



Assessment Of The Patients' experiences From The Quality Of Healthcare Rendered In The Bamenda Regional Hospital- North West Cameroon

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Abstract:

The WHO Framework for Health Systems Performance Assessment recommends that decision makers at all levels need to quantify the variation in health system performance, identify factors that influence it and ultimately articulate policies that will archive better results in a variety of settings. The performance of sub-components of systems such as regions within countries or public health services also needs to be assessed. Health outcomes are a reflection of clinical quality/appropriateness of care and are co-produced by care providers and users. Their roles and responsibility differ but intertwine for the achievement of quality. While the provider is guided by professional and ethical policies, the user has needs and expectations to be met. Therefore, measuring users' experiences as recipients of health services plays a significant role in assessing the delivery of quality healthcare.

(Key words: Health care delivery, Quality, Patients, Hospital days, patients' experiences, health care services, doctors, nurses, Bamenda Regional Hospital).

Biography:

An experienced Public Health Expert; researcher, consultant, health manager and mentor with over twelve years of public health experience. Looking forward to inject these expertises in curriculum development, health systems strengthening, health-care financing, consulting, program management to enhance societal growth.

Possess expertise in Sexual Reproductive Health, Malaria, HIV/AIDS, Nutrition, Maternal-Newborn-Child Health including quality management strategies; demonstrated leadership in partnership building, development of joint programs and programming.

Freelance Consultant specialized in program management and development-oriented research, including needs assessment and program evaluation; as well as program design, health systems strengthening/reforms, health systems and policy analysis, monitoring and evaluation, research and evaluations, strategy development and management, social marketing, project and program management and monitoring systems, in health sector reform, reproductive health.



Methodology and Management (results-based) programs: perfect control of project cycle, the results-based logical framework, annual program, budget, tenders selection, Consultant contract management.

Recent Publications:

- 1- <https://www.hilarispublisher.com/open-access/prevalence-of-water-borne-diseases-within-households-in-the-bamendankwemunicipalitynorth-west-cameroon-2332-0893-1000122.pdf>
- 2- https://www.researchgate.net/publication/335940243_Knowledge_and_Practice_Assessment_In_The_Implementation_of_Malaria_Primary_Prevention_in_The_Azire_Health_Area_in_Northwest_Cameroon
- 3- https://www.researchgate.net/publication/335940238_Natural_Family_Planning_Knowledge_and_Practices_Assessment_Among_Couples_In_Its_Utilization_A_Study_Carried_Out_In_The_Bamenda_Health_District_North_West_Cameroon
- 4- https://www.researchgate.net/publication/336761752_Impact_of_Community_Performance_based_Financing_on_the_Uptake_of_Maternal_and_Child_Health_Services_in_Health_Facilities_in_the_North_West_Region_of_Cameroon
- 5- https://www.researchgate.net/publication/335913960_Impact_of_Performance-Based_Financing_on_The_Standards_of_Care-Delivery_Rendered_to_Consumers_in_The_Kumba_Health_District_SouthWest_Region_Cameroon

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