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# **3G'S in Hospital Management**

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**APHM**  
Persatuan Hospital Swasta Malaysia  
Association of Private Hospitals of Malaysia

# Patient's Rights: Putting Theory into Practice

by

Dr Sharon Vasuthevan  
South Africa

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# Theory of Patient's Rights in South Africa

# Scope

The domain of **Patient rights** specifies the responsibilities of health facilities in ensuring that the most critical rights of patients as set out in the Patient Rights Charter and Batho Pele principles are respected and upheld, including the right of access to needed care and to respectful, informed and dignified attention in an acceptable and hygienic environment, seen from the point of view of the patient

# Batho Pele

- Batho Pele, a Sotho translation for 'People First'
- It is an initiative to get public servants to be service orientated, to strive for excellence in service delivery and to commit to continuous service delivery improvement.
- It is a simple and transparent mechanism, which allows citizens to hold public servants accountable for the level of services they deliver

# Batho Pele Principles

- Consultation
- Setting service standards
- Increasing access
- Ensuring courtesy
- Providing information
- Openness and transparency
- Redress
- Value for money

# The Patients' Rights Charter

- For many decades the vast majority of the South African population have experienced either a denial or violation of fundamental human rights, including rights to health care services.
- To ensure the realisation of the right of access to health care services as guaranteed in the Constitution of the Republic of South Africa (Act No 108 of 1996), the Department of Health is committed to upholding, promoting and protecting this right and therefore proclaims this **PATIENTS' RIGHTS CHARTER** as a common standard for achieving the realisation of this right.

# Bill of Rights

- A healthy and safe environment
- Participation in decision-making
- Access to healthcare
- Knowledge of one's health insurance/medical aid scheme
- Choice of health services
- Be treated by a named health care provider
- Confidentiality and privacy
- Informed consent
- Refusal of treatment
- Be referred for a second opinion
- Continuity of care
- Complain about health services

# Patient Responsibilities

- Advise the health care providers on his or her wishes with regard to his or her death.
- Comply with the prescribed treatment or rehabilitation procedures.
- Enquire about the related costs of treatment and/or rehabilitation and to arrange for payment.
- Take care of health records in his or her possession.
- Take care of his or her health.
- Care for and protect the environment.
- Respect the rights of other patients and health providers.
- Utilise the health care system properly and not abuse it.
- Know his or her local health services and what they offer.
- Provide health care providers with the relevant and accurate information for diagnostic, treatment, rehabilitation or counselling purposes.

# Practice of Patient's Rights in South Africa

# Education & Awareness

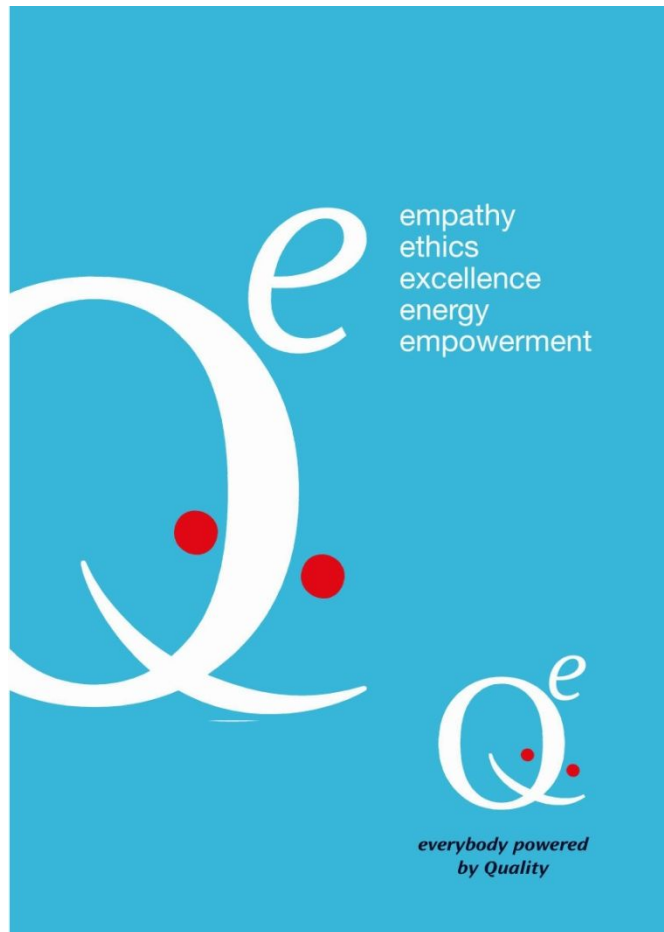
- Patient's rights included in every health professional programme both within public and private sector
- Human rights is important for the young democracy
- The Patients' Right's Charter is advertised at all healthcare institutions

# Practice in Life Healthcare

- Part of the quality principles
- Patient advocacy

# *Practice in Life Healthcare*

## *Q<sup>e</sup> Principles*



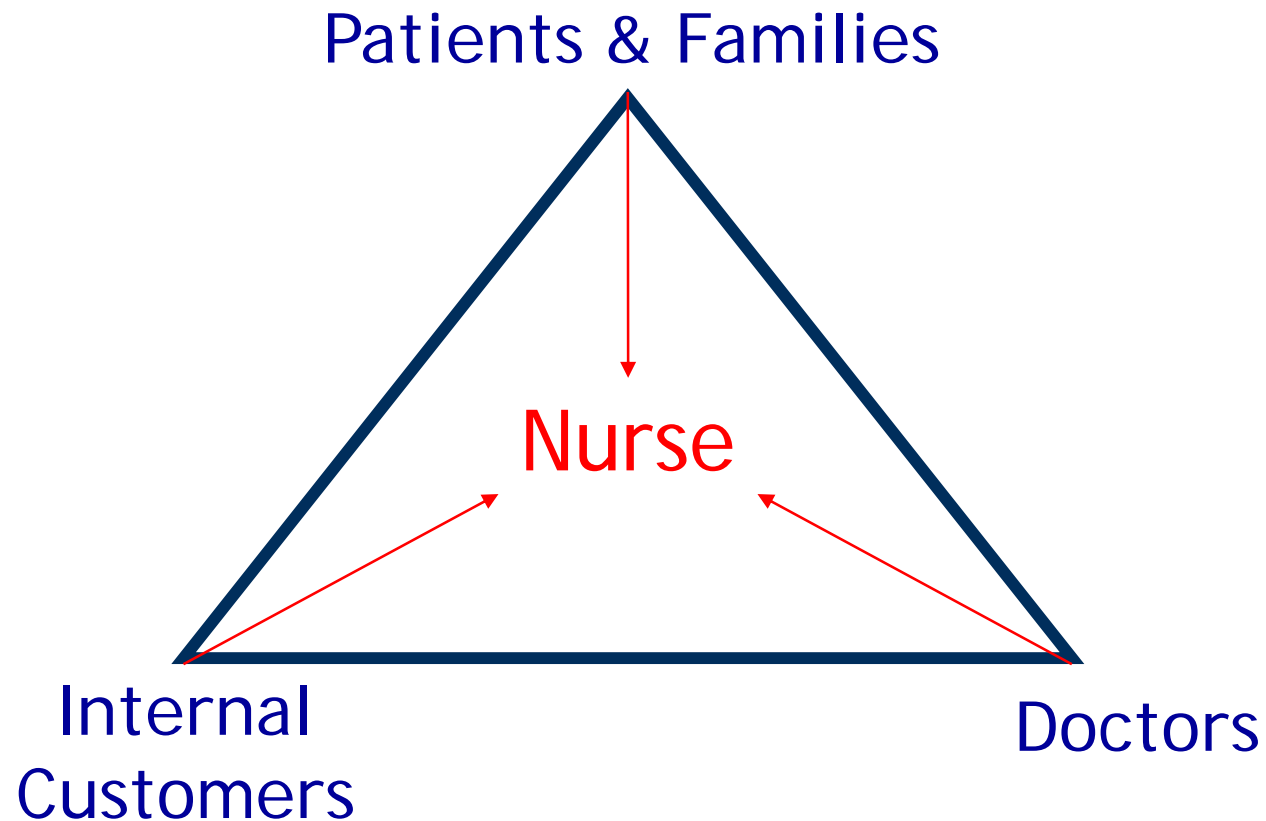
- *Empathy* - more than a feeling
- *Ethics* - living our values
- *Excellence* - better our best
- *Energy* - a passion for life
- *Empowerment* - the power to act

# Circle of Influence



Collective Influencing

# Quality everywhere, everyday



# Challenges

- Healthcare environment
- Staff
- Patient's perspective

# Healthcare Environment Challenges

- Oppressive culture
- Patient's feel intimidated in the healthcare environment
- Lack of transparency
- Focus on getting the job done, versus engaging with patients

# Professional Staff Challenges

- Doctors provide limited information
- Nurses reluctant to provide details sometimes  
– clinical competence questioned
- Professional mafia – “Do as we say”

# Patient Challenges

- Rights versus entitlement
  - Demanding attitude
  - Expecting more
- Diversity management
  - Cultural differences
  - Language variation
  - The health professional knows better

# Change Management

- Doing things differently or doing different things
- Culture change
- Patient centred facilities
- Training health professionals in terms of their advocacy roles
- Role modelling
- Managing diversity

Be the change you want to see in  
the world  
*Mahatma Gandhi*



***Thank You***

*Making life better*

