

African Forum for Quality Improvement in Healthcare Conference 2018

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African Forum for Quality Improvement in Healthcare Conference 2018

Pleasantries

The challenges in delivering patient-focused care
in Africa



2 February 2018



The challenges in delivering patient-focused care in Africa

Outline

1. What is health
2. The health indices of African nations
3. What is patient-focussed care
4. What are the challenges
5. Overcoming these challenges



The challenges in delivering patient-focused care in Africa

What is health?

- Health is a state of complete physical, mental, and social well-being and not merely the absence of disease or infirmity
- Most of us will at some point in our lives will require to use the health service or it may well be a family member
- What is the current experience when we visit the hospital?



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The health indices of African nations

- Highest mortality rate
- High prevalence of HIV/AIDs, TB
- Low life expectancy
- Shortage of personnel
- Poor patient experience



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The Patient Experience

- Consultant on call on his farm
- The neglected patient who died
- The woman in labour without analgesia and the 9 month reminder



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- The patient experience in most African hospitals is not a pleasant one
- Without patients, who needs doctors or nurses? Who needs the health service?
- However, there will always be patients
- There is a power play between HCP and patients, tilted towards the professionals and manifesting as medical paternalism



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- The patient is our customer and we should provide them with the best care possible
- The patient is at the centre of all we do
- It is for this reason that the focus on what we do should be the patients interest
- **This leads to patient-focussed care**



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What is patient-focussed care

The Institute of Medicine defines patient-centred care as:

Providing care that is

- **respectful of** and **responsive to** individual patient preferences, needs and values, and ensuring that patient values guide all clinical decisions



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Patient-focussed care is the practice of

- caring for patients (and their families) in ways that are meaningful and valuable to the individual patient
- It includes
 - listening to, and
 - informing and involving patients in their care



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What is patient-focussed care

- Respect for patients' values, preferences and expressed needs
- Involve patients in decision-making, recognizing they are individuals with their own unique values and preferences.
- Treat patients with dignity, respect and sensitivity to his/her cultural values and autonomy.



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What is patient-focussed – **Coordination and integration of care**

- Patients feel vulnerable and powerless in the face of illness
- Proper coordination of care can alleviate those feelings
- Patients identified three areas in which care coordination can reduce feelings of vulnerability:
 - Coordination of clinical care
 - Coordination of ancillary and support services
 - Coordination of front-line patient care



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What is patient-focussed – Information and Education

- Information on clinical status, progress and prognosis
- Information on process of care
- Information to facilitate autonomy, self-care and health promotion



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What is patient-focussed – Physical Comfort

- Pain Management
- Assistance with activities and daily living needs
- Hospital surroundings and environment

UK Francis Report



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What are the challenges?

SERVICES

- Inadequate facilities **due to underfunding and corruption**
- Difficult access to these facilities - **transportation**
- Poor staffing of these services – **Patient: Doctor/Nurse ratio**
- High out of pocket expenses- **Poor Universal Health Coverage**



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What is patient-focussed – **Emotional Support**

- Fear and anxiety abounds a lot in ill patients
- Anxiety over the treatment and complication
- Anxiety over anaesthesia and death
- Anxiety of removal of organs – breasts
- Anxiety over financial impact



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What is patient-focussed – Involvement of Family and Friends

- Involving family and friends in decision making
- Supporting family members as care givers
- Recognising the needs of family and friends – accommodation, parking facilities



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What is patient-focussed – Access to Care

- Access to the facilities
- Transportation
- Scheduling of appointments – all day attendance
- Access to specialist care when needed



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What is patient-focussed – **Continuity and transition**

- Pathways explained
- Same Staff
- Provide information
- Care of the dying and the dead



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What are the challenges?

STAFF

- Belief in medical paternalism
- Poor staff attitude
- Poor staff work ethics



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What are the challenges?

SERVICE USERS (The Patient and their families)

- Lack of knowledge of their rights
- Poverty and unaffordable services
- Education and literacy



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Overcoming these challenges

Services

- Increase budgetary allocation
- Better Patient Pathways
- Accountability
- Responsive service

Staff

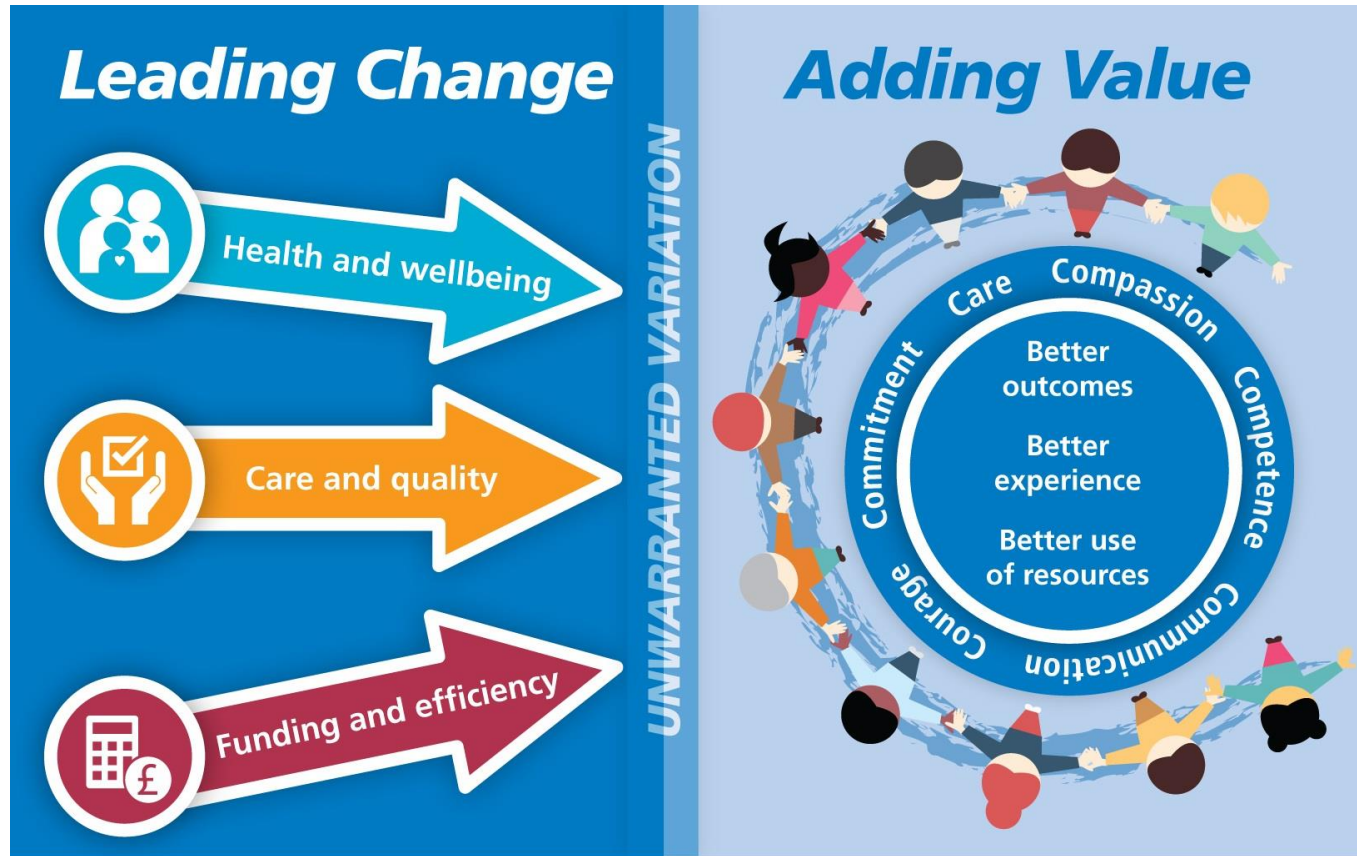
- Training
- Attitude & respect and dignity
- Learning from mistakes

Service users

- Know your rights
- Patient Satisfaction Survey



Overcoming the challenges in delivering patient-focused care in Africa



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The Future of Patient-focussed care

- It is going to become increasingly important that we personalise the patient experience
- The patient perspective is important



Overcoming the challenges in delivering patient-focused care in Africa

- We seek evidence-based, patient-centred processes that focus on highly coordinated care and long-term relationships with patients and family members
- Provision of high-quality care by emphasizing access, health information technology and coordinated care that is focused on patients
- Africa's Healthcare services must have the tools, systems and resources to provide their patients with the right care, at the right time



#UHC
#health4all



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Overcoming these challenges – The ultimate heights

The Future in Africa

The medium to long term goals



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Overcoming these challenges – The future is here

- **Telehealth** takes centre stage. The ability to access your doctor remotely, especially via a mobile device, will become more prevalent in the years ahead.
- Patients will become more accustomed to having video consults with a provider and using mobile apps as a health resource. Mobile has become a key technology for tools focused on patient engagement



Robotics, Artificial Intelligence



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PATIENT-FOCUSED CARE

Personalized
treatment delivered
with exceptional
care



Thank you Thank you Thank you

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