



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

Regulatory Tertiary Hospital Inspection Tool v1.0



Facility Infrastructure and Maintenance
Technical Unit



Facility:
Date:

- **Tool Name:** Regulatory Tertiary Hospital Inspection tool v1.0
- **HEs Type:** Hospitals
- **Sector:** Public
- **Specialization:** Tertiary
- **Created By:** Health Standards Development and Training

35 Facility Infrastructure And Maintenance/Technical Unit/Department

Domain 35.1 USER RIGHTS

Sub Domain 35.1.1 4 User information.

Standard 35.1.1.1 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 35.1.1.1.1 4(2)(a)(i) The health establishment must provide users with information relating to the health care services provided by the health establishment.

35.1.1.1.1.1 The package of services offered in the health establishment is legible and displayed at the entrance.

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

Signage indicating the services offered in the health establishment must be displayed at the entrance of the health establishment. The information must be legible.

Not applicable: Never

Score	Comment

Criterion 35.1.1.1.2 4(2)(a)(ii) The health establishment must provide users with information relating to service opening and closing times.

35.1.1.1.2.1 Legible signage at the entrance to the health establishment indicates the days and times when various services are offered.

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

The days and times that various services are available must be displayed at the entrance of the health establishment. The information must be legible.

Not applicable: Never

Score	Comment

Criterion 35.1.1.1.3 4(2)(a)(iii) The health establishment must provide users with information relating to visiting hours where relevant.

35.1.1.1.3.1 The visiting hours for the health establishment are displayed.

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

Visiting hours must be displayed at the entrance of the health establishment.

Not applicable: Never

Score	Comment

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Domain 35.2 CLINICAL GOVERNANCE AND CLINICAL CARE

Sub Domain 35.2.1 7 Clinical management.

Standard 35.2.1.1 7(2) (b) A health establishment must establish and maintain systems, structures and programmes to manage clinical risk.

Criterion 35.2.1.1.1 7 The health establishment implements process to ensure environmental cleanliness.

35.2.1.1.1.1 Pest control is done according to schedule.

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

Regular pest control will ensure that infestations of the building are prevented. The health establishment must have a documented schedule for pest control. Services must be delivered according to schedule. In cases where the service provider has found evidence of pests, fumigation or other relevant treatment is done as required; where there is no evidence of pests documented confirmation of the visit and inspection must be available. For health establishments that are not provided with an invoice, evidence of pest control can include signatures in the visitor's book or similar proof.

Not applicable: Never

Score	Comment

Criterion 35.2.1.1.2 7 The health establishment must adhere to a planned schedule for maintaining equipment.

35.2.1.1.2.1 Nonmedical equipment is maintained.

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

Equipment must be maintained as documented in the maintenance plan. Randomly sample ten nonmedical equipment maintenance records from the previous twelve months and verify whether equipment has been maintained in line with maintenance plan. Non-medical equipment will include but not limited to equipment used in food services, laundry, cleaning and CSSD equipment. Score 1 if equipment was maintained as documented in the maintenance plan and score 0 if equipment was not maintained as documented in the maintenance plan.

Score	Comment	
Aspects	Score	Comment
1. Non-medical equipment 1		
2. Non-medical equipment 2		
3. Non-medical equipment 3		
4. Non-medical equipment 4		
5. Non-medical equipment 5		
6. Non-medical equipment 6		
7. Non-medical equipment 7		
8. Non-medical equipment 8		
9. Non-medical equipment 9		

Domain 35.4 GOVERNANCE AND HUMAN RESOURCES

Sub Domain 35.4.1 20 Occupational health and safety.

Standard 35.4.1.1 20(1) The health establishment must comply with the requirements of the Occupational Health and Safety Act, 1993.

Criterion 35.4.1.1.1 20(2)(b) Awareness of safety and security issues must be promoted.

35.4.1.1.1.1 Signage is displayed in strategic points informing occupants of the location of assembly areas in the event of an evacuation.

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

This must be in the form of pictograms or other signage indicating the nearest assembly areas to the units, to be displayed at strategic points in the health establishment.

Not applicable: Never

Score	Comment

Domain 35.5 FACILITIES AND INFRASTRUCTURE

Sub Domain 35.5.1 14 Management of buildings and grounds.

Standard 35.5.1.1 14(1) The health establishment and their grounds must meet the requirements of the building regulations.

Criterion 35.5.1.1.1 14(2)(a) The health establishment must as appropriate for the type of buildings and grounds of the establishment have all the required compliance certificates in terms of the building regulations.

35.5.1.1.1.1 The health establishment has a valid fire certificate.

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

This refers to the certificate issued by the municipality. It is re-issued when an additional building is commissioned or when renovations have been done in the building. Examine the fire certificate to determine its validity.

Not applicable: Never

Score	Comment

35.5.1.1.1.2 A fire protection plan is available.

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

All buildings must have a fire protection plan to obtain a certificate of occupancy. A fire protection plan contains detailed floor plans of the building, showing all exits, doors, corridors and partitions serving as fire barriers. Not applicable: Never

Score	Comment

35.5.1.1.1.3 The health establishment has a valid electrical compliance certificate.

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

Electrical certificates of compliance are documents issued by a qualified and registered electrician. They function as a guarantee that all work carried out within an office or building conforms to the regulations set out by the Electrical Contracting Board of South Africa. It is re-issued when an additional building is commissioned or when renovations have been done in the building. Examine the electrical certificate to determine its validity.

Not applicable: Never

Score	Comment

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35.5.1.1.1.4 Fire extinguishing devices are serviced annually.

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

Each fire extinguishing device must have a label indicating the date that it was serviced and the date that the next service is due.

Not applicable: Never

Score	Comment

35.5.1.1.1.5 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: notices prohibiting smoking, dangerous weapons not allowed, emergency exits, assembly points, location of stored flammable materials and location of the first aid box.

Not applicable: Never

Score	Comment

Criterion 35.5.1.1.2 14(2)(b) The health establishment must as appropriate for the type of buildings and grounds of the establishment have a maintenance plan for buildings and the grounds.

35.5.1.1.2.1 The annual management inspection report on safety hazards and maintenance requirements is available.

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

This is to prevent user, health care personnel safety incidents, and prevent unnecessary expenditure on unplanned or unexpected structural dilapidation due to inadequate preventive maintenance. A report detailing safety hazards and maintenance requirements for that year/financial year must be available.

The report must be signed and dated.

Not applicable: Never

Score	Comment

35.5.1.1.2.2 The health establishment has a planned preventive maintenance schedule for buildings and grounds.

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

A documented planned preventive maintenance schedule for the previous twelve months must be available. The plan must include but is not limited to preventive maintenance of buildings, grounds, heating, ventilation and air conditioning systems (HVAC) and lifts.

Not applicable: Never

Score	Comment

35.5.1.1.2.3 Planned preventive maintenance for buildings and grounds is carried out according to schedule.

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

Compare the planned preventive maintenance schedule with the maintenance reports to verify whether planned preventive maintenance has been carried out according to schedule for the previous twelve months.

Not applicable: Never

Score	Comment

35.5.1.1.2.4 Requisitions for repairs are reviewed monthly.

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

There must be documented evidence of review of requisitions for repairs in the requisition book. The purpose of the review is to identify which jobs have been successfully completed and which are outstanding.

Not applicable: Never

Score	Comment

35.5.1.1.2.5 Outstanding requisitions for repairs are raised with the responsible person or service provider.

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

Documented evidence must be available that outstanding repairs are addressed with the person responsible if there is an in-house service, or the service provider where maintenance is outsourced. This process is the responsibility of the person designated to oversee the maintenance service.

Not applicable: Never

Score	Comment

35.5.1.1.2.6 The areas of the buildings listed below are maintained.

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

Observe the condition of the various areas of the building (s) using the aspects listed below. Score 1 if compliant and score 0 if not compliant. Score not applicable if the health establishment does not have the areas or the aspects listed.

Score	Comment

Unit 1 Exterior of buildings

Aspects	Score	Comment
1. Walls are intact and not damaged.		
2. Ceilings are intact and not damaged.		
3. Gutters or PVC pipes are intact and not damaged.		
4. Entrance doors are in a working condition and not damaged.		
5. Lights are functional and not broken		
6. Grounds and floors (where applicable) are intact and not damaged.		
7. Perimeter fencing, or wall is intact and not damaged.		
8. Entrance gate (s) are not damaged.		

9. No loose electrical wiring		
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Unit 2 Interior of buildings

Aspects	Score	Comment
1. Walls are intact and not damaged.		
2. Ceilings are intact and not damaged.		
3. Lights are functional and not broken.		
4. Lifts or escalators are functional (where applicable)		
5. No loose electrical wiring		

Unit 3 Ablution facilities (toilets)

Aspects	Score	Comment
1. Walls are intact and not damaged.		
2. Ceiling intact and not damaged.		
3. Lights are functional and not broken.		
4. Windows not broken (glass and handles).		
5. Doors are in working condition and not damaged.		
6. Functional basins (basins should not be blocked, broken, or have any cracks.		
7. Taps are functional and not broken.		
8. Floor is intact and not damaged.		
9. No loose electrical wiring		

Unit 4 Corridors/passages

Aspects	Score	Comment
1. Walls are intact and not damaged.		
2. Floor intact and not damaged.		
3. Ceilings are intact and not damaged.		
4. Lights are functional and not broken.		
5. Windows not broken (glass and handles)		
6. Doors are in working condition and not damaged.		
7. No loose electrical wiring		

Criterion 35.5.1.1.3 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.

35.5.1.1.3.1 The emergency vehicle access route is clearly marked.

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

Verify whether the emergency vehicle access route within the health establishment premises is clearly marked.

Not applicable: Never

Score	Comment

Sub Domain 35.5.2 15 Engineering services.

Standard 35.5.2.1 15(1) The health establishment must ensure that engineering services are in place.

Criterion 35.5.2.1.1 15(2) The health establishment must have 24-hour electrical power, lighting, medical gas, water supply and sewerage disposal system.

35.5.2.1.1.1 Emergency power supply is available.

Assessment type: Observation - **Risk rating:** Non-negotiable measure

Back-up power supply system must always be available in case of power supply disruption. This may be a generator, a solar power system or any other backup power supply.

Not applicable: Never

Score	Comment

35.5.2.1.1.2 The back-up electricity supply system is tested and maintained.

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

Request the records listed below and assess the back-up power supply system utilised by the health establishment. Score 1 if compliant and score 0 if not compliant.

Score	Comment	
Aspects	Score	Comment
1. The back-up electricity supply system (e.g. generator or solar) is tested for functionality in accordance with the manufacturer's instructions. <u>Explanatory note:</u> The manufacturer's instructions must be available, as well as the logbook indicating the testing done on the back-up electricity supply system in accordance with the manufacturer's instructions. In cases where the manufacturer's instructions are not available, a guiding document developed by the health establishment's engineering/maintenance unit must be available. Not applicable: Never		
2. The back-up electricity supply system is maintained in accordance with the manufacturer's instructions. <u>Explanatory note:</u> The manufacturer's instructions must be available, as well as maintenance records indicating that maintenance has been carried out in accordance with the manufacturer's instructions. In cases where the manufacturer's instructions are not available, a guiding document developed by the health establishment's engineering/maintenance unit must be available. Not applicable: Never		

35.5.2.1.1.3 Electricity load testing is conducted.

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

A load test is conducted to check if there will be enough power supply to all units should there be a power failure. Request records of electricity load tests from the previous three months.

Not applicable: Never

Score	Comment

35.5.2.1.1.4 Water supplies are checked daily for availability from the main reticulation system.

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

Daily checks must be done to ensure uninterrupted water supply. Daily records for checking of water supply must be kept. Request records from the previous month.

Not applicable: Never

Score	Comment

35.5.2.1.1.5 The results of quality checks of the water supply are within acceptable limits.

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

SANS 241 specifies the quality of acceptable drinking water, defined in terms of microbiological, physical, aesthetic and chemical determinants. Water sampling results must be available from the previous six months. This will include checks for bacteriological, chemical and residual chlorine particles in the water. Copies of the results of water testing from the local environmental health office or municipal website may be provided as evidence of compliance where the health establishment uses municipal water.

<http://www.microchem.co.za/services/water-testing/>

Not applicable: Never

Score	Comment

35.5.2.1.1.6 The sewerage system is monitored.

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

Health establishment personnel must carry out rudimentary visual inspections to ensure that any blocked pipes, leaking pipes or other potential hazards are identified as soon as possible. Documented evidence of these checks is required for compliance. These inspections must be done weekly as a minimum.

Not applicable: Never

Score	Comment

35.5.2.1.1.7 A functional system is in place to supply piped medical gas to clinical areas.

Assessment type: Document - **Risk rating:** Non-negotiable measure

This is to ensure that users have access to piped medical gas when required. The areas supplied with medical gas in the health establishment are documented and checked for functionality weekly. Request records from the previous three months.

Not applicable: Never

Score	Comment

35.5.2.1.1.8 The oxygen supply system is checked for leakages.

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

Request documents from the previous twelve months indicating that oxygen supply system leakages have been checked. This could include but not limited to checklists, works order, order number and invoice.

Not applicable: Never

Score	Comment

35.5.2.1.1.9 The bulk oxygen plant is maintained.

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

The bulk oxygen plant must be maintained in accordance with the manufacturer's instructions. In cases where the manufacturer's instructions are not available, a guiding document developed by the health establishment's engineering/maintenance unit must be available. This will include but not limited to removing excess ice on neck plug and pipes, checking for leaks. Request document indicating that bulk oxygen plant has been maintained.

Not applicable: Never

Score	Comment

35.5.2.1.1.10 A system to monitor oxygen levels in the bulk oxygen plant is available.

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

Daily monitoring and documentation of the oxygen levels must be done to ensure adequate, uninterrupted supply to all clinical areas. The evidence may be documented manually or electronically.

Not applicable: Never

Score	Comment

35.5.2.1.1.11 A functional system is in place to supply piped suction to clinical areas.

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

This is to ensure that users have access to piped suction when required. The areas supplied with piped suction in the health establishment are documented and checked for functionality weekly. Request records from the previous three months.

Not applicable: Where there is only portable suction utilized in the health establishment.

Score	Comment

35.5.2.1.1.12 The suction points are maintained.

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

The suction points must be maintained in accordance with the manufacturer's instructions. In cases where the manufacturer's instructions are not available, a guiding document developed by the health establishment's engineering/maintenance unit must be available. Request documents from the previous six months indicating that suction points have been maintained.

Not applicable: Where there is only portable suction utilized in the health establishment.

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 Tertiary Hospitals.


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It is hereby certified that the Regulatory Tertiary Hospital Inspection Tools version 1.0 was developed by the Health Standards Compliance.

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