



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:

Dr Rahul Hajare was fortunate enough to be recognized for hard work with scholarships from India Council of Medical Research Ministry of Health Research New Delhi scholarship including a centenary post doc National AIDS Research Institute Pune that is presented by Re-



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