



## South Africa's perceptions of the health system do not align with the realities

### Findings indicate ample room for growth

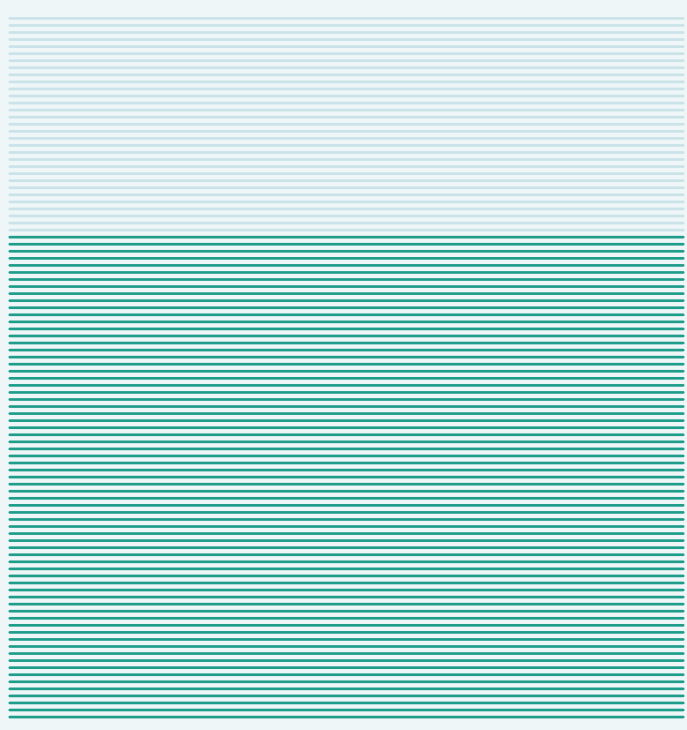
A **survey** of people and healthcare professionals from

**19** countries

Representing over **36%** of the world's population, including South Africans

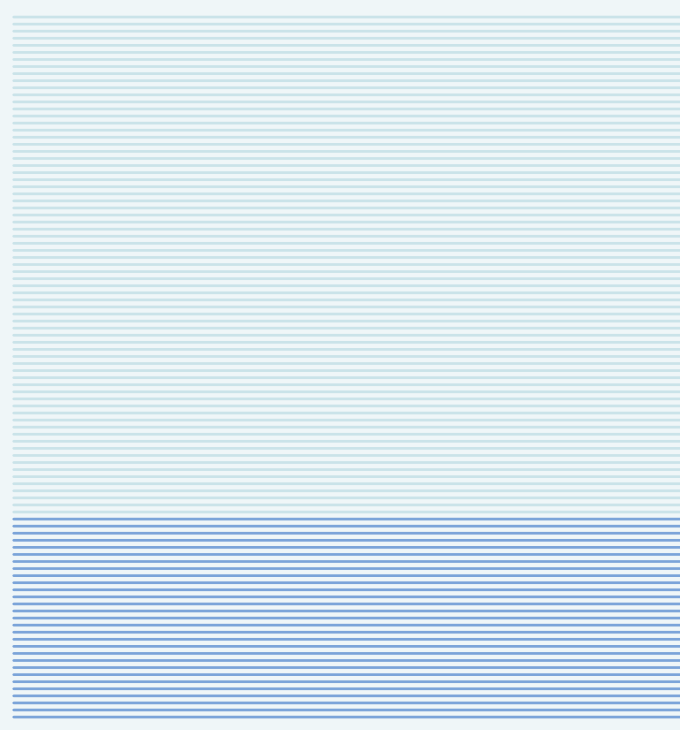


South Africans perceive they have more access to healthcare than what the system is set up for in reality, which signals the opportunity to improve access to care further



**80%**

The majority of the South African population rates their **current health positively** (good, very good or excellent)



**33%**

**Healthcare professionals are less optimistic**, with just one third of healthcare professionals agreeing that the overall health of the population in South Africa is positive

Healthcare professionals' less optimistic perceptions of healthcare in South Africa are likely driven by their perceptions of access to care across all phases of the continuum

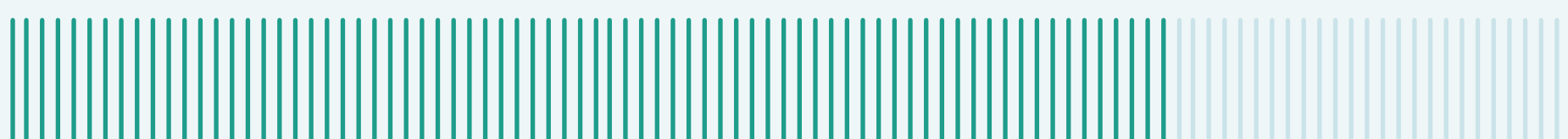
The study reveals that the largest **perception/reality gap** across the 19 countries is centred on health systems integration



**46%**

of the South African population think the **health system in the country is unintegrated**

While **healthcare professionals** feel even more strongly



**74%**

of healthcare professionals believe that the local healthcare system is unintegrated, a **16% increase from 2016**

South Africans lack of perceived knowledge about **connected care technology** is one of the barriers to wider technology proliferation



**66%** of healthcare professionals believe they are knowledgeable about **connected care technologies**, while only

**37%** of the general South African **population feel the same**

South Africa's efficiency ratio, which compares the country's health expenditure to the key health outcomes among the population is the **lowest out of the 19 countries** in this study, indicating considerable inefficiencies in the budget that is spent.