

WORLD QUALITY DAY



Involving Users in the Quality of Care



Vivien Essel



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Involving Users in the Quality of Care



- Including users in decision-making about their own healthcare and in the broader design of health services.
- Benefits
 - Improved clinical outcomes
 - Increased satisfaction
 - Better adherence to treatment
 - More relevant services
 - Empowerment
- Challenges
 - Difficulty in representative participation
 - Skills and knowledge gaps



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Involving Users in the Quality of Care



Levels of user involvement:

- Individual
 - Users participate in decisions about their personal care and treatment
 - Shared-decision making with providers
 - Self management
- Organisational
 - Users provide input on the development and design of health services and policies
 - Experience-based co-design
 - Service planning



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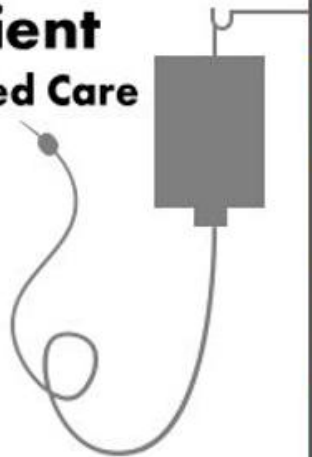
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Picker's Principles of Patient Centred Care



Patient Centered Care



- 01 Respect for patients' preferences
- 02 Coordination and integration of care
- 03 Information and education
- 04 Physical Comfort
- 05 Emotional Support
- 06 Involvement of family and friends
- 07 Continuity and transition
- 08 Access to care



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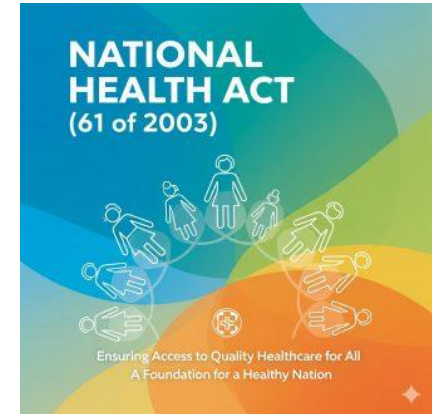


Existing Mandates in SA



Governance Structures

- NHA
 - Clinic and CHC committees
 - Hospital board
- NHI Act
 - Stakeholder Advisory Committee



Users' Rights and Responsibilities



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User's Experience of Care



A user experience of care designed to identify and address actual, systemic problems within the healthcare system.

- Importance of asking the right questions
 - Specific directed questions

Did the doctor
give you
enough
information
about your
disease?

Do you
understand
why you are
taking these
tablets?

Do you know
the side
effects of the
medication
you are
taking?



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User Related Outcomes



Desired end-goal: a change in user's knowledge, attitude, behaviour and health status.

- Move from provider-centric...to
- User-centric healthcare
 - Active participants
 - Ownership
 - Focus on users' goals
 - Things important to them
 - Living their best life



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NHI Involving Users in Quality of Care



- The NHI aims for a culture of working in partnership with users and communities to ensure that the healthcare system is responsive to their needs and continuously improves the quality of care delivered.



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NGIYA THOKOZA!

ro livhuwa!

dankie! ke a leboga!

ENKOSI!

inkomu!

thank you!

ndo livhuwa!

ke a leboha!

ngiyabonga!

siyabonqa!



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