

East African Experiences in Health Care Management

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Background

- Government spending in health care
- State of hospitals and clinics
- Health professional training
- HR challenges
- System issues
- Structure
- Governance

The Private not for profit sector

What makes them successful?

- How is it Structured?
- Developed simple yet effective Systems
- Effective Processes
- Strong team work and respect
- How doctors are incentivised?
- How staff are motivated?
- Work culture and work ethic !
- Accountability !

SA reality

- Quality of care
- Referral system
- Training
- Resources
- Accountability

Conclusion

- We can do a lot more than we currently can with existing resources
- We need to be critical when necessary but must be willing to find sustainable solutions as well.
- Develop strong cross functional teams
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Conclusion

- Develop strong middle management with delegations
- Be proud of the of the institution for which you work.
- Most importantly remember the patient is the centre of everything what we do