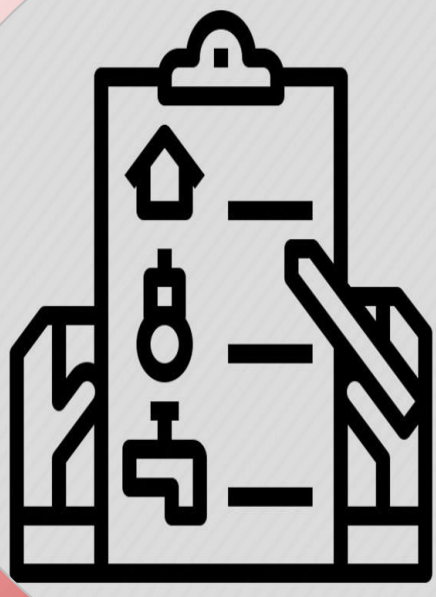
OHSC

Office of Health Standards Compliance

Ensuring quality and safety in health care

Regulatory District Hospital Inspection Tool v1.4



Occupational Therapy Services

Facility: Date:

- **Tool Name:** Regulatory District Hospital Inspection Tool v1.4 - Final
- **HEs Type:** Hospitals
- **Sector:** Public
- **Specialization:** District
- **Created By:** Health Standards Development and Training

25 Occupational Therapy Services

Domain 25.2 CLINICAL GOVERNANCE AND CLINICAL CARE

Sub Domain 25.2.1 6 User health records and management.

Standard 25.2.1.1 6(1) The health establishment must ensure that health records of health care users are protected, managed and kept confidential in line with section 14, 15 and 17 of the Act.

Criterion 25.2.1.1.1 6(2)(b) The health establishment must ensure confidentiality of health records.

25.2.1.1.1.1 Confidentiality of health records is maintained.

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

In line with section 14 of the National Health Act. Observe how user health records are managed in the unit and determine whether unauthorised individuals would be able to access the information in the health records. This includes but not limited to the health records of users seen in the unit, health records being used for clinical audits or other administrative purposes or health records outside the records storage area or room of the unit for any other reason. Such records should be kept in a manner that safeguards against unauthorised access to the content of the health record. Electronic records must be safeguarded with passwords or any other security measures.

Not applicable: Never

Score	Comment

Standard 25.2.1.2 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 25.2.1.2.1 6(4)(b) The health establishment must record information relating to the examination and health care interventions of users.

25.2.1.2.1.1 Users requiring occupational therapy services have been assessed and treated.

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

Select three health records of users seen at the time of inspection or from the previous month and verify whether the records include the aspects listed below. Score 1 if the aspect is included and 0 if not included.

Score	Comment

Unit 1 User health record 1

Aspects	Score	Comment
1. Past medical history		
2. Assessment		

3. Provisional diagnosis		
4. Treatment plan		

Unit 2 User health record 2

Aspects	Score	Comment
1. Past medical history		
2. Assessment		
3. Provisional diagnosis		
4. Treatment plan		

Unit 3 User health record 3

Aspects	Score	Comment
1. Past medical history		
2. Assessment		
3. Provisional diagnosis		
4. Treatment plan		

25.2.1.2.1.2 Health education is provided to users and their caregivers.

Assessment type: Patient record audit - **Risk rating:** Essential measure
Select three user health records and verify whether health education regarding continuity of care or therapy at home was provided. This relates to treatment that will need to be repeated at home including but not limited to the use of devices, the correct performance of exercises and/or activities. Score 1 if the health education is documented and 0 if not documented.

Score	Comment

Aspects	Score	Comment
1. User health record 1		
2. User health record 2		
3. User health record 3		

Sub Domain 25.2.2 7 Clinical management.
Standard 25.2.2.1 7(2) (b) A health establishment must establish and maintain systems, structures and programmes to manage clinical risk.
Criterion 25.2.2.1.1 7 The management of emergency resuscitations must be guided and monitored to improve user outcomes.

25.2.2.1.1.1 The unit has access to an emergency trolley within three minutes of a user requiring emergency resuscitation.

Assessment type: Observation - **Risk rating:** Non-negotiable measure
The unit must have access to an emergency trolley within three minutes when required in an emergency. Where the layout of the hospital and the location of the Occupational therapy unit makes this unfeasible, the unit must have an emergency trolley on site.

Not applicable: Where there is an emergency trolley in the unit.

Score	Comment

25.2.2.1.1.2 Emergency trolley is stocked with medicines, medical supplies and equipment.

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

Inspect the contents of the emergency trolley against the aspects listed below. The emergency trolley can be shared by different units in rehabilitation services if located in the same area, in which case it can be accessed within three minutes of a user requiring emergency resuscitation. Score 1 if the aspect listed is available, functional and not expired (if applicable) and score 0 if the aspect is not available, not functional or expired (if applicable).

Not applicable: For items not used in the unit because the category of user is not seen in that unit.

Score	Comment

Aspects	Score	Comment
Devices to open and protect airway.		
1. Laryngoscope handle-(As determined by the user profile seen in the unit)		
2. Straight blade for laryngoscope (a minimum of two different sizes as determined by the user profile seen in the unit and resuscitation protocol)		
3. Curved blade for laryngoscope (a minimum of two different sizes as determined by the user profile seen in the unit and resuscitation protocol)		
4. Endotracheal tubes-adult (a minimum of three different sizes as determined by the user profile seen in the unit and resuscitation protocol)		
5. Endotracheal tubes-paediatric (a minimum of three different sizes as determined by the user profile seen in the unit and resuscitation protocol)		
6. Oropharyngeal airway (a minimum of three different sizes as determined by the user profile seen in the unit and resuscitation protocol)		
7. Plaster or ties for endotracheal tubes		
8. Lubricating gel		
Equipment for difficult Intubation.		
9. Introducer		
10. Laryngeal mask airway (a minimum of three different sizes that accommodate both adult and paediatric users)		
11. Magill forceps (adult)		
12. Magill forceps (paediatric)		
Devices to deliver oxygen/ventilate users.		
13. Manual resuscitator device or bag and valve mask (adult)		
14. Manual resuscitator device or bag and valve mask (paediatric)		

15. Oxygen masks-rebreather(Adult)		
16. Oxygen masks-rebreather(Paediatric)		
Equipment to diagnose and treat cardiac dysrhythmias.		
17. Automated external defibrillator (AED) with pads or defibrillator with conducting gel, pads, paddles and electrodes		
18. Cardiopulmonary Resuscitation board		
Devices to gain intravascular access.		
19. Intravenous administration sets		
20. IV Cannulae (a minimum of three different sizes that accommodate both adult and paediatric users)		
Medicine.		
21. Emergency medicines according to local protocol are available and have not expired		

25.2.2.1.1.3 Medical supplies and equipment for resuscitation are available.

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

Inspect whether medical supplies and equipment used for resuscitation is available. The items may be available in the trolley or vicinity of the trolley and can be shared by different units in rehabilitation services if located in the same area in which case it can be accessed within three minutes of a user requiring emergency. Score 1 if the aspect listed is available, functional and not expired (if applicable) and score 0 if the aspect is not available, not functional or expired (if applicable).

Not applicable: For items not used in the unit because the category of user is not seen in that unit.

Score	**Comment**

Aspects	**Score**	**Comment**
1. Chlorhexidine or Alcohol swabs		
2. Eye protection		
3. Facemask		
4. Gloves		
5. Spare batteries for laryngoscope		
6. Spare bulb (where applicable)		
7. Syringes (a minimum of syringes of five different sizes)		
8. Catheter tip syringe 50ml		
9. Needles (a minimum of five different sizes)		
10. Scissors		
11. Tourniquet		

12. Stethoscope		
13. Nasogastric tubes (a minimum of four different sizes as determined by the user profile seen in the unit)		
14. Suction catheters (a minimum of four different sizes as determined by the user profile seen in the unit)		
15. Suction devices (portable).		
16. Yankhauer suction.		
17. Nasal cannula		
18. Blood administration set.		
19. Local resuscitation protocol or Resuscitation algorithm.		

25.2.2.1.1.4 The emergency trolley and emergency equipment is checked in accordance with agreed unit practice.

Assessment type: Document - **Risk rating:** Vital measure
Request a documented practice for checking the emergency trolley and verify whether it is checked as documented. This must also include checking of the defibrillator/Automated External Defibrillator.
Request documented records of checking from the previous month.
Not applicable: Never

Score	Comment

Sub Domain 25.2.3 8 Infection prevention and control programmes.
Standard 25.2.3.1 8(1) The health establishment must maintain an environment, which minimises the risk of disease outbreaks, the transmission of infection to users, health care personnel and visitors.

Criterion 25.2.3.1.1 8(2)(a) The health establishment must ensure that there are hand washing facilities in every service area.

25.2.3.1.1.1 Hand washing facilities are available in the unit.

Assessment type: Observation - **Risk rating:** Vital measure
Select three areas in the unit and inspect the handwashing facilities for the items listed below. Score 1 If the item is available and 0 if not available.

Score	Comment

Unit 1 Area 1

Aspects	Score	Comment
1. Functional hand wash basin. Explanatory note: The basin should not be blocked, broken, or have any cracks.		
2. Taps are functional and not broken. Explanatory Note: Taps must be non-touch or elbow - operated in user care areas.		
3. Plain liquid soap		
4. Wall mounted soap dispenser		

5. Paper towel dispenser with disposable hand paper towels		
6. General waste container. Explanatory note: Containers used for the temporary storage of general waste should be leak proof, intact, corrosive resistant and have a tight-fitting lid. The container must be lined with the appropriate colour coded liner. (Practical Manual: Implementation of the National Infection Prevention and Control Strategic Framework page 82 and page 84).		

Unit 2 Area 2

Aspects	**Score**	**Comment**
1. Functional hand wash basin. Explanatory note: The basin should not be blocked, broken, or have any cracks.		
2. Taps are functional and not broken. Explanatory Note: Taps must be non-touch or elbow - operated in user care areas.		
3. Plain liquid soap		
4. Wall mounted soap dispenser		
5. Paper towel dispenser with disposable hand paper towels		
6. General waste container. Explanatory note: Containers used for the temporary storage of general waste should be leak proof, intact, corrosive resistant and have a tight-fitting lid. The container must be lined with the appropriate colour coded liner. (Practical Manual: Implementation of the National Infection Prevention and Control Strategic Framework page 82 and page 84).		

Unit 3 Area 3

Aspects	**Score**	**Comment**
1. Functional hand wash basin. Explanatory note: The basin should not be blocked, broken, or have any cracks.		
2. Taps are functional and not broken. Explanatory Note: Taps must be non-touch or elbow - operated in user care areas.		
3. Plain liquid soap		
4. Wall mounted soap dispenser		
5. Paper towel dispenser with disposable hand paper towels		
6. General waste container. Explanatory note: Containers used for the temporary storage of general waste should be leak proof, intact, corrosive resistant and have a tight-fitting lid. The container must be lined with the appropriate colour coded liner. (Practical Manual: Implementation of the National Infection Prevention and Control Strategic Framework page 82 and page 84).		

25.2.3.1.1.2 Alcohol based hand rub is available.

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

Select three areas and observe whether alcohol-based hand rub is available in the areas listed below. Score 1 if available and 0 if not available.

Score	Comment

Aspects	Score	Comment
1. Area 1		
2. Area 2		
3. Area 3		

25.2.3.1.1.3 Posters on hand hygiene are displayed.

Assessment type: Observation - **Risk rating:** Essential measure
Select three areas and observe whether posters on hand hygiene are displayed in the areas listed below. This could be a single hand hygiene poster or individual posters for hand washing or correct use of alcohol-based hand rub. Score 1 if available and 0 if not available.

Score	Comment

Aspects	Score	Comment
1. Area 1		
2. Area 2		
3. Area 3		

Criterion 25.2.3.1.2 8(2)(d) The health establishment must ensure that health care personnel are protected from acquiring infections through the use of personal protective equipment and prophylactic immunisations.

25.2.3.1.2.1 Personal protective equipment is worn.
Assessment type: Observation - **Risk rating:** Vital measure
Verify whether protective clothing and equipment are available and worn. Score 1 if the items are available and worn and 0 if not available or not worn.
Not applicable: Where, at the time of the inspection, health care personnel are not in a situation in which they are required to wear protective clothing.

Score	Comment

Unit 1 Health care provider

Aspects	Score	Comment
1. Non-sterile or sterile gloves		
2. Disposable gowns or aprons		
3. Protective face shields or goggles		
4. Face masks or N95 or KN95 or FFP2 respirators or approved equivalent		

Unit 2 Cleaner

Aspects	Score	Comment
1. Domestic gloves		
2. Disposable gowns or aprons		
3. Protective face shields or goggles		
4. Face masks or N95 or KN95 or FFP2 respirators or approved equivalent		

Sub Domain 25.2.4 9 Waste management.

Standard 25.2.4.1 9(1) The health establishment must ensure that waste is handled, stored, and disposed of safely in accordance with the law.

Criterion 25.2.4.1.1 9(2)(a) The health establishment must have appropriate waste containers at the point of waste generation.

25.2.4.1.1.1 The unit has appropriate containers for disposal of all types of waste.

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

Verify whether the waste containers listed below are available. Health care risk waste containers must have the appropriate international hazard symbol and be marked as prescribed in SANS 10248-1: Management of Health Care Waste, Part 1: Management of healthcare risk waste from a health facility. Score 1 if the waste container is available and 0 if not available.

Not applicable: Where a particular type of waste is not generated in the unit.

Score	Comment

Aspects	Score	Comment
1. Infectious non-anatomical waste (red)		
2. General waste (black, beige, white or transparent packaging can be used)		

Sub Domain 25.2.5 21 Adverse events.

Standard 25.2.5.1 21(1) The health establishment must have a system to monitor and report all adverse events.

Criterion 25.2.5.1.1 21(2)(b) The health establishment must have systems in place to report adverse incidents to a structure in the health establishment or responsible authority that monitors these events.

25.2.5.1.1.1 Health care personnel are aware of the procedure to report adverse events.

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

Interview three health care personnel to establish their awareness on reporting of adverse events. Score 1 if they are able to explain the aspects listed below and 0 if not.

Score	Comment

Unit 1 Health care personnel 1

Aspects	Score	Comment
1. Types of adverse events that might happen in the unit (give three examples)		
2. How to report adverse events in the unit?		
3. Feedback processes on reported adverse events. Explanatory notes: This could include but not limited to formal feedback on the progress, outcome and quality improvement plans)		

Unit 2 Health care personnel 2

Aspects	Score	Comment
1. Types of adverse events that might happen in the unit (give three examples)		
2. How to report adverse events in the unit?		
3. Feedback processes on reported adverse events. Explanatory notes: This could include but not limited to formal feedback on the progress, outcome and quality improvement plans)		

Unit 3 Health care personnel 3

Aspects	Score	Comment
1. Types of adverse events that might happen in the unit (give three examples)		
2. How to report adverse events in the unit?		
3. Feedback processes on reported adverse events. Explanatory notes: This could include but not limited to formal feedback on the progress, outcome and quality improvement plans)		

Domain 25.3 CLINICAL SUPPORT SERVICES

Sub Domain 25.3.1 10 Medicines and medical supplies.

Standard 25.3.1.1 10(1) The health establishment must comply with the provisions of the Pharmacy Act, 1974 and the Medicines and Related Substances Act, 1965.

Criterion 25.3.1.1.1 10(2)(a) The health establishment must implement and maintain a stock control system for medicine and medical supplies.

25.3.1.1.1.1 The stock control system shows minimum and maximum levels and/or re-order levels for medical supplies.

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

Randomly sample five items held as stock and verify whether minimum, maximum and/or reorder levels are documented. The levels must be recorded on the bin cards or equivalent. The system may be manual or electronic. Score 1 if compliant and 0 if not compliant.

Score	Comment

Aspects	Score	Comment
1. Item 1		
2. Item 2		
3. Item 3		
4. Item 4		
5. Item 5		

25.3.1.1.1.2 Physical stock of medical supplies corresponds with stock control system.

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

Randomly sample five items held as stock and verify whether their availability corresponds with the balance indicated on the bin cards or equivalent. The system may be manual or electronic. Score 1 if compliant and 0 if not compliant.

Score	Comment

Aspects	Score	Comment
1. Item 1		
2. Item 2		
3. Item 3		
4. Item 4		
5. Item 5		

Criterion 25.3.1.1.2 10(2)(b) The health establishment must ensure the availability of medicines and medical supplies for the delivery of services.

25.3.1.1.2.1 Basic medical supplies (consumables) are available.

Assessment type: Observation - **Risk rating:** Vital measure
Request the list of medical supplies/consumables for the unit and randomly sample ten items and check whether the sampled items are available and not expired (where applicable). Document the name of the non-compliant items that were sampled. Score 1 if the sampled item is available and not expired (where applicable) or 0 if not available or expired or if there is no list of medical supplies/consumables available.

Score	Comment

Aspects	Score	Comment
1. Item 1		
2. Item 2		
3. Item 3		
4. Item 4		
5. Item 5		
6. Item 6		
7. Item 7		
8. Item 8		
9. Item 9		
10. Item 10		

Sub Domain 25.3.2 13 Medical equipment.
Standard 25.3.2.1 13(1) Health establishments must ensure that the medical equipment is available and functional in compliance with the law.
Criterion 25.3.2.1.1 13(2)(b) The health establishment must ensure that equipment is in accordance with the essential equipment list in all clinical service areas.

25.3.2.1.1.1 Functional essential equipment is available in the unit.

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

Request the list of medical equipment for the unit. Randomly sample ten different items and check whether the sampled equipment is available and functional. Document the name of the non-compliant equipment that was sampled. Score 1 if the sampled item is available and functional or 0 if not available or not functional or if the list is not available.

Score	Comment

Aspects	Score	Comment
1. Equipment 1		
2. Equipment 2		
3. Equipment 3		
4. Equipment 4		
5. Equipment 5		
6. Equipment 6		
7. Equipment 7		
8. Equipment 8		
9. Equipment 9		
10. Equipment 10		

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 District Hospitals.

Acknowledgments

Many people have contributed to the update of the Regulatory District Hospital Inspection Tools version 1.4. 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 District Hospital inspection tools.
- The internal OHSC teams (Compliance Inspectorate, for their contribution during the update of the District Hospital inspection tools).
- National Department of Health for their input and comments on the inspection tools.

It is hereby certified that the Regulatory District Hospital Inspection tools version 1.4 was updated by the Office of Health Standards Compliance.

SIGNATURE:
MS. WINNIE MOLEKO
EXECUTIVE MANAGER: HEALTH STANDARDS, DEVELOPMENT ANALYSIS AND SUPPORT
DATE: 03/04/2024

SIGNATURE:
DR MATHABO MATHEBULA
CHIEF OPERATIONS OFFICER: OHSC
DATE: 05/04/2024

SIGNATURE:
DR SIPHIWE MNDAWENI
CHIEF EXECUTIVE OFFICER: OHSC
DATE: 08/04/2024

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

ISBN:
978-0-620-90157-4