



**DSPACE**

<https://dspace.org/>

**Mobile clinic users' opinions on health care service provision in the Muldersdrift area, Gauteng province**

**Tshabalala, Amme Mardulate**

**2006-11-17T13:15:09Z**

<http://hdl.handle.net/10539/1880>

**MOBILE CLINIC USERS' OPINIONS ON HEALTH CARE SERVICE  
PROVISION IN THE MULDERSDRIFT AREA, GAUTENG PROVINCE**

**Amme Mardulate Tshabalala**

Research report submitted to the Faculty of Health Sciences, University of the  
Witwatersrand, Johannesburg, in partial fulfillment of the requirements for the degree  
of  
Master in Public Health  
Johannesburg, 2005

## DECLARATION

I Amme Mardulate Tshabalala declare that this research report is my own work. It is being submitted in part fulfillment for the degree of Master of Public Health in the University of the Witwatersrand, Johannesburg. It has not been submitted before for any degree or examination in any other University.

-----

Amme Mardulate Tshabalala

10<sup>th</sup> Day of May 2005

## **DEDICATION**

To Almighty God, Jehovah, who supplied me with strength, courage and support to complete the research project.

## **ABSTRACT**

The use of the mobile clinics for rendering health care services in South Africa is part of the services rendered according to the Primary Health Care Service Package that was officially published in 2001. Mobile clinics have been found to be instrumental in rendering of health care especially in the rural and semi- rural areas. In the majority of these areas, the mobile clinic is the only source of health care provision at community level. Lack of well developed infrastructure and poor roads contribute to inaccessibility of health care services in rural and semi-rural areas. Health programmes are often of poor quality or offer incomplete services. Factors such as lack of knowledge of available health care services, satisfaction with the quality and range of services provided, and unavailability of the mobile clinic service when there is a health need, can result in the mobile health care clinic being less utilized.

The purpose of the study was to address the following question: What are mobile clinic users' opinions on health care service provision in the Muldersdrift area Gauteng Province? To answer the question three research objectives were formulated. These were to: describe the mobile clinic users' level of service utilization, to assess their level of knowledge of available health care services and to determine their level of satisfaction with the services provided.

To achieve the study objectives, an exploratory, descriptive survey was used as the research design. Three sampling techniques were used in this study. Cluster sampling was used for developing sampling framework for the 35 mobile points.

Stratified sampling used to stratification of the mobile points. A non- probability convenience sampling was then used for final selection of the nine mobile clinic points and for selection of a sample size of 94 mobile clinic users' to be included in the study. Data were analysed using the Statistical Package 7.0.

The results show that the mobile clinic service was optimally utilized, 59% had used the service more than thrice within a period of six months. The majority of participants (89.3%) had knowledge of all the services being offered on the mobile clinic.

Very few respondents (19.5%) were aware of the availability of HIV and AIDS counseling and testing on the mobile clinic. All most all the respondents (98.9%) were satisfied the range of services offered on the mobile clinic. Almost half (48.9%) were not satisfied with the service being offered once a month, (4.4%) with the attitude of the staff, (5.3%) with treatment of common ailments and (2%) said the mobile clinic service was bad.

## **ACKNOWLEDGEMENTS**

I wish to acknowledge and thank all the people who contributed towards completion of this research report especially:

My supervisors, Ms M. Hlungwani and Prof J. Bruce for their guidance, encouragement, patience and support during the course of this study.

The West Rand District Council Area managers, Ms N Mekgwe and Ms Mazubuko for granting permission for the study.

The mobile clinic staff, Ms W Matipile and Ms D Mabuza for facilitation and support during the data collection phase.

Ms Paulie Toona, the Muldersdrift Health Care Clinic health promoter for assistance with selection of research assistants and direction during the data collection phase.

Mr Benjamin Mogorosi and Nkele Tselani for their assistance with data collection

Dr P Becker, at the Medical research council, for providing statistical assistance

My daughter Lungile Tshabalala for her encouragement and support throughout the years of my study.

## TABLE OF CONTENTS

|                    |     |
|--------------------|-----|
| DECLARATION        | i   |
| DEDICATION         | ii  |
| ABSTRACT           | iii |
| ACKNOWLEDGEMENTS   | iv  |
| TABLE OF CONTENT   | vi  |
| LIST OF FIGURES    | x   |
| LIST OF TABLES     | xi  |
| LIST OF APPENDICES | xii |

### CHAPTER ONE:                    ORIENTATION TO THE STUDY

|            |                           |          |
|------------|---------------------------|----------|
| <b>1.0</b> | <b>INTRODUCTION</b>       | <b>1</b> |
| 1.1        | Background                | 4        |
| 1.2        | Problem Statement         | 5        |
| 1.3        | Study Purpose             | 6        |
| 1.4        | Objectives                | 6        |
| 1.5        | Significance of the Study | 7        |
| 1.6        | Operational Definitions   | 7        |
| 1.7        | Conclusion                | 8        |

### CHAPTER TWO:                    LITERATURE REVIEW

|            |                                            |          |
|------------|--------------------------------------------|----------|
| <b>2.0</b> | <b>INTRODUCTION</b>                        | <b>9</b> |
| 2.1.       | Primary Health Care (PHC)                  | 9        |
| 2.2.       | Development of PHC in South Africa         | 11       |
| 2.2.1      | Primary Health Care delivery               | 13       |
| 2.3.1.1    | The district-based PHC system              | 13       |
| 2.3.1.2    | The PHC service package for PHC facilities | 14       |

|         |                                                                                       |    |
|---------|---------------------------------------------------------------------------------------|----|
| 2.3.1.3 | Services rendered under the PHC package                                               | 14 |
| 2.3     | Utilization of Mobile Health Care Services in Urban, Rural and Semi-rural Communities | 15 |
| 2.4     | Affordability and Efficiency of Using Mobile Health Clinic                            | 17 |
| 2.5     | Factors Influencing Utilization of Mobile Health Services                             | 19 |
| 2.5.1.  | Accessibility of health care services                                                 | 19 |
| 2.5.1.1 | Geographical accessibility                                                            | 20 |
| 2.5.1.2 | Financial accessibility                                                               | 21 |
| 2.5.1.3 | Functional accessibility                                                              | 21 |
| 2.5.2   | Acceptability of mobile health care services                                          | 22 |
| 2.5.3   | Knowledge of available services                                                       | 26 |
| 2.6     | Mobile clinic users' level of satisfaction                                            | 27 |
| 2.6.1   | Level of satisfaction with the services                                               | 27 |
| 2.6.2   | Attitude of the staff                                                                 | 28 |
| 2.8     | Conclusion                                                                            | 30 |

### **CHAPTER THREE: RESEARCH METHODOLOGY**

|            |                                   |           |
|------------|-----------------------------------|-----------|
| <b>3.0</b> | <b>INTRODUCTION</b>               | <b>31</b> |
| 3.1        | Research Design                   | 31        |
| 3.2        | Study Population                  | 32        |
| 3.2.1      | Research setting                  | 32        |
| 3.2.2      | Target population                 | 34        |
| 3.3        | Study sample and sampling methods | 35        |
| 3.3.1      | Mobile points                     | 35        |
| 3.3.2      | Mobile clinic users               | 37        |
| 3.4        | Data Collection                   | 38        |
| 3.5.1      | Data collection methods           | 38        |
| 3.5.2      | Data collection tool              | 39        |
| 3.5        | The Pilot Study                   | 39        |

|     |                          |    |
|-----|--------------------------|----|
| 3.6 | Reliability and Validity | 41 |
| 3.7 | Ethical Consideration    | 42 |
| 3.8 | Conclusion               | 43 |

## **CHAPTER FOUR: RESULTS OF THE STUDY**

|            |                                                                         |           |
|------------|-------------------------------------------------------------------------|-----------|
| <b>4.0</b> | <b>INTRODUCTION</b>                                                     | <b>44</b> |
| 4.1.       | Data Analysis Approach                                                  | 45        |
| 4.2.       | Discussion and Findings                                                 | 45        |
| 4.2.1      | Section A: Demographic data                                             | 45        |
| 4.2.1.1    | Age and sex distribution                                                | 46        |
| 4.2.1.2    | Employment status                                                       | 47        |
| 4.2.1.3    | Level of education                                                      | 47        |
| 4.2.2      | Section B: Utilization of the mobile clinic service and other resources | 49        |
| 4.2.2.1    | Frequency of clinic visits                                              | 49        |
| 4.2.2.2    | Reasons for not using the mobile clinic service                         | 51        |
| 4.2.2.3    | Alternate source of treatment                                           | 52        |
| 4.2.3      | Section C: Mobile clinic users' knowledge of available services         | 54        |
| 4.2.3.1    | Knowledge of mobile clinic services                                     | 54        |
| 4.2.3.2    | Knowledge of the type of services                                       | 55        |
| 4.2.3.3    | Additional services needed                                              | 58        |
| 4.2.4      | Section D: Satisfaction with the mobile clinic                          | 59        |
| 4.2.4.1    | Level of satisfaction with the services                                 | 59        |
| 4.2.4.2    | Level of satisfaction with the service times                            | 61        |
| 4.2.4.3    | Attitude of the staff                                                   | 63        |
| 4.2.4.4    | Satisfaction with management of health problems                         | 64        |
| 4.3        | Conclusion                                                              | 65        |

## **CHAPTER FIVE: SUMMARY, MAIN FINDINGS, RECOMMENDATIONS LIMITATIONS AND CONCLUSION**

|       |                                          |           |
|-------|------------------------------------------|-----------|
| 5.0   | INTRODUCTION                             | 66        |
| 5.1   | Study Summary                            | 66        |
| 5.1.1 | Purpose and objectives of the study      | 66        |
| 5.2.2 | Methodology                              | 67        |
| 5.2.3 | Population and sample                    | 67        |
| 5.2   | Main Findings                            | 68        |
| 5.2.1 | Demographic data                         | 68        |
| 5.2.2 | Mobile clinic service utilization        | 68        |
| 5.2.3 | Level of knowledge of available services | 68        |
| 5.2.4 | Level of satisfaction with services      | 70        |
| 5.3   | Conclusion                               | 71        |
| 5.4   | Limitations of the Study                 | 73        |
| 5.5   | Recommendations                          | 74        |
| 5.5.1 | Community-based clinical practice        | 74        |
| 5.5.2 | Education                                | 76        |
| 5.5.3 | Research                                 | 77        |
|       | <b>REFERENCES</b>                        | <b>79</b> |

## LIST OF FIGURES

|            |                                                                           |    |
|------------|---------------------------------------------------------------------------|----|
| Figure 4.1 | Muldersdrift mobile clinic points and number of service users interviewed | 44 |
| Figure 4.2 | Level of mobile clinic service utilization                                | 50 |
| Figure 4.3 | Number of clinic visits preferred by mobile users                         | 62 |
| Figure 4.4 | Attitude of staff                                                         | 63 |

## LIST OF TABLES

|           |                                                                   |    |
|-----------|-------------------------------------------------------------------|----|
| Table 3.1 | Description of mobile clinic points                               | 33 |
| Table 3.2 | Sampling framework used for selecting mobile points               | 36 |
| Table 4.1 | Age and sex distribution of the respondents                       | 44 |
| Table 4.2 | Categories of workers interviewed                                 | 50 |
| Table 4.3 | Education level of respondents                                    | 62 |
| Table 4.4 | Description of relationship between sex and clinic visits         | 50 |
| Table 4.5 | Alternate sources of treatment                                    | 52 |
| Table 4.6 | Knowledge of type of services                                     | 55 |
| Table 4.7 | Relationship between knowledge of services and clinic utilization | 56 |
| Table 4.8 | Services most satisfied with                                      | 60 |
| Table 4.9 | Services least satisfied with                                     | 61 |

## **LIST OF APPENDICES**

- Appendix A: Muldersdrift map
- Appendix B: Interview schedule
- Appendix C: Approval from Post graduate committee
- Appendix D: Clearance certificate from Committee for Research on Human  
Subjects
- Appendix E: Letter to West Rand District Council Area, Gauteng
- Appendix F: Approval from West rand District Council Area, Gauteng
- Appendix G: Information letter
- Appendix H: Consent form