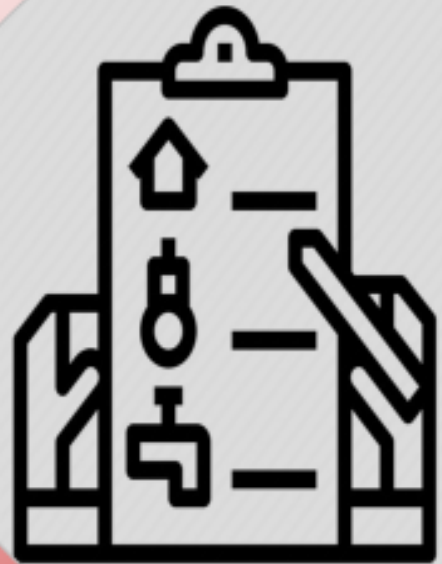




Office of Health Standards Compliance
Ensuring quality and safety in health care

Regulatory Regional Hospital Inspection Tool v1.3



Entrance_Helpdesk_Reception_Admissions



Facility:
Date:

- **Tool Name:** Regulatory Regional Hospital Inspection tool v1.3 - Final
- **HEs Type:** Hospitals **Sector:** Public
- **Specialization:** Regional
- **Created By:** Health Standards Development and Training

33 Entrance_Helpdesk_Reception_Admissions

Domain 33.1 USER RIGHTS

Sub Domain 33.1.1 4 User information

Standard 33.1.1.1 4(1) The health establishment must ensure that users are provided with adequate information about the health care services available at the health establishment and information about accessing those services.

Criterion 33.1.1.1.1 4(2)(a)(iv) The health establishment must provide users with information relating to the complaints, compliments and suggestions management system.

33.1.1.1.1.1 A complaints toolkit is available.

Assessment type: Observation - **Risk rating:** Essential measure

Verify whether the complaint forms, box and poster are available at the Entrance or Helpdesk or Reception. Score 1 if compliant and 0 if not compliant.

Score	Comment	
Aspects	Score	Comment
1. Lockable complaints box is visibly placed in the unit.		
2. Complaints box is fixed to wall or a flat surface.		
3. Official complaint forms in at least two commonly spoken official languages are available next to box or there is an indication on the poster where to obtain the forms.		
4. Standardised poster describing process to follow to lodge a complaint is visibly displayed.		
5. Poster on complaints is available in at least two of the official languages commonly spoken in the area.		

Criterion 33.1.1.1.2 4(2)(b) The health establishment must provide users with information relating to any fees that are payable for health care services, insofar it being practical to do so before the commencement of the provision of health care services.

33.1.1.1.2.1 Users funded by 3rd party are informed of the cost of their admission that they are liable for.

Assessment type: Document - **Risk rating:** Essential measure

A document informing users of their financial responsibility/liability for the service/s provided is made available to users before commencement of treatment. Not applicable: Where the user is admitted in an emergency and needs to be stabilized or is not fully conscious

Score	Comment

33.1.1.1.2.2 Users funded by medical aid for their hospital stay have their membership verified by the health establishment.

Assessment type: Patient record audit - **Risk rating:** Essential measure

Validity of medical aid is confirmed by the health establishment prior to admission or service being provided to user. Evidence of confirmation must be documented in user health record. Not applicable:

In an emergency admission.

Score	Comment

33.1.1.1.2.3 Users who pay cash for their healthcare are provided with information to understand the full extent of their financial obligations.

Assessment type: Document - **Risk rating:** Essential measure

A document informing users of their financial responsibility/liability for the service provided is made available to the user. Not applicable: Never

Score	Comment

Criterion 33.1.1.1.3 4(2)(c) The health establishment must display the results of user experience of care surveys conducted within the past twelve months.

33.1.1.1.3.1 Results of the user experience of care survey from the previous 12 months are displayed.

Assessment type: Observation - **Risk rating:** Essential measure

The results from the most recent survey must be visibly displayed, signed and dated. The survey must have been conducted within the previous 12 months. Not applicable: Never

Score	Comment

Domain 33.2 CLINICAL GOVERNANCE AND CLINICAL CARE

Sub Domain 33.2.1 6 User health records and management

Standard 33.2.1.1 6(3) The health establishment must create and maintain a system of health records of users in accordance with the requirements of section 13 of the Act.

Criterion 33.2.1.1.1 6(4)(a) The health establishment must record the biographical data of the user and the identification and contact information of the user and his or her next of kin.

33.2.1.1.1.1 Biographical, demographic and contact information of the user is recorded in the user record.

Assessment type: Patient record audit - **Risk rating:** Vital measure

Select records of three users to verify whether the biographical information recorded includes the aspects listed below. Score 1 if the aspect is compliant and 0 if not compliant. NB: This information can be available in the user sticker or captured electronically.

Score	Comment

Unit 1 User record 1

Aspects	Score	Comment
1. User's name and surname		
2. User health record number		
3. User's residential address		
4. User contact details (parent or guardian if user is a minor)		
5. User's date of birth		
6. Nationality		
7. Identity number (South African citizens) or passport number (non-South African citizens)		
8. Gender		
9. Name of next of kin		
10. Contact details of next of kin		
11. Home language		
12. Religion		

Unit 2 User record 2

Aspects	Score	Comment
1. User's name and surname		
2. User health record number		
3. User's residential address		
4. User contact details (parent or guardian if user is a minor)		
5. User's date of birth		
6. Nationality		

7. Identity number (South African citizens) or passport number (non-South African citizens)		
8. Gender		
9. Name of next of kin		
10. Contact details of next of kin		
11. Home language		
12. Religion		

Unit 3 User record 3

Aspects	Score	Comment
1. User's name and surname		
2. User health record number		
3. User's residential address		
4. User contact details (parent or guardian if user is a minor)		
5. User's date of birth		
6. Nationality		
7. Identity number (South African citizens) or passport number (non-South African citizens)		
8. Gender		
9. Name of next of kin		
10. Contact details of next of kin		
11. Home language		
12. Religion		

Sub Domain 33.2.2 7 Clinical management

Standard 33.2.2.1 7(2) (b) A health establishment must establish and maintain systems, structures and programmes to manage clinical risk.

Criterion 33.2.2.1.1 7 The health establishment implements process to ensure environmental cleanliness.

33.2.2.1.1.1 All work completed is verified by the cleaning supervisor or delegated personnel.

Assessment type: Document - **Risk rating:** Essential measure

Daily inspections will ensure the cleanliness of the unit. The person responsible for overseeing the cleaning service must inspect the unit daily to confirm that cleaning has been carried out according to the schedule and that all areas attended to have been effectively cleaned. Monitoring tools (including, but not limited to, checklist/tick sheets) listing all cleaning tasks must be completed for each room or area. Not applicable: Never

Score	Comment

33.2.2.1.1.2 The unit is observed to be clean.

Assessment type: Observation - **Risk rating:** Vital measure

Inspector to observe general cleanliness of the unit including but not limited to whether the unit is free of dirt, dust and stains. Not applicable: Never

Score	Comment

Domain 33.4 GOVERNANCE AND HUMAN RESOURCES

Sub Domain 33.4.1 20 Occupational health and safety

Standard 33.4.1.1 20(1) The health establishment must comply with the requirements of the Occupational Health and Safety Act, 1993.

Criterion 33.4.1.1.1 20(2)(b) Awareness of safety and security issues must be promoted

33.4.1.1.1.1 The emergency evacuation procedure is prominently displayed.

Assessment type: Observation - **Risk rating:** Essential measure

The evacuation plan must include but is not limited to route/directions to be followed during evacuation, emergency exits and assembly point(s). This must be visibly displayed. Not applicable:

Never

Score	Comment

33.4.1.1.1.2 Notices prohibiting smoking are prominently displayed.

Assessment type: Observation - **Risk rating:** Essential measure

Observe whether signs are displayed at the entrance. Not applicable: Never

Score	Comment

Domain 33.5 FACILITIES AND INFRASTRUCTURE

Sub Domain 33.5.2 14 Management of buildings and grounds

Standard 33.5.2.1 14(1) The health establishment and their grounds must meet the requirements of the building regulations.

Criterion 33.5.2.1.1 14(2)(c) The health establishment must as appropriate for the type of buildings and grounds of the establishment ensure emergency exit and entrance points are provided in all service areas and kept clear at all times.

33.5.2.1.1.1 Reception/Admissions waiting area has natural ventilation or functional mechanical ventilation.

Assessment type: Observation - **Risk rating:** Essential measure

The national building regulations stipulate that satisfactory ventilation is only provided by forcing outdoor air into a space mechanically or passively through either ducting or apertures open to the outside, including, but not limited to, windows or ventilation grilles. Verify whether the helpdesk/reception waiting area has natural ventilation (windows and doors that can be opened) or functional mechanical ventilation (i.e. a ducting system). Not applicable: Where there is no waiting area for helpdesk/re reception

Score	Comment

Sub Domain 33.5.1 17 Security services

Standard 33.5.1.1 17(1) The health establishment must have systems to protect users, health care personnel and property from security threats and risks.

Criterion 33.5.1.1.1 17 Security systems must safeguard the building, users, visitors and staff.

33.5.1.1.1.1 Security measures are implemented to safeguard users, visitors and healthcare personnel.

Assessment type: Observation - **Risk rating:** Vital measure

Verify whether access control measures are available, including, but not limited to, security guards, closed-circuit television or gated entry. Not applicable: Never

Score	Comment

Official Sign-Off

The National Health Act, 2003 (Act No. 61 of 2003) provides for quality requirements and standards in respect of health services provided by health establishments to the public. The main objective is to promote and protect the health and safety of the users of health services and contribute to improved outcomes and improved population health.

To achieve this mandate standardised inspection tools aligned to Norms and Standards Regulations applicable to different categories of health establishments promulgated by the Minister of Health in 2018 have been developed for Regional Hospitals.

Acknowledgements

There are many people who have contributed to the development of the Regulatory Regional Hospital Inspection Tools Version 1.3. The Office of Health Standards Compliance wishes to extend most heartfelt acknowledgement and gratitude to the following:

- The WHO technical team for providing guidance on the very first draft inspection tools database
- Health Standards Development and Training unit team (Dr Grace Labadarios, Mr Jabu Nkambule, Ms Florina Mokoena, Ms Mosehle Matlala, Ms Busisiwe Mashinini} for the development of the Regional Hospital Inspection tools.
- The internal OHSC teams (Compliance Inspectorate, Certification and Enforcement, Complaints and Assessment, Complaints and Investigation, Systems, Data Analysis and Research}, for their contribution during the development of the Regional Hospital Inspection tools and (Information Technology and Communication and Stakeholder Relations} for providing support.
- National Department of Health, Mr Bennet Asia, Dr Shaidah Asmall for reviewing and commenting on the inspection tools.
- Provincial Department of Health personnel, Quality Assurance Managers, District Managers, Programme Managers, Operational Managers for their valuable feedback
- The Certification and Enforcement Committee of the OHSC Board for reviewing the tools and for recommending to the Board for approval.

It is hereby certified that the Regulatory Regional Hospital Inspection tools version 1.3 was developed by the Office of Health Standards Compliance.

Ms W Moleko

Signature:



**Executive Manager: Health Standards
Development Analysis and Support**

Date:

10/08/2022

Dr Sipiwe Mndaweni

Signature:



Chief Executive Officer: OHSC

Date:

10/08/2022

Telephone: 012 942 7700
Email: admin@ohsc.org.za
Website: www.ohsc.org.za

Physical address:
The Office of Health Standards
Compliance,
79 Steve Biko Road,
Prinshof,
Pretoria
0084

Postal Address:
Private Bag X21
Arcadia
0007

ISBN:
978-0-620-90157-4

A decorative graphic at the bottom of the page consists of three curved, overlapping bands. The top band is light green, the middle band is red, and the bottom band is dark blue. The bands curve from the left side towards the right, creating a sense of movement and depth.