



Southern African HIV Clinicians Society 3rd Biennial Conference

13 - 16 April 2016
Sandton Convention Centre
Johannesburg

**Our Issues, Our Drugs,
Our Patients**

www.sahivsoc.org
www.sahivsoc2016.co.za

NURSING PERSPECTIVE ON THE OPERATIONALISATION OF BATHO PELE PRINCIPLES



A BETER LIFE FOR ALL **SOUTH
AFRICANS** BY PUTTING PEOPLE FIRST

OVERVIEW

- What nurses do to implement principles
- Challenges

CONSULTATION

- Relevant stakeholders
- Patient satisfaction survey
- Feedback meetings
- Service commitment charter
- Consultation with staff



SERVICE STANDARDS

- Our commitment to quality
- Core of nursing
- Adherence to practice standards
- Measurement
- Plan for action
- Reward service excellence



ACCESS

Staff, Services, Facilities

- Name tags to identify staff
- Extended clinic hours
- Universal/equal access
- Language barriers
- Accessibility – ramps; lower counters (RN input)



COURTESY

- Attitude
- Treat with courtesy, dignity and respect
- Code of conduct
- Training of staff
- Telephone/Helpdesk
- Waiting areas

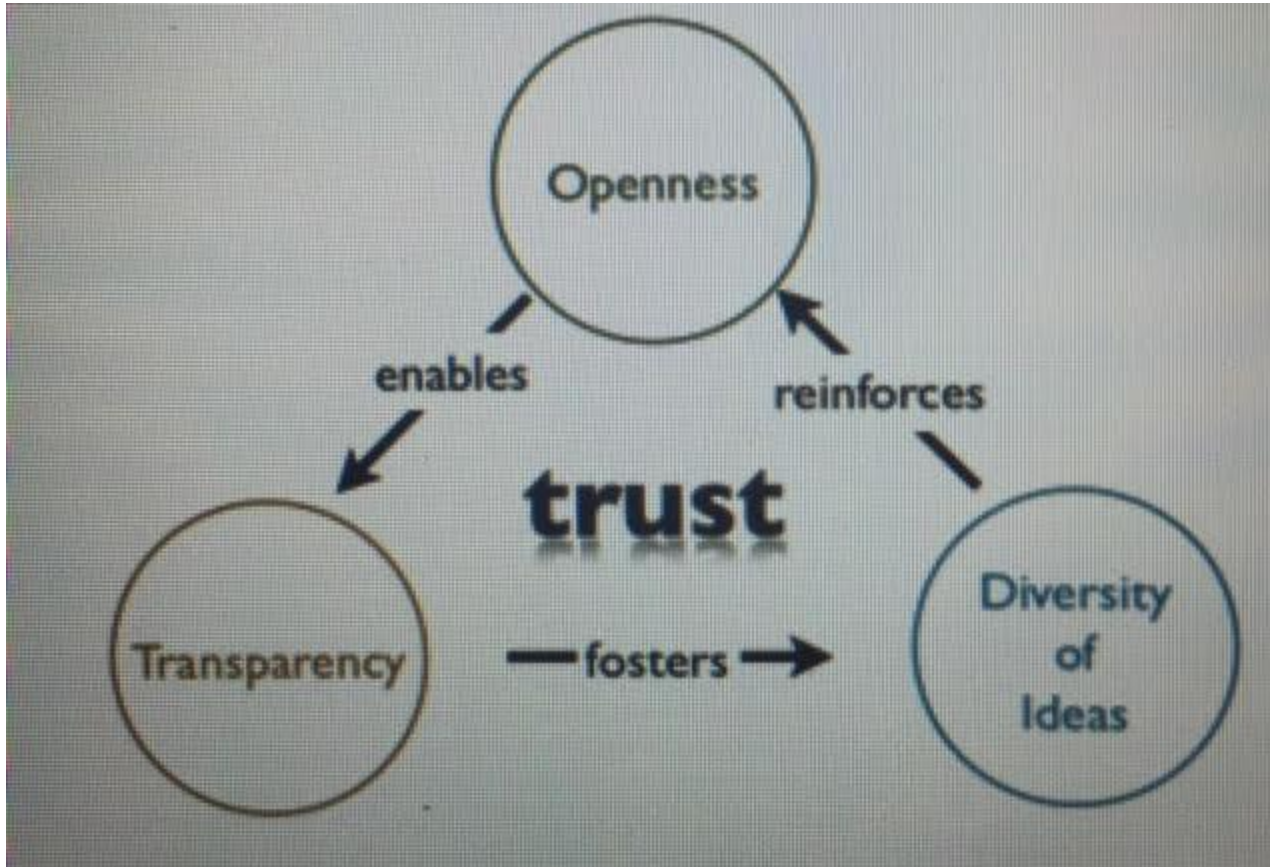


INFORMATION



- Services
- Health advice
- Brochures
- Patient system – electronic data base
- RN access to info on Best Practices

OPENNESS AND TRANSPARENCY



OPENNESS &
TRANSPARENCY



2016

OPENNESS AND TRANSPARENCY

- Community forums
- Regular meetings
- Management – staff relationships
- Deliver to promises



REDRESS

- Ways to express dissatisfaction
- Dealing with complaints
- Responsiveness
- Trained staff



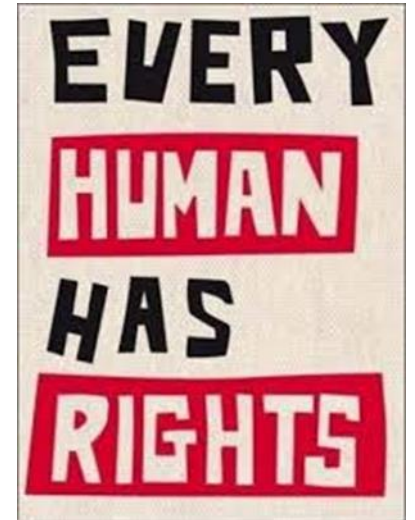
VALUE FOR MONEY

- Practice to full scope of practice
- Clinical specialist
- Best practices
- Fraud/corruption



CHALLENGES

- Staffing
- Health team collaboration
- Resources
- Systems
- Access to information
- Caring ethos/attitudes



WE BELONG, WE CARE, WE SERVE to make A
BETTER LIFE FOR ALL

THANK YOU



2016