



**Western Cape  
Government**

Health

# Opportunities, Challenges and Learnings wrt Sectors

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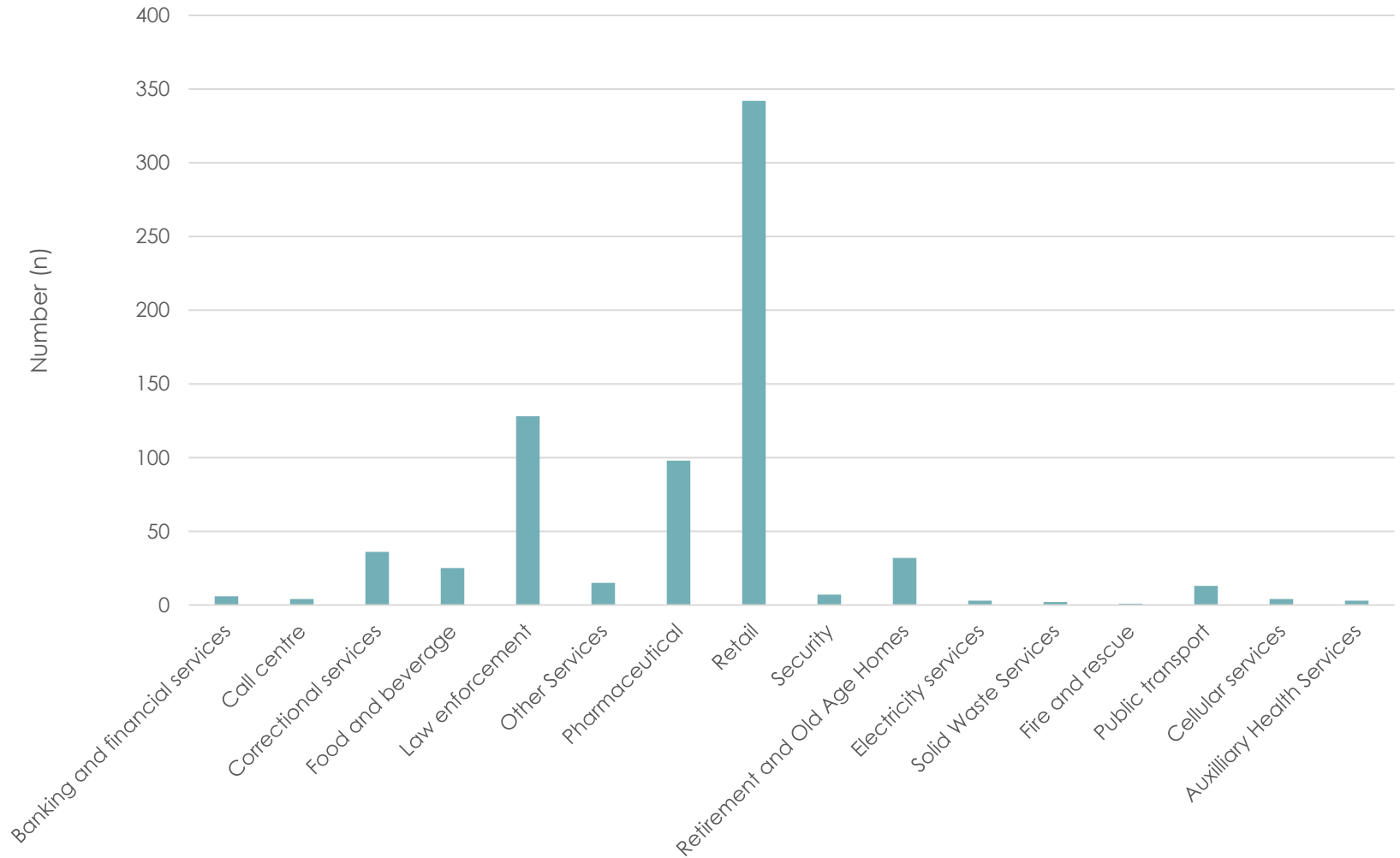
# Reality check

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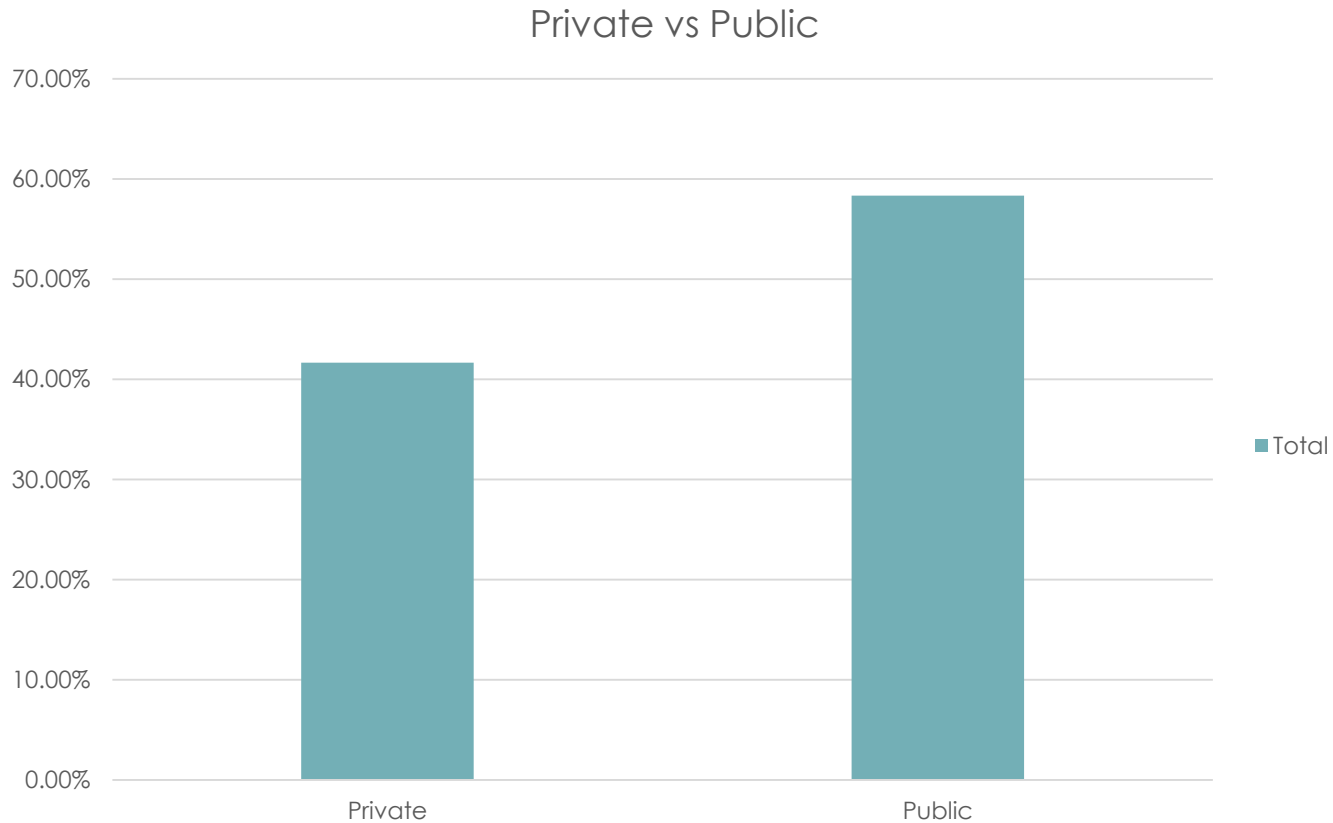
1. The Health sector is the sector at the brunt of the epidemic.
2. The Health sector has to provide evidence supported leadership across whole of Government and Society in the response to the epidemic.
3. Need for a coherent and interconnected response plan focusing on containment and mitigation.
4. The epidemic in the Western Cape is following the predicted pattern, yet faster than anticipated
5. Interdependency with other sectors and the community, combined with political pressure, add to the complexity. A true VUCA experience calling for system and organizational resilience.
6. A myriad of literature is available.
7. The strategy and leadership requirements to COVID provide opportunities for the future.

# Sectors affected

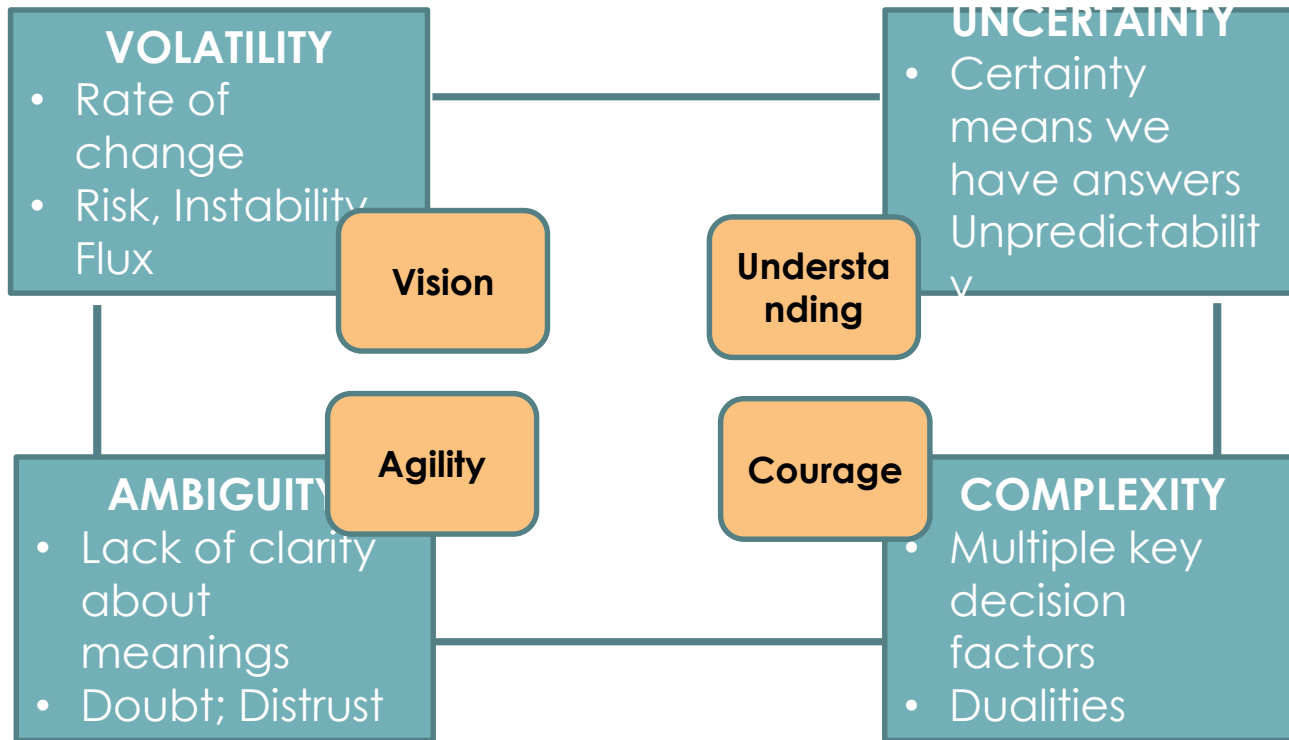
Categories of essential service clusters



# Healthcare Workers: Public vs Private

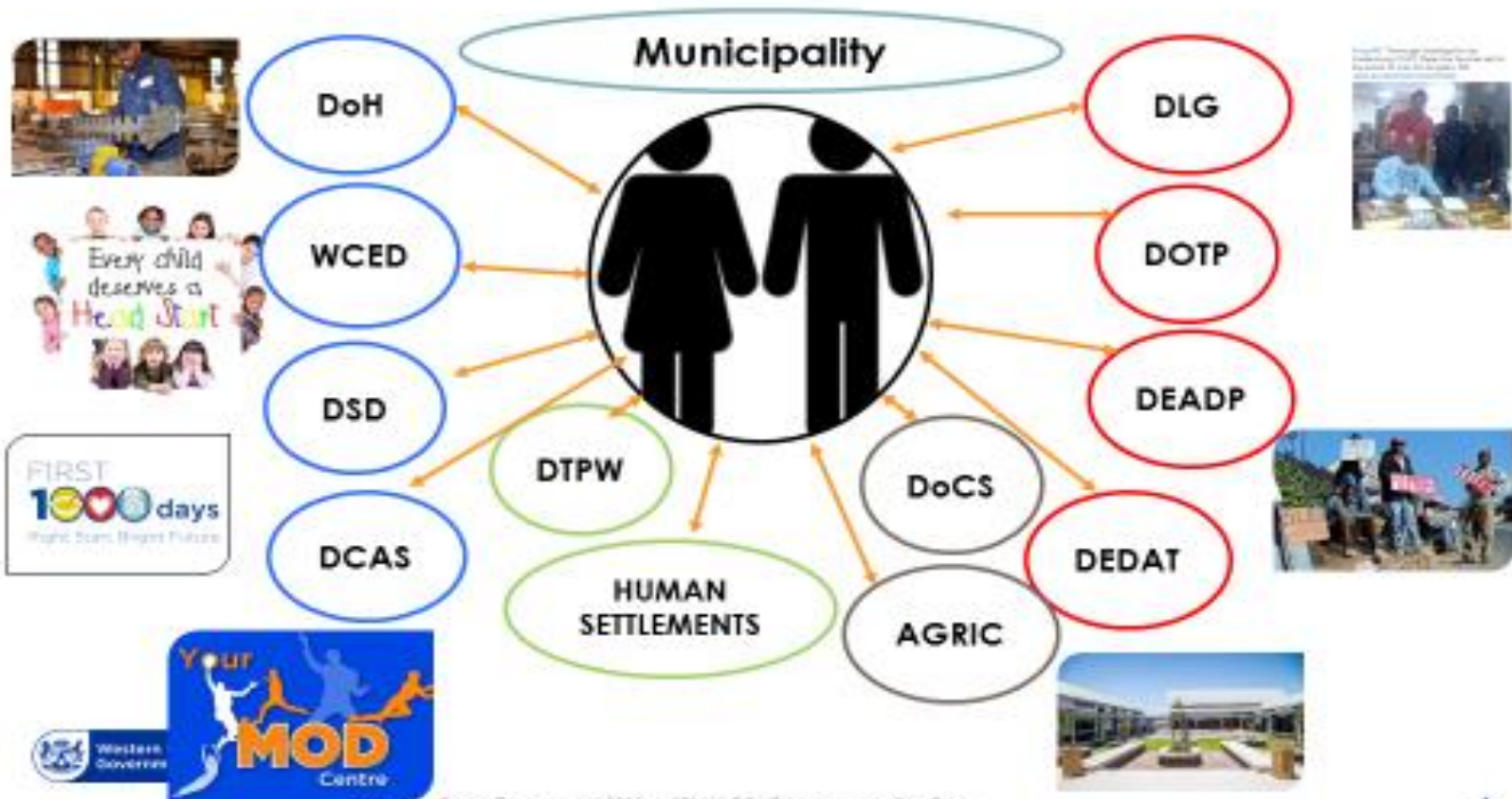


# Leadership is needed



# Governance For Health

## Whole of Society Approach; Citizen Centric Government



# Roles of Health Sector

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- 1. Trusted Partner**
- 2. Evidence-supported strategy guidance**
- 3. Convener of improvement, learning**
- 4. Facilitator of agency**
- 5. Partnership builder**
- 6. Boundary spanner**
- 7. Network holder**
- 8. Catalyst for change**

# Lessons learnt

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- 1. Relationships in good times are powerful in bad times.**
- 2. Silos fall away when shock is experienced and inter-dependency is recognized.**
- 3. Information sharing and evidence build confidence and trust.**
- 4. Strategic partners emerge: Unions, Universities; CoCT, other Departments, other sectors**
- 5. Don`t let a good crisis go wasted**



# UHC Capabilities Frame

## I. ACTION AREAS

### I. Service Delivery Capability

A high-quality health system for people

#### STRATEGY

1

Re-defining what the service does

2

Re-design of how the service works in practise

Targets the 're-design service delivery' universal action for improving quality

### II. Governance Capability

A resilient health system

#### STRATEGY

3

Re-defining the system's governing ideas

4

Re-defining core health actor relationships

5

Re-design of management controls

6

Re-defining core governance roles & responsibilities

Targets the 'Governance for Quality' & 'Igniting Demand for Quality' universal actions for improving quality

### III. People & Systems Capability

High performance health system

#### STRATEGY

7

Re-defining the capability of people and systems

Targets the 'Transform health workforce' universal action for improving quality

### IV. Learning Capability

A learning health system

#### STRATEGY

8

Redefining how knowledge is managed and learning occurs

# What we stand to learn

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- 1. Stewardship role for health**
- 2. Centrality of Leadership and Governance – dispersed; the boundary spanning leadership capabilities.**
- 3. Requirement for system resilience – for WOG; WoS; Health Sector**
  - Skill sets
  - Organizational arrangements
  - Partnership and learning approaches
  - Comfort with uncertainty, emergence
- 4. Capabilities ito journey towards UHC**

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Thank you