

<b>TITLE</b>	Towards qualitative comprehensive health service delivery: Moving those last in the queue to the front
<b>AUTHORS</b>	Lidia Pretorius
<b>INSTITUTION</b>	Disability Empowerment Consultant and Life Coach
<b>ABSTRACT</b>	<p>Equitable access to health care ultimately requires conscious, measurable political and administrative choices, decisions and action. As guaranteed in the Bill of Rights, equality of outcome demands that redress features prominently in the options, decisions, and actions we take as health professionals and administrators. The poor health outcomes for most persons with disabilities living in rural communities is an indictment on every leader, manager and professional working in the health system who has failed to use their agency to make a difference. The presentation will explore the social and professional hierarchies that inform current health services planning and budgeting. It will look at the impact these hierarchies have on the health status of disenfranchised health service clients, the efficacy of the investment made, and the morale of health professionals finding themselves on the periphery of health systems management. The presentation will draw on the lessons learnt from stories told and research conducted over the past 30 years of working with and for persons with disabilities and their families. These will be used to illustrate how we can improve health service delivery by moving those last in the queue to the front of more inclusive and responsive health ecosystems. The evidence will show that conscience and consciousness, combined with compassion and courage, are often required to connect the health system's dots that bring about equity and equality.</p>
<b>CPD POINTS</b>	<p>Ethics</p> <p>Ms Lidia Pretorius's career over the past 30 years has transcended working as a frontline rehabilitation therapist, a social justice activist, a full-time politician as Deputy Executive Mayor, a public policymaker, a rural development practitioner, and lately, disability empowerment consulting and life coaching. Career highlights have included supporting the establishment of the Disability Programme in The Presidency (2015), as well as participatory drafting of the Disability Rights Charter (1992), the White Paper on an Integrated National Disability Strategy (1996/7), the Promotion of Equality and Prevention of Unfair Discrimination Act (1998/99) and the White Paper on the Rights of Persons with Disabilities (2015/16). She was instrumental in drafting South Africa's Baseline Country Report on the Rights of Persons with Disabilities to the United Nations and has participated in several international conferences on the rights of persons with disabilities.</p>
<b>PRESENTER'S BIOSKETCH</b>	
<b>EMAIL ADDRESS</b>	lidia.pretorius1@gmail.com