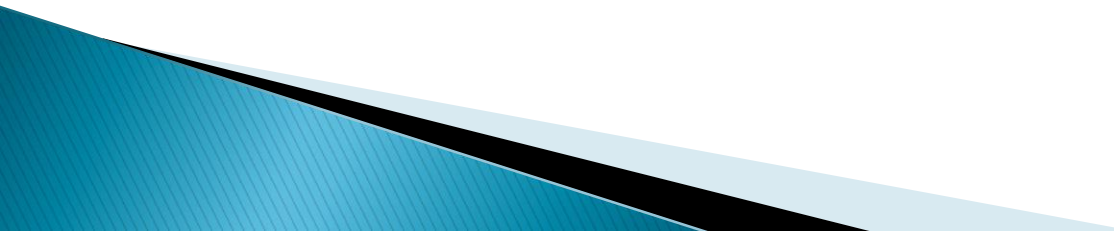





PROMOTING EXCELLENT HEALTH SERVICES

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CMO, CUMC


OUTLINE

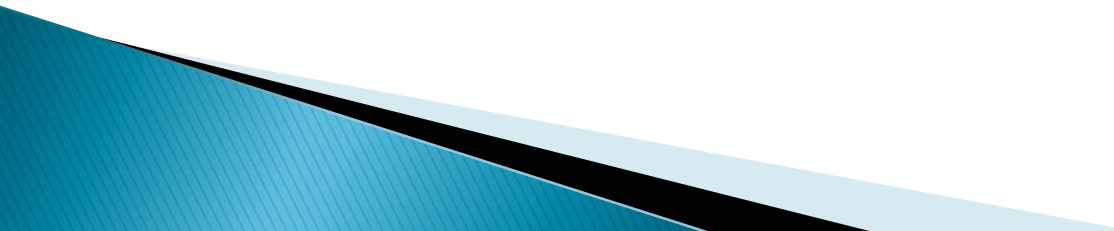
- ▶ Definition of Health Services
 - ▶ Excellent Health Services
 - ▶ Strategies in Delivering Excellent Health Services
 - ▶ Indicators to ascertain Excellent Health Services
 - ▶ What Makes an Excellent Health Service
 - ▶ Key Elements of an Excellent Health Service
 - ▶ Conclusion
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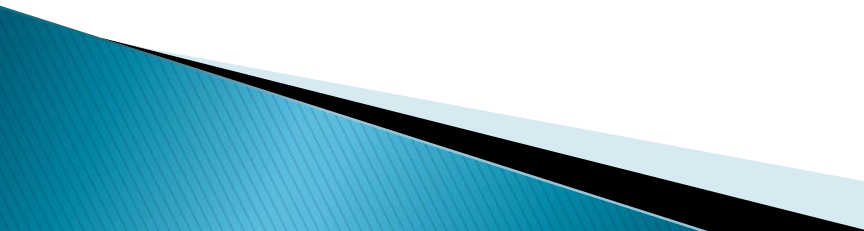
DEFINITION OF HEALTH SERVICES

- ▶ WHO defines Health Services as all services dealing with the diagnosis and treatment of disease, or the promotion, maintenance and restoration of health.
 - ▶ Health services are the most visible functions of any health system, both to users and the general public.
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EXCELLENT HEALTH SERVICES

- ▶ Service excellence is the ability of the provider to consistently meet and manage patient expectations
 - ▶ Clinical excellence must be the number one priority for any health care system.
 - ▶ The best healthcare systems combine professional (clinical) service excellence with outstanding personal service.
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- ▶ It is aimed at improving and sustaining the wellbeing of students, faculty and staff of the university as well as the entire populace of Ota and its environs
 - ▶ Quality health services will improve overall performance and productivity which will subsequently enhance the vision 10:2022, and improve our ranking in the global community
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- ▶ The WHO states that the workplace has been established as a priority setting for health promotion in the 21st century because it influences physical, mental, economic and social well being and offers an ideal setting and infrastructure to support the promotion of health of a large audience.
 - ▶ Hence we are in the right place, on the right track, making the right move at the right time
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STRATEGIES IN DELIVERING EXCELLENT HEALTH SERVICES

Set key indicators of an excellent hospital as goals

Design and develop hospital performance excellence programme

Get committed support of top management and staff

Implement program with perseverance

Evaluate results of implementation

Continually improve programme until key indicators of performance excellence are achieved to the highest degree

INDICATORS TO ASCERTAIN EXCELLENT HEALTH SERVICES

Reduction in infant mortality rate

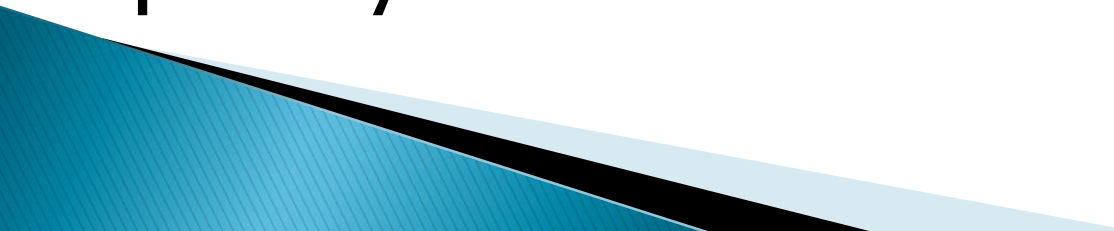
Reduction in Maternal mortality rate

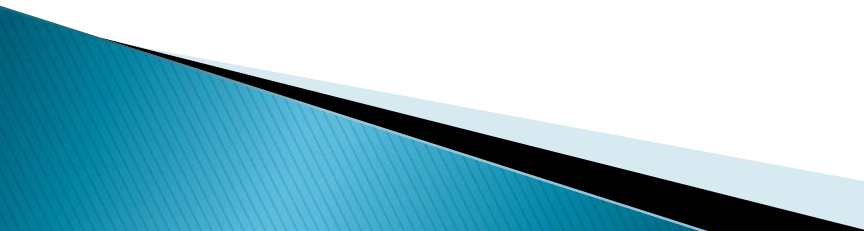
Controlled incidence, prevalence, morbidity and mortality rate of diseases

Improved quality of life index

Access to health care

WHAT MAKES AN EXCELLENT HEALTH SERVICE

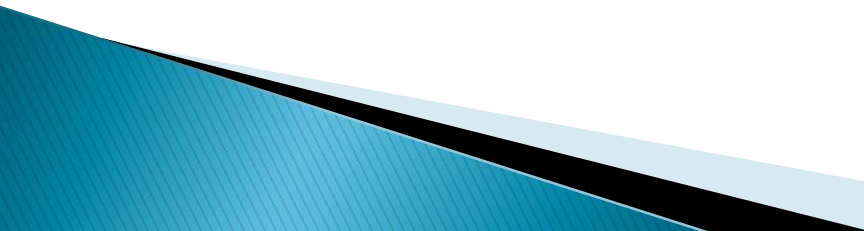
- ▶ A health or medical industry is expected to deliver in a collective effort, excellent services and products to the community.
 - ▶ Excellent health services encompass providing value-based health services including cost effective –efficient, quality and safe services
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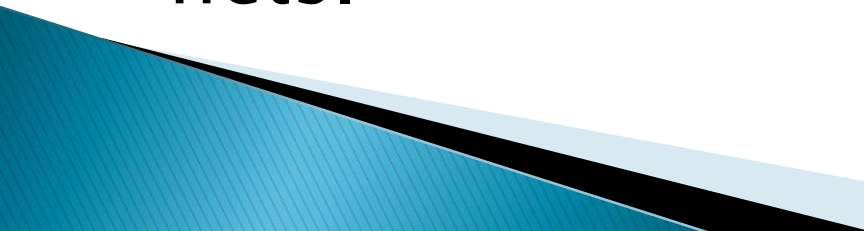
- ▶ To ensure service excellence, it is important to devote extra effort to service delivery, a process which is also associated with surprising customers (Horwitz; Neville, 1996)
 - ▶ Excellent health service is patient focused.
 - ▶ The desire to redesign internal processes to improve patient satisfaction and outcomes.
 - ▶ Measuring patient satisfaction is an indirect measure of quality
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Improving excellence in health services

- ▶ A multi-pronged approach:
- ▶ Developing the right people with the right skills and right values.


Preventive care

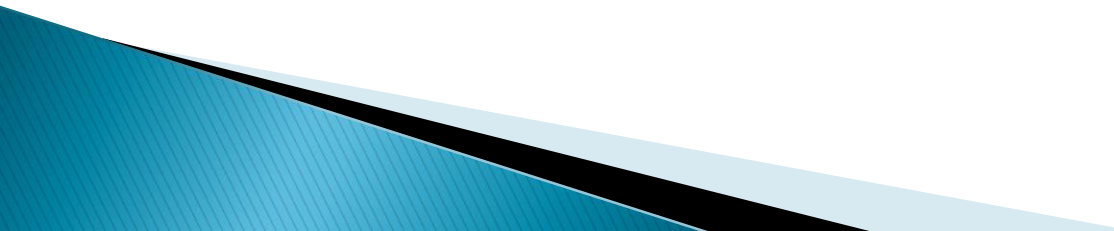
- ▶ Increasing awareness and knowledge on health issues through health education (e.g. prostate cancer and hepatitis B awareness program during last academic session)
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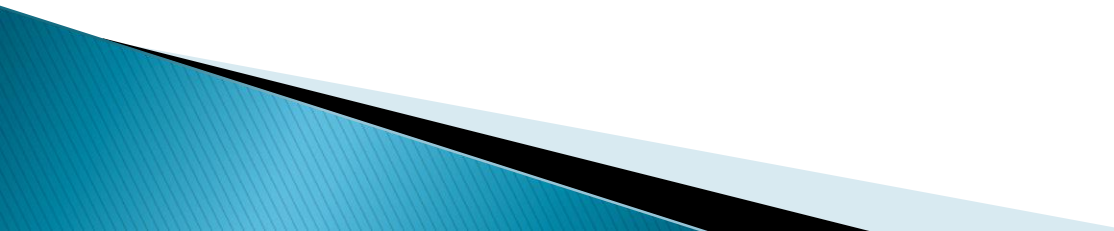
- ▶ Promoting healthy lifestyle choices: exercise, healthy diet, annual medical check up and screening for students, faculty and staff; vaccination for children and adults, good maternity services
 - ▶ Creating a healthy living environment: hygiene, security, housing
 - ▶ Advocating for a healthy community: world malaria day celebrated last semester in the Ota community by free donation of antimalarial drugs and insecticide treated nets.
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Curative Care


- ▶ Short waiting time
 - ✓ Patient clinic waiting time is an important indicator of quality of services offered by hospitals.
 - ✓ Prolonged wait time decreases patient's satisfaction

- ▶ Sound Patient Healthcare provider relationship
 - ✓ Good communication is essential for the provision of high quality medical care and key to supporting patients' informed decision-making. Doctors should facilitate patients' informed health care decisions by providing relevant information regarding the risks and benefits of attending (or not attending) a recommended test, referral, follow-up
 - ✓ World class customer service: this cuts across all units from records, nursing care, doctor consultation to pharmacy.
- 

- ▶ Imbibing international standards of practice with quality health care and patient safety.
 - ▶ State-of-the-art and standardized equipment
 - ▶ Supportive environment: infrastructure, technology
 - ▶ Quality working conditions
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- ▶ Quality diagnostic services
 - ▶ Proper documentation/record keeping
 - ▶ Sustainable Drug Supply System
 - ▶ Good referral system
 - ▶ Continuous Capacity Building of Health Workers (lack of training breeds redundancy)
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Conclusion

- ▶ we must not forget the influence of the external determinants of health such as social, political, environmental and economic factors for which the health care sector alone cannot be solely responsible
 - ▶ **Everyone has a part to play!**
 - ▶ Lets join hands together for the promotion of excellent health services by excellent and healthy staff in an excellent and prestigious university!
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THANK YOU