



ANNUAL CAPACITY BUILDING
WORKSHOP 2023
FEBRUARY 23-25 · NAIROBI

HON. DR. DANIEL M. YUMBYA, EBS
MINISTER FOR HEALTH, MACHAKOS COUNTY

DUTY TO THE PUBLIC



PRESENTATION LAYOUT



PREAMBLE

regulation is an important entity in healthcare. A key role of regulatory bodies is to protect healthcare consumers from health risks, provide a safe working environment for healthcare professionals, and ensure that public health and welfare are served by health programs. Regulations are necessary to standardize and supervise healthcare, ensuring that healthcare bodies and facilities comply with the prescribed standards and that they provide safe care to all patients and visitors to the healthcare system. This section covers stakeholder engagement, engaging with other regulators, advocacy and engaging with the public.



Stakeholder engagement

A regulator should map out key stakeholders by use of a matrix that identifies its stakeholders and their interest while interfacing with the regulator's interest. This is to help in determining the right messages and tactics for each stakeholder. The mapping matrix should be developed through a general understanding of a regulator's mission, strategic priority areas. This stakeholder mapping matrix, which is a live document (stakeholder predispositions towards us and our messages can change over time), is expected to aid in leveraging stakeholder expectations and formulating the right tactics to engage them:

Stakeholder	Their Interests	Regulators's Interests
	•	•



Engaging with other regulators

Regulators should adopt Whole-of-Government/Whole of Sector Approach when engaging with other regulators. This refers to the joint activities performed by diverse ministries, public administrations and public agencies in order to provide a common solution to particular problems or issues.

This approach also seeks to introduce coherence in the decision-making process of public administrations, aligning common interests, avoiding task duplications, reducing costs, increasing productivity and achieving a coherent line of action, in order to provide desired results, are some elements that stimulate the improvement of vertical and horizontal coordination of different government departments and public institutions.



The Doctor we want



Ideal doctors profile



- ✓ Scientist
- ✓ Practitioner
- ✓ Professional
- ✓ Leader & Manager



Advocacy

Advocacy includes activities and publications to influence public policy, laws and budgets by using facts, the media, and messaging to educate the public or stakeholder. Advocacy can include many activities including media campaigns, and publishing research findings. Regulators can also use targeted advocacy to influence change in policy, rules, or laws on a particular issue at the local, or national level.



Patients Rights

- Right to access health care
- Right to receive emergency treatment in any health facility.
- Right to be informed all the provisions of one's Medical Scheme/Health Insurance Policy.
- Right to choose a health care provider
- Right to the highest attainable quality of Health care products and services
- Right to refuse treatment.
- Right to confidentiality
- Right to informed consent to treatment
- Right to information

Continued...



Patients Rights

- Right to be treated with respect and dignity
- Right to a second medical opinion
- Right to complain
- Right to insurance coverage without discrimination on the basis of age, pregnancy, disability, illness including mental disorders.
- Right to donate his or her organs and/or any other arrangements / wishes upon ones demise.



Patients Responsibilities

- Take care of his/her health by adopting a healthy lifestyle;
- Protect, care and provide healthy lifestyle for a minor (parent/guardian)
- Adopt a positive attitude towards their health and life;
- Protect the environment;
- Respect the rights of others and not to endanger their life and health.
- Give health care providers relevant, accurate information to facilitate diagnosis, treatment, rehabilitation and/or counseling while being truthful and honest on past health care;
- Take care of the health records in his or her possession and avail produce them if and when required by the health care provider;

Continued....



Patients Responsibilities

- Keep scheduled appointments, observe time and if not possible, communicate to the health care provider;
- Follow instructions, adhere to and not abuse or misuse prescribed medication or treatment and/or rehabilitation requirements.
- Enquire about costs of treatment and rehabilitation and to make appropriate arrangements for payments;
- Be aware of the available health care services in his or her locality and to make informed choices while utilizing such services responsibly;
- Inform the health care providers, where necessary, when one wishes to donate his or her organs and/or any other arrangements / wishes upon ones demise;
- Make decisions on health care services where a adult patient is not competent to do so. Next of kin and guardian shall accord protection and care to the patient.



Patients Rights and Responsibilities

- Milestone/progress reporting is tactical approach used to ensure that a regulator continuously engage with the public. It builds and maintains the regulator's recognition and stakeholders' appreciation through constant media updates. This will also enable a regulator to be more proactive in sharing information with the public.
- A regulator can release a regular progress report/performance sheet highlighting its achievements.



Engaging with the public

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- A regulator can release a regular progress report/performance sheet highlighting its achievements.



*"Keep your face always
toward the sunshine, and
shadows will fall behind
you." Nelson Mandela*



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