

ANNUAL RETURNS



OHSC

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

Outline

- ***Background***
 - ***NHA and OHSC Procedural Regulations***
- ***Purpose of the Annual Returns***
- ***Information required***
- ***Submission of information***
- ***Summary***

Background

National Health Act 61 of 2003 (Amended Act 12 of 2013)

- **Section 79(2)b:** *The Office may collect or request any information relating to the prescribed norms and standards from health establishments and users*

OHSC Procedural Regulations

CHAPTER 2; SECTION 4(1) Collection of or request for information

- *All health establishments that are required by the Office to provide information relating to norms and standards, in terms of section 79(2)(b) of the Act, must do so by 31 March of each year*

Purpose (1)

PLANNING

- *Planning of Inspections: Inspections strategy i.e. sampling, scheduling*
- *Update list of health establishments and categories for the annual performance target*
- *Provide inspection teams with an overview of the health establishment for planning*

COMPLAINTS MANAGEMENT PROGRAM

- *Assist with preliminary screening of complaints*

Purpose (2)

REPORTING

- *Analysis of the inspection outcome in relation to resources (inputs) e.g. infrastructure, staff complement, budget utilisations*
- *Linking compliance status with the possible contributory factors*
- *Comparative analysis of similar health establishments*

Purpose (3)

RECOMMENDATIONS

- Section 79(1)e: *The Office must identify areas and make recommendations for interventions by a national/provincial department of health/health department of a municipality where necessary to ensure compliance with prescribed norms and standards*

Information required (1)

Divided into 7 sections;

- ***Facility overview***

- ✓ *Name, District , province, classification, number of approved and usable beds, common languages*

- ***Contact information***

- ✓ *Name of the PIC, facility address and contact details*

- ***Infrastructure***

- ✓ *Year facility built, year facility refurbished, size of building, single/multiple storey, back-up generator, running water, information system, perimeter enclose, security system, lifts*

Information required (2)

- ***Hours of Operation***
 - ✓ *OPD and Pharmacy (day, week)*
- ***Human Resources***
 - ✓ *Full time, part time, vacant*
 - ✓ *Administration, medical, nursing, support staff*
- ***Service Offered***
 - ✓ *Package of service*
- ***Governance/Budget/Expenditure/Quality***
 - ✓ *Expenditure on medicine, laboratory, human resources*
 - ✓ *Patients experience of care survey score, staff satisfaction survey score and self -assessment score*

OHSC Annual Returns system

- ***Online system***
- ***Requires registration; CEO/manager and data capturer***
- ***Rights;***
 - ***Data capturer: Capture and submit for manager's review***
 - ***CEO/Manager: Verify and approve***
- ***Date and time for each submission is recorded***
- ***Activities related to access by the 2 users recorded***
- ***Submission status: Draft, submitted to the CEO, re-submitted to data capturer, approved by the CEO***

Summary

- *All Health Establishments to submit by 31 March each year*
- *Facilities to register 2 users, including the CEO/ manager and Data Capturer*
- *CEO/ manager to ensure correctness of information before approval*

THANK YOU