OFFICE OF HEALTH STANDARDS COMPLIANCE

NORMS AND STANDARDS REVIEW TECHNICAL WORKING GROUP

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OR Tambo Protea Hotel, Kempton Park

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

OHSC MANDATE

- The OHSC was established by the **National Health Act, 2003 (Act No. 12 of 2003),** as the Amendment Act of 2013, created as a juristic person under the oversight and leadership of a Board appointed by the Minister of Health.

- The OHSC is further governed through the **Public Finance Management Act, 1999 (PFMA)** and listed under **Schedule 3A** as a public entity.



OHSC Must (Mandatory)

Functions of the OHSC according to Section 79 of the National Health Amendment Act (Act No 12 of 2013):

- **Advise the Minister on determination of health norms and standards and review.**
- Inspect, certify HEs as compliant or non-compliant, or withdraw certification of health establishments
- Monitor and report indicators of risk as an Early Warning Systems related to breaches
- Identify areas for recommendations for intervention by National, Provincial health departments
- Publish information on standards through media and specific communities
- Investigate complaints relating to breaches of prescribed norms and standards
- Recommend quality assurance and management systems for the National Health systems for the Minister's approval
- Advise the Minister on matter referred to by the Minister as needed

OHSC May (Discretionary)

Functions of the OHSC according to Section 79 of the National Health Amendment Act (Act No 12 of 2013):

- Issue guidelines on implementing norms and standards
- Collect information related to norms and standards from health establishments and users
- Coordinate and exchange information with other regulatory bodies
- Negotiate agreements to ensure consistent application of the Act

Role of the Technical Working Group for Standards Development

- The Technical Working Group (TWG) will play a crucial role in assisting with the review of current norms and standards regulations and development of standards to address the current health care challenges and incorporate best practices

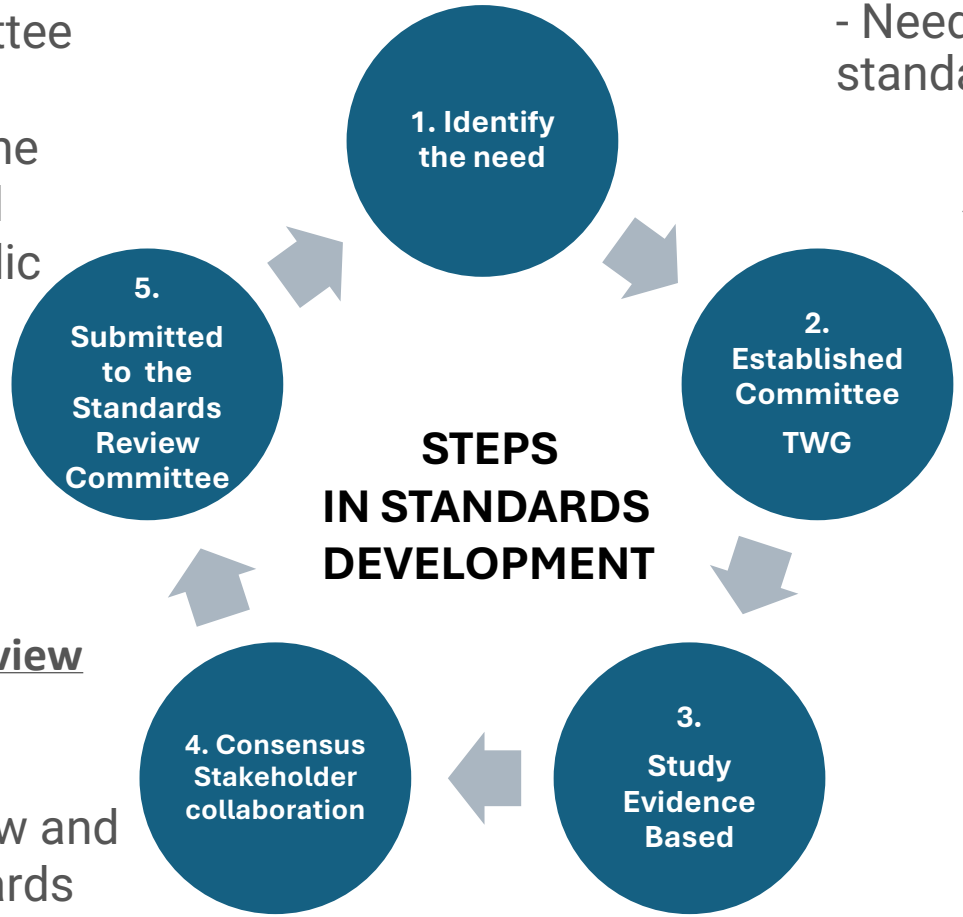
- Norms and Standards regulations are designed to protect users / patients by promoting safe, effective and dignified care and safety to users and health care workers

6. Approval and Public Review

- Submit to the CEC Board Committee and OHSC Board for review, then present the revised standard to the Minister of Health at the National Health Council. Released for public comments. Promulgated by the Minister of Health.
- OHSC develops tools

1. Identify

- Need to revise or develop new standards



2. Establish TWG Committee

- Standards reviewed and developed by experts in relevant fields. Include researchers, technical experts, care providers, patients form a technical committee

5. Review and input by the Standards Review Committee

- Draft is submitted to the Standard Review Committee (SRC) for review and comments to ascertain that standards cover all areas and perspectives

3. Study -Evidence based

- Technical committee (TWG) conducts preliminary research and creates a draft outline of the new or revised standard

4. Consensus

- Once a draft is written, TWG conduct extensive wider stakeholder consultations in the sector during post the development. This consensus is required to progress further

Expectations: Technical Working Group 1

1. Evidence-Based Review and Development of Norms and Standards

- Conduct a thorough analysis of existing norms and standards using OHSC data, (inspections, annual returns, and self-assessments), national and international guiding documents and experiences of other countries
- Identify gaps in the current norms and standards
- Align norms and standards with current local healthcare realities and international best practices
- Incorporate Health / Clinical Outcomes
- Standards to be developed should be based on experience and evidence

Expectations: Technical Working Group 2

2. Stakeholder Consultation and Collaboration

As the norms and standards are develop, it is important that TWG members consult with their specific sector stakeholders --utilise various opportunities and fora

- Post the development of the standards, crucial to engage wider stakeholders healthcare providers, professional councils, community representatives, etc
- Map out the relevant stakeholders to be consulted after the TWG has developed the norms and standards
- Ascertain the revised standards reflect diverse perspectives
- Conduct workshops with relevant stakeholders to achieve consensus on the developed norms and standards

Expectations: Technical Working Group 3

3. Structure of the Standards- Alignment and Streamlining

- Consideration on the framework of the standards - National Core Standard structure and framework

4. **Accreditation of the Standards by ISQUa**

- The International Society for Quality in Health Care External Evaluation Association (ISQua EEA), established by the International Society for Quality in Health Care (ISQua)
- Provides third-party external evaluation services to health and social care organisations and standards-developing bodies around the globe.
- Signifies that an organization's standards, and evaluation processes align with international best practices in healthcare quality and safety

Conclusion

- Ascertain that the revised norms and standards contribute meaningfully to promoting quality and equity in healthcare delivery
- Support for National Health Insurance (NHI)
- This is a vital undertaking that will shape the future of healthcare quality and safety in our country
- **OHSC's plea to TWG members:**
  - Update stakeholders, represented by each TWG member, share progress of the review of norms and standards to avoid misinformation and a vacuum to solicit their inputs where possible





Let us move forward with **purpose** and **unity** as we work to strengthen our healthcare system for the benefit of all who utilise our health services