

# ***INSPECTIONS RESULTS***

*National Coverage  
2014 -2015*



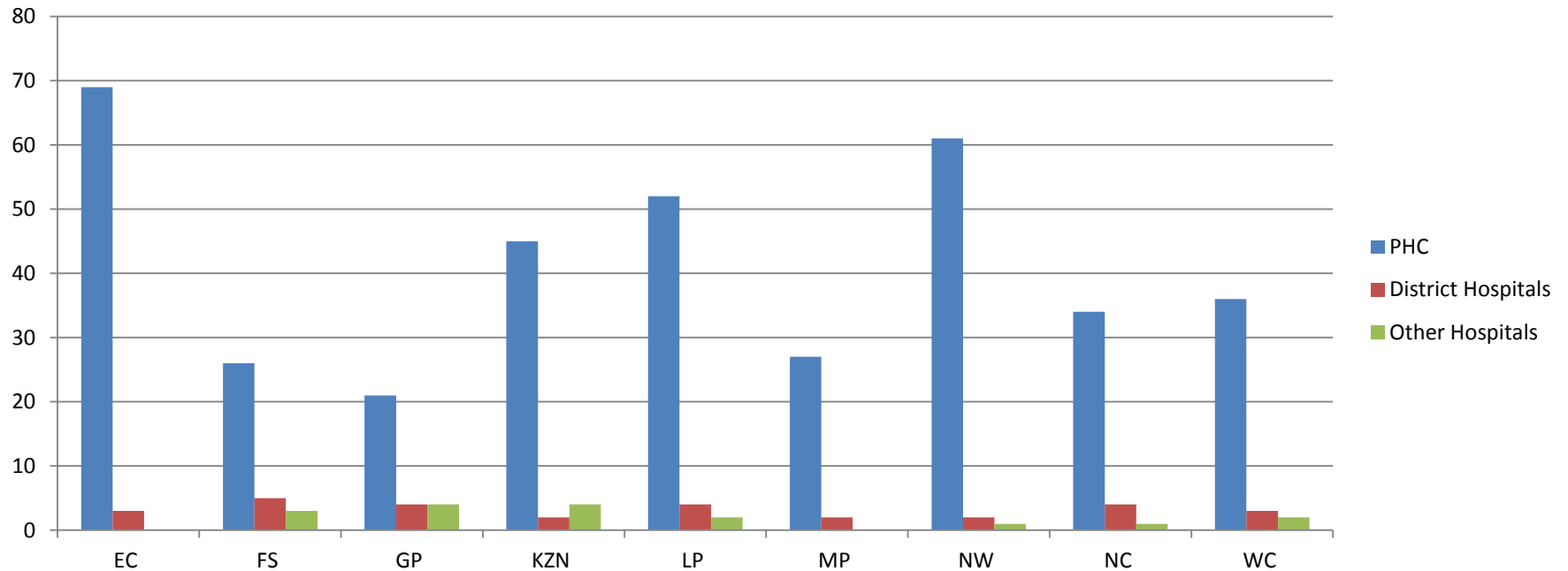
**OHSC**

Office of Health Standards Compliance  
Ensuring quality and safety in health care

# INSPECTIONS PER PROVINCE 2014/2015

	EC	FS	GP	KZN	LP	MP	NW	NC	WC	SA
Clinics	65	26	21	44	50	24	59	33	36	358
CHC	4	0	0	1	2	3	2	1	0	13
District Hospital	3	5	4	2	4	2	2	4	3	29
Regional Hospital	0	2	0	3	1	0	0	1	0	7
Provincial Tertiary	0	0	1	0	1	0	1	0	0	3
Central Hospital	0	1	3	1	N/A	N/A	N/A	N/A	2	8
<b>Total</b>	<b>72</b>	<b>34</b>	<b>30</b>	<b>51</b>	<b>58</b>	<b>29</b>	<b>64</b>	<b>39</b>	<b>41</b>	<b>417</b>

# NATIONAL INSPECTIONS 2014/2015



	EC	FS	GP	KZN	LP	MP	NW	NC	WC
PHC	69	26	21	45	52	27	61	34	36
District Hospitals	3	5	4	2	4	2	2	4	3
Other Hospitals	0	3	4	4	2	0	1	1	2

# **INSPECTIONS COVERAGE PER QUARTER 2014/2015**

	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Target %	2.5%	2.5%	2.5%	2.5%
Target#	95	95	95	95
Performance%	1%	3%	3%	3%
Performance#	35	108	137	137
Overall	417 Health establishments assessed in the financial year 2014/2015			
<b>%performance overall</b>	<b>10%</b>			

# ***EVIDENCE PHC***

# ***Why do we require evidence?***

- *To strengthen the assessment of the inspectors that the establishment has complied with the requirements of the standards.*
- *Written evidence may take the form of patient records, minutes of meetings or may include electronic documents and emails, as long as it they have been signed-off.*
- *Evidence is needed for accountability, verification, and legal compliance requirements – creating a paper trail*
- *Evidence supports the establishment's responsibility to ensure institutional memory . The institution should always know where critical documents are in case they are needed;*

# *Types or nature of evidence*

- *Documentation – generally a reliable source but can be faked easily. Mitigate risk by sampling*
- *Observation – good source of evidence but need understand that act of being “observed” affects how process is performed. Mitigate risk by using checklists, not announcing observation or most importantly correlating results of “observers”*
- *Interviews – Reliability depends on interviewee, mitigate risk by using stratified samples, correlating results, and developing good questioning skills and using corroboration*
- *Testing – most reliable form of evidence (generally does not require validation)*

# LACK OF POLICY AND OPERATIONAL PLANS

Operational plan for 2015/2016 not available

Month: \_\_\_\_\_

**FACILITY OPERATIONAL PLAN  
2014/15**

FACILITY NAME: Steward Clinic  
SUB-DISTRICT: JOE MOROLONG  
DISTRICT: JOHN TADLO GAETSEWE  
PROVINCE: Northern Cape

FOTO OF FACILITY

ADDRESS: \_\_\_\_\_  
TELEPHONE NR: 053 7751130  
GIS COORDINATES: \_\_\_\_\_

Policy outdated 2003

Month: \_\_\_\_\_

**NORTHERN CAPE  
DEPARTMENT OF HEALTH**

CONFIDENTIAL

**SECURITY POLICY**

Approved by: Mr M.S. Sekatsha  
Position: MEC for Health, NC  
Signature: \_\_\_\_\_  
Date of Approval: 11 December 2003



# Procedures relating to the management of medicine not followed

## Expired medical supplies as noted



## FEFO and FIFO Principles



# Good Pharmacy practice not followed

No processes in terms of managing written off stock posing a risk of being used



# Good Pharmacy practice not followed



# ***Patients not treated with respect and privacy compromised***

***Improvised screen in the consulting room***



***Area where HIV counselling and testing is done***



# ***Non availability of clean and safe drinking water for patients not ensured***

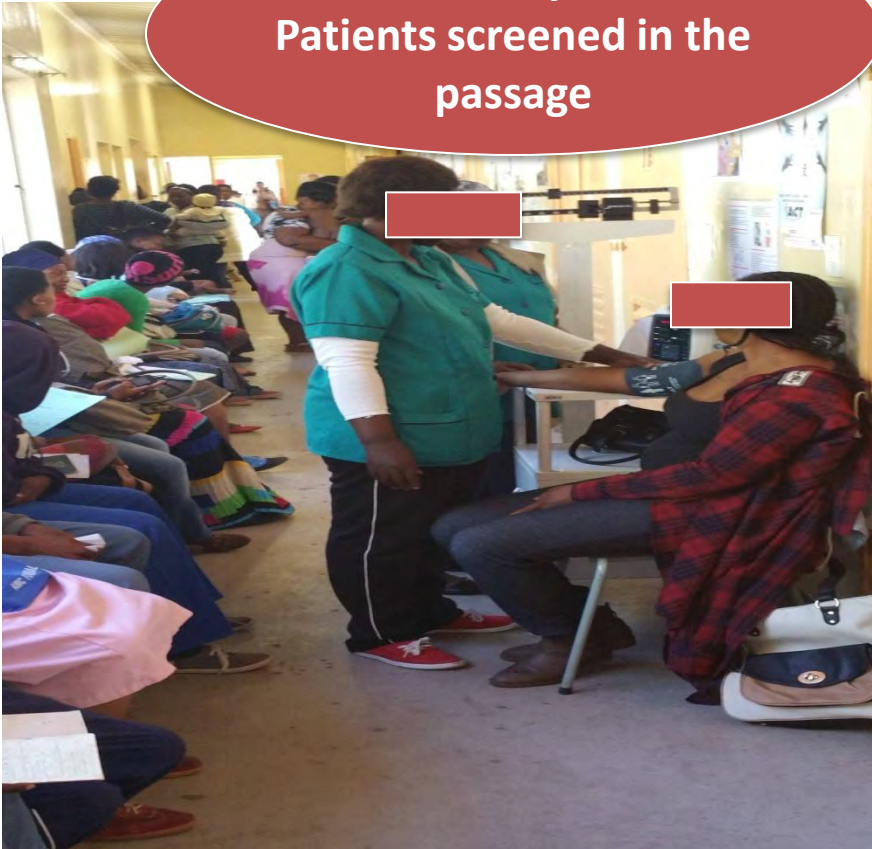


# ***Patient privacy/confidentiality compromised***



# Privacy compromised

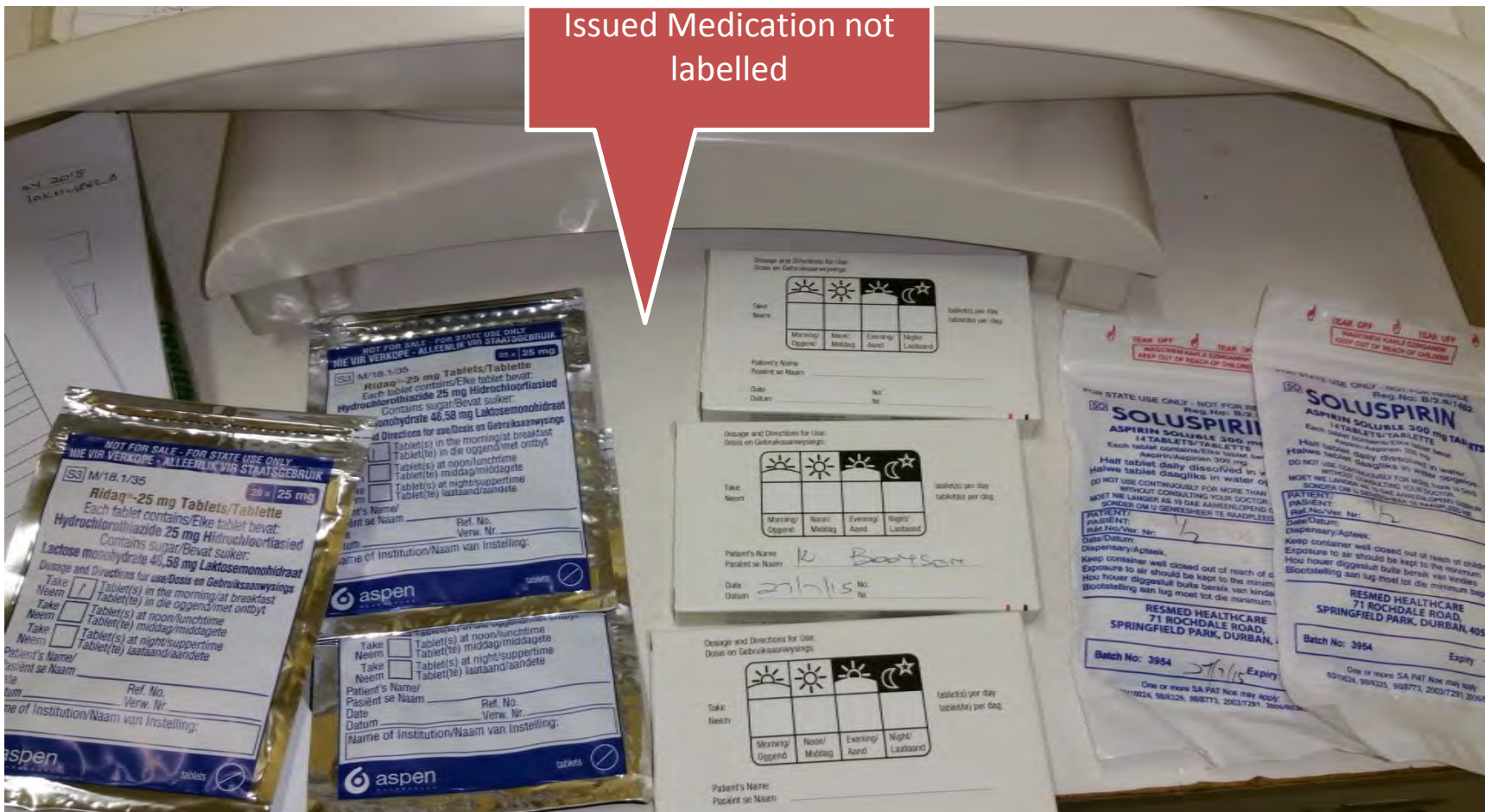
Confidentiality violated:  
Patients screened in the  
passage



Shortage of chairs  
for patients

# Medicine not dispensed according to the pharmacy act

Issued Medication not labelled

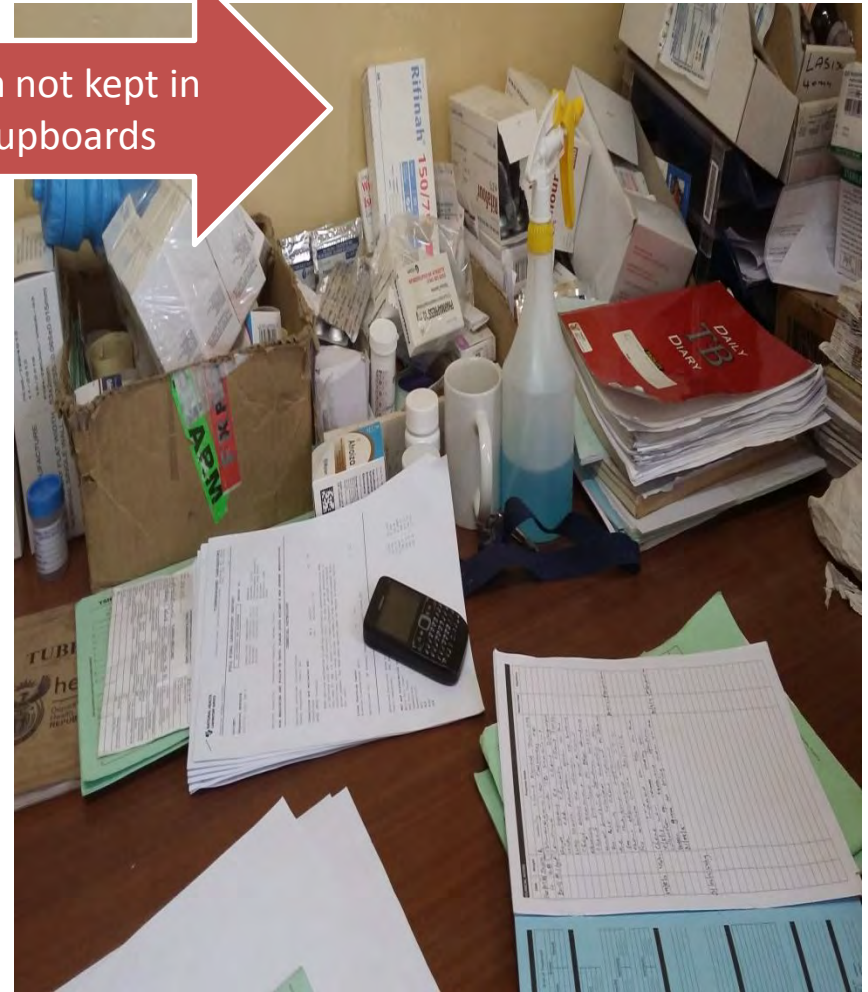




# Good Pharmacy practice not followed



Medication not kept in locked cupboards



# ***GPP not followed (cont.)***

Stock kept in boxes  
on the floor



# ***Infection prevention and control practices not adhered to***

Dressing room  
not therapeutic



Unsterile  
instruments  
used on  
patients



# *Waste not properly Managed*



# Good pharmacy practice not adhered to

**FOOD IN THE FRIDGE**



**FOOD IN THE FRIDGE**



# PATIENT SAFETY COMPROMISED

Schedule 5 drug register-  
entries not counter signed

Prescribing guidelines not met,  
e.g. No route

DATE	PATIENT NAME	DRUG NAME	QUANTITY
20.10.15	W. van der Berg	Amox	10
21.10.15	K. Steffen	Amox	10
22.10.15	R. van der Berg	Amox	10
23.10.15	J. van der Berg	Amox	10
24.10.15	M. van der Berg	Amox	10
25.10.15	L. van der Berg	Amox	10
26.10.15	N. van der Berg	Amox	10
27.10.15	O. van der Berg	Amox	10
28.10.15	P. van der Berg	Amox	10
29.10.15	Q. van der Berg	Amox	10
30.10.15	R. van der Berg	Amox	10

Details of prescription	Quantity	Quantity	Quantity
Amox 250 T.D	34	34	015
ow-k bolus dlt	28	28	015
phagen 1 bol	018	015	015
loze 28 dlt	018	015	015
150 no dlt	28	28	2.8
Amox dlt	9.512	8.812	28

# *Safety of patients not assured*



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# ***EVIDENCE HOSPITALS***



# ***Procedures to manage queues and minimise waiting times are not followed***

***Patients queuing outside***



***No triage followed***



# *Respect and dignity Compromised*



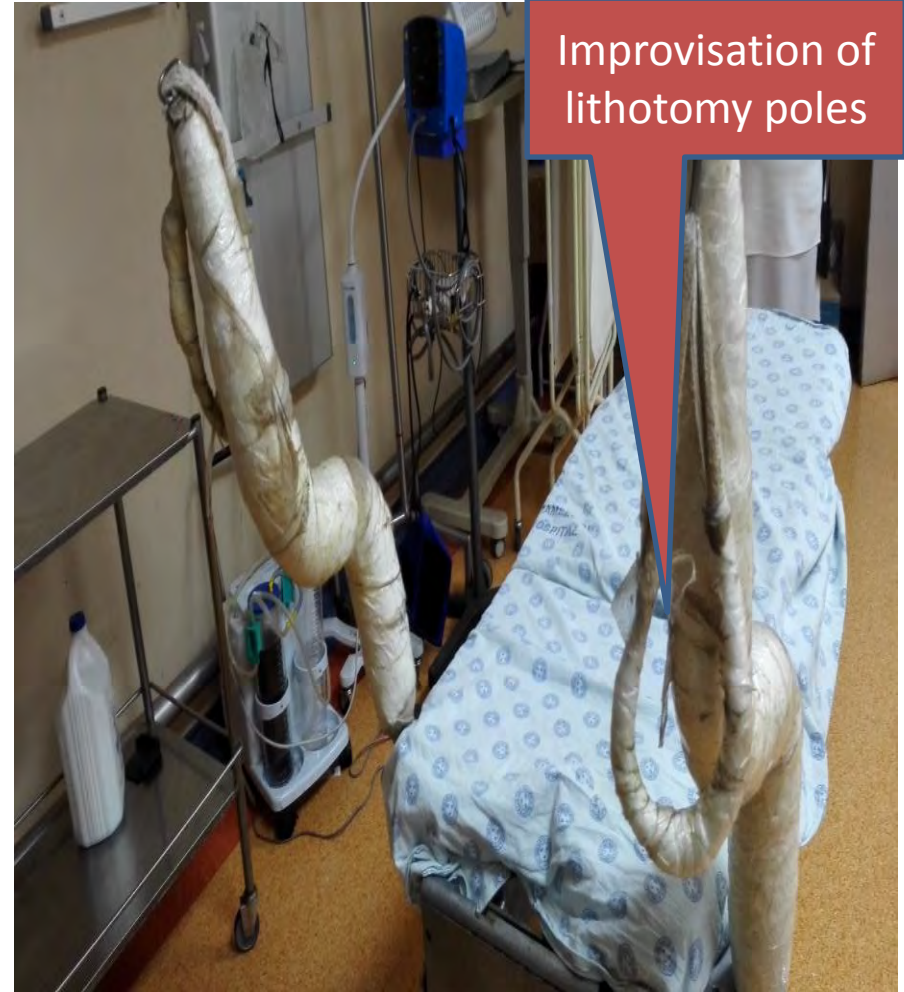
Sedated patients on the floor & left unattended



# ***Patient Safety compromised***



Improvisation of lithotomy poles



Improvisation of lithotomy poles

# ***Emergency preparedness/Patient Safety not assured***



Non-functional Ventilators: Over 1 year

# ***Good Pharmacy Practice not followed***



# ***Cross-infection Risk, Patient Safety not assured***



# ***Poor storage of medical records***



# *Sharps not safely managed*





# ***Sharps not safely handled and disposed of correctly***

Box used for disposing syringes and vials



Miscellaneous items as noted, opened needles, opened and sealed vials



# *Grounds not well maintained*



# ***Redundant furniture/medical equipment not disposed***



# *Redundant items not disposed*



# ***Gaming of the system-compromised patient safety***

***Exp 11/2014***



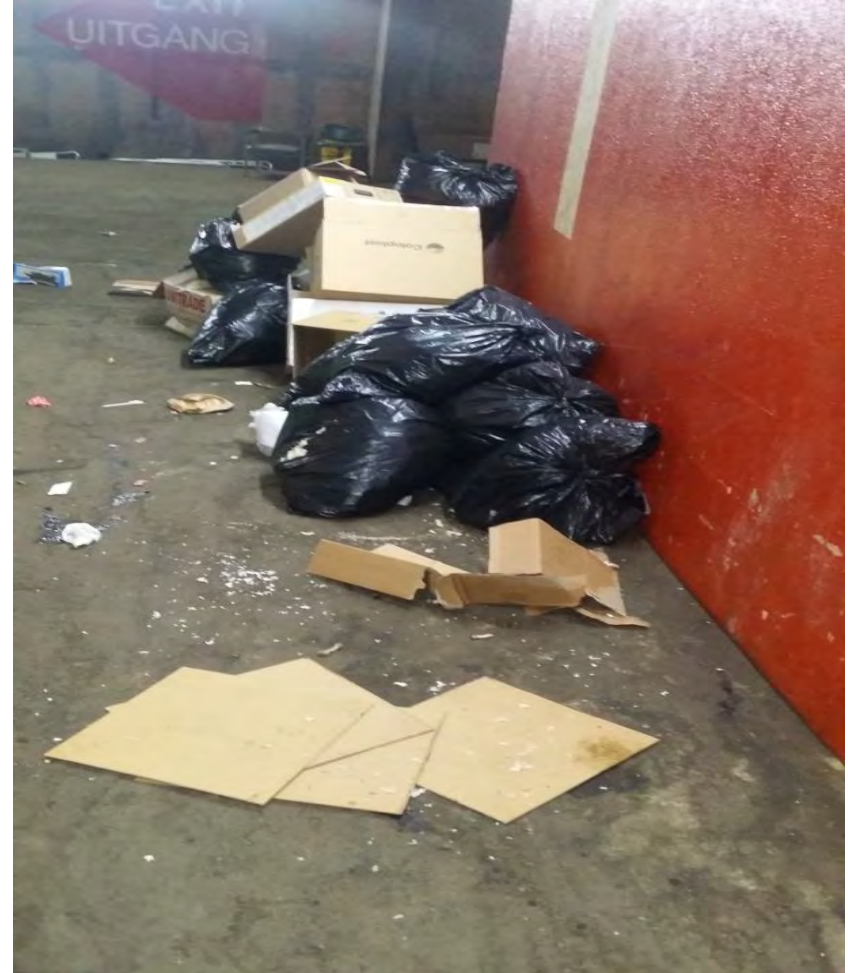
***Exp changed to 11/2015***



# Poor maintenance of infrastructure...loose electrical cables



# *Poor disposal and storage of general waste*

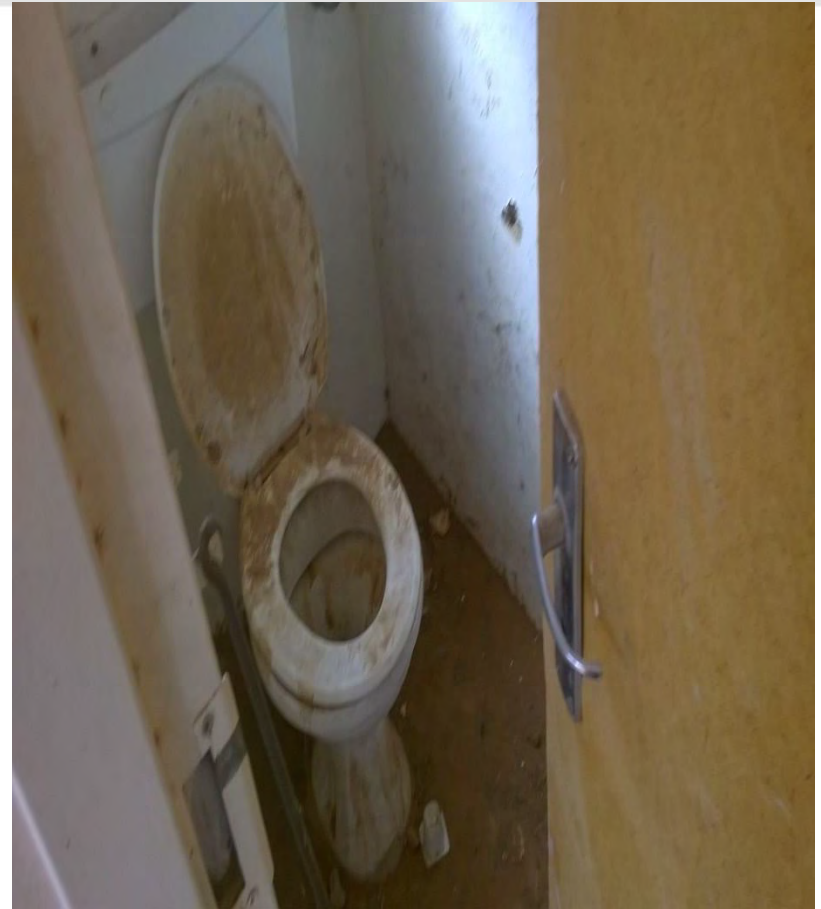


# ***WRONG CLEANING EQUIPMENT***





# ***Cleanliness compromised***



# *Poor maintenance*



# ***MANAGEMENT & MAINTENANCE SUPPORT***



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# ***PHC - EVIDENCE GOOD PRACTICE***

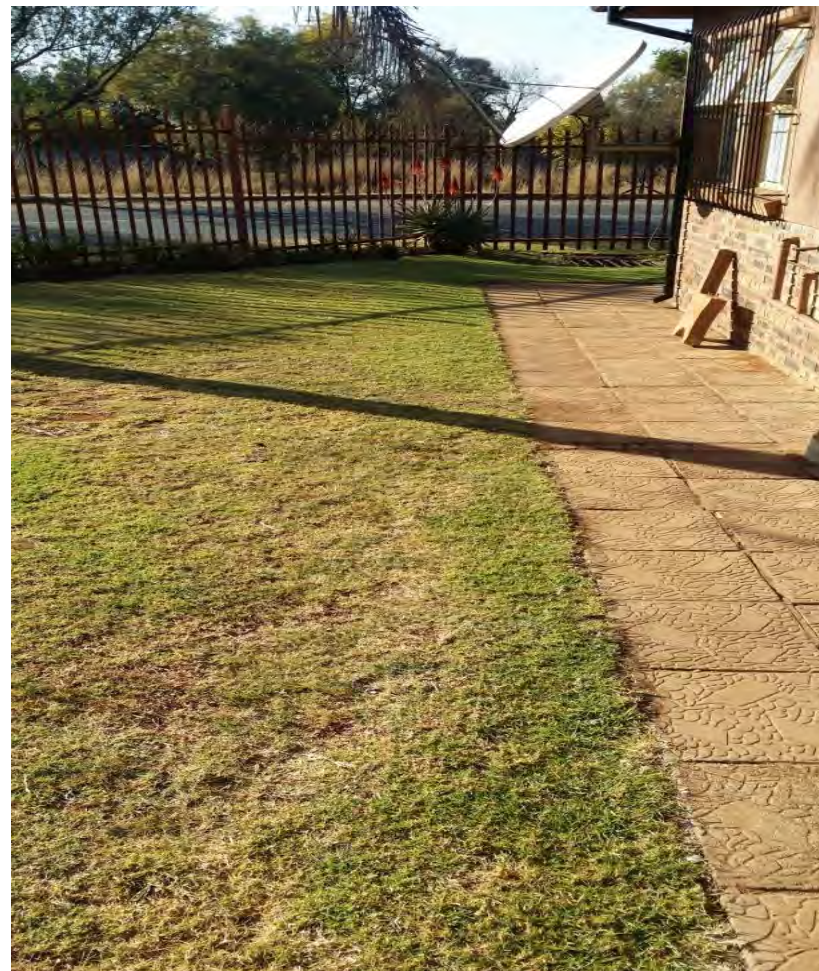
# Access to package of service promoted Commendable



# Proper Signage(commendable)



# *Grounds well maintained*



# COMMENDABLES





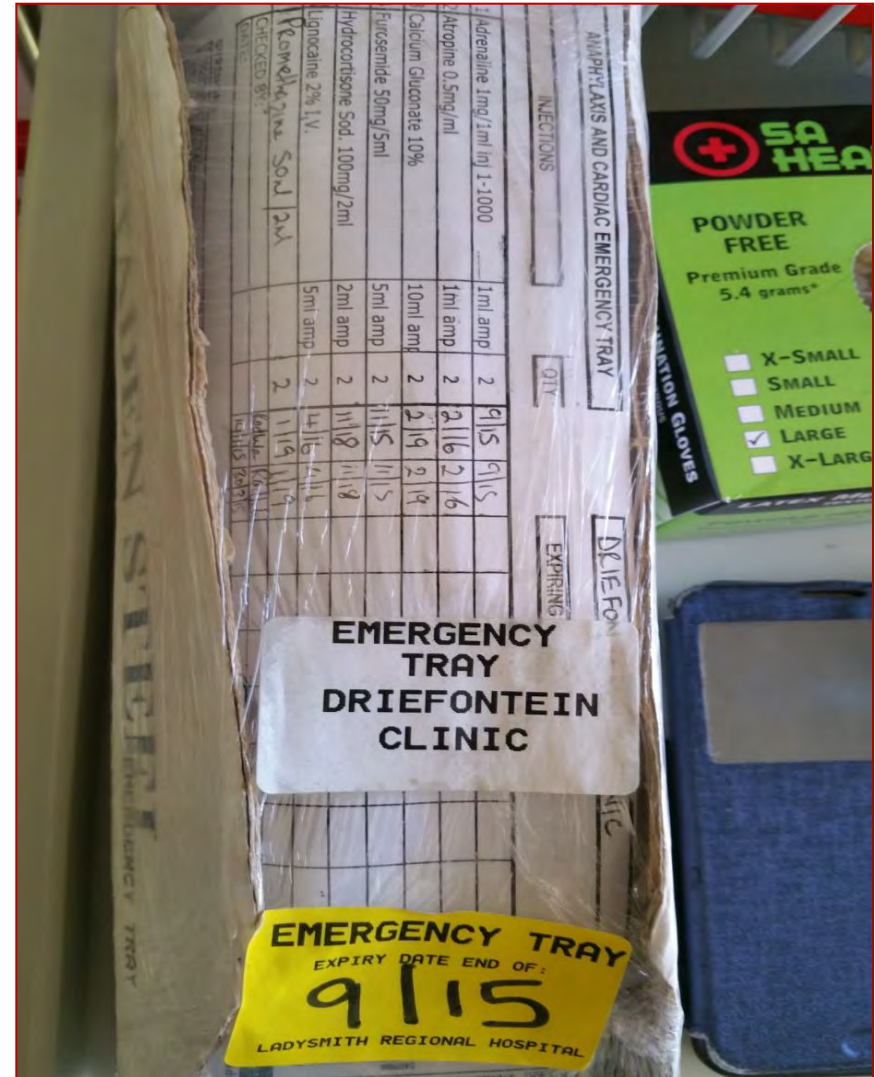
# COMMENDABLE



# COMMENDABLE PRACTICE

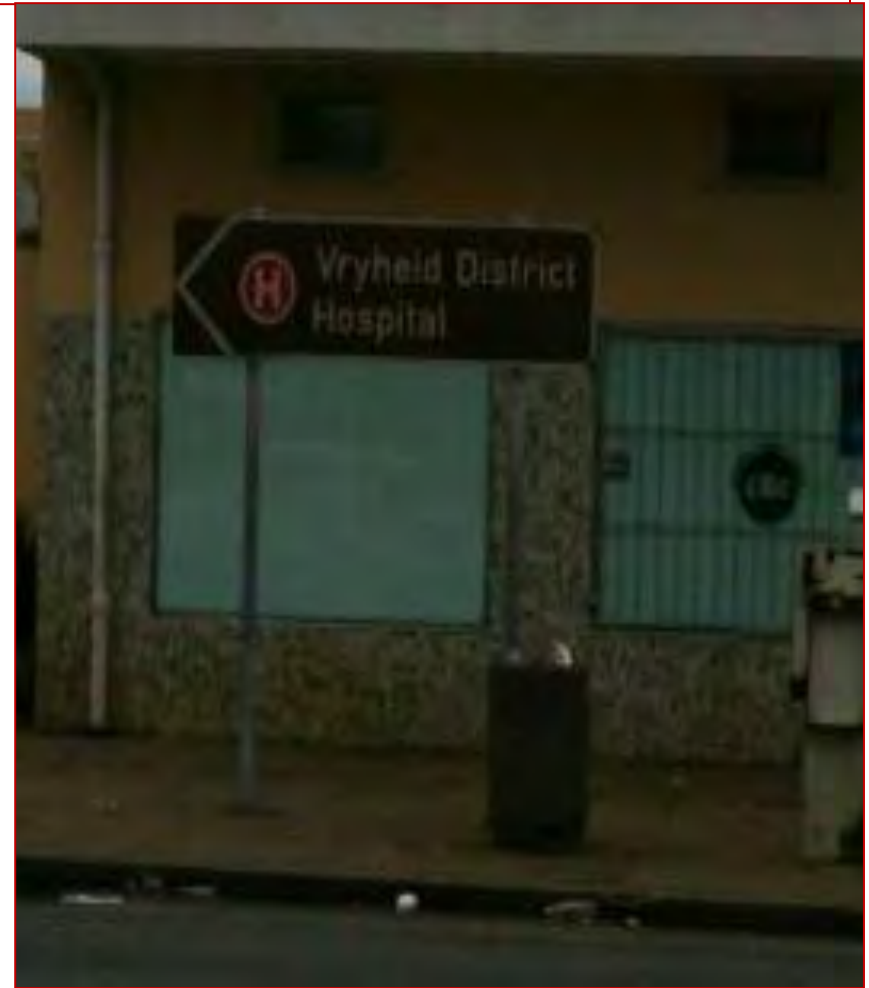


# Commendable Practice



# ***HOSPITAL - EVIDENCE GOOD PRACTICE***

# *Signage on access road ( commendable)*

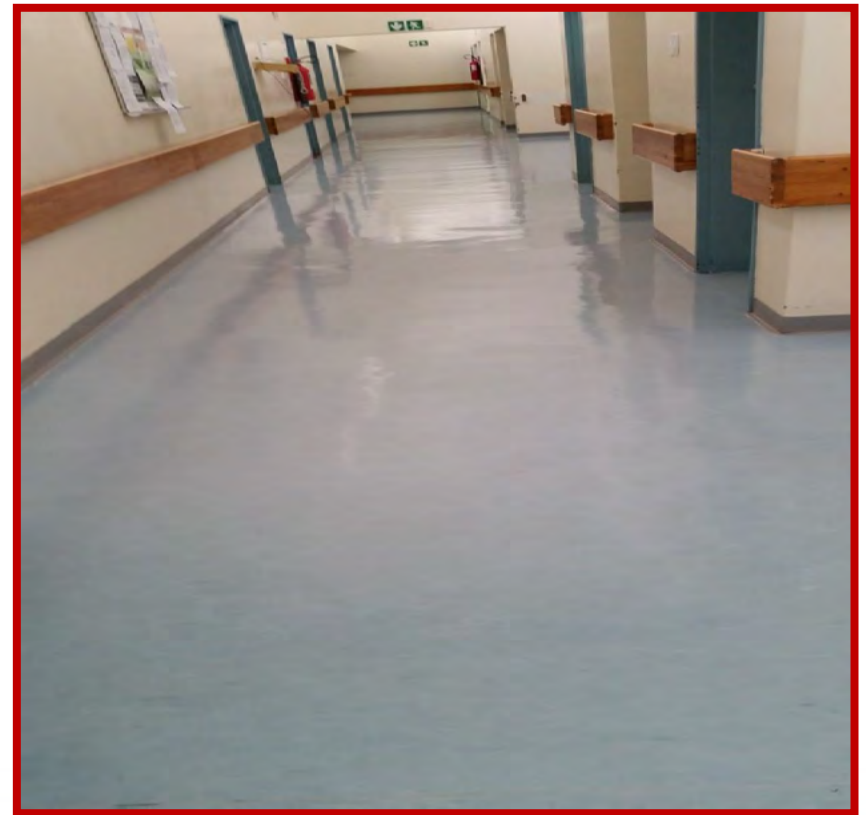


# COMMENDABLES

*Correct cleaning equipment*



*CLEAN FACILITY*



# COMMENDABLES

*Clean facilities*



*Clean facilities*



# COMMENDABLES

## Signage to Service Areas



## Records Management





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# ***COMPLIANCE JUDGEMENT FRAMEWORK***

# COMPLIANCE JUDGEMENT FRAMEWORK

Score	NG & E (FA's)	Status	Grade	Clinical outcomes*	Improvement capacity#	Follow up mechanism	Inspection frequency/type of inspection
> 80%	<20%	<b>Compliant</b>	<b>A</b>	Excellent	Excellent	<b>Regular routine reporting</b>	<b>Annual reporting; 4 yearly inspection</b>
70 – 79%	21 – 30%	<b>Compliant with requirements</b>	<b>B</b>	Good	Good	Self reported corrections, regular routine reporting	Review /Verification
60 – 69%	31 – 40%	<b>Conditionally compliant</b>	<b>C</b>	Average	Average	Improvement and self reported review	Review /Verification
50 – 59%	41 – 50%	<b>Conditionally compliant with serious concerns</b>	<b>D</b>	Fair	Fair	Improvement and specific reporting	Specific Re-inspection
40 – 49%	51 – 60%	<b>Non-compliant</b>	<b>E</b>	Poor	Poor	Urgent intervention and complete re-inspection	Complete re-inspection
< 40%	> 60%	<b>Critically non-compliant</b>	<b>F</b>	Very poor	Very poor	<b>Urgent intensive intervention with disciplinary steps</b>	<b>Enforcement Inspection</b>

EC	FS	GP	KZN	LP	MP	NW	NC	WC
		<ul style="list-style-type: none"> <li>• 5 Clinics</li> <li>• 3 Central</li> </ul>	<ul style="list-style-type: none"> <li>• 2 Regional</li> <li>• 1 Central</li> </ul>			<ul style="list-style-type: none"> <li>• 1 Provincial</li> </ul>		<ul style="list-style-type: none"> <li>• 1 Central</li> </ul>
	<ul style="list-style-type: none"> <li>• 1 Regional</li> <li>• 1 District</li> </ul>	<ul style="list-style-type: none"> <li>• 2 Clinics</li> <li>• 2 District</li> <li>• 1 Central</li> </ul>	<ul style="list-style-type: none"> <li>• 1 District</li> <li>• 1 Regional</li> </ul>		<ul style="list-style-type: none"> <li>• 1 District</li> </ul>		<ul style="list-style-type: none"> <li>• 1 Clinic</li> </ul>	<ul style="list-style-type: none"> <li>• 1 Clinic</li> <li>• 2 District</li> <li>• 1 Central</li> </ul>
<ul style="list-style-type: none"> <li>• 5 Clinics</li> </ul>	<ul style="list-style-type: none"> <li>• 1 Clinic</li> <li>• 1 District</li> <li>• 1 Central</li> </ul>	<ul style="list-style-type: none"> <li>• 9 Clinics</li> <li>• 1 District</li> <li>• 1 Provincial</li> </ul>	<ul style="list-style-type: none"> <li>• 5 Clinics</li> <li>• 1 CHC</li> <li>• 1 District</li> </ul>	<ul style="list-style-type: none"> <li>• 1 District</li> <li>• 1 Regional</li> <li>• 1 Provincial</li> </ul>		<ul style="list-style-type: none"> <li>• 4 Clinics</li> <li>• 1 District</li> </ul>	<ul style="list-style-type: none"> <li>• 2 Clinics</li> </ul>	<ul style="list-style-type: none"> <li>• 3 Clinics</li> </ul>
<ul style="list-style-type: none"> <li>• 3 Clinics</li> <li>• 2 CHC</li> </ul>	<ul style="list-style-type: none"> <li>• 8 Clinics</li> <li>• 3 District</li> <li>• 1 Regional</li> </ul>	<ul style="list-style-type: none"> <li>• 2 Clinics</li> <li>• 1 District</li> </ul>	<ul style="list-style-type: none"> <li>• 15 Clinics</li> </ul>	<ul style="list-style-type: none"> <li>• 1 District</li> </ul>	<ul style="list-style-type: none"> <li>▪ 3 Clinics</li> <li>▪ 1 District</li> </ul>	<ul style="list-style-type: none"> <li>▪ 11 Clinics</li> <li>▪ 1 CHC</li> <li>▪ 1 District</li> </ul>	<ul style="list-style-type: none"> <li>▪ 7 Clinics</li> <li>▪ 1 Regional</li> </ul>	<ul style="list-style-type: none"> <li>▪ 8 Clinics</li> </ul>
<ul style="list-style-type: none"> <li>• 17 Clinics</li> <li>• 1 CHC</li> <li>• 3 District</li> </ul>	<ul style="list-style-type: none"> <li>• 9 Clinics</li> </ul>	<ul style="list-style-type: none"> <li>• 2 Clinics</li> </ul>	<ul style="list-style-type: none"> <li>• 14 Clinics</li> </ul>	<ul style="list-style-type: none"> <li>• 7 Clinics</li> <li>• 1 District</li> </ul>	<ul style="list-style-type: none"> <li>• 6 Clinics</li> <li>• 1 CHC</li> </ul>	<ul style="list-style-type: none"> <li>• 24 Clinics</li> </ul>	<ul style="list-style-type: none"> <li>• 11 Clinics</li> <li>• 3 District</li> </ul>	<ul style="list-style-type: none"> <li>• 16 Clinics</li> <li>• 1 District</li> </ul>
<ul style="list-style-type: none"> <li>▪ 40 Clinics</li> <li>▪ 1 CHC</li> </ul>	<ul style="list-style-type: none"> <li>▪ 8 Clinics</li> </ul>	<ul style="list-style-type: none"> <li>▪ 1 Clinics</li> </ul>	<ul style="list-style-type: none"> <li>▪ 10 Clinics</li> </ul>	<ul style="list-style-type: none"> <li>▪ 43 Clinics</li> <li>▪ 2 CHC</li> <li>▪ 1 District</li> </ul>	<ul style="list-style-type: none"> <li>• 15 Clinics</li> <li>• 2 CHC</li> </ul>	<ul style="list-style-type: none"> <li>▪ 20 Clinics</li> <li>▪ 1 CHC</li> </ul>	<ul style="list-style-type: none"> <li>▪ 12 Clinics</li> <li>▪ 1 CHC</li> <li>▪ 1 District</li> </ul>	<ul style="list-style-type: none"> <li>▪ 8 Clinics</li> </ul>

# COMPLIANCE STATUS PER FACILITY TYPE

Score		Clinics	CHCs	District Hospital	Regional	Provincial	Central Hospitals
A	13	5	0	0	2	1	5
B	15	4	0	7	2	0	2
C	39	29	1	5	1	2	1
D	69	57	3	7	2	0	0
E	116	106	2	8	0	0	0
F	166	157	7	2	0	0	0
<b>Total</b>	<b>417</b>	<b>358</b>	<b>13</b>	<b>29</b>	<b>7</b>	<b>3</b>	<b>8</b>

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# ***COMPARISON- BEST AND WORST PERFORMANCE***

# FUNCTIONAL AREA DASHBOARDS - BEST AND WORST CLINICS

GP ROSSLYN CLINIC

OVERALL PERFORMANCE 90%

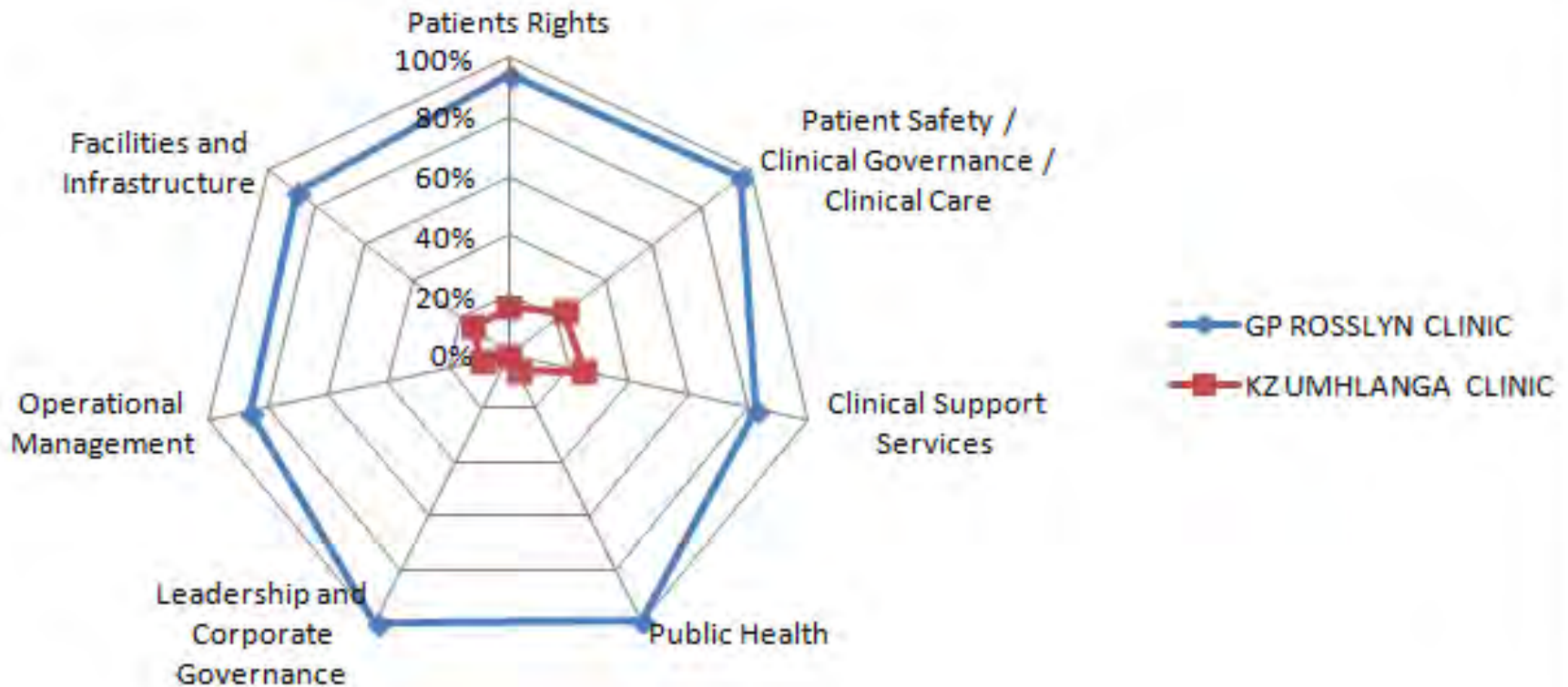
KZ UMHLANGA CLINIC

OVERALL PERFORMANCE 18%

Components	Functional Areas
Management	Clinic Manager/HOD
Patient care	Clinical Services
Clinical support	Pharmacy / Medicine cupboard
Support services	Maintenance support

Components	Functional Areas
Management	Clinic Manager/HOD
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Support services	Maintenance support

# BEST AND WORST CLINICS



# BEST HOSPITAL: FUNCTIONAL AREA DASHBOARD

STEVE BIKO ACADEMIC HOSPITAL

OVERALL PERFORMANCE 96%

Components	Functional Areas													
Management	CEO	Communications/ PRO	Facility infrastructure	Financial management	HR management	Infection control	MIS	Procurement	Occupation health and safety	Clinical management group	Case Management			
Clinical services	Blood services			Laboratory			Health Technology services			Pharmacy		Radiology		
Patient care	A & E Unit	OPD	Maternity ward incl. Maternity theatres	Medical ward(1)	Medical ward (2)	Surgical ward(1)	Surgical ward(2)	Paediatric ward	Generic wards (1)	Generic wards (2)	Therapeuti c support services- physio	Speciality wards and services	Operating Theatre(1)	Operating Theatre (2)
Support services	CSSD	Cleaning services	Food services	Laundry services	Maintenance services incl. garden	Record archive /depart ment	Waste Management	Transport services	Security services	Entrance/re ception/hel p desk,	Patients administrati on	Mortuary services	Public Areas	



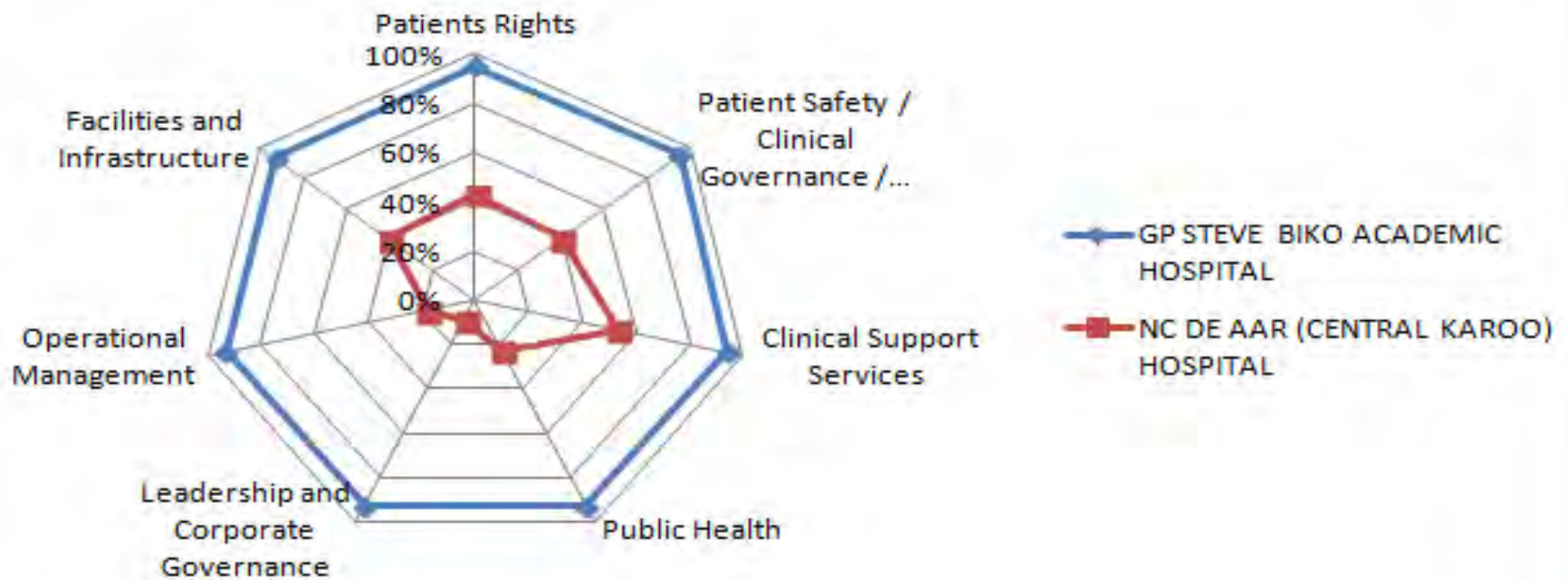
# WORST HOSPITAL: FUNCTIONAL AREA DASHBOARD

NC DE AAR (CENTRAL KAROO) HOSPITAL

OVERALL PERFORMANCE 37%

Components	Functional Areas												
Management	CEO	Communications	Facility infrastructure	Financial management	HR management	Infection control	MIS	Procurement	Occupation health and safety	Clinical management group	Case Management		
Clinical services	Laboratory	Health Technology		Pharmacy			Radiology						
Patient care	Accident & Emergency			Maternity ward incl. Maternity theatres		Medical ward	Surgical ward	Paediatric ward	Therapeutic support services		Operating theatre		
Support services	CSSD	Cleaning services	Food services	Laundry Services	Maintenance services incl. garden	Record/archive department	Waste Management	Transport	Security Services	Entrance/reception /help desk,	Patient admin	Mortuary services	Public Areas

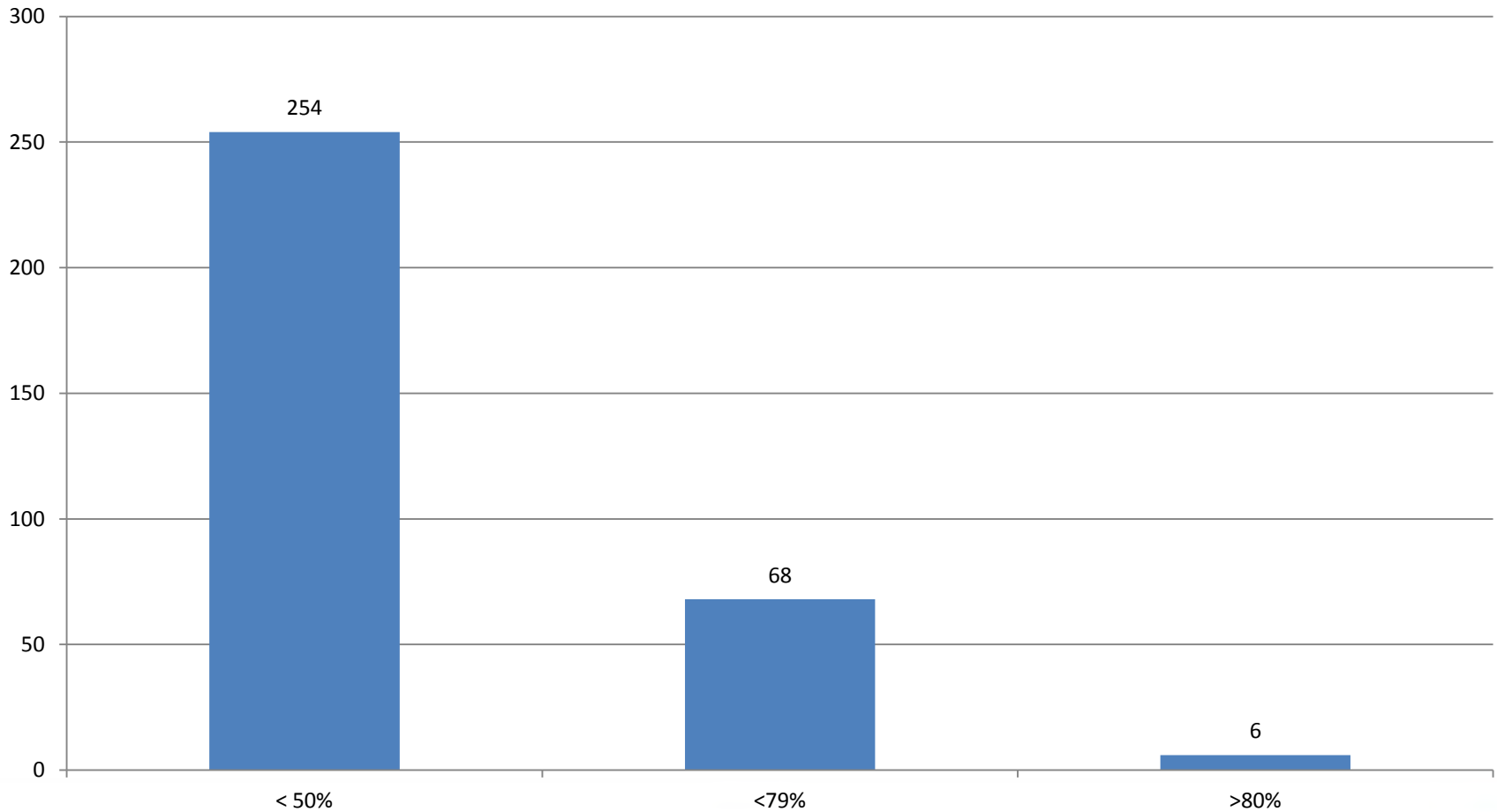
# BEST AND WORST HOSPITAL



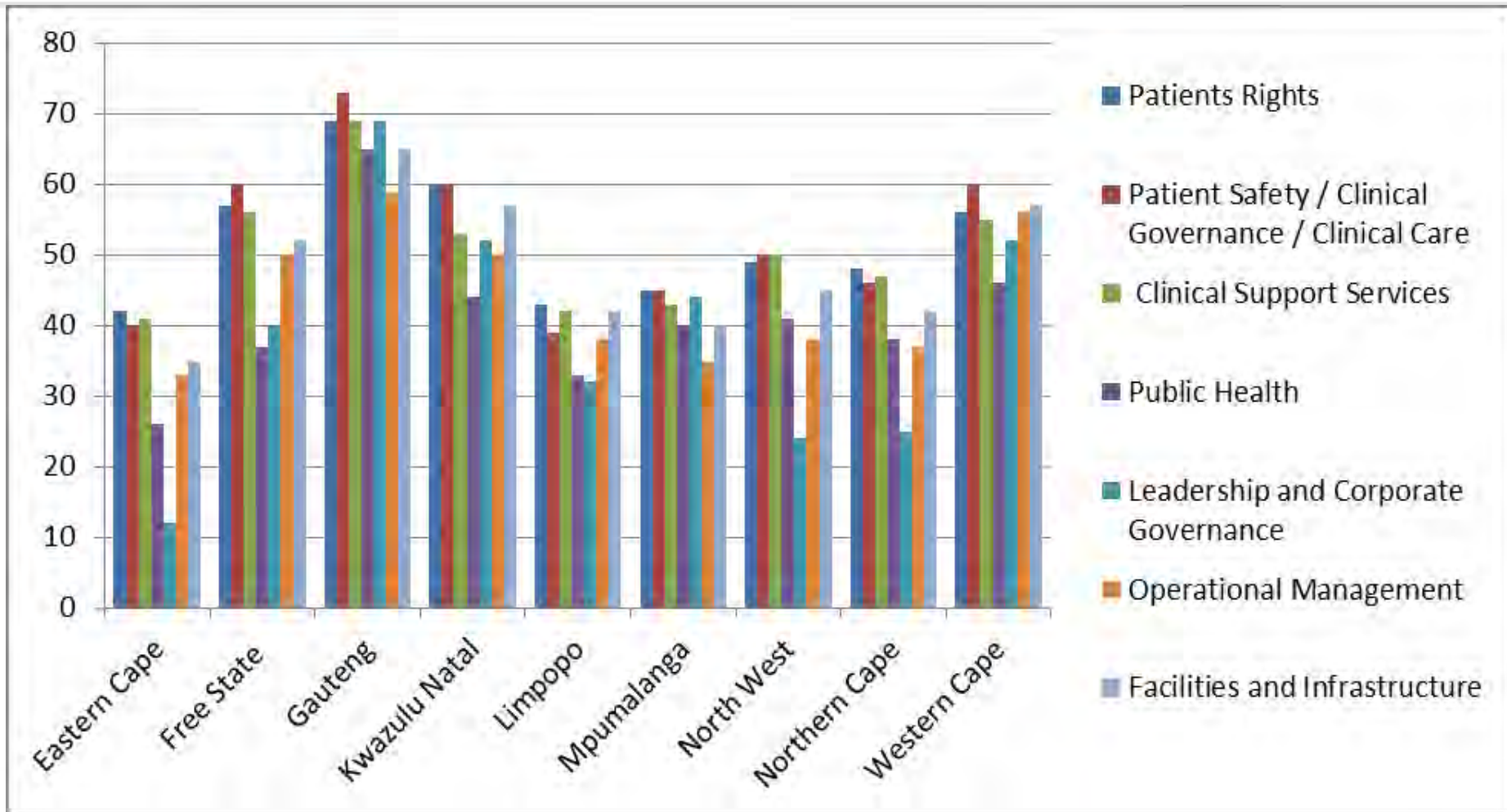
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# ***CLINICS PERFORMANCE***

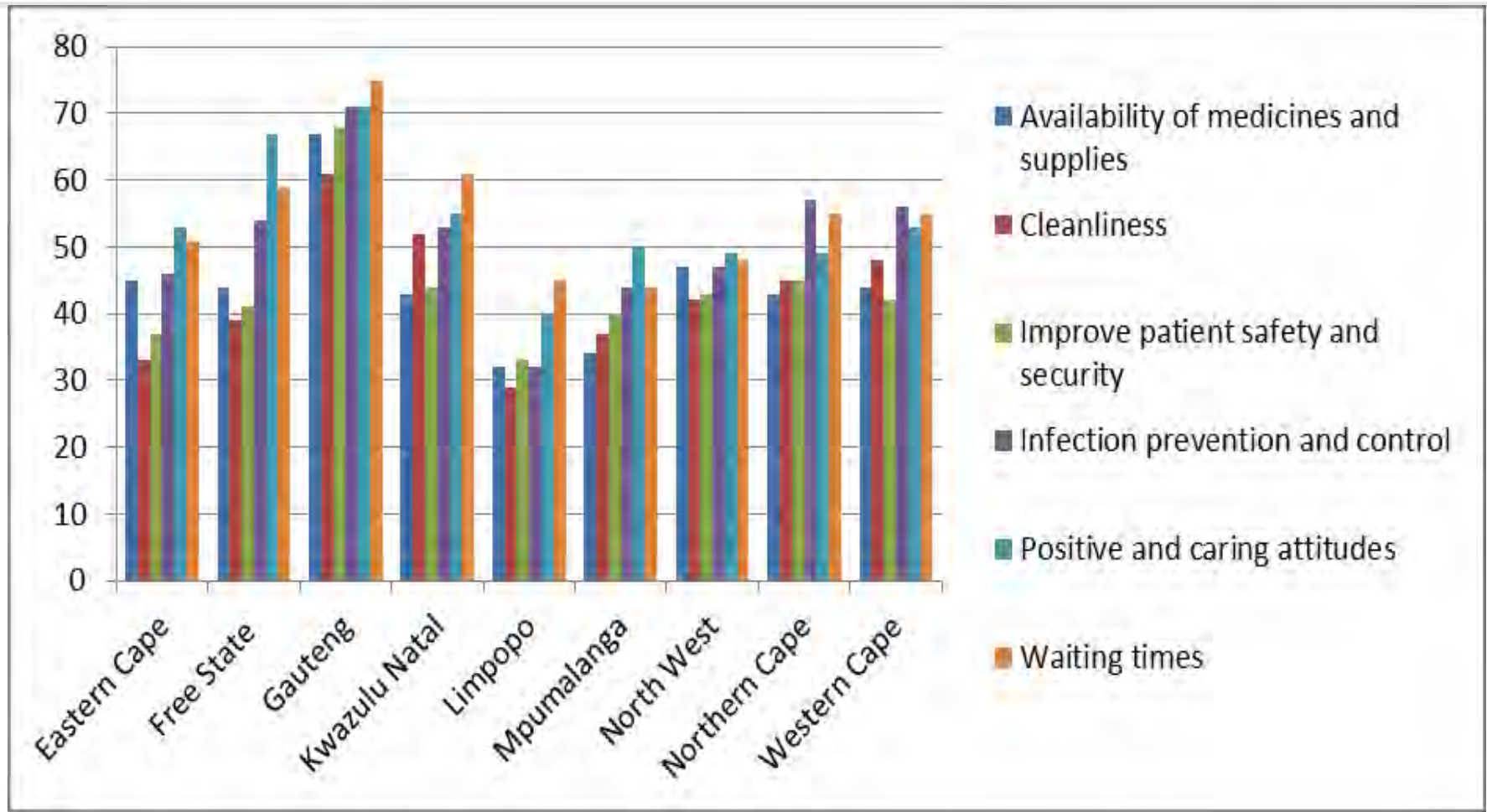
# CLINICS PERFORMANCE



# CLINICS\_DOMAINS

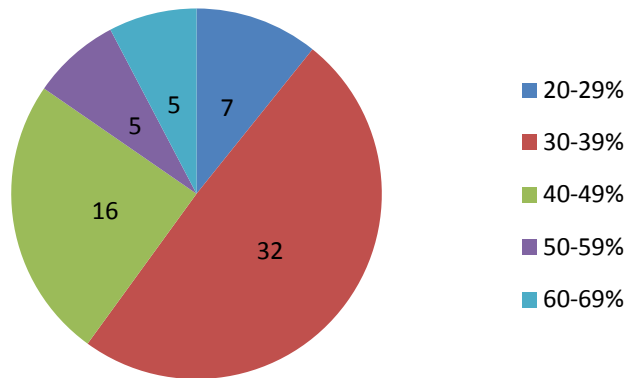


# CLINICS\_PRIORITY AREAS

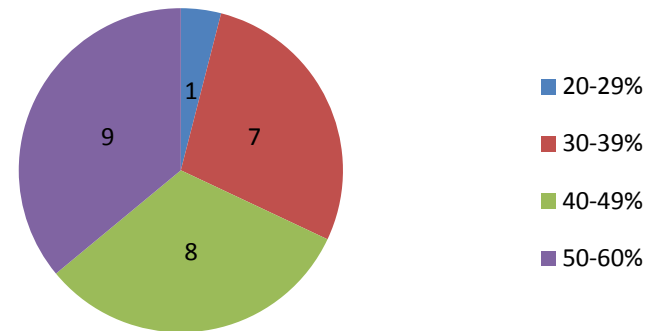


# EASTERN CAPE AND FREE STATE CLINICS

Eastern Cape Clinics Performance scores (65 Inspected)



Free State Clinics Performance scores (25 Inspected)

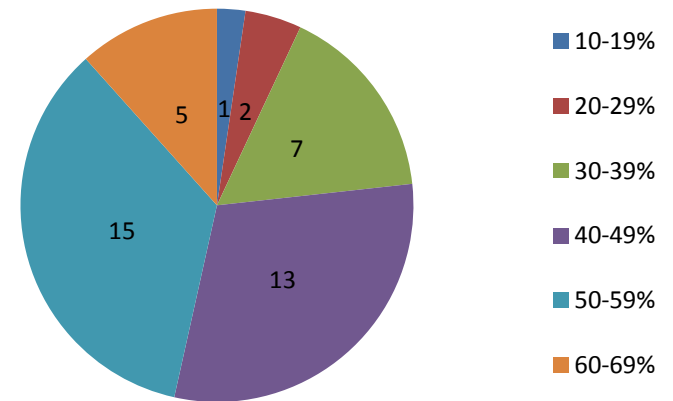
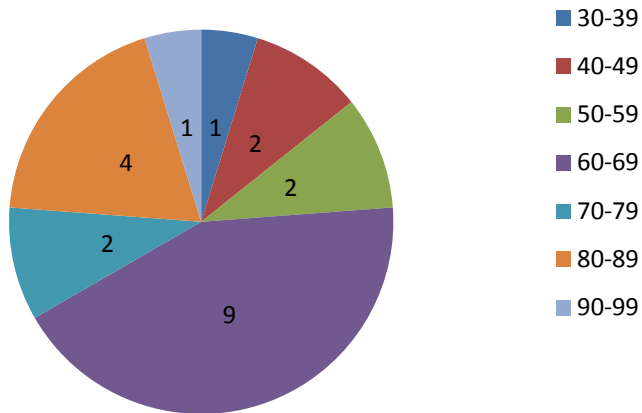


Number of clinics per score category

# GAUTENG AND KZN CLINICS

Gauteng Clinics Performance scores (21 Inspected)

KZN Clinics Performance scores (43 Inspected)

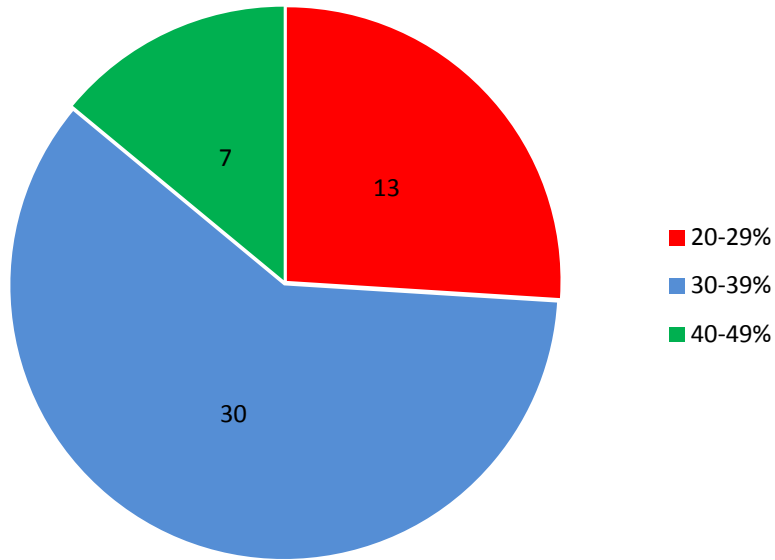


Number of clinics per score category

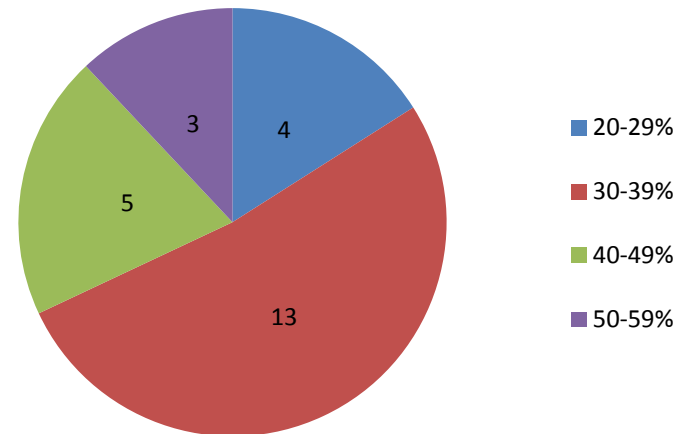


# LIMPOPO AND MPUMALANGA CLINICS

*Limpopo Clinics Performance score (50 Inspected)*



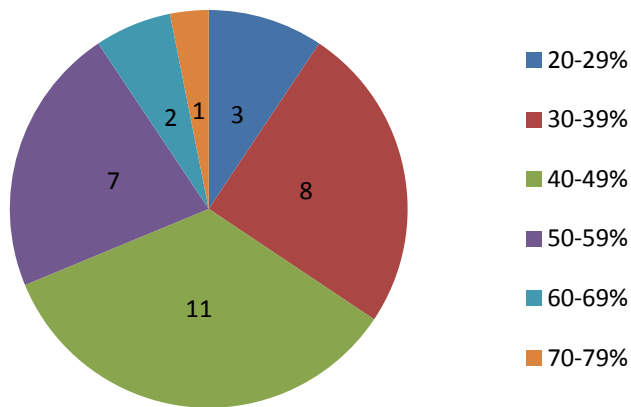
**Mpumalanga Clinics Performance scores (25 Inspected)**



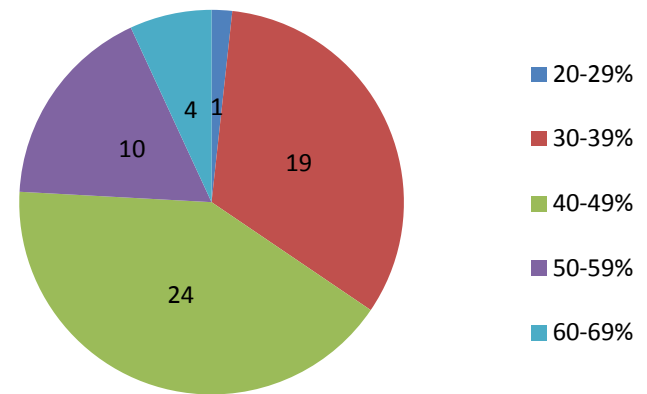
**Number of clinics per score category**

# NORTHERN CAPE AND NORTH WEST CLINICS

**Northern Cape Clinics Performance Scores (32 Inspected)**



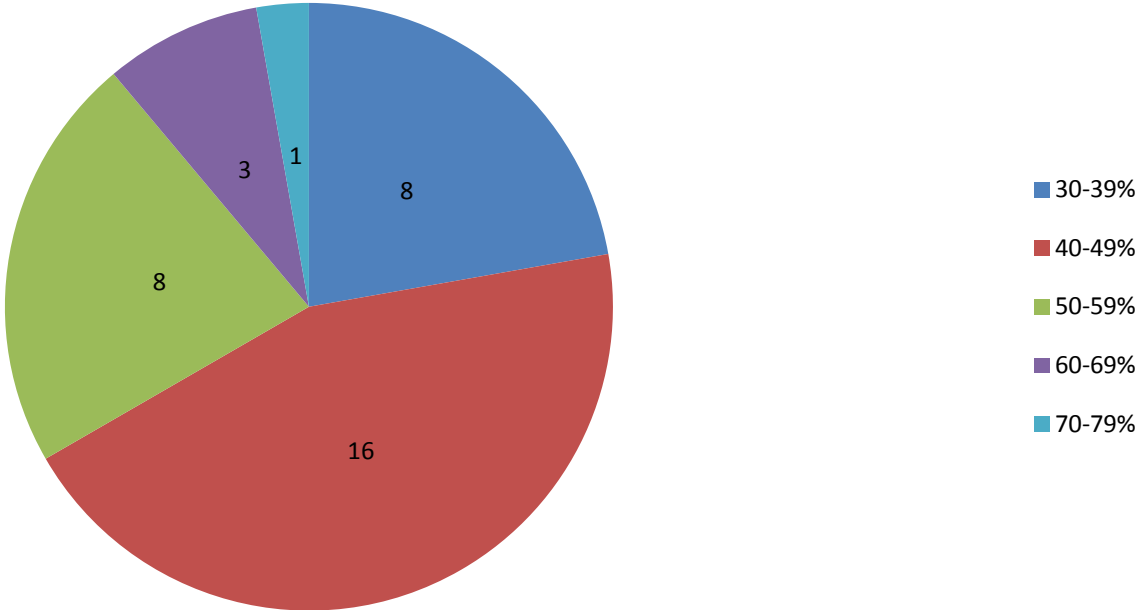
**North West Clinics Performance Scores (58 Inspected)**



**Number of clinics per score category**

# WESTERN CAPE CLINICS

Western Cape Clinics Performance Scores (36 inspected)



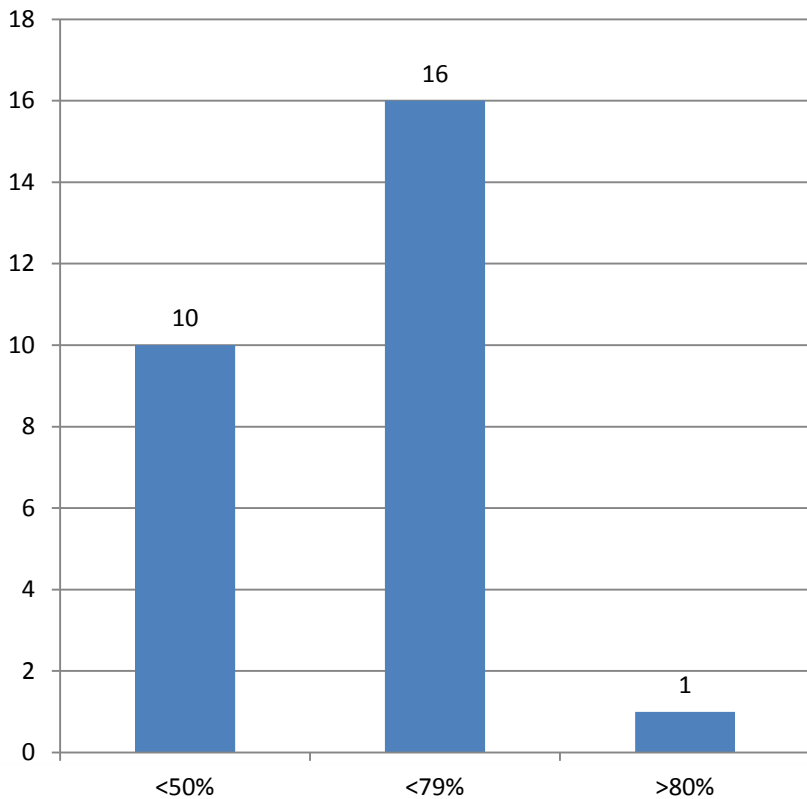
Number of clinics per score category

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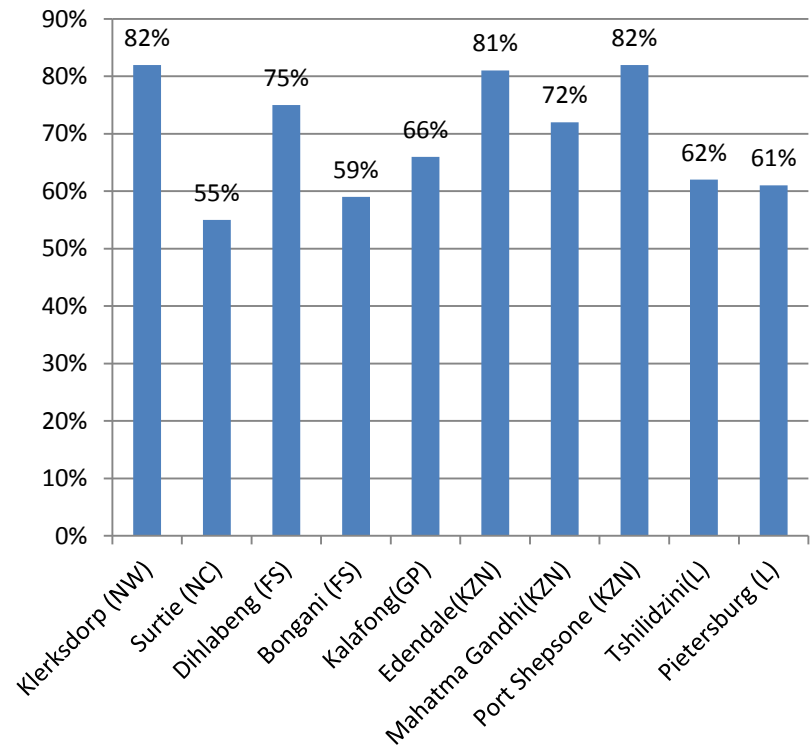
# ***HOSPITALS PERFORMANCE***

# HOSPITAL PERFORMANCE 14/15

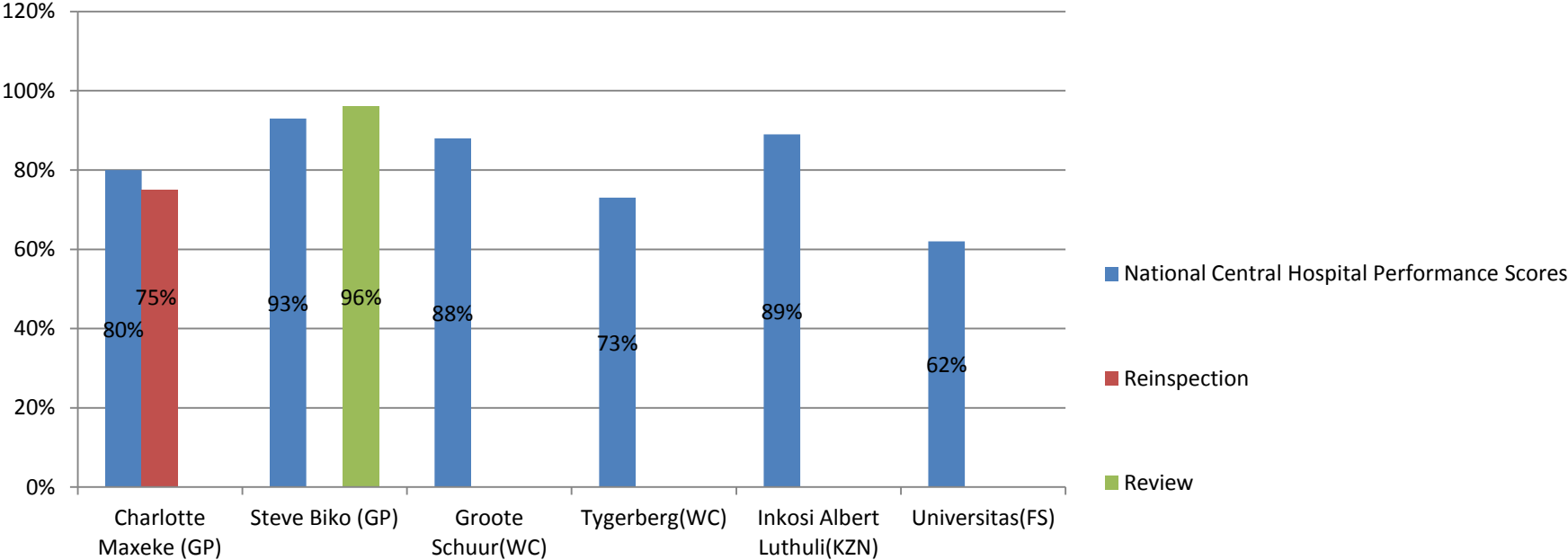
## DISTRICT HOSPITAL PERFORMANCE



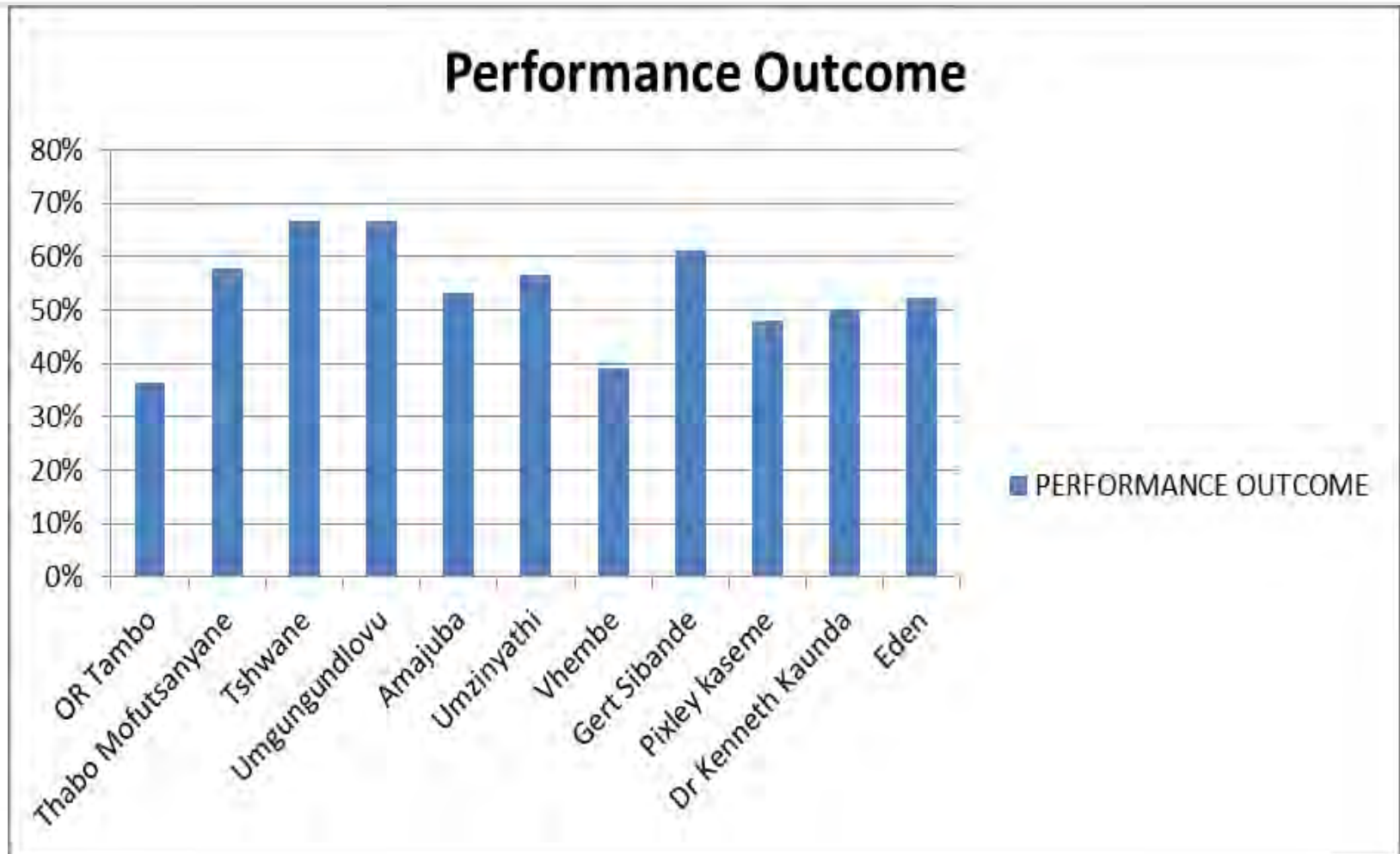
## TERTIARY AND REGIONAL HOSPITALS PERFORMANCE



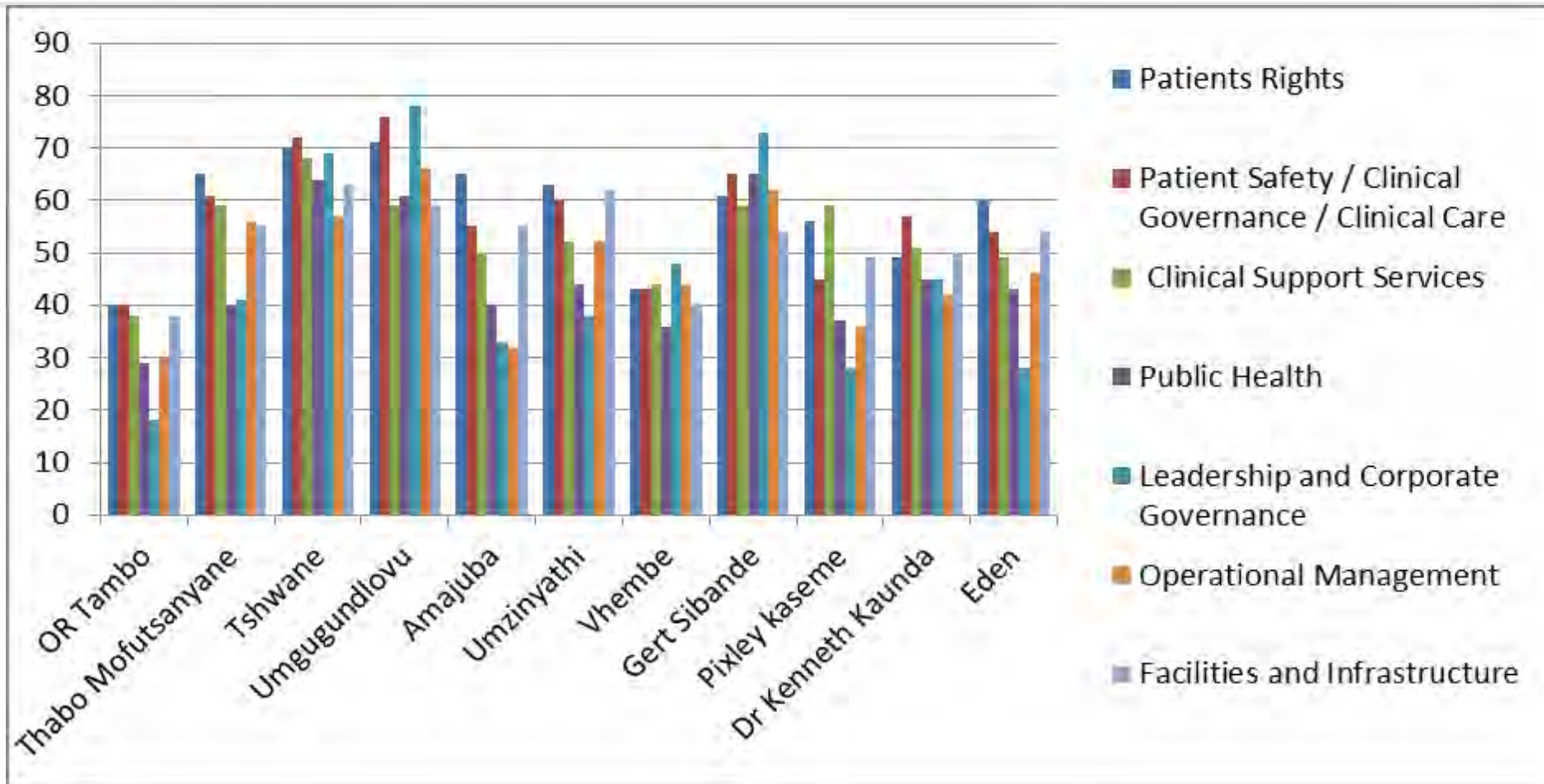
# CENTRAL HOSPITALS PERFORMANCE



# PILOT DISTRICTS PERFORMANCE

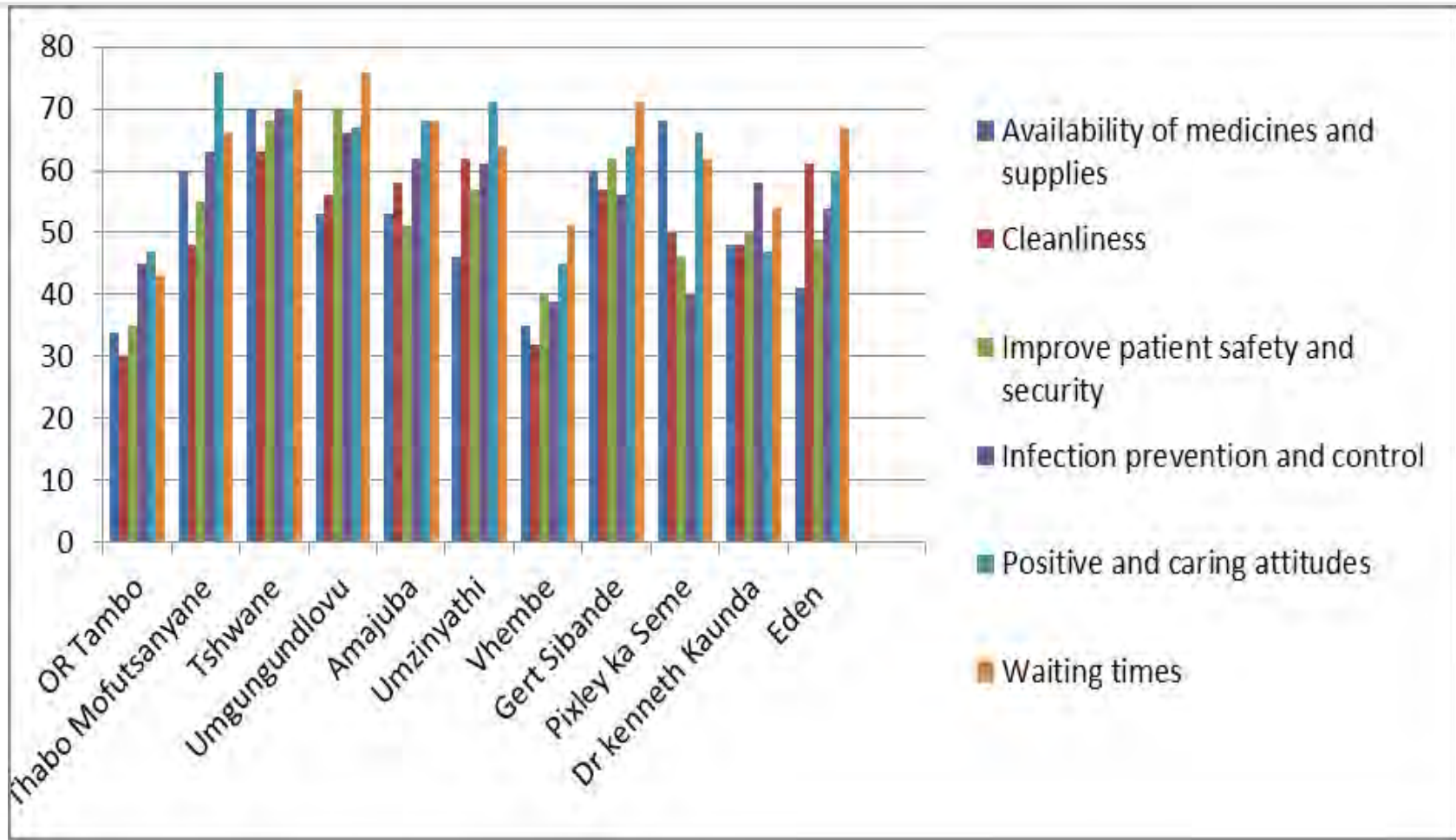


# PILOT DISTRICTS\_DOMAINS



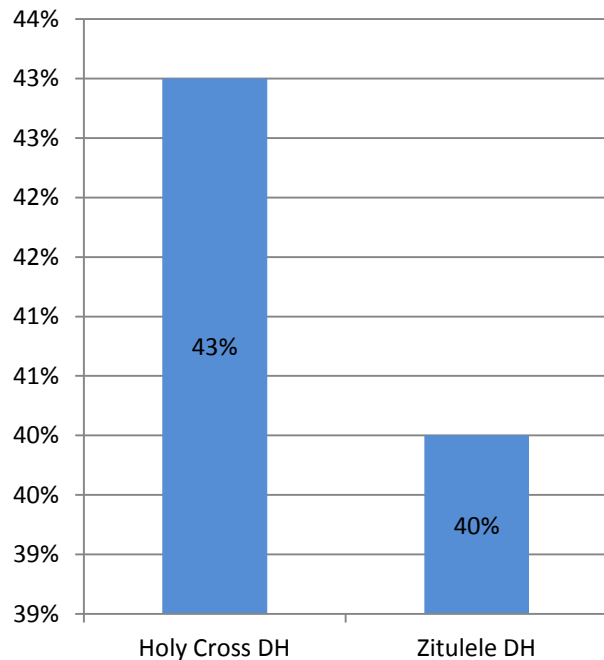


# PILOT DISTRICTS\_PRIORITY AREAS

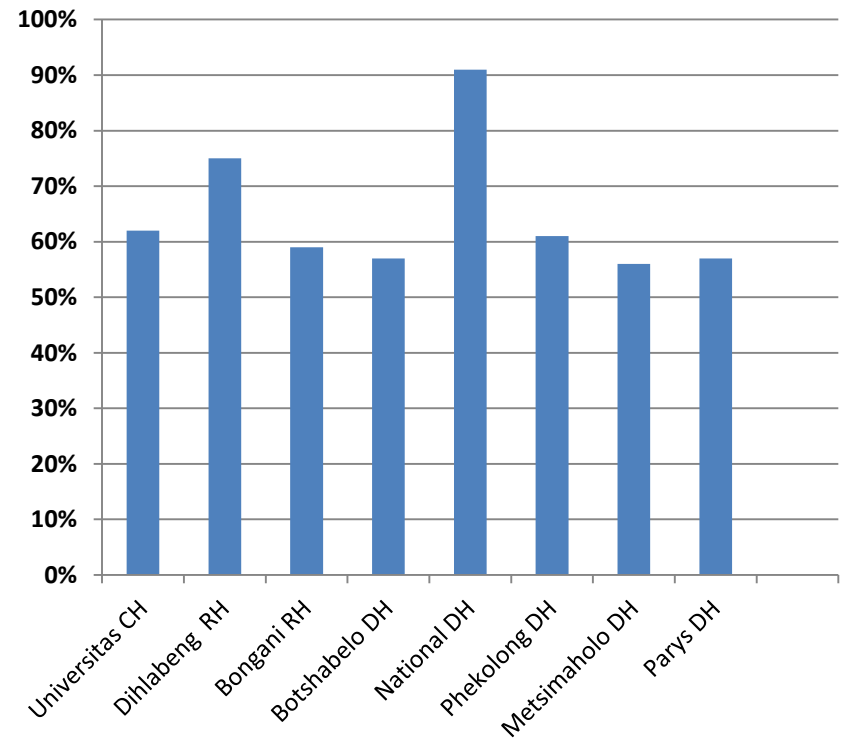


# EASTERN CAPE AND FREE STATE HOSPITALS

## EASTERN CAPE HOSPITALS

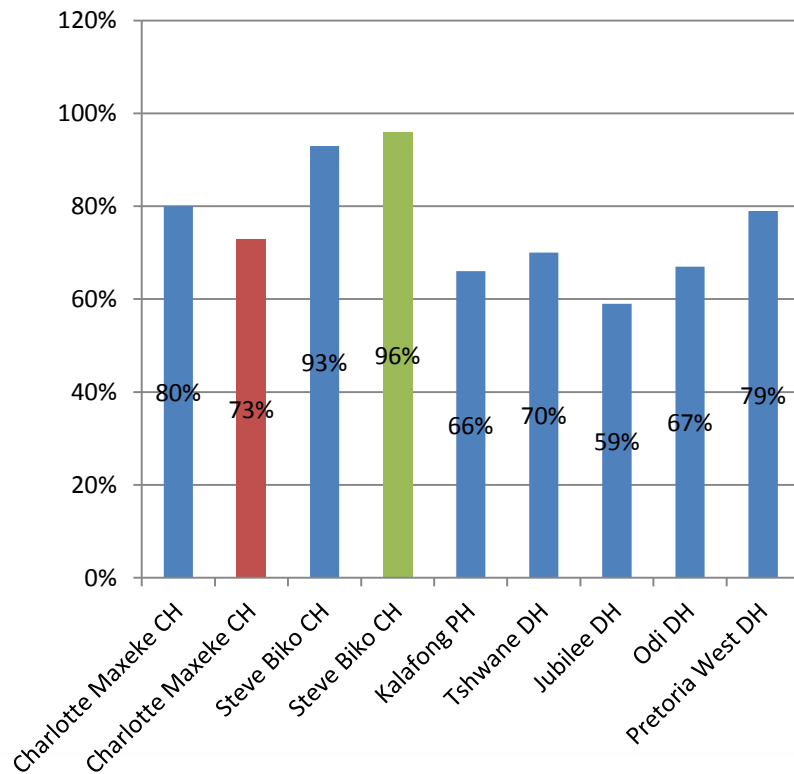


## FREE STATE HOSPITALS

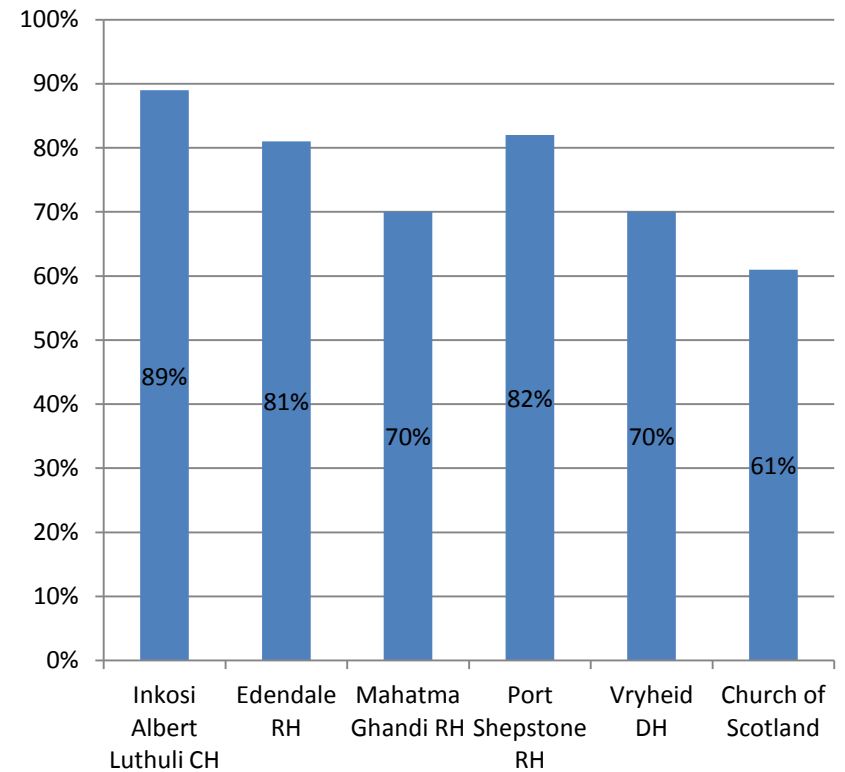


# GAUTENG AND KZN HOSPITALS

## GAUTENG HOSPITALS

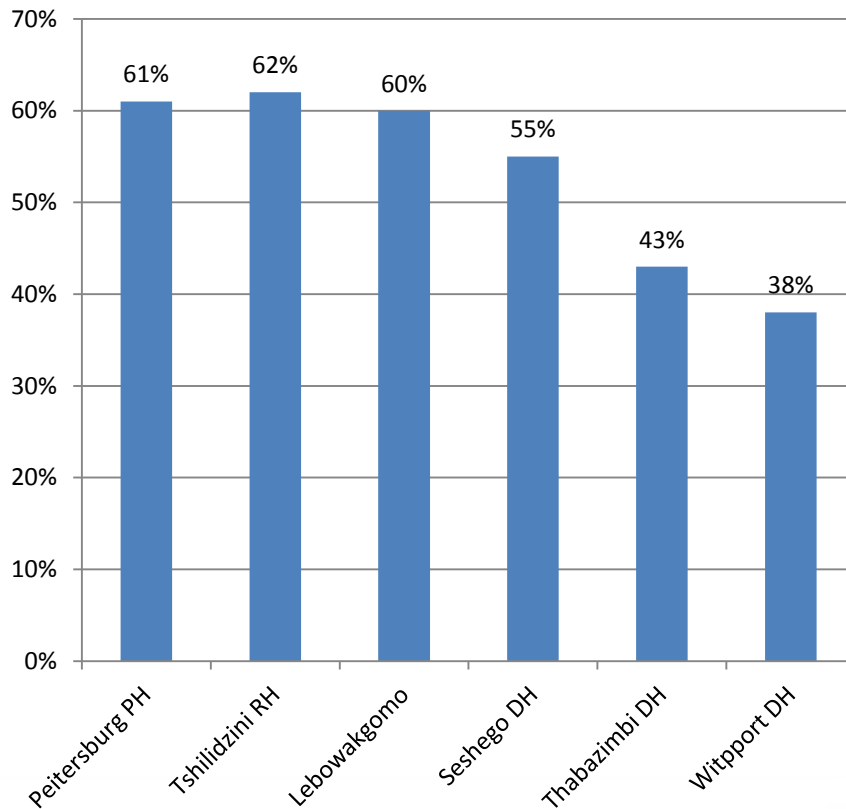


## KZN HOSPITALS

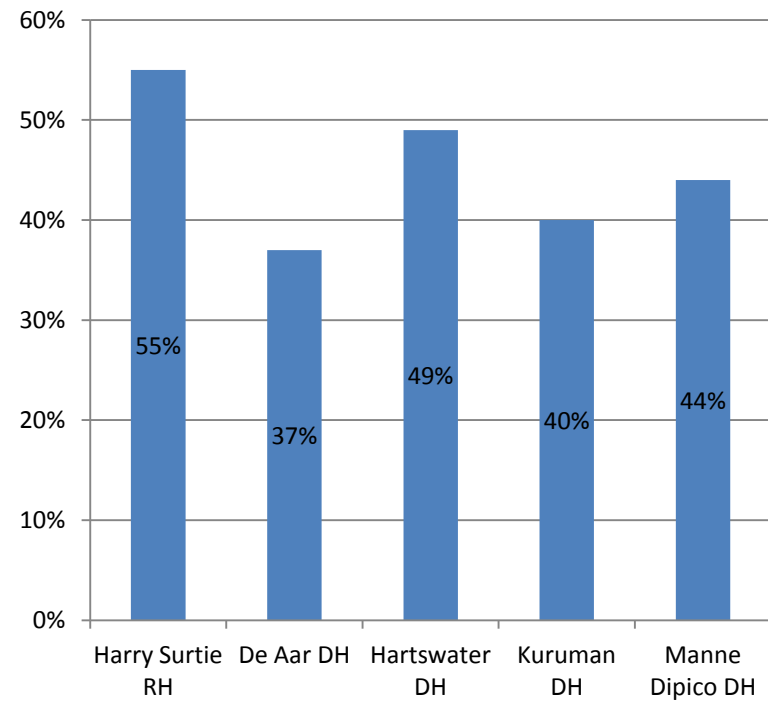


# LIMPOPO AND NORTHERN CAPE HOSPITALS

## LIMPOPO HOSPITALS

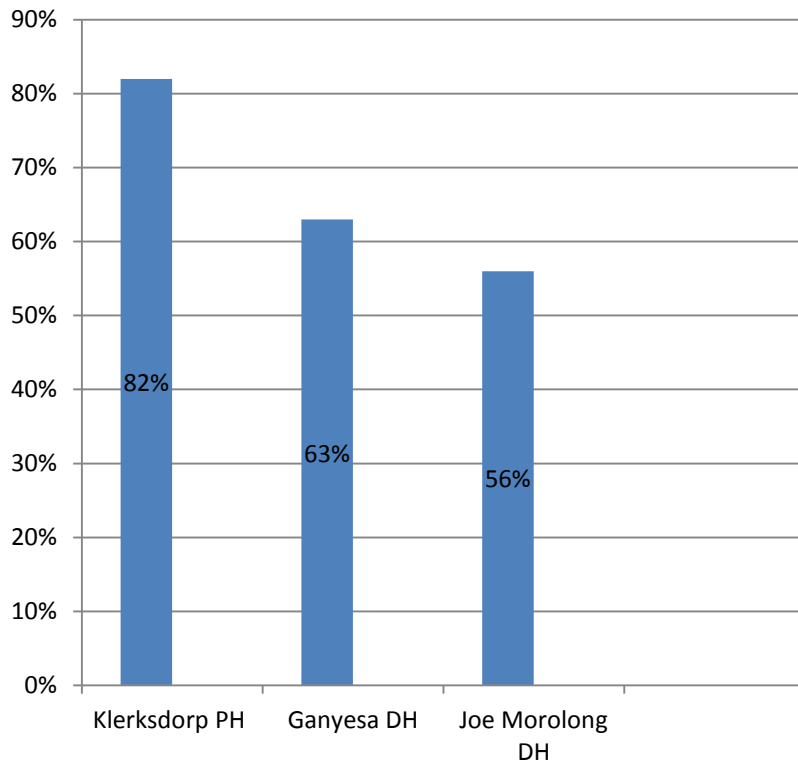


## NORTHERN CAPE HOSPITALS



# NORTH WEST AND WESTERN CAPE HOSPITALS

## NORTH WEST HOSPITALS



## WESTERN CAPE HOSPITALS

