



Key Priorities Programme 4 Strategic Planning Session

Programme 4: Primary Health care

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UNIVERSAL HEALTH COVERAGE (UHC)



- Purpose
 - ‘provide **all people** with **access** to **needed** health services of sufficient **quality** to be effective and to ensure that the use of these services does not expose the user to **financial hardship**’
(World Health Report 2010)
- UHC goals therefore are:
 1. Access to quality services when in need – **NDOH**
 2. Financial risk protection (protection from catastrophic health care expenditure) - **NHI**

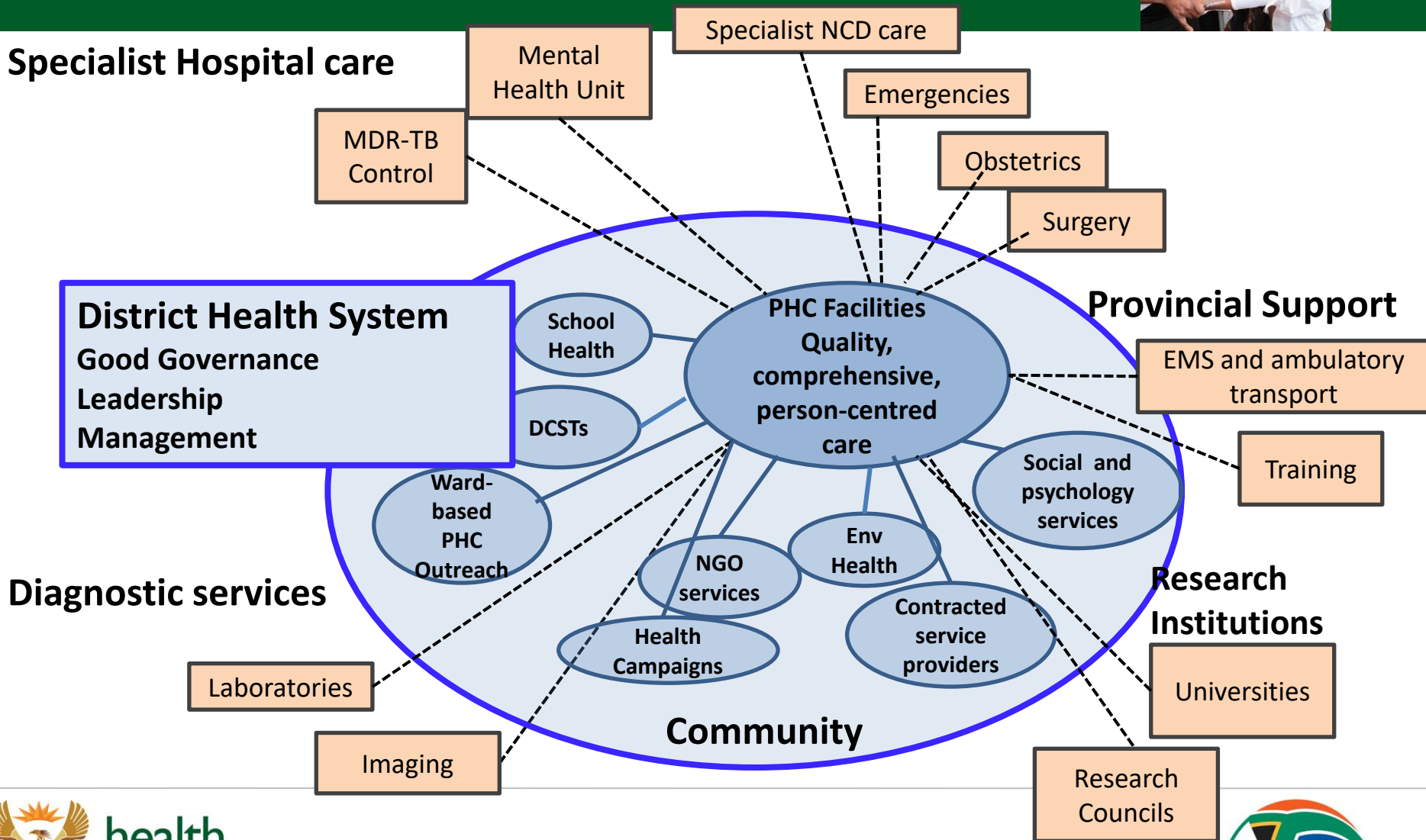


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SERVICE DELIVERY PLATFORM

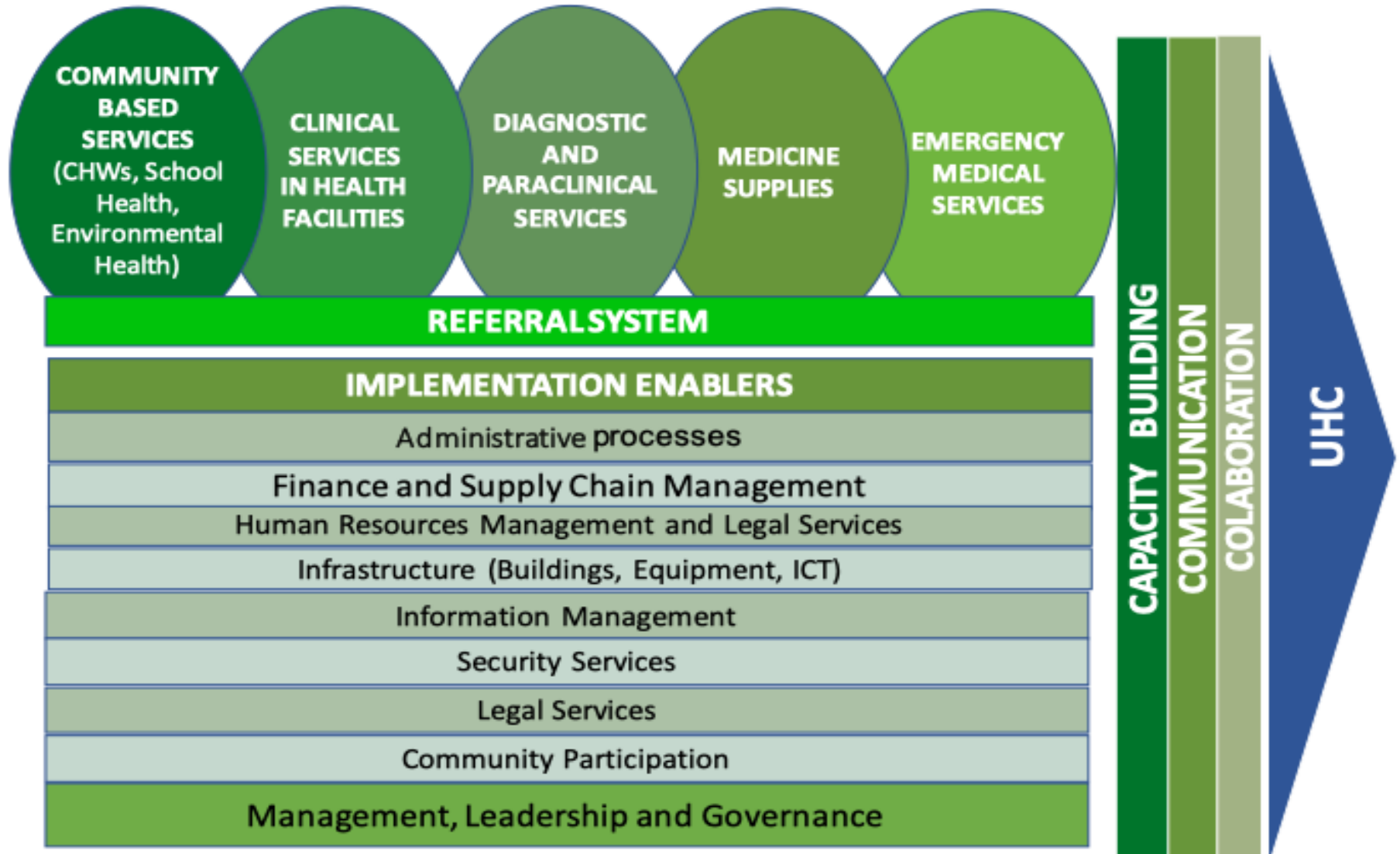


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SERVICE PLATFORM STRUCTURE AND PURPOSE





CRITICISM OF THE IHFRM FRAMEWORK

CRITICISM	RESPONSE
Facilities achieve Ideal status on systems (Silver, Gold and Platinum) and perform poorly on programme indicators?	<p>ICRM programme focuses on preparing the service delivery platform which are systems not health programme's performance. The aim is to provide a functional platform as a vehicle for programme implementation. The functional platform must be used to pursue health programmes goals. Health programme achievement cannot be an automatic by-product of a good platform.</p> <p>Survey of health service quality with assistance from WHO</p>
Staff borrowing of system resources (equipment and furniture) from other facilities to appear compliant to ICRM standards during baseline status determination. This results in references being made to “only a tick-box system”	<p>A small number of such incidents were reported during the early years of the ICRM Programme rollout and they were/are still being addressed through emphasis on (1) honesty and integrity of staff (2) importance of system gaps been exposed so that corrections can be effected (3) identified gaps assist to identify the level of responsibility that fail the health system</p>



CRITICISM OF THE IHFRM FRAMEWORK

CRITICISM	RESPONSE
ICRM programme and OHSC assessments tools that do not require same portfolio of evidences	Two systems were aligned since 2020/2021 financial year. Future reviews on both tools are done concurrently and aligned, for example the 2023/2024 reviews was done on both assessment and inspection tools.
Appointments of quality mentors result in duplication of activities on PHC done by ICRM Team	Resolution: DHS ICRM Team will focus on PHC facilities and Quality Mentors will focus on CQI of all hospital categories
Ideal facilities with falling apart infrastructure	This is due to sterling efforts of staff working in such facilities to at least achieve the minimum requirements.
The elements are too many	The elements are all interrelated. Providing health services is a complex activity requiring a multiplicity of resources



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PRIORITIES OF THE DHS



VISION

Educated communities
who have agency to take
responsibility for their
own health

REQUIRED ACTIVITIES

Short term

- Improve reporting systems
 - Standardised key health promotion messages flighted on various media platforms
 - Documented processes, identify systems that need to be integrated, draft implementation plans for integration, e.g. NMC with IDSR, malaria information system with NMC, different Apps for community health workers surveillance systems for NDOH with Agriculture and weather service
 - Improve intersectoral collaboration

Medium term

- Employing the required number of people with the right skills, to enable the achievement of reduction in morbidity and mortality
- Training to all staff on better communication to the public
- Automated systems for complaints and complements for the generation of a national report of complaints and complements



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THANK YOU

FOR YOUR CONTRIBUTION TOWARDS
HEALTH SYSTEM STRENGTHENING!



Doing good for
others is not a
duty...
It is a Joy!

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