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 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