Fixing patient management systems can help sustain improvements at clinics

WE RECENTLY MARKED ONE YEAR OF ASIVIKELANE HEALTH IN THE EASTERN CAPE. Community-led engagements with clinics have led to better service delivery over this period. But clinics say that sustaining this level of service is not easy. The Eastern Cape Health Department is cash-strapped, with almost R1 billion in unpaid supplier invoices and it is unable to fill key clinic vacancies. This has a significant impact on clinic operations and the quality of services offered.

Yet, there are measures that clinics can take to sustain improvements, starting with fixing their patient management systems. This includes keeping patients’ health and personal information updated. There are many benefits of a well-functioning patient management system:

- Accurate medical records reduce the risk of medical error and improve the quality of care
- Functional filing systems mean that residents are assisted more quickly, which reduces waiting times
- With correct addresses, the delivery of chronic medication is more efficient

Clinics urgently need more capacity to fix their systems. Resources are available through the President’s National Youth Service and the Social Employment Fund to train young people and appoint them on contract at clinics for this purpose. Small Projects Foundation (SPF) has access to this fund and will explore this option with clinics.

Good News for Youth Services

Asivikelane Health held extensive engagements with clinics and facilitated several events mobilising young people over the last month.

93% of residents across 45 clinics say that youth friendly health services are available at their clinic, compared to only 64% last month.

Asivikelane Health met with staff at John Dube clinic (BCM) to strategise improvements to health services including youth care.