Adult Primary Care (APC) 2023 Clinical Tool Updates

OPENING REMARKS

Jeanette R Hunter
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health
Department:
Health
REPUBLIC OF SOUTH AFRICA

2030 NDP

INTRODUCTION

Primary Health care has long been recognised as the cornerstone of sustainable health systems for Universal Health Coverage,

First Declaration of Alma-Ata in 1978,	Renewed in the Declaration of Astana in 2018,	September 2023 in New York at the UN General Assembly meeting on Universal Health Coverage in a post COVID world

Minister MJ Phaahla: "We have made good progress in transforming the public health sector into an integrated national system, with a primary healthcare approach being the underlying philosophy and the foundation of the implementation of a district health system and preparing for universal health coverage."

Service Delivery Platform

COMMUNITY BASED SERVICES (CHWs, School Health, Environmental Health)

CLINICAL SERVICES IN HEALTH FACILITIES

DIAGNOSTIC AND PARA-CLINICAL SERVICES

MEDICINE SUPPLIES

EMERGENCY MEDICAL SERVICES

REFERRAL SYSTEM

Administrative processes

Finance and Supply Chain Management

Human Resources Management and Legal Services

Infrastructure (Buildings, Equipment, ICT)

Information Management

Security Services

Leadership, Governance and Community Participation

TRAINING

COMMUNICATION

COLLABORATION

UHC

Before ICRM, ICSM and APC

THE PROBLEMATIC PATIENT JOURNEY

35 year old woman HIV positive, hypertensive and has a 6 week old baby

Clinic

3 times a month for NCDs, PMTCT and well baby clinic (immunisation)

ART Visit
Return Date: 12 October

NCDs visit to collect hypertension medication
Return date: 20 October

Visit for Well baby clinic
Return date: 24 October

Repeat for each visit

Patient queues for her file on each visit

After receiving her file, patient goes to vital room for vital signs

Patient goes for blood test

Patient goes for consultation. Medication dispensed from consulting room or goes to pharmacy

Lack of proper health promotion/ education

Lack of appropriate package of services per level of care

Patient leaves facility with return date for the special condition

Patient travels >5km to her home

Vertically Delivered Service:

-Multiple patient visits
-Multiple patient files
-Poly pharmacy
-Poor quality of care
-Poor patient outcomes

UHC AND ICRM

- SA's strength in pursuit UHC is its nurse-led public sector primary health care clinics
- The launch of the Ideal Clinic initiative in July 2013 followed the government's green paper on National Health Insurance:
- An Ideal Clinic:
  - good infrastructure
  - adequate staff
  - adequate medicine and supplies
  - good administrative processes
  - sufficient bulk supplies
  - uses applicable clinical policies, protocols, guidelines as well as partner and stakeholder support, to ensure the provision of quality health services to the community.

DISTRICT HEALTH SYSTEM

Specialist Hospital care

Specialist NCD care

Mental Health Unit

Emergencies

MDR-TB Control

Obstetrics

Surgery

Good District Governance Leadership Management

Provincial Support

School Health

PHC Facilities Quality, comprehensive, person-centred care

EMS and ambulatory transport

DCSTs

Training

Social services

Ward-based PHC Outreach

Env Health

Diagnostic services

NGO services

Research Institutions

Contracted service providers

Health Campaigns

Laboratories

Universities

Community

Imaging

Research Councils

ICRM FRAMEWORK
10 COMPONENTS AND 33 SUBCOMPONENTS

- 1. Administration
  - Signage and Notices 1
  - Staff identity and dress code 2
  - Patient service organisation 3
  - Management of patient records 4
- 2. Integrated Clinical Service Management
  - Clinical service provision 5
  - Access to medical, mental health, and allied health practitioners 6
  - Management of patient appointments 7
  - Coordination of PHC services 8
  - Clinical guidelines & protocols 9
  - Infection Prevention and Control 10
  - Patient waiting times 11
  - Patient experience of care 12
- 3. Medicines, Supplies and Laboratory Services
  - Medicines and supplies 13
  - Management of Laboratory Services 14
- 4. Human Resources for Health
  - Staff allocation and use 15
  - Professional standards and PMDS 16
- 5. Support Services
  - Finance and SCM 17
  - Hygiene and cleanliness 18
  - Security 19
  - Outbreak and Disaster preparedness 20
  - Transport 21
- 6. Infrastructure
  - Physical Space and Routine Maintenance 22
  - Essential equipment and furniture 23
  - Bulk supplies 24
  - ICT Infrastructure and Hardware 25
- 7. Health Information Management
  - DHIS 26
- 8. Communication
  - Internal Communi-cation 27
  - Community engagement 28
- 9. District Health System Support
  - DHS support 29
  - Emergency response 30
  - Referral system 31
- 10. Implementing Partners and Stakeholders
  - Implementing Partners support 32
  - Multi - sectoral collaboration 33

- One of the key health systems strengthening models that underpins Ideal Clinic Realisation is the ***Integrated Clinical Services Management Model*** to provide integrated person-centred care to all people attending services with chronic and acute conditions.
- ***APC is the main enabler***

ICRM PROGRESS

Province	Total # facilities	# IC 2015/16	% IC 2015/16	# IC 2021/22	% IC 2021/22	# IC 2022/23	% IC 2022/23	# OHSC COMP	% OHSC COMP
Eastern Cape	776	14	1,8%	178	23,0%	192	24,7%	85	11%
Free State	219	22	9,9%	143	65,6%	154	70,3%	56	25%
Gauteng	371	89	24,2%	341	92,4%	358	96,8%	98	26%
KwaZulu-Natal	607	141	23,2%	511	84,2%	559	92,4%	253	42%
Limpopo	478	27	5,6%	167	34,6%	109	22,6%	34	7%
Mpumalanga	294	19	6,6%	173	59,0%	235	79,9%	92	31%
Northern Cape	161	3	1,9%	35	21,6%	27	16,8%	6	4%
North West	307	7	2,3%	180	58,1%	205	66,6%	56	18%
Western Cape	258		0,0%	200	76,0%	207	80,9%	50	19%
South Africa	3471	322	9,3%	1928	55,4%	2046	58,9%	730	21%

CHALLENGES

- Two pandemics over last two decades warded off by PHC
- Rise in incidence of NCD

OVERCOMING CHALLENGES

- Strong partnerships!
  - Our communities
  - Other government departments
  - Private Sector
  - NGO's and civil society organizations
  - Academia
    - Professor Lara Fairall and her team - University of Cape Town's Knowledge Translation Unit.

THANK YOU

FOR YOUR CONTRIBUTION TOWARDS HEALTH SYSTEM STRENGTHENING!

Doing good for others is not a duty…

It is a Joy!