant effort to improve performance, mostly surpassing the 75% minimum threshold. The trend from February 2025 shows a volatile but ultimately upward trajectory.

#### Key observations:



Nakuru has consistently exceeded the 75% threshold since mid-2025, indicating stronger revenue cycle processes.



A dip to 72% in mid-2025 and 73% in Feb '26 suggests a temporary disruption, possibly linked to system transitions (e.g., SHA claims shifting from the SHA portal to Tiberbu HMIS) or reporting delays.



An average performance of 77% in the last one year reflects resilient revenue management capacity.



The current average annual score, while above the threshold, has room to improve toward the 85–90% range to build fiscal resilience.

### 2. Tracer Drug Availability – 78% (At Threshold)

Tracer Drug Availability in Nakuru County presents the most concerning trend of the three indicators. Despite a current reading of 78% in February 2026, the indicator experienced significant volatility, dropping as low as 60% in mid-2025, highlighting a critical supply gap for essential medicines.

#### Key observations:



A sharp decline from 77% (Feb 2025) to 60% (Jul 2025) signals a serious mid-year supply chain disruption.



Recovery to 76 - 80% by the end of the review period (Dec 25- Feb 26) confirms effective implementation of corrective actions by the PHC performance management core team.



Occasional performance below 75% (May, June, July, September and November 2025) suggests that the commodity supply chain remains fragile and subject to recurring stock-out events.

### 3. HR Presence Ratio – 100% (Excellent)

The HR Presence Ratio for Nakuru County is exceptional, achieving a perfect score of 100% in the most recent period. This is the strongest performance across all indicators and reflects outstanding staff attendance and workforce management practices.

#### Key observations:



The county has maintained HR Presence at or above 94% for virtually the entire review period, well above system minimums.



A dip to 88% in mid-2025 was brief and swiftly corrected.



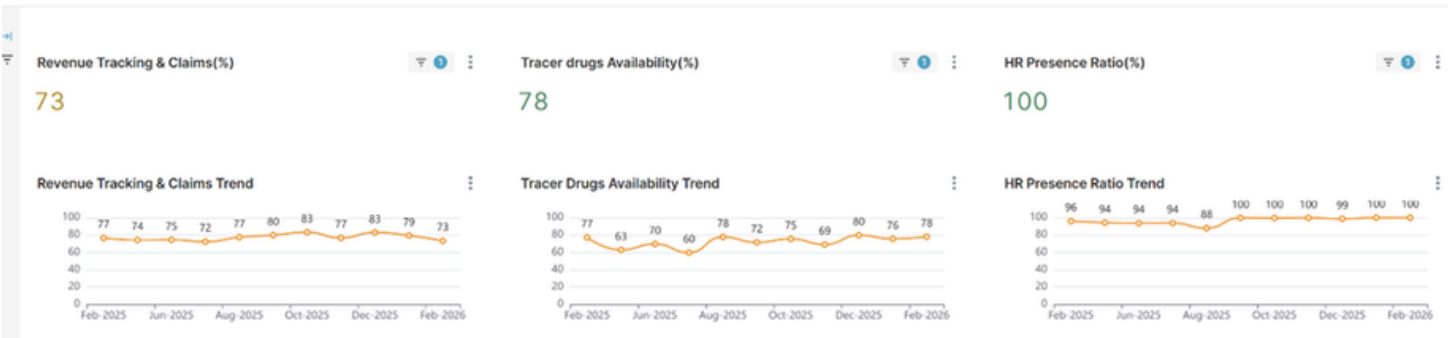
An optimal HR presence ratio performance score of 99–100% since September 2025 indicates good intrinsic motivation and governance.



This performance can serve as a best-practice model to be replicated across other counties.

## Trend Summary (Feb 2025 – Feb 2026)

Nakuru PHC PERFORMANCE DASHBOARD



## Policy Recommendations

### Priority 1: Stabilise Tracer Drug Supply Chain (Urgent)

- Implement or scale up the use of commodity management tools with minimum buffer stock thresholds for all tracer medicines and automated alerts when stock falls below a 30-day supply.
- Routinize and scale up the updating of subcounty level commodity forecasts by the Subcounty HPTU committees based on facility consumption data.
- Strengthen strategic collaborations with the national KEMSA or equivalent distribution systems to buffer from commodity stockouts.

### Priority 2: Strengthen revenue tracking and claiming process to maintain performance above 85%

- Engage the DHA and SHA county and Headquarter leadership in addressing issues related to portal access by facility managers, reimbursement delays and Tiberbu transition.
- Invest in training for SHA billing staff on claims accuracy and timely submission to sustain upward momentum.
- Conduct a root cause analysis of the performance dip in February 2026 (73%) to identify and mitigate any recurrence triggers

### Priority 3: Sustain and Document HR Excellence

- Document the HR management frameworks and attendance tracking systems that have driven 100% presence ratios.
- Implement the planned recruitment of 907 staff as targeted in the County ADP 2026/2027
- Implement planned staff promotions planned in the ADP to improve staff morale



A photo showing a power backup generator at Lanet Health Centre. This was supported by county allocations and FIF funds.

## Conclusion

Nakuru County's health system has shown remarkable performance in this review period, with all three indicators at or above acceptable thresholds and one i.e HR Presence Ratio, achieving a perfect score of 100%. The county's revenue management transformation from below-threshold at 72% in July 2025 to a high of 83% in December 2025 is particularly commendable and merits recognition. The primary area requiring sustained vigilance is Tracer Drug Availability, where underlying supply chain fragility has caused repeated volatility. Targeted supply chain strengthening, combined with continued investment in revenue cycle and HR management, will position Nakuru County as a model health system performer.

## Acknowledgements

