



**health**

Department:  
Health  
PROVINCE OF KWAZULU-NATAL

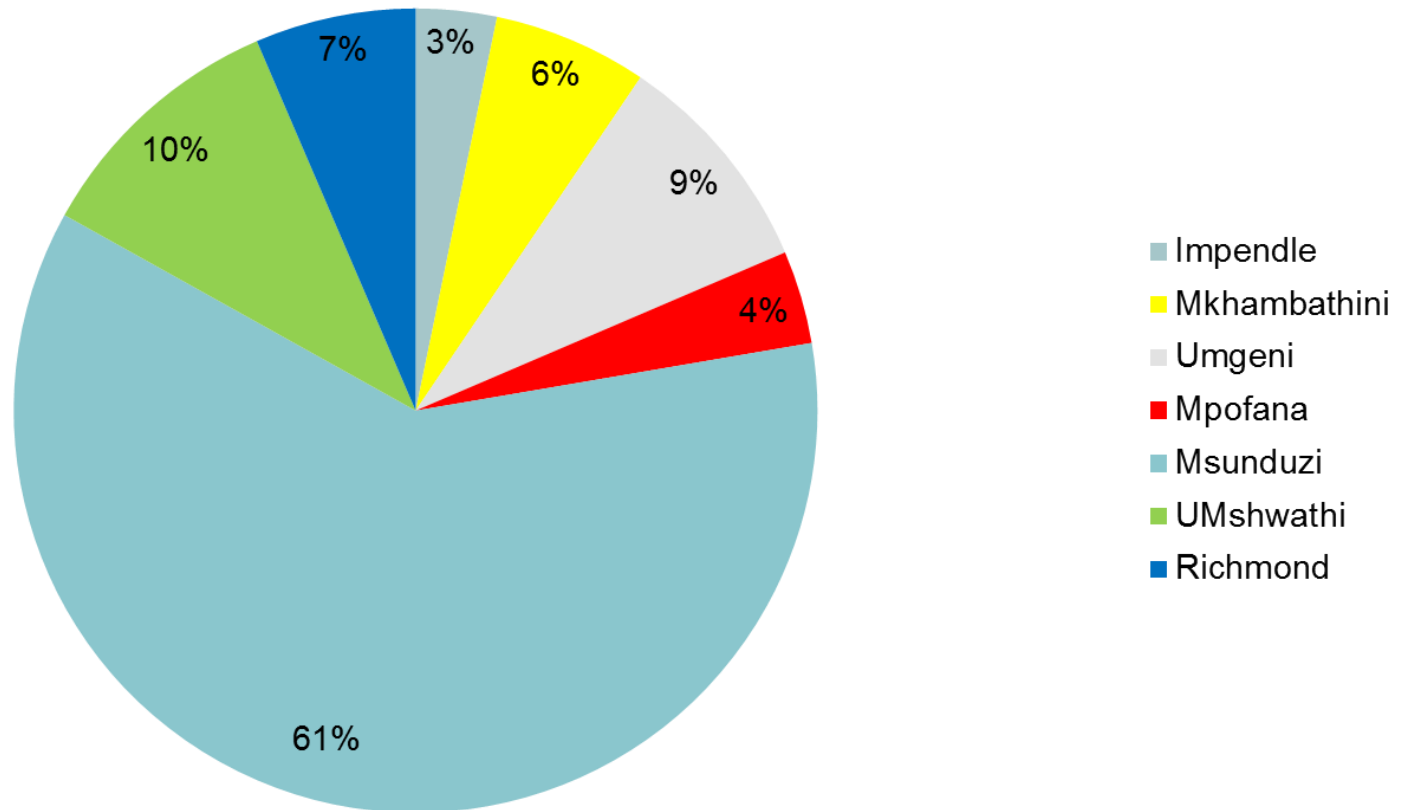
# UMgungundlovu Health District IDP Presentation - MSUNDUZI

30.09.2016

*FIGHTING DISEASE, FIGHTING POVERTY, GIVING HOPE*



## Total Population





# SERVICE DELEVRY PLATFORM

- No of Clinics - 25
- No. of Mobiles - 7
- No. CHCs - 2
- No of Private Hospitals
- No of Govt Hospitals – 6
  - Northdale, Edendale and Greys
  - Doris Goodwin TB Hospital
  - Townhill and Fort Napier Psych Hospitals

# Service Delivery Informants

National Service Delivery Agreement (NSDA, NDP) :  
Outcome 2 – A long and healthy life for all

1. Increasing Life Expectancy
2. Decreasing Maternal and Child Mortality
3. Combating HIV/AIDS & Decreasing the Burden of diseases from TB
4. Strengthening Health Systems Effectiveness



# PROJECTS TO IMPROVE QUALITY OF HEALTH CARE

- **Ideal Clinic Concept**
- **909090 Strategy**
- **National Core Standards**
- **National Health Insurance**
- **Universal Test & Treat**

# Definition of Ideal Clinic by the President

- ✓ It will be a clinic that **opens on time** in the morning, according to its set operating hours, and which **does not close until the last patient** has been **assisted**, even if this is beyond the normal closing hours.
- ✓ It is staffed by health care **providers** who **treat people with dignity**, and **observe the Batho Pele principles**
- ✓ The Ideal Clinic will **provide community-based health promotion** and disease prevention programmes **in collaboration with the community**.
- ✓ It is very **clean**, promote hygiene and **take** all precautionary measures to prevent the spread of diseases.
- ✓ It has **reasonable waiting times** and community members do not have to sacrifice their entire working day to seek health care.

## Definition of Ideal Clinic by the President cont...

- ✓ It provides a **comprehensive package of good quality health services** every day and community members do not have to return on different days for different services.
- ✓ It has the **basic necessities available**, such as essential medicines.
- ✓ It **refers people** to higher levels of care **timeously** when this is required.
- ✓ It **works** together with the **community** it serves, with diverse stakeholders, in **promoting health and socio-economic development**.
- ✓ Finally, community members would say an Ideal Clinic is one that we can be proud of, and call it **“our own clinic”**, rather than a “government clinic” or a “state health facility”

*President J. Zuma , Launch of Operation Phakisa: Scaling Up Ideal Clinic Realisation and Maintenance – 18 November 2014*

- Organizing the process flow ( central registration , help desk , vital signs etc.)
- Three streams ( MCWH & N , Acute , Chronic – communicable & non communicable )
- Triaging of clients
- Scheduling of appointments
- Colour coded foot marks on the floor & the chairs – clients to be aware of the above
- Auditing the process is in place to measure the progress of each facility towards achieving the Ideal Clinic and NCS Status



- 90% of the people to know their HIV status
- 90% of those who know to have their CD4 count taken
- 90% of those to be initiated on ART
- 90% of people that attended facility to be screened for TB
- 12 indicators were added to monitor with the aim of reducing the burden of disease

# REQUESTS:

- Facility building plans - Sewerage, water pipes etc. (needed for NCS of Compliance)
- More space needed in the health facilities especially where a health facility is located in the Municipal Complex . Maintenance of such buildings - contact person at the municipality to facilitate the process.
- Marking of the dedicated areas e.g. parking for Ambulances and Disabled people
- Road directional signage to facilities.
- General cleanliness around the clinics ( dumping , collection of waste , enforcement of by laws )
- The Municipality and other stakeholders are requested to assist in the mobilization of the people in the communities during the awareness campaigns , sensitizing people on the Ideal Clinic Concept and 909090 strategy during the IMBIZO
- Ward councillors to assist in the functionality of the war rooms and ensure that all the departments and organisations are attending war room meetings.

# REQUESTS CONTINUED

## ELECTRICITY AND WATER SUPPLY IN FACILITIES

- Payment of accounts- importance acknowledged
- Delay in payment – please warn and give some time before the disconnection of the supply because lives of people are badly affected by the non availability of electricity and water in the facility as well as the efficacy of the medication that need to be kept in a certain temperature
- If supply of electricity is being interrupted for any reason either than payment - request that the fault reported from health facilities be treated with priority e.g. contact person for follow up on the progress of the fault reported.
- If the supply of water is interrupted for any reason – please ensure that there is an alternative supply of water to the health facilities during that period .



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**‘It always seems impossible until  
it’s done’**



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*Thank You*