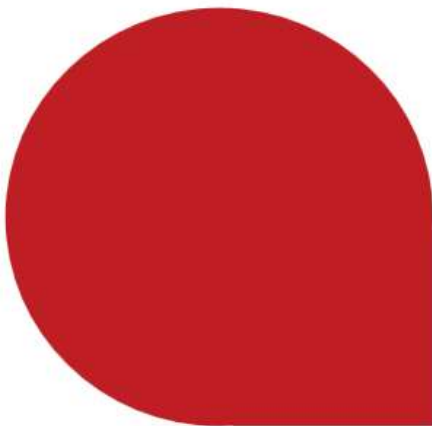




Office of Health Standards Compliance
Ensuring quality and safety in health care



v1.2.1

Security Services

**Regulatory Private Acute
Hospital Inspection tool**

Facility:
Date:

- **Tool Name:** Regulatory Private Acute Hospital Inspection Tool v1.2.1
- **HEs Type:** Hospitals
- **Sector:** Private
- **Specialization:** Private Acute Hospital
- **Created By:** Health Standards Development and Training

39 Security Services

Domain 39.4 GOVERNANCE AND HUMAN RESOURCES

Sub Domain 39.4.1 20 Occupational health and safety

Standard 39.4.1.1 20(1) The health establishment must comply with the requirements of the Occupational Health and Safety Act, 1993.

Criterion 39.4.1.1.1 20(2)(b) Awareness of safety and security issues must be promoted

39.4.1.1.1.1 The emergency evacuation plan is prominently displayed at the security guardroom or area.

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

The evacuation plan must include amongst others: route/directions to be followed during evacuation, emergency exits and assembly point(s). This must be displayed.

Not applicable: Never

Score	Comment

39.4.1.1.1.2 The security personnel are familiar with the emergency evacuation procedure.

Assessment type: Staff interview - **Risk rating:** Essential measure

Interview three security personnel to establish whether they are able to explain the evacuation procedure as illustrated in the evacuation plan. Score 1 if they can explain the procedure as illustrated in the evacuation plan and 0 if not. Where no evacuation plan is available, this measure must be scored 0.

Score	Comment	
Aspects	Score	Comment
1. Security personnel 1		
2. Security personnel 2		
3. Security personnel 3		

Domain 39.5 FACILITIES AND INFRASTRUCTURE

Sub Domain 39.5.1 17 Security services

Standard 39.5.1.1 17(1) The health establishment must have systems to protect users, health care personnel and property from security threats and risks.

Criterion 39.5.1.1.1 17(2)(a) The health establishment must ensure that security staff are capacitated to deal with security incidents, threats and risks.

39.5.1.1.1.1 A signed copy of the service level agreement between the security company and the health establishment or Hospital Group is available.

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

This is to ensure the safety and security of users and personnel in the health establishment. The service level agreement must be valid (not expired) and signed by the service provider and the responsible accounting officer or designated person.

Not applicable: Where the service is not outsourced

Score	Comment

39.5.1.1.1.2 A designated person monitors the service level agreement for security services.

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

Monitoring compliance with the service level agreement will ensure that breaches in service delivery are identified. This could include a monitoring checklist, minutes of meetings or reports.

Not applicable: Where the service is not outsourced

Score	Comment

39.5.1.1.1.3 An approved security plan or policy or standard operating procedure or procedure for the health establishment is available.

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

The aspects listed below are included and explained in the policy or standard operating procedure or procedure or guideline. Score 1 if the aspect is included and explained, score 0 if it is not included or included but not explained. The document must as minimum comply with the following requirements: Title of the document, name of the health establishment or hospital group, signed and dated by the relevant authority responsible for approving the document, designation of the approver, date of implementation or approval, date of next review. Documents must be reviewed regularly up to the maximum of every 5 years. Document could be from the corporate head office. The document can be manual or electronic. The information may be detailed in a single document or in several documents.

Score	Comment	
Aspects	Score	Comment
1. Approved access control system for health establishment		
2. Management of prohibited items: how to store the items safely and how to return items to rightful owner on their departure		
3. Communication of security plan to health establishment personnel		
4. All security personnel (in-house or outsourced) to be registered with Private Security Industry Regulatory Authority (PSIRA)		
5. All vehicles, including vehicles managed by health establishment to be checked when entering and leaving the premises.		

39.5.1.1.1.4 Security guards have received training.

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

Verify whether security guards have been trained. For outsourced services, request records from the service provider. For security guards employed by the health establishment, request training records. If the security guards are PSIRA-accredited, they are acknowledged to have received training. In this case, the security guards on site must wear a valid PSIRA badge. Score 1 if compliant and 0 if not. All PSIRA certificates must be renewed every 12 months for security businesses and every 24 months for security officers. Not applicable: Where the health establishments does not have physical security guards.

Score	Comment	
Aspects	Score	Comment
1. Security 1		
2. Security 2		
3. Security 3		

39.5.1.1.1.5 Functional communication system is available in security services.

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

Maintaining and sustaining communication are essential for effective and efficient operations. This could include but not limited to two-way radios, cell phones and telephones.

Not applicable: Never

Score	Comment

Criterion 39.5.1.1.2 17 Security systems must safeguard the building, users, visitors and health care personnel.

39.5.1.1.2.1 Systems are in place to ensure safety within the health establishment premises.

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

Verify whether a security system is in place in the areas listed below. Security systems could include but not limited to physical security personnel or systems (boom gates, CCTV, biometrics). Score 1 if a system is in place and 0 if not. Not applicable where functional or service area is not available in the health establishment.

Score	Comment	
Aspects	Score	Comment
1. Access points to health establishment premises		
2. Exit points from health establishment premises		
3. Emergency unit		
4. Maternity unit (where applicable)		
5. Paediatric unit		
6. Mental healthcare unit (where applicable)		

39.5.1.1.2.2 Safety and security notices are displayed.

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

Safety and security notices must be displayed in accordance with health and safety legislation, including, but not limited to, signs indicating the following: dangerous weapons not allowed, emergency exits, assembly points, location of stored flammable materials and location of the first aid box. This could also be a disclaimer sign.

Not applicable: Never

Score	Comment

Criterion 39.5.1.1.3 17 All security incidents must be reported and addressed.

39.5.1.1.3.1 Security breaches are recorded in a register.

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

The register may be manual or electronic. All columns in the register must be completed. The register must include the following: name of affected person (if applicable), date of incident, time of incident and nature of incident. In cases where no incidents have occurred, zero reporting must be done.

Not applicable: Where no security breaches occurred in the past three months

Score	Comment

39.5.1.1.3.2 Remedial action to address security breaches is implemented.

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

Documented evidence of action taken to address security breaches must be available. This may be in the form of a quality improvement plan or a report.

Not applicable: Where no security breaches occurred.

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 Private Acute Hospitals.

Acknowledgments


Many people have contributed to the update of the Private Acute Hospital Inspection Tools version 1.2.1. The Office of Health Standards Compliance wishes to extend the most heartfelt acknowledgment and gratitude to the following:

- Health Standards Development and Training unit team (Ms. Izelle Loots, Mr. Jabu Nkambule, Ms. Busisiwe Mashinini, Ms. Derelene Hans, and Ms. Andiswa Mafilika) for the update of the Private Acute Hospital inspection tools.
- The internal OHSC teams (Compliance Inspectorate, for their contribution during the update of the Private Acute Hospital inspection tools).

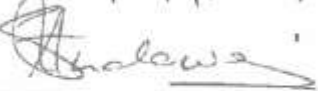
It is hereby certified that the Regulatory Private Acute Hospital Inspection tools version 1.2.1 was updated by the Office of Health Standards Compliance.



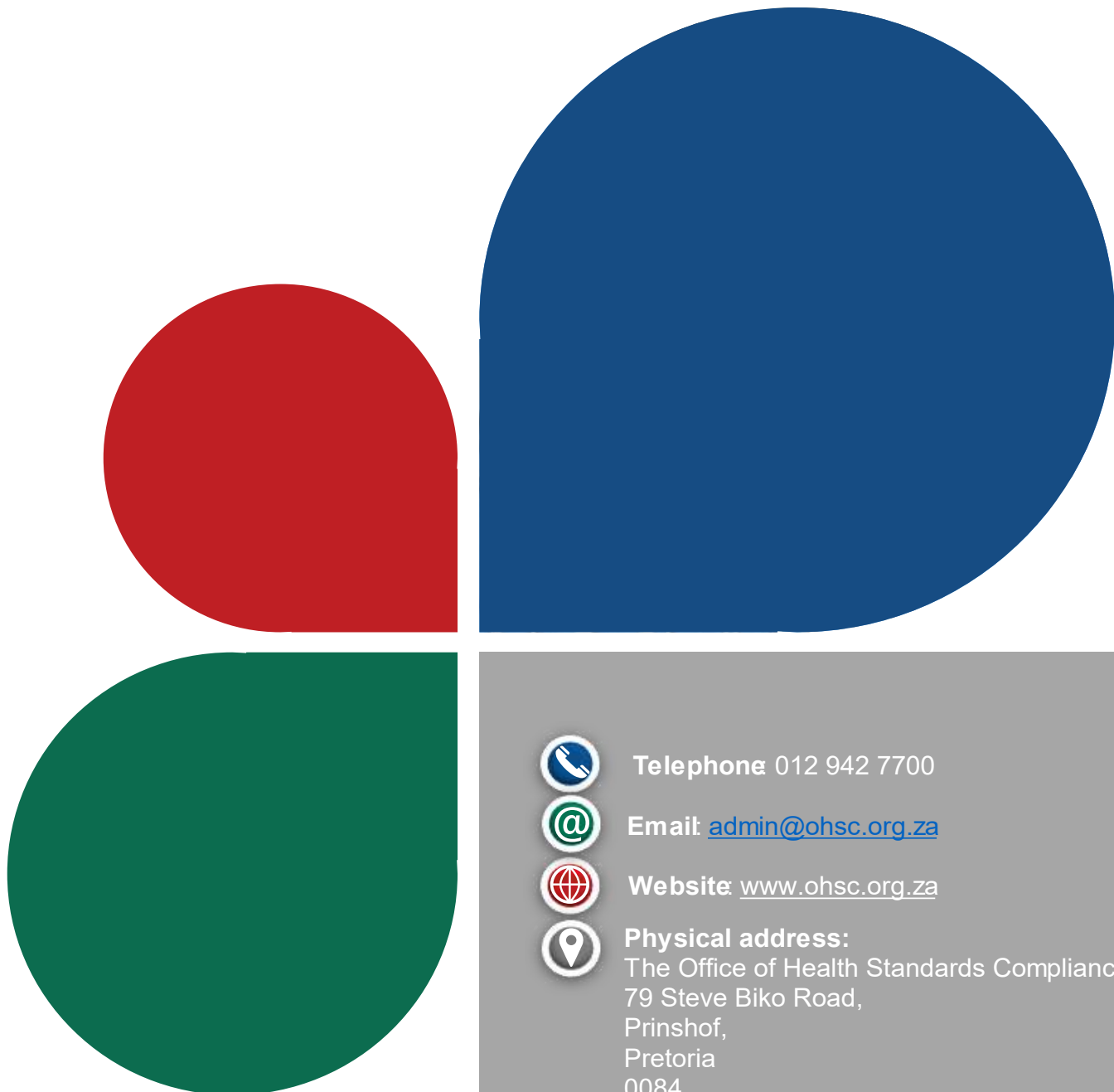
SIGNATURE:
MS. WINNIE MOLEKO
EXECUTIVE MANAGER: HEALTH STANDARDS, DEVELOPMENT ANALYSIS AND SUPPORT
DATE: 18/04/2024



SIGNATURE:
DR MATHABO MATHEBULA
CHIEF OPERATIONS OFFICER: OHSC
DATE: 23/04/2024



SIGNATURE:
DR SIPHIWE MNDAWENI
CHIEF EXECUTIVE OFFICER: OHSC
DATE: 23/04/2024



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



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