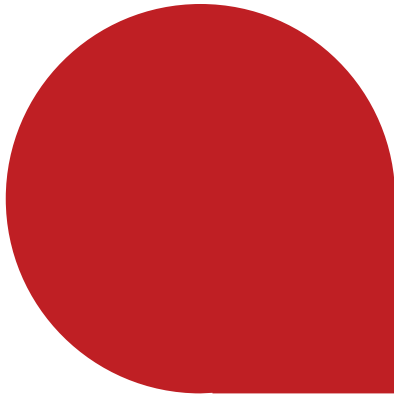




Office of Health Standards Compliance  
Ensuring quality and safety in health care



## Emergency Unit

**v1.3.1**

# Regulatory CHC inspection tool

Facility:
Date:

- **Tool Name:** Regulatory CHC Inspection Tool v1.3.1
- **HEs Type:** CHC
- **Sector:** Public
- **Specialization:** CHC
- **Created By:** Health Standards Development and Training

## 4 Emergency Unit

### Domain 4.1 USER RIGHTS

#### Sub Domain 4.1.1 4 User information

**Standard 4.1.1.1 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 4.1.1.1.1 4(2)(a)(iv)** The health establishment must provide users with information relating to the complaints, compliments and suggestions management system.

**4.1.1.1.1.1** The complaints toolkit is available.

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

Check whether the complaint toolkit is available and complies with the aspects listed below. In the CHC where the units are in close proximity the complaints toolkit can be shared by various units. Toolkit must be assessed in the unit where it is located. Score 1 if compliant and score 0 if not compliant.

Score	Comment	
Aspects	Score	Comment
1. The complaints box is visibly displayed		
2. The complaints box is lockable		
3. The complaints box is mounted to the wall or fixed surface		
4. Standardized complaints forms are readily available next to the box or upon request.		
5. The poster describing the process for lodging a complaint is posted next to or nearby the complaints box.		
6. The poster describing the process for lodging a complaint is available in at least two official languages commonly spoken in the area.		

**Sub Domain 4.1.2 5** Access to care

**Standard 4.1.2.1 5(1)** The health establishment must ensure that users are attended to in a manner which is consistent with the nature and severity of their health condition.

**Criterion 4.1.2.1.1 5(2)(a)** The health establishment must implement a system of triage.

**4.1.2.1.1.1** There is a delegated health care provider responsible for triaging of users.

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

Check the delegation document for the previous month to identify if there is a health care provider delegated for triaging of users. The document could be manual or electronic.

Not applicable: Never

Score	Comment

**4.1.2.1.1.2** The algorithm used for triage is visibly displayed in the triage area.

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

The display of the algorithm will serve to remind those performing triage of the steps to be followed and the categorisation of users, which in turn will improve user safety. It also informs the healthcare users awaiting attention of the process being undertaken.

Not applicable: Never

Score	Comment

**4.1.2.1.1.3** Health care providers are able to explain the procedure to triage users.

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

Interview three health care providers working in the triage area to determine if they are able to explain the correct triage procedure as per the displayed algorithm. Score 1 if the procedure is correctly explained and 0 if not correctly explained.

Score	Comment	
Aspects	Score	Comment
1. Health care provider 1		
2. Health care provider 2		
3. Health care provider 3		

**4.1.2.1.1.4** Users are triaged in accordance with the documented procedure.

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

Select the health records of three users who were attended to in the emergency unit at the time of inspection or health records from the previous month. Verify whether their triage status was recorded. Score 1 if it was recorded and 0 if not recorded.

Score	Comment

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

**Criterion 4.1.2.1.2 5(2)(b) The health establishment must ensure access to emergency medical transport for users requiring urgent transfer to another health establishment, and that they are accompanied by a health care provider.**

**4.1.2.1.2.1** Emergency medical service contact number(s) are displayed.

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

Check whether emergency contact numbers are displayed next to each telephone. If the health establishment uses official mobile phones/cellphones, emergency numbers can be displayed in any easily visible area in the unit.

Not applicable: Never

Score	Comment

**Criterion 4.1.2.1.3 5(2)(c) The health establishment must adhere to clinical guidelines on stabilizing users presenting in an emergency before referring them to another health establishment.**

**4.1.2.1.3.1** User health records indicate adherence to the guidelines for examination and stabilisation of emergency users.

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

Review three health records of emergency users seen at the time of inspection or health records from the previous month. Check whether the aspects listed below were documented. Score 1 if the aspect is documented and 0 if it is not documented.

Score	Comment

Unit 1 User health record 1

Aspects	Score	Comment
1. Triage category or score		
2. Initial clinician's assessment		
3. Medical history. Explanatory note: Score not applicable if the user was not able to provide these details, and no accompanying person was available to provide details		
4. Physical examination		
5. Investigations ordered (where applicable)		

6. Provisional diagnosis		
7. Final diagnosis. Explanatory note: Score not applicable where the final diagnosis has not been made prior to transfer		
8. Interventions made to stabilise the user		
9. All vital signs have been monitored		
10. Referral arrangements for the receiving health establishment (where applicable)		

#### Unit 2 User health record 2

Aspects	Score	Comment
1. Triage category or score		
2. Initial clinician's assessment		
3. Medical history. Explanatory note: Score not applicable if the user was not able to provide these details, and no accompanying person was available to provide details		
4. Physical examination		
5. Investigations ordered (where applicable)		
6. Provisional diagnosis		
7. Final diagnosis. Explanatory note: Score not applicable where the final diagnosis has not been made prior to transfer		
8. Interventions made to stabilise the user		
9. All vital signs have been monitored		
10. Referral arrangements for the receiving health establishment (where applicable)		

#### Unit 3 User health record 3

Aspects	Score	Comment
1. Triage category or score		
2. Initial clinician's assessment		
3. Medical history. Explanatory note: Score not applicable if the user was not able to provide these details, and no accompanying person was available to provide details		

4. Physical examination		
5. Investigations ordered (where applicable)		
6. Provisional diagnosis		
7. Final diagnosis. Explanatory note: Score not applicable where the final diagnosis has not been made prior to transfer		
8. Interventions made to stabilise the user		
9. All vital signs have been monitored		
10. Referral arrangements for the receiving health establishment (where applicable)		

**Standard 4.1.2.2 5(3)** The health establishment must maintain a system of referral as established by the responsible authority.  
**Criterion 4.1.2.2.1 5(4)(a)** The health establishment must ensure that users are provided with information relating to their referral to another health establishment.

**4.1.2.2.1.1** Health care providers are able to explain what information they provide to users being referred.

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

Interview three health care providers to establish if they are aware of the information that must be provided to users who are referred. Answers should be provided to the questions below. Score 1 if the aspect is included and 0 if not included.

Score	Comment

Unit 1 Health care provider 1

Aspects	Score	Comment
1. Reason for referral		
2. The health establishment referred to		
3. Follow up action post referral visit (e.g. return to CHC)		

Unit 2 Health care provider 2

Aspects	Score	Comment
1. Reason for referral		
2. The health establishment referred to		
3. Follow up action post referral visit (e.g. return to CHC)		

Unit 3 Health care provider 3

Aspects	Score	Comment
1. Reason for referral		
2. The health establishment referred to		
3. Follow up action post referral visit (e.g. return to CHC)		

**Criterion 4.1.2.2.2 5(4)(b) The health establishment must ensure that a copy of the referral document is kept in the user's health record.**

**4.1.2.2.2.1** Copies of referral documents or forms are available at the initiating health establishment.

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

Select three users from the referral register or file or document for the previous three months and request the copies of their referral documents or forms to check if the aspects listed below are documented. Score 1 if the aspect is documented and score 0 if not documented or if the copy of referral is not available.

Not applicable when the functional area is not available in the health establishment.

Score	Comment

Unit 1 User health record 1

Aspects	Score	Comment
1. Name of user		
2. Name of referring health establishment		
3. Name of referring health care provider		
4. Name of receiving health establishment		
5. Reason for referral		
6. Summary of clinical details. Explanatory note: This will include but not limited to presenting complaints, examination and findings, investigations conducted, diagnosis and treatment provided.		

Unit 2 User health record 2

Aspects	Score	Comment
1. Name of user		

2. Name of referring health establishment		
3. Name of referring health care provider		
4. Name of receiving health establishment		
5. Reason for referral		
6. Summary of clinical details. Explanatory note: This will include but not limited to presenting complaints, examination and findings, investigations conducted, diagnosis and treatment provided.		

Unit 3 User health record 3

Aspects	Score	Comment
1. Name of user		
2. Name of referring health establishment		
3. Name of referring health care provider		
4. Name of receiving health establishment		
5. Reason for referral		
6. Summary of clinical details. Explanatory note: This will include but not limited to presenting complaints, examination and findings, investigations conducted, diagnosis and treatment provided.		

**Sub Domain 4.1.3 22** Waiting times

**Standard 4.1.3.1 22** The health establishment must monitor waiting times against the National Core Standards for Health Establishments in South Africa.

**Criterion 4.1.3.1.1 22** Waiting times are monitored, and improvement plans are implemented.

**4.1.3.1.1.1** The average waiting time for each triage category is visibly displayed in the waiting area.

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

The aim of this requirement is to give users an indication of how long they should expect to wait in the emergency unit and to assist personnel to work within the scope of the target waiting times. The document reflecting the average waiting times must be displayed in an area which is easily visible to users waiting to receive care. The average waiting time for each triage category as calculated in the previous waiting time report must be displayed.

Not applicable: Never

Score	Comment



**Domain 4.2 CLINICAL GOVERNANCE AND CLINICAL CARE**

**Sub Domain 4.2.1 6 User health records and management**

**Standard 4.2.1.1 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 4.2.1.1.1 6(2)(b)** The health establishment must ensure confidentiality of health records.

**4.2.1.1.1.1** Confidentiality of health records is maintained.

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

In line with section 14 of the National Health Act. Observe how user health records are managed in various areas within the unit (this will include but not limited to public areas, clinical areas) and determine whether unauthorised individuals would not be able to access the information in the health records. This will include the health records of users waiting to be seen, users who have already been seen but their records have not yet been returned to the records storage area/room, health records being used for clinical audit or other administrative purposes, or health records outside the records storage area/room for any other reason. Such records should be kept in a manner which safeguards against unauthorised access to the content of the record. Electronic records must be safeguarded with passwords.

Score	Comment

**Standard 4.2.1.2 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 4.2.1.2.1 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.

**4.2.1.2.1.1** Biographical, demographic and contact information of the user is recorded in the user's health record.

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

Use the checklist below to check whether user records contain the required details as listed below. Select three records of users who were seen in the unit within at the time of inspection or records from the previous month. Score 1 if the detail is recorded and 0 if it is not recorded.

Score	Comment

Unit 1 User health record 1

Aspects	Score	Comment
1. Name and surname		
2. User file number		
3. Health establishment name		
4. Gender		
5. ID/refugee/passport number or date of birth		
6. Residential address		

7. Personal contact details		
8. Name and surname of parents or guardian (if user is a minor)		
9. Next of kin contact details		

Unit 2 User health record 2

Aspects	Score	Comment
1. Name and surname		
2. User file number		
3. Health establishment name		
4. Gender		
5. ID/refugee/passport number or date of birth		
6. Residential address		
7. Personal contact details		
8. Name and surname of parents or guardian (if user is a minor)		
9. Next of kin contact details		

Unit 3 User health record 3

Aspects	Score	Comment
1. Name and surname		
2. User file number		
3. Health establishment name		
4. Gender		
5. ID/refugee/passport number or date of birth		
6. Residential address		
7. Personal contact details		

8. Name and surname of parents or guardian (if user is a minor)		
9. Next of kin contact details		

**Criterion 4.2.1.2.2 6(4)(b) The health establishment must record information relating to the examination and health care interventions of users.**

**4.2.1.2.2.1** The clinical assessment and management plan for the user is recorded in the user health record.

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

Select three health records of users who were seen at the time of inspection or records from the previous month. Check whether the user health records contain the details listed below. Score 1 if the detail is recorded and 0 if it is not recorded.

Score	Comment

Unit 1 User health record 1

Aspects	Score	Comment
1. Presenting complaint		
2. Vital signs monitored		
3. Physical examination		
4. Diagnosis/findings		
5. User management plan		
6. Clinician details		
7. Date of entry		
8. Signature of clinician		

Unit 2 User health record 2

Aspects	Score	Comment
1. Presenting complaint		
2. Vital signs monitored		
3. Physical examination		
4. Diagnosis/findings		
5. User management plan		
6. Clinician details		
7. Date of entry		

8. Signature of clinician		
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Unit 3 User health record 3

Aspects	Score	Comment
1. Presenting complaint		
2. Vital signs monitored		
3. Physical examination		
4. Diagnosis/findings		
5. User management plan		
6. Clinician details		
7. Date of entry		
8. Signature of clinician		

**Standard 4.2.1.3 6(5)** The health establishment must have a formal process to be followed when obtaining informed consent from the user.

**Criterion 4.2.1.3.1 6** A documented procedure which describes the information to be collected and discussed during the process to obtain informed consent is implemented, in accordance with Chapter 2 of the National Health Act (Section 7).

**4.2.1.3.1.1** Informed consent forms are completed correctly.

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

Select three completed informed consent forms of users who were seen in the health establishment at the time of inspection or records from the previous month if health records are not available at the time of inspection and verify whether the aspects listed below are recorded. Score 1 if the aspect is recorded and score 0 if the aspect is not recorded.

Score	Comment

Unit 1 Health record 1

Aspects	Score	Comment
1. User's full name(s) and surname.		
2. The user's age or date of birth or identity number.		
3. The exact nature of the operation/procedure/treatment.		
4. The name of the person who signed the consent is documented (this could be the parent or guardian)  Explanatory note: This aspect is not applicable where the user signed the consent form		
5. The consent form is signed by the user or parent/guardian		
6. The consent form is signed by the health care provider		

7. The consent form is dated		
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Unit 2 Health record 2

Aspects	Score	Comment
1. User's full name(s) and surname.		
2. The user's age or date of birth or identity number.		
3. The exact nature of the operation/procedure/treatment.		
4. The name of the person who signed the consent is documented (this could be the parent or guardian)  Explanatory note: This aspect is not applicable where the user signed the consent form		
5. The consent form is signed by the user or parent/guardian		
6. The consent form is signed by the health care provider		
7. The consent form is dated		

Unit 3 Health record 3

Aspects	Score	Comment
1. User's full name(s) and surname.		
2. The user's age or date of birth or identity number.		
3. The exact nature of the operation/procedure/treatment.		
4. The name of the person who signed the consent is documented (this could be the parent or guardian)  Explanatory note: This aspect is not applicable where the user signed the consent form		
5. The consent form is signed by the user or parent/guardian		
6. The consent form is signed by the health care provider		
7. The consent form is dated		

**Sub Domain 4.2.2 7** Clinical management

**Standard 4.2.2.1 7(1)** The health establishment must establish and maintain clinical management systems, structures and procedures that give effect to national policies and guidelines.

**Criterion 4.2.2.1.1 7(2)(b)** The health establishment must establish and maintain systems, structures, and programmes to manage clinical risks.

**4.2.2.1.1.1** Health records demonstrate that the correct handover procedure was followed between health care providers and Emergency Medical services personnel.

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

Review three health records at the time of inspection or health records from the previous month and check if the aspects listed below have been documented. Score 1 if the aspect is documented and 0 if it is not documented.

Score	Comment

Unit 1 User health record 1

Aspects	Score	Comment
1. Name and Surname of user		
2. Clinical status of the user		
3. Vital signs		
4. Previous/Known medical history		
5. Treatment given to the user at the health establishment prior to arrival of ambulance		
6. Time of arrival of Emergency Medical services		
7. Time of handover		
8. Method of transfer of user from health establishment to ambulance, i.e. walking, stretcher or wheelchair		
9. Signature of transferring health care provider		

Unit 2 User health record 2

Aspects	Score	Comment
1. Name and Surname of user		
2. Clinical status of the user		

3. Vital signs		
4. Previous/Known medical history		
5. Treatment given to the user at the health establishment prior to arrival of ambulance		
6. Time of arrival of Emergency Medical services		
7. Time of handover		
8. Method of transfer of user from health establishment to ambulance, i.e. walking, stretcher or wheelchair		
9. Signature of transferring health care provider		

Unit 3 User health record 3

Aspects	Score	Comment
1. Name and Surname of user		
2. Clinical status of the user		
3. Vital signs		
4. Previous/Known medical history		
5. Treatment given to the user at the health establishment prior to arrival of ambulance		
6. Time of arrival of Emergency Medical services		
7. Time of handover		
8. Method of transfer of user from health establishment to ambulance, i.e. walking, stretcher or wheelchair		
9. Signature of transferring health care provider		

**Standard 4.2.2.2 7(2)** (b) A health establishment must establish and maintain systems, structures, and programmes to manage clinical risk.

**Criterion 4.2.2.2.1 7** The health establishment implements process to ensure environmental cleanliness.

**4.2.2.2.1.1** 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 area is free of dirt and dust.  
Not applicable: Never

Score	Comment

**Criterion 4.2.2.2.2 7 The management of emergency resuscitations must be guided and monitored to improve user outcomes.**

**4.2.2.2.2.1** The emergency trolley is stocked with the medicines, medical supplies and equipment.

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

Check whether the emergency trolley is sufficiently stocked with unexpired medicines and the equipment listed below. The equipment and medicines may be available on the emergency trolley (or on other surfaces in the resuscitation room). Check the expiry dates of medicines and medical supplies. Score 1 if the aspect listed is available, functional and not expired (where applicable) and score 0 if the aspect is not available or functional or expired (where applicable). In the CHC where the units are in close proximity the emergency trolley can be shared by various units. Emergency trolley must be assessed in the unit where it is located.

Score	Comment	
Aspects	Score	Comment
<b>Devices to open and protect airway.</b>		
1. Laryngoscope handle- Adult. Explanatory Note: Where the CHC is operating as a Clinic and there is no doctor this will be scored not applicable.		
2. Laryngoscope handle- Paediatric. Explanatory Note: Where the CHC is operating as a Clinic and there is no doctor this will be scored not applicable.		
3. Paediatric straight blades for laryngoscope. Explanatory Note: Where the CHC is operating as a Clinic and there is no doctor this will be scored not applicable.		
4. Curved blade for laryngoscope (a minimum of two different sizes). Explanatory Note: Where the CHC is operating as a Clinic and there is no doctor this will be scored not applicable.		
5. Endotracheal tubes- paediatrics (a minimum of three different sizes). Explanatory Note: Where the CHC is operating as a Clinic and there is no doctor this will be scored not applicable.		
6. Endotracheal tubes- adult (a minimum of three different sizes). Explanatory Note: Where the CHC is operating as a Clinic and there is no doctor this will be scored not applicable.		



7. Plaster or ties for endotracheal tubes. Explanatory Note: Where the CHC is operating as a Clinic and there is no doctor this will be scored not applicable.		
8. Lubricating gel. Explanatory Note: Where the CHC is operating as a Clinic and there is no doctor this will be scored not applicable.		
<b>Equipment for difficult Intubation</b>		
9. Laryngeal mask airway (a minimum of three different sizes that accommodate both adult and paediatric users) (Explanatory Note: Where the CHC is operating as a Clinic and there is no doctor this will be scored not applicable.		
10. Magill's forceps (adult). Explanatory Note: Where the CHC is operating as a Clinic and there is no doctor this will be scored not applicable.		
11. Magill's forceps (paediatric) Explanatory Note: Where the CHC is operating as a Clinic and there is no doctor this will be scored not applicable.		
12. Adult-size introducer. Explanatory Note: Where the CHC is operating as a Clinic and there is no doctor this will be scored not applicable.		
13. Paediatric size introducer. Explanatory Note: Where the CHC is operating as a Clinic and there is no doctor this will be scored not applicable.		
<b>Devices to deliver oxygen/ventilate users.</b>		
14. Manual resuscitator device or bag and valve mask (adult)		
15. Manual resuscitator device or bag and valve mask (paediatric)		
16. Nebulisation mask (Adult)		
17. Nebulisation mask (Paeds)		
18. Oxygen masks- re breather (adult)		
19. Oxygen Mask- re breather (paediatrics)		
<b>Devices to gain intravascular access.</b>		
20. Intravenous administration sets		

21. IV Cannulae (a minimum of three different sizes that accommodate both adult and paediatric users)		
<b>Medicine</b>		
22. Emergency medicines according to local protocol are available and have not expired. Explanatory Note: Where the CHC is operating as a Clinic and there is no doctor this will be scored not applicable.		
<b>Equipment to diagnose and treat cardiac dysrhythmias.</b>		
23. Automated external defibrillator (AED) with pads or defibrillator with conducting gel, pads, paddles and electrodes. Explanatory note: Score not applicable if the health establishment has been listed as one of the facilities excluded from keeping these items. The health establishment must be listed in the letter signed by relevant authority and communicated to NDOH. Relevant authority refers to provincial department of health, district health authority or municipal authority.		
24. Cardiopulmonary Resuscitation Board		

**4.2.2.2.2 Medical supplies and equipment for resuscitation is available.**

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

Inspect whether medical supplies and equipment used for resuscitation are available. The items may be available in the trolley or vicinity of the trolley. 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). In the CHC where the units are in close proximity the emergency management items can be shared by various units and assessed in the unit where they are located.

Score	Comment	
Aspects	Score	Comment
1. Emergency trolley with lockable medicine drawer and accessories		
2. Patient trolley or stretcher which can be adjusted into a fowlers position		
3. Chlorhexidine or Alcohol swabs		
4. Eye protection		
5. Facemasks		
6. Gloves		

7. Syringes (a minimum three different sizes)		
8. Catheter tip syringe 50ml		
9. Needles (a minimum of five different sizes that accommodate user profile seen in the unit)		
10. Scissors		
11. Tourniquet		
12. Stethoscope		
13. Oropharyngeal airway (a minimum of three different sizes that accommodate user profile seen in the unit)		
14. Strapping to secure intravenous cannulae		
15. Nasogastric tube (a minimum of five different sizes that accommodate user profile seen in the unit)		
16. Suction catheter (a minimum of five different sizes that accommodate user profile seen in the unit)		
17. Suction devices (portable)		
18. Nasal cannula		
19. Spare bulb. Explanatory Note: Where the CHC is operating as a Clinic and there is no doctor this will be scored not applicable.		
20. Spare batteries for laryngoscope. Explanatory Note: Where the CHC is operating as a Clinic and there is no doctor this will be scored not applicable.		

**4.2.2.2.3** The emergency trolley and emergency equipment is checked in accordance with agreed unit or health establishment 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.

Score	Comment

**Sub Domain 4.2.3 8** Infection prevention and control programmes

**Standard 4.2.3.1 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 4.2.3.1.1 8(2)(a)** The health establishment must ensure that there are hand washing facilities in every service area.

**4.2.3.1.1.1** Hand washing facilities are available.

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

Use the checklist below to check whether the hand washing facilities and items listed below are available. Score 1 if the item is available and 0 if it is 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 cracks		
2. Taps are functional and not broken. Explanatory Note: Taps must be non-touch or elbow operated in user care areas.		
3. Liquid hand wash soap.		
4. Wall mounted soap dispenser		
5. Paper towel dispenser with disposable hand paper towels		
6. General waste container. Explanatory note: This could be a disposable or reusable vessels in which waste is placed for the purpose of disposing of and includes bins, bin-liners and skips;		

Unit 2 Area 2

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

5. Paper towel dispenser with disposable hand paper towels		
6. General waste container. Explanatory note: This could be a disposable or reusable vessels in which waste is placed for the purpose of disposing of and includes bins, bin-liners and skips;		

Unit 3 Area 3

Aspects	Score	Comment
1. Functional hand wash basin. Explanatory note: The basin should not be blocked, broken, or have cracks		
2. Taps are functional and not broken. Explanatory Note: Taps must be non-touch or elbow operated in user care areas.		
3. Liquid hand wash soap.		
4. Wall mounted soap dispenser		
5. Paper towel dispenser with disposable hand paper towels		
6. General waste container. Explanatory note: This could be a disposable or reusable vessels in which waste is placed for the purpose of disposing of and includes bins, bin-liners and skips;		

**4.2.3.1.1.2** Alcohol based hand rub is available.

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

Select three areas in the unit and observe whether alcohol-based hand rub is available in 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		

**4.2.3.1.1.3** 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. 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 4.2.3.1.2 8(2)(c) The health establishment must ensure there is clean linen to meet the needs of users.**

**4.2.3.1.2.1** Clean linen is available in the unit.

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

Check whether the linen is available as determined by the unit requirements. This can be cloth or disposable linen.

Not applicable: Never

Score	Comment

**4.2.3.1.2.2** A wheeled cart or trolley is used to collect dirty, soiled and infectious linen.

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

Observe if the health establishment has a wheeled cart or trolley for collecting soiled and infectious linen.

Not applicable: Never

Score	Comment

**Criterion 4.2.3.1.3 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.**

**4.2.3.1.3.1** Personal protective equipment is worn.

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

Using the checklist below, verify whether protective clothing and equipment is worn. Score 1 if the items are worn 0 if not worn. Score not applicable where at the time of the inspection, personnel are not in a situation in which they are required to wear protective clothing. Score not applicable for an area not found in the health establishment.

Score	Comment

Unit 1 Consulting room

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 Triage area

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 3 Resuscitation area

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		

**Sub Domain 4.2.4 9** Waste management

**Standard 4.2.4.1 9(1)** The health establishment must ensure that waste is handled, stored, and disposed of safely in accordance with the law.

**Criterion 4.2.4.1.1 9(2)(a)** The health establishment must have appropriate waste containers at the point of waste generation.

**4.2.4.1.1.1** Health care waste is managed as required by waste management practices.

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

Use the checklist below to check whether health risk care waste is managed as required. Score 1 if the aspect is compliant and 0 if it is not compliant. Score not applicable if the area is not available in the unit.

Score	Comment

Unit 1 Staff Toilet

Aspects	Score	Comment

1. Sanitary disposal bins with functional lids or healthcare risk waste box with a fitted lid.		
2. Sanitary disposal bins or boxes lined with red plastic bags.  Explanatory note: If the disposable boxes used for sanitary waste have gel granules in the bottom of the box to treat the waste, no bag is required, and the health establishment can score 1.		
3. Sanitary disposal bins or boxes are clean and not overflowing.		
4. Bins available for general waste.		
5. Bins for general waste are lined with appropriate coloured bags (Black, beige, white or transparent packaging can be used).		

#### Unit 2 User toilet

Aspects	Score	Comment
1. Sanitary disposal bins with a functional lids or healthcare risk waste box with a lid.		
2. Sanitary disposal bins or boxes lined with red plastic bags.		
3. Sanitary disposal bins or boxes are clean and not overflowing.		
4. Bins available for general waste.		
5. Bins for general waste are lined with appropriate coloured bags (Black, beige, white or transparent packaging can be used).		

#### Unit 3 Consultation area

Aspects	Score	Comment
1. Health care risk waste disposal bins with functional lids or health care risk waste box.		
2. Health care risk waste disposal bins or boxes lined with red colour plastic bags.		
3. Health care risk waste disposal bins or boxes contain only health care waste.		



4. Health care risk waste disposal bins or boxes are not overflowing.		
5. Bins available for general waste.		
6. Bins for general waste are lined with appropriate coloured bags (Black, beige, white or transparent packaging can be used).		

Unit 4 Resuscitation area

Aspects	Score	Comment
1. Health care risk waste disposal bins with functional lids or health care risk waste box.		
2. Health care risk waste disposal bins or boxes lined with red colour plastic bags.		
3. Health care risk waste disposal bins or boxes contain only health care waste.		
4. Health care risk waste disposal bins or boxes are not overflowing.		
5. Bins available for general waste.		
6. Bins for general waste are lined with appropriate coloured bags (Black, beige, white or transparent packaging can be used).		

**4.2.4.1.1.2** There are appropriate containers for disposal of all types of waste.

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

Observe if the waste containers listed below are available. Score 1 if the waste container is available and score 0 if it is not available.

Where a particular type of waste is not generated in the unit, score not applicable.

Score	Comment	
Aspects	Score	Comment
1. Infectious non-anatomical waste (red).		
2. Sharps (yellow).  Explanatory note: Sharps must be discarded in impenetrable, tamperproof containers.		

3. General waste (black, beige, white or transparent packaging can be used).		
4. Anatomical waste (red bucket with tight fitting lid) . Explanatory note: This will be applicable where anatomical waste is generated.		

**Criterion 4.2.4.1.2 9(2)(b) The health establishment must implement procedures for the collection, handling, storage and disposal of waste.**

**4.2.4.1.2.1** Sharps are safely managed and discarded in clinical areas.

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

Use the checklist below to check whether sharps are safely managed and discarded. Check areas in the unit. Score 1 if the aspect is compliant and 0 if it is not compliant.

Score	Comment

Unit 1 Area 1

Aspects	Score	Comment
1. Waste is properly segregated. Explanatory note: Only sharps are discarded into the container; no gloves, papers or any other waste is discarded into the container.		
2. Sharps containers are discarded when they reach the limit mark.		
3. Sharps containers are placed on a work surface or in wallmounted brackets.		
4. Sharps containers have correctly fitting lids.		
5. Needles are not recapped before disposal (not applicable for safety needles and syringes).		

Unit 2 Area 2

Aspects	Score	Comment
1. Waste is properly segregated. Explanatory note: Only sharps are discarded into the container; no gloves, papers or any other waste is discarded into the container.		
2. Sharps containers are discarded when they reach the limit mark.		

3. Sharps containers are placed on a work surface or in wallmounted brackets.		
4. Sharps containers have correctly fitting lids.		
5. Needles are not recapped before disposal (not applicable for safety needles and syringes).		

**Sub Domain 4.2.5 21** Adverse events

**Standard 4.2.5.1 21(1)** The health establishment must have a system to monitor and report all adverse events.

**Criterion 4.2.5.1.1 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.

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

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

Interview 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 Healthcare 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 Healthcare 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 Healthcare 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 4.3 CLINICAL SUPPORT SERVICES**

**Sub Domain 4.3.1 13** Medical equipment

**Standard 4.3.1.1 13(1)** Health establishments must ensure that the medical equipment is available and functional in compliance with the law.

**Criterion 4.3.1.1.1 13(2)(b)** The health establishment must ensure that equipment is in accordance with the essential equipment list in all clinical service areas.

**4.3.1.1.1.1** Essential equipment is available and functional.

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

Use the checklist below to check whether essential equipment is available and functional in the areas listed below. Score 1 if the item is available and functional and 0 if it is not available or not functional.

Score	Comment

Unit 1 Resuscitation area

Aspects	Score	Comment
1. Stethoscope		
2. Blood Pressure machine, wall- mounted or portable		
3. Blood pressure machines cuffs available in the following sizes: Adult, paediatric and large cuffs		
4. Diagnostic sets, including ophthalmic pieces, wall-mounted or portable		
5. Patella hammer		
6. Tuning fork (only required in one consulting room)		
7. Tape measure		
8. Clinical thermometers		
9. Blood glucometer		

10. Peak flow meter		
11. HB meter		
12. Urine specimen jars		
13. Wall-mounted, ceiling-mounted or portable angle- poise examination lamp		

Unit 2 Consultation area

Aspects	Score	Comment
1. Stethoscope		
2. Blood Pressure machine, wall- mounted or portable		
3. Blood pressure machines cuffs available in the following sizes: Adult, paediatric and large cuffs		
4. Diagnostic sets, including ophthalmic pieces, wall-mounted or portable		
5. Patella hammer		
6. Tuning fork (only required in one consulting room)		
7. Tape measure		
8. Clinical thermometers		
9. Blood glucometer		
10. Peak flow meter		
11. Adult scale		
12. Baby scale		
13. HB meter		
14. Height measure		
15. Urine specimen jars		

16. Bassinet		
17. Wall-mounted, ceiling-mounted or portable angle- poise examination lamp		

Unit 3 Triage area

Aspects	Score	Comment
1. Stethoscope		
2. Blood Pressure machine, wall- mounted or portable		
3. Blood pressure machines cuffs available in the following sizes: Adult, paediatric and large cuffs		
4. Diagnostic sets, including ophthalmic pieces, wall-mounted or portable		
5. Patella hammer		
6. Tuning fork (only required in one consulting room)		
7. Tape measure		
8. Clinical thermometers		
9. Blood glucometer		
10. Peak flow meter		
11. Bassinet		
12. Baby scale		
13. Adult scale		
14. HB meter		
15. Height measure		
16. Urine specimen jars		

17. Wall-mounted, ceiling-mounted or portable angle- poise examination lamp		
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**4.3.1.1.1.2** Sterile packs for minor surgery are available.

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

Use the checklist below to check whether equipment for minor surgery is available. Score 1 if the pack is available and not expired and score 0 if it is not available or expired. Sterile packs for minor surgery must be labelled by indicating the contents of the pack; if the pack is not labelled score 0.

Score	Comment	
Aspects	Score	Comment
1. Small stitch tray - 1		
2. Stitch scissor - 1		
3. Toothed forceps - 1		
4. Non-toothed forceps - 1		
5. Bard-Parker surgical blade handle to fit accompanying blades (blades do not form part of sterilised pack but must be available) - 1		
6. Mosquito, straight - 2		
7. Mosquito, curved - 2		
8. Artery forceps, straight - 2		
9. Artery forceps, curved - 2		
10. Needle holder - 1		
11. Swab holder - 1		

**Domain 4.5 FACILITIES AND INFRASTRUCTURE**

**Sub Domain 4.5.2 14** Management of buildings and grounds

**Standard 4.5.2.1 14(1)** The health establishment and their grounds must meet the requirements of the building regulations.

**Criterion 4.5.2.1.1 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.

**4.5.2.1.1.1** All emergency exits are kept free of obstacles.

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

An emergency exit in a structure is a special exit for emergencies such as fire. The combined use of regular and special exits allows for faster evacuation, while it also provides an alternative if the route to the regular exit is blocked by fire, etc. Check that all emergency exits are not obstructed by items including but not limited to chairs, beds, equipment or boxes.

Not applicable: Never

Score	Comment

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**Sub Domain 4.5.3 15** Engineering services

**Standard 4.5.3.1 15(1)** The health establishment must ensure that engineering services are in place.

**Criterion 4.5.3.1.1 15(2)** The health establishment must have 24-hour electrical power, lighting, medical gas, water supply and sewerage disposal system.

**4.5.3.1.1.1** An oxygen cylinder with pressure gauge is available.

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

An oxygen cylinder fitted with a regulator indicating cylinder pressure and adjustable flow rate must be available.

Not applicable: Never

Score	Comment

**4.5.3.1.1.2** The oxygen available in the cylinder is above the minimum level.

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

Oxygen levels must not be below the minimum level indicated in the oxygen cylinder gauge.

Not applicable: Never

Score	Comment

**Sub Domain 4.5.1 17** Security services

**Standard 4.5.1.1 17(1)** The health establishment must have systems to protect users, health care personnel and property from security threats and risks.

**Criterion 4.5.1.1.1 17(2)(a)** The health establishment must ensure that security staff are capacitated to deal with security incidents, threats and risks.

**4.5.1.1.1.1** The security system is available at the unit.

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

The aim is to ensure the safety of users and health care personnel. Check the availability of access control measures including but not limited to security guards, CCTV, 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 Community Health Centres.

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- National Department of Health for their input and comments on the inspection tools.

**It is hereby certified that the Regulatory Community Health Centre Inspection tools version 1.3.1 was updated by the Office of Health Standards Compliance.**

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**EXECUTIVE MANAGER: HEALTH STANDARDS, DEVELOPMENT ANALYSIS AND SUPPORT**

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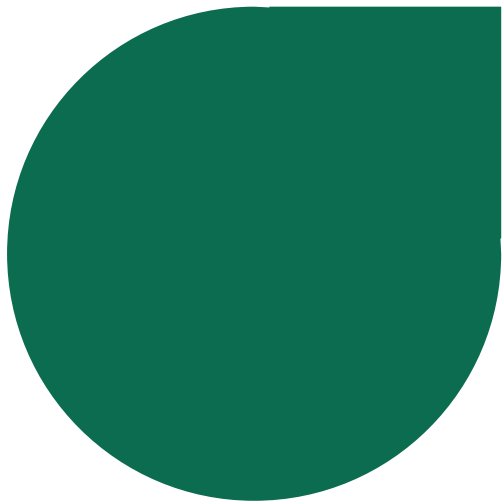
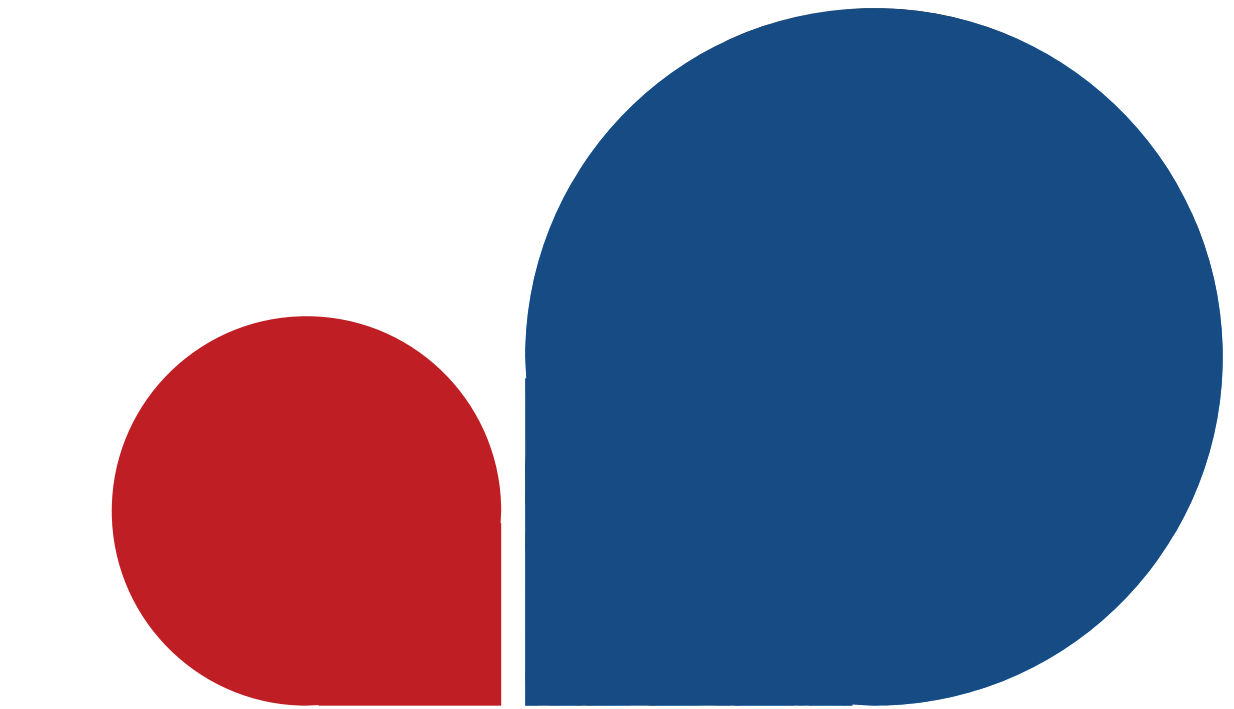
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