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End-line Assessment of Integrated People-Centered Health Services in Nelson Mandela Metro Municipality, Eastern Cape Province, South Africa

Since 2013, the USAID Applying Science to Strengthen and Improve Systems (ASSIST) Project has been working closely with the South African Department of Health (DOH) and its partners in five provinces to accelerate the reduction of morbidity and mortality through improving access, utilization, and satisfaction with essential HIV services. Drawing on its partnership with the World Health Organization (WHO) Service Delivery and Safety Department to promote people-centered care as an essential pillar of health service quality, ASSIST secured support from the USAID Office of Health Systems to pilot WHO's global framework on integrated people-centered health services (IPCHS) in the Nelson Mandela Metropolitan District in Eastern Cape Province.

The pilot project consisted of a baseline assessment to harvest patient, provider, and decision maker perceptions and satisfaction regarding integration and patient centeredness in HIV services at onset of the project; training in quality improvement and IPCHS concepts and methodology; facility-based identification and analysis of problem areas; facility- and district-based implementation of changes to operationalize the IPCHS approach; and an end-line assessment to evaluate the impact of the interventions. This report details the end-line assessment of integrated people-centered health services in Nelson Mandela Metro Municipality, Eastern Cape Province, South Africa.

WHO also collaborated with ASSIST on a similar assessment in [Mali](#) [1].



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