



Quarterly Bulletin

VOLUME 9

END-OF-YEAR MESSAGE BY DR SIPHIWE MNDAWENI, THE CHIEF EXECUTIVE OFFICER OF THE OHSC

Dear OHSC Stakeholder,

As we approach the end of a very eventful year, I would like to take this opportunity, on behalf of the management and staff of the Office of Health Standards Compliance (OHSC), to express our gratitude to all stakeholders for your contribution towards achieving quality and safe healthcare services within our country's health system.

Following our month-long engagement from June to July 2024 with many of you as our stakeholders, we remain eternally grateful for your insights and feedback on how the OHSC can improve. As we ease into the festive season, the end of the year allows us time for more reflection on accomplishments and shortcomings as we prepare for a new beginning in the coming year.

Key Highlights for the OHSC in 2024

Compliance Inspection and Certification

Improving access to high-quality healthcare services can only be achieved through collective efforts. During 2024, the OHSC, as a healthcare quality assurance regulator inspected many public and private health establishments to ensure compliance with national health system norms and standards. The OHSC has observed a notable increase in the certification rate, reflecting a corresponding rise in compliance with the inspected public and private health sector facilities. A total of 817 health establishments have been certified as compliant. While this marks an improvement, a lot of more is still required to improve the quality of services in our health institutions.

Guidance and Support Workshops:

In ensuring effective implementation of the prescribed norms and standards, the OHSC provided assistance to health establishments by conducting guidance and support workshops and produced recommendation reports to improve quality and safety in the healthcare sector. The entity has also assisted in the implementation of various inspection tools for Primary Healthcare Clinics (PHCs), Community Healthcare Centres (CHCs), and District, Regional, and Private Acute Hospitals. The OHSC is finalising the inspection tool for General Practitioners (GPs) and recently hosted several national consultative workshops to discuss the final draft with the wider GP community nationwide. The OHSC is grateful for the collaboration and input received from various stakeholders during the development of these tools.

Strategic Focus for 2025 and the Five-Year Plan (2025-2030)

Monitoring quality and safe healthcare is at the core of our mandate. To achieve this, the Board and Management have identified eight policy priorities for the five-year strategic period from 2025 to 2030. The priorities for the next five years were enriched by input gathered from the OHSC stakeholder engagement sessions. Expanding inspection coverage and certification processes is essential in fulfilling OHSC's mandate and effectively supporting the implementation of National Health Insurance (NHI).

As the regulator, we strategically aim to provide valuable outputs and guide the health sector on quality assurance recommendations to improve service quality and safety with more emphasis on clinical outcome measurements. The OHSC will lead a project to register and profile health establishments while enhancing the Early Warning System (EWS) implementation. This initiative aims to improve monitoring and response to serious healthcare norms and standards breaches. The project will ensure timely reporting of EWS indicators by health establishments and provide real-time monitoring.

Ensuring the quality of healthcare services is our top priority. To achieve this, the Complaints Management team, under the leadership of the Health Ombud, Professor Taole Mokoena, will enhance the complaints management system by implementing measures to address identified breaches of regulated norms and standards. Additionally, we will expand our communication and brand awareness initiatives to foster better understanding, participation, and engagement among healthcare users and professionals.

Let me take this opportunity to wish you and your loved ones a safe and joyful festive season.

Let us connect in the new year to continue our journey towards realising quality and safe healthcare services for all.

Best wishes and success for 2025!

DR SIPHIWE MNDAWENI
CHIEF EXECUTIVE OFFICER
OFFICE OF HEALTH STANDARDS COMPLIANCE