



Khula Natural Health Centre

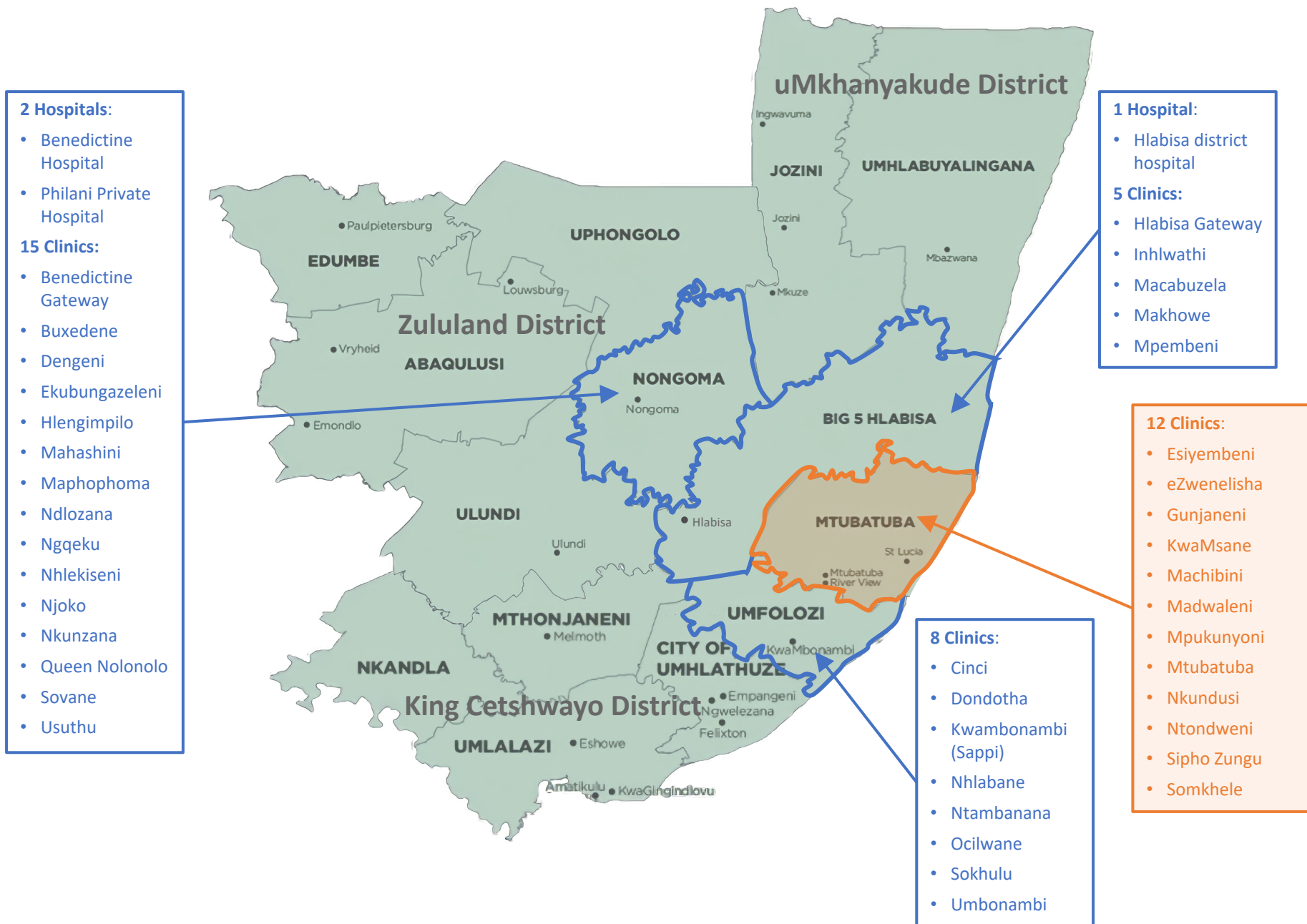
Impact Assessment

June 2021

Impact Assessment conducted by

kimosabe
c o n s u l t i n g

There is a shortage of public healthcare facilities (hospitals and clinics)

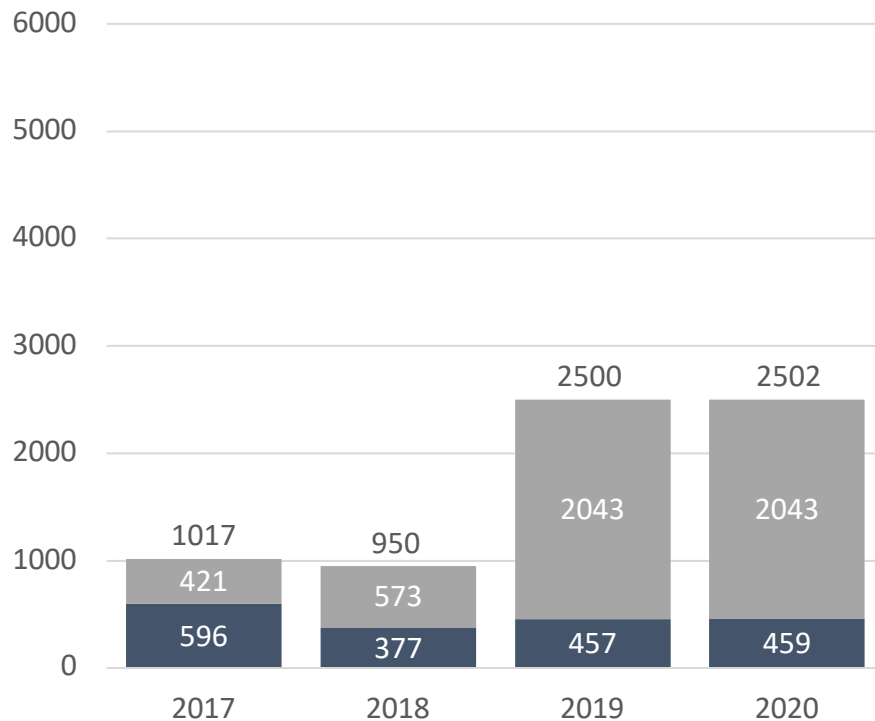


KNHC patients have more than doubled, with majority of new patients coming from surrounding areas

Patients growth of KNHC

(Absolute numbers of patients and visits 2017-2020)

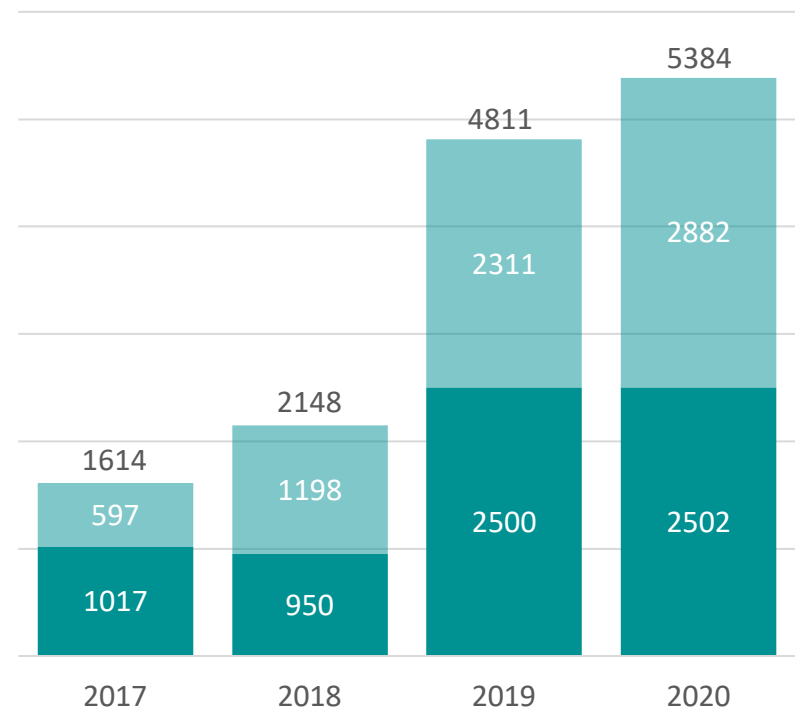
Khula Village patients vs. patients from surrounding areas



■ Patients from surrounding areas

■ Khula Village patients (incl. California, White City, Khayelisha, Top 10, Kwandonyana, Car Wash and Silethukukhanya)

New patient visits vs. repeat patient visits

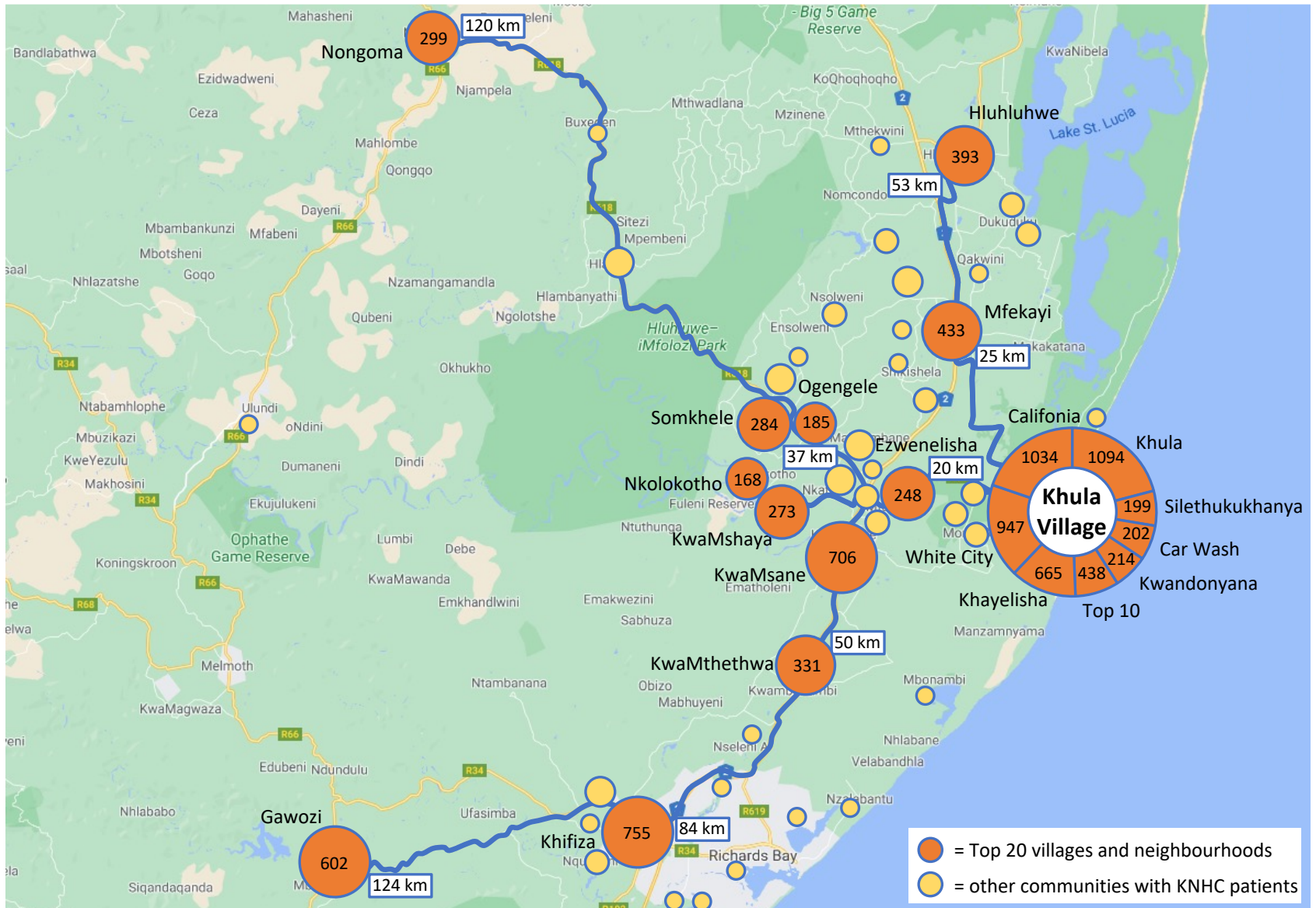


■ New patients ■ Repeat patients

Patients are travelling great distances to come to KNHC

Where are the patients of KNHC coming from?

(Top-20 villages and neighbourhoods; absolute numbers of patients visits 2017-2020; travelling distance)

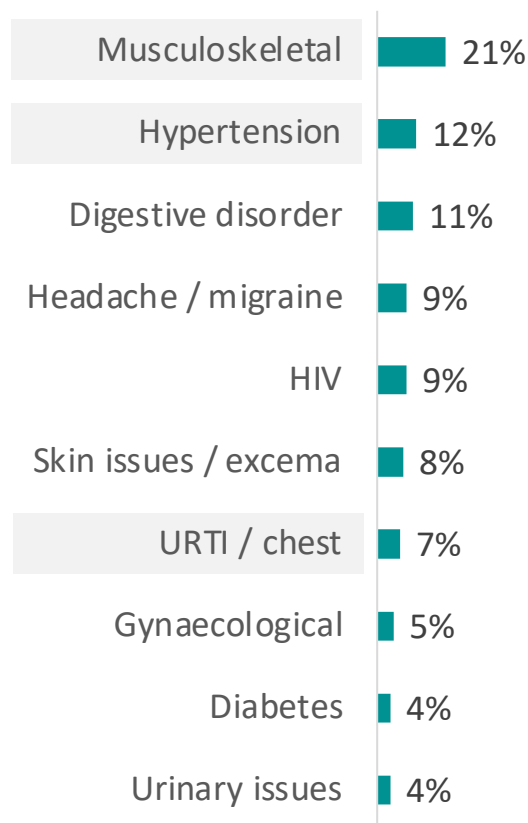


KNHC patients and Nongoma TC community members have similar health problems

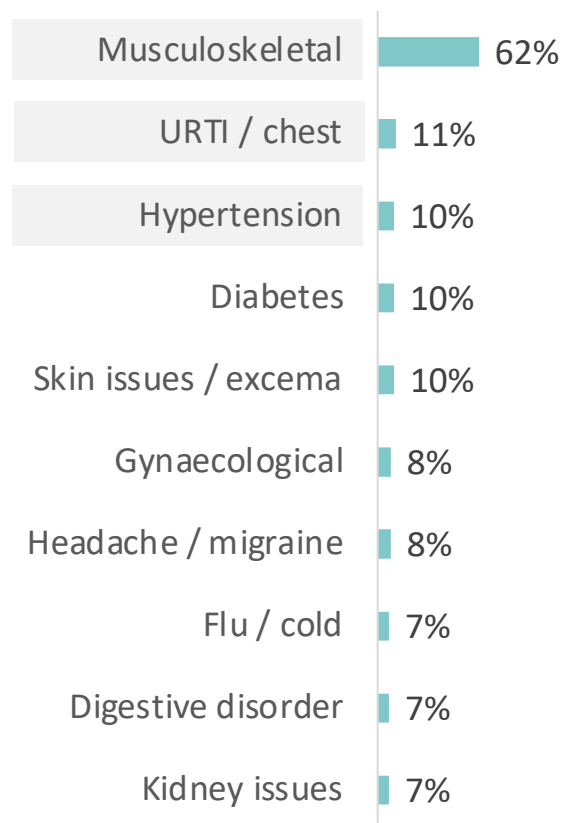
Health problems

(Top-10 health problems)

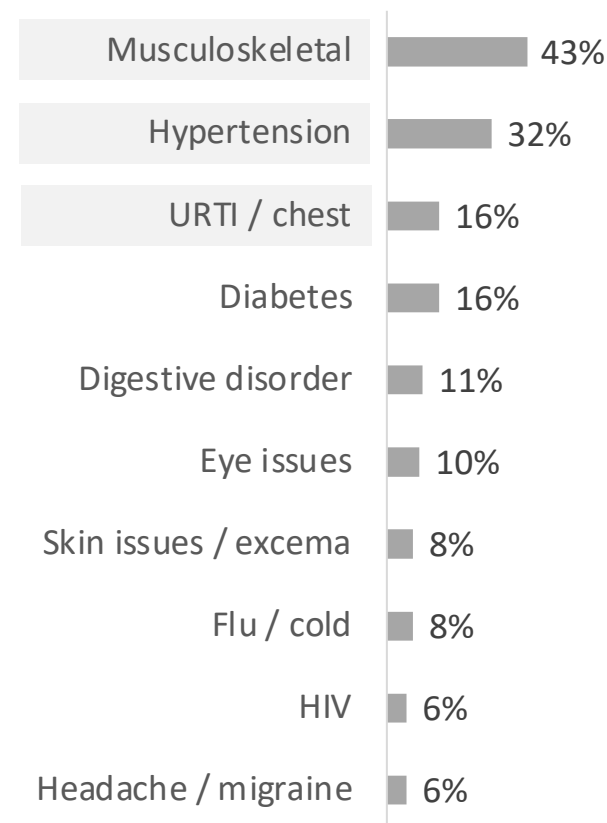
Top 10 health problems of recurring KNHC patients (patient data base) *



Top 10 health problems of recurring KNHC patients (survey results) **



Top 10 health problems of Nongoma TC community members (survey results) ***

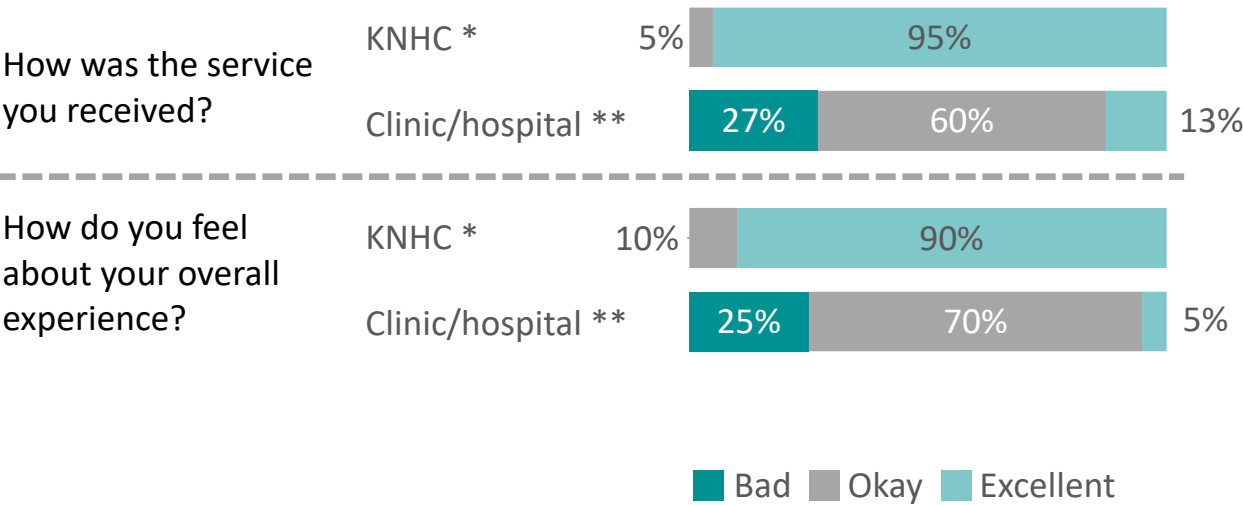


Note: * All KNHC patient visits 2017-2020 (n=6,969). ** KNHC patients (n=61).

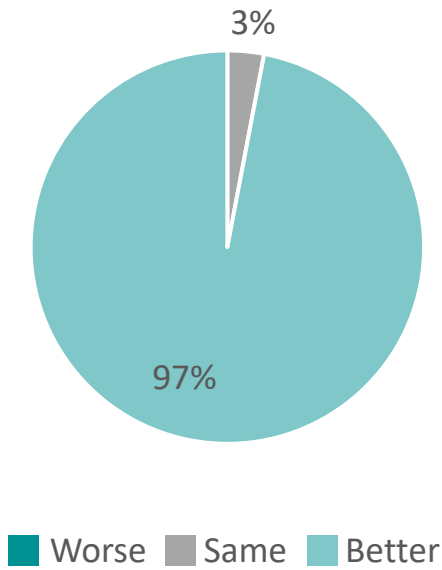
*** Non-KNHC patients from Nongoma TC (n=63).

Service and experience are much better at KNHC than at public healthcare facilities

Question: What was your experience at the KNHC or the healthcare facility (government clinic or hospital) that you visited?



Question: How does the service at KNHC compare to any previous visit you may have made to a government clinic or hospital? *

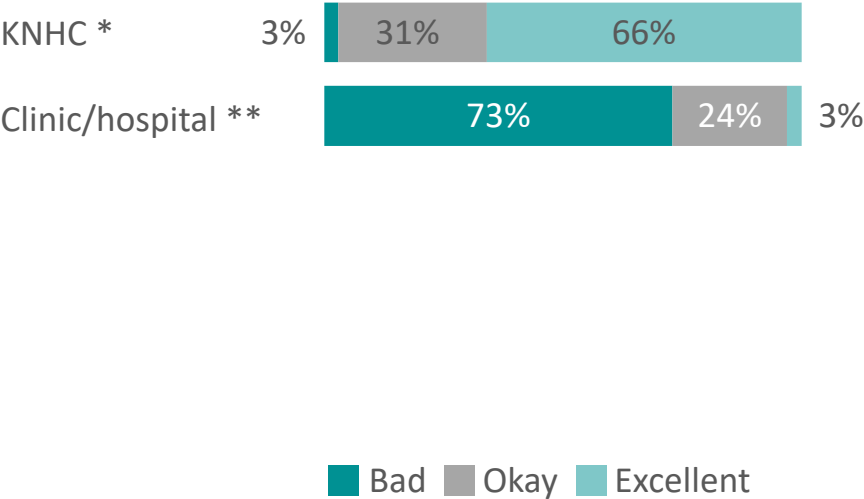


Note: * KNHC patients (n=61). ** Non-KNHC patients from Nongoma TC (n=63).

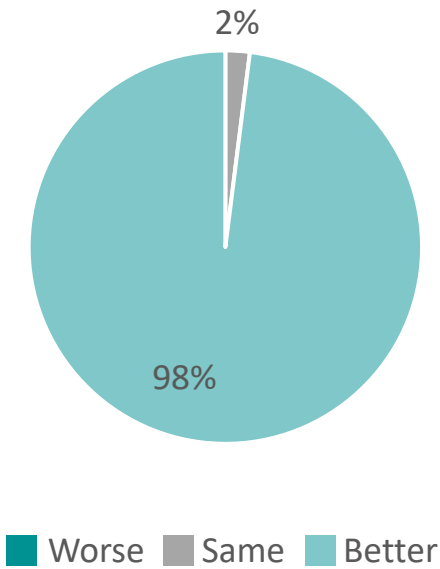
Waiting time is less of an issue at KNHC than at public healthcare facilities

Question: What was your experience at the KNHC or the healthcare facility (government clinic or hospital) that you visited?

How do you feel about the waiting time?



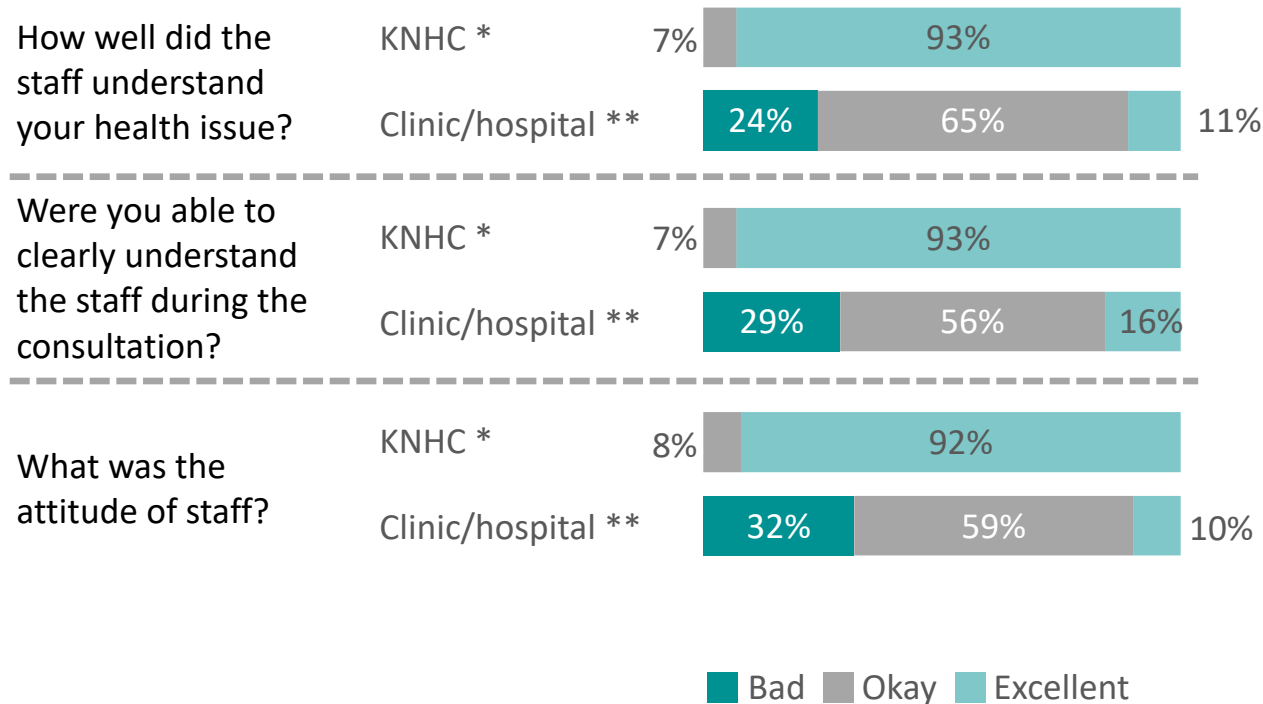
Question: How does the waiting period at KNHC compare to waiting at a government clinic or hospital? *



Note: * KNHC patients (n=61). ** Non-KNHC patients from Nongoma TC (n=63).

Communication and attitude of KNHC staff was rated far higher than that of staff at public healthcare facilities

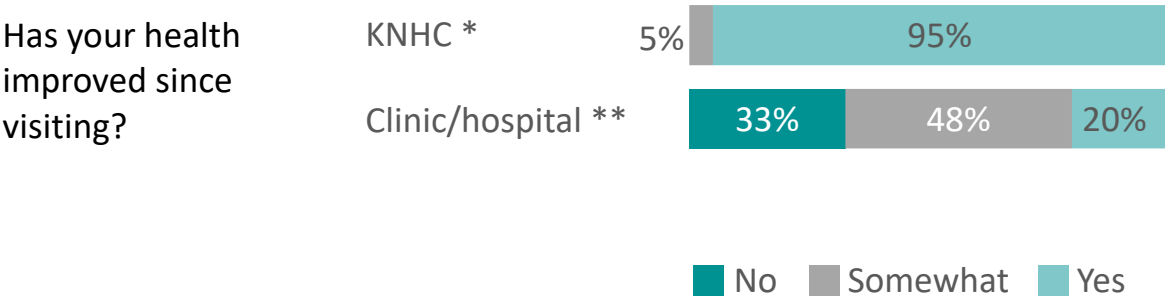
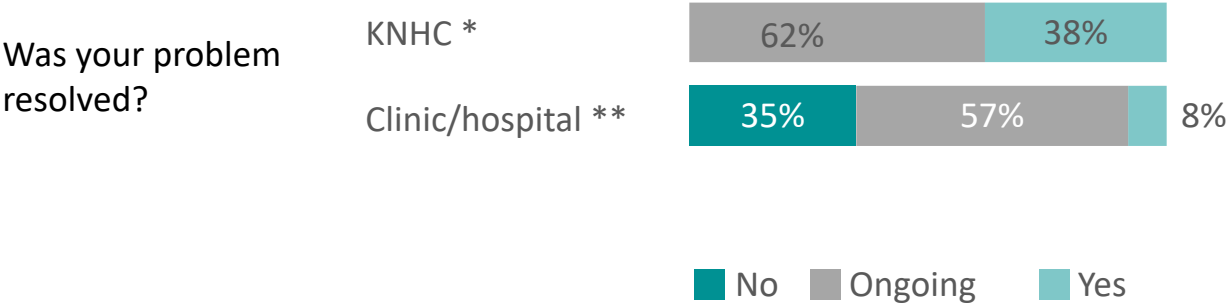
Question: What was your experience at the KNHC or the healthcare facility (government clinic or hospital) that you visited?



Note: * KNHC patients (n=61). ** Non-KNHC patients from Nongoma TC (n=63).

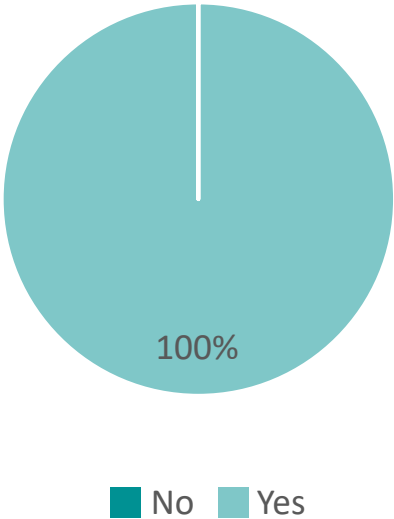
Health improvements of KNHC patients are far greater than those who visited public healthcare facilities

Question: Was your problem resolved and has your health improved since visiting the KNHC or the government clinic/hospital?



Note: * KNHC patients (n=61). ** Non-KNHC patients from Nongoma TC (n=63).

Question: Did you feel the prescribed medication or remedies helped you? *



There are many improvement opportunities for KNHC

reduce waiting times for emergencies provide clearer explanations

develop health centre into clinic / hospital

bigger bottles for medications create more job opportunities

have toilets nearby expand and build centres in other areas

operate full time / open daily

be on standby / available more often / 24/7

wheelchairs for weak patients more practitioners and specialists

create more awareness have own transport

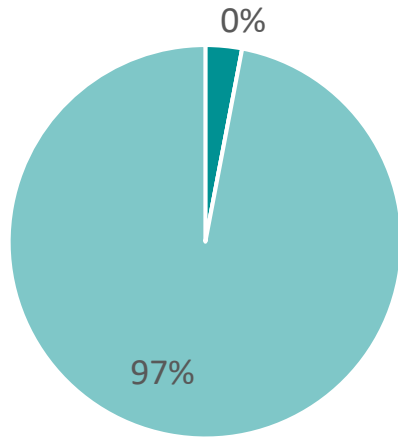
allow to collect medication for other people charge more than R5

Zulu speaking doctors more equipment for blood tests and x-ray/scans

having enough medication provide injections

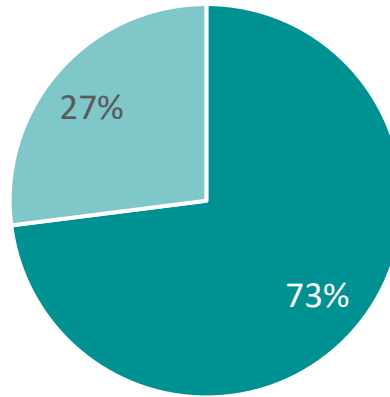
Greater awareness of KNHC in surrounding areas is needed

Question: Would you recommend KNHC to friends and family? *



■ No ■ Maybe ■ Yes

Question: Have you heard of KNHC? **

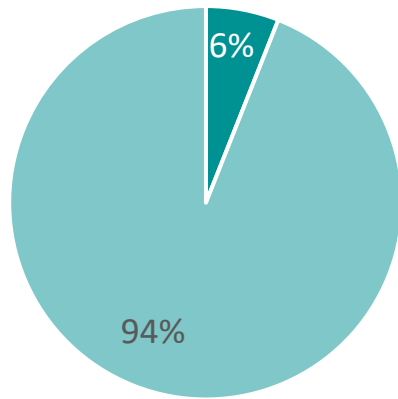


■ No ■ Yes

Note: * KNHC patients (n=61). ** Non-KNHC patients from Nongoma TC (n=63).

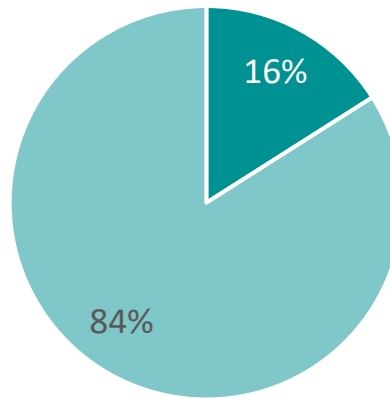
Demand for non-governmental health centres with full time service is high

Question: Would you consider using a non-government health centre? **



■ No ■ Yes

Question: The clinic currently operates for two weeks a month, would you like to have a full-time service from KNHC? *



■ No ■ Yes

Note: * KNHC patients (n=61). ** Non-KNHC patients from Nongoma TC (n=63).