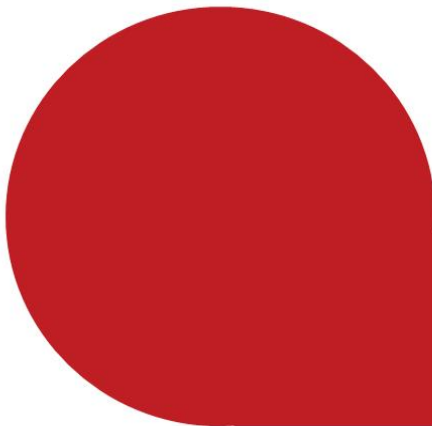




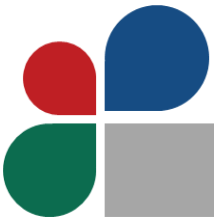
Office of Health Standards Compliance
Ensuring quality and safety in health care



v1.2

Entrance_ Helpdesk_
Reception_ Admissions

**Regulatory Private Acute
Hospital Inspection tool**



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.

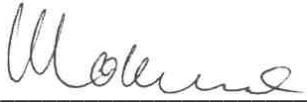
To achieve this mandate, standardised inspection tools aligned to Norms and Standards Regulations applicable to different categories of health establishments promulgated by the Minister of Health in 2018 have been developed for Private Acute Hospitals.

Acknowledgements

There are many people who have contributed to the development of the Regulatory Private Acute Hospital Inspection Tools Version 1.2. The Office of Health Standards Compliance wishes to extend most heartfelt acknowledgement and gratitude to the following:

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- Former Health Standards Development and Training unit Director Dr Grace Labadarios
- Systems, Data Analysis and Research unit Director Dr Thabiso Makola who is also the Acting Director for Health Standards Development and Training unit
- The Health Standards Development and Training unit (Mr Jabu Nkambule who led the team and worked tirelessly with the leadership of Hospital Association of South Africa (HASA) during various development stages of the tool, Ms Florina Mokoena, Ms Mosehle Matlala, Ms Busisiwe Mashinini) and contract workers Ms Thesia Pather and Ms Busi Ngubane for the development of the Private Acute Hospital Inspection tools.
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- Provincial Department of Health private hospital licensing units personnel (Ms Pinki Belot - Free State Province, Ms Dimakatso Moeketsi and Ms Zandile Nzuza - Kwa-Zulu Natal -Province, Ms Kim Jacobs - Western Cape Province, Ms Bulelwa Peter - Eastern Cape Province, Ms Pakama Nqadala - Northern Cape Province, Ms Lindiwe Mkhathshwa - Mpumalanga Province, and Ms Patience Ntamane - Gauteng Province) for their valuable input and support.
- The Certification and Enforcement Committee of the OHSC Board for reviewing the tools and for recommending to the Board for approval.
- The Hospital Association of South Africa (HASA) for their commitment and constructive engagements during the consultative process and for affording the OHSC an opportunity to conduct scoping visits in the private hospital health establishments.

It is hereby certified that these Regulatory Private Acute Hospital Inspection tools version 1.2 was developed by the Office of Health Standards Compliance.



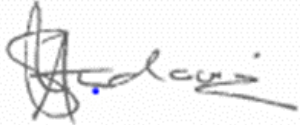
Ms. WMoleko

Executive Manager

Health Standards Development

Analysis and Support

Date: 31/03/2022



Dr. S. Mndaweni

Chief Executive Officer

Date: 31/03/2022

Facility:
Date:

- **Tool Name:** Regulatory Private Acute Hospital inspection tool v1.2 - Final
- **HEs Type:** Hospitals
- **Sector:** Private
- **Specialization:** Private Acute Hospital
- **Created By:** Health Standards Development and Training

33 Entrance_Helpdesk_Reception_Admissions

Domain 33.1 USER RIGHTS

Sub Domain 33.1.1 4 User information

Standard 33.1.1.1 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 33.1.1.1.1 4(2)(a)(i) The health establishment must provide users with information relating to the health care services provided by the health establishment.

33.1.1.1.1.1 The package of services offered in the health establishment is displayed or made available to users.

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

The signage must be displayed in the health establishment indicating the services offered. The information can be manual or electronic. Alternatively, this information can be available in booklets or pamphlets or screens which are made available to users or notice indicating the information is available on the health establishment's website. Not applicable: Never

Score	Comment

Criterion 33.1.1.1.2 4(2)(a)(ii) The health establishment must provide users with information relating to service opening and closing times.

33.1.1.1.2.1 Legible signage at the entrance and reception of the health establishment indicates the days and times when various services are offered.

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

The service and closing times (where applicable) must be displayed at the entrance or reception of the health establishment. The information must be legible. Alternatively, this information can be available in booklets or pamphlets or screens which are made available to users. Not applicable: Never

Score	Comment

Criterion 33.1.1.1.3 4(2)(a)(iii) The health establishment must provide users with information relating to visiting hours where relevant.

33.1.1.1.3.1 The visiting hours for the health establishment are indicated at the entrance or reception.

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

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

Alternatively, this information can be available in booklets or pamphlets or screens which are made available to users. Not applicable: Never

Score	Comment

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Criterion 33.1.1.1.4 4(2)(iv) The health establishment must provide users with information relating to the complaints, compliments and suggestions management system.

33.1.1.1.4.1 A system to provide users with information on complaints management procedure is available.

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

There must be a system in place to inform users on the procedure for lodging complaints in the unit. The system could include but not limited to a person responsible for informing users about the complaints procedure or information displayed within the unit or health establishment informing users about the complaints procedure or where to access information about complaints procedure. This can be a manual or electronic system. Not applicable: Never

Score	Comment

Criterion 33.1.1.1.5 4(2)(c) The health establishment must display the results of user experience of care surveys conducted within the past twelve months.

33.1.1.1.5.1 Results of the user experience of care survey from the previous 12 months are available.

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

The results from the most recent user experience of care survey for the health establishment must be visibly displayed. Alternatively, there is a notice informing users on how to access the user experience of care survey results for the health establishment. The survey must have been conducted within the previous 12 months. Not applicable: Never

Score	Comment

Sub Domain 33.1.2 5 Access to care

Standard 33.1.2.1 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 33.1.2.1.1 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.

33.1.2.1.1.1 Users funded by 3rd party are informed of the cost of their admission that they are liable for.

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

A document informing users of their financial responsibility/liability for the service/s provided is made available to users before commencement of treatment. Not applicable: Where the user is admitted in an emergency and needs to be stabilized or is not fully conscious.

Score	Comment

33.1.2.1.1.2 Users funded by medical aid for their hospital stay have their membership verified by the health establishment.

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

Validity of medical aid is confirmed by the health establishment prior to admission or service being provided to user. Evidence of confirmation must be documented in user health record. Assess three health records. NB: This could include but not limited to authorisation number. Not applicable: In an emergency admission.

Score	Comment

Aspects	Score	Comment
1. Health record 1		
2. Health record 2		
3. Health record 3		

33.1.2.1.1.3 Users who pay cash for their healthcare are provided with information to understand the full extent of their financial obligations.

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

A document informing users of their financial responsibility/liability for the service provided is made available to the user. Not applicable: Never

Score	Comment

Domain 33.2 CLINICAL GOVERNANCE AND CLINICAL CARE

Sub Domain 33.2.1 6 User health records and management

Standard 33.2.1.1 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 33.2.1.1.1 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.

33.2.1.1.1.1 Biographical, demographic and contact information of the user including next of kin is recorded in the user record.

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

Select health records of three users to verify whether the biographical information recorded includes the aspects listed below. Score 1 if the aspect is compliant and 0 if not compliant. NB: This information can be available in the user sticker or captured electronically.

Score	Comment

Unit 1 Health record 1

Aspects	Score	Comment
1. User's name and surname		
2. User's address		
3. User's date of birth or Identity number or passport number		
4. Nationality		
5. Gender		

6. Health record number		
7. Name of next of kin		
8. Contact details of next of kin		
9. Religion		
10. Home language		

Unit 2 Health record 2

Aspects	Score	Comment
1. User's name and surname		
2. User's address		
3. User's date of birth or Identity number or passport number		
4. Nationality		
5. Gender		
6. Health record number		
7. Name of next of kin		
8. Contact details of next of kin		
9. Religion		
10. Home language		

Unit 3 Health record 3

Aspects	Score	Comment
1. User's name and surname		
2. User's address		
3. User's date of birth or Identity number or passport number		
4. Nationality		
5. Gender		
6. Health record number		
7. Name of next of kin		
8. Contact details of next of kin		
9. Religion		

10. Home language		
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Sub Domain 33.2.2 7 Clinical management

Standard 33.2.2.1 7(1) The health establishment must establish and maintain clinical management systems, structures and procedures that give effect to national policies and guidelines.

Criterion 33.2.2.1.1 7 The health establishment implements process to ensure environmental cleanliness.

33.2.2.1.1.1 All cleaning work completed is verified by the cleaning supervisor or delegated personnel.

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

Daily inspections will ensure the cleanliness of the unit. The person responsible for overseeing the cleaning service must inspect the unit daily to confirm that cleaning has been carried out according to the schedule and that all areas attended to have been effectively cleaned. Monitoring tools (including, but not limited to, checklist/tick sheets) listing all cleaning tasks must be completed for each room or area. Not applicable: Never

Score	Comment

33.2.2.1.1.2 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 unit is free of dirt, dust and stains. Not applicable: Never

Score	Comment

Domain 33.4 GOVERNANCE AND HUMAN RESOURCES

Sub Domain 33.4.1 20 Occupational health and safety

Standard 33.4.1.1 20(1) The health establishment must comply with the requirements of the Occupational Health and Safety Act, 1993.

Criterion 33.4.1.1.1 20(2)(b) Awareness of safety and security issues must be promoted

33.4.1.1.1.1 The emergency evacuation procedure is prominently displayed.

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

The evacuation plan must include amongst others: route/directions to be followed during evacuation, emergency exits and assembly point(s). This must be displayed. Not applicable: Never

Score	Comment

33.4.1.1.1.2 The healthcare personnel are familiar with the emergency evacuation procedure.

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

Interview three health care personnel to establish whether they are able to explain the evacuation procedure as illustrated in the evacuation plan. Score 1 if they explain the procedure as illustrated in the evacuation plan and 0 if not. Where no evacuation plan is available, this measure must be scored 0.

Score	Comment

Aspects		Score	Comment
1. Healthcare personnel 1			
2. Healthcare personnel 2			
3. Healthcare personnel 3			

33.4.1.1.1.3 Notices prohibiting smoking are prominently displayed.

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

Observe whether signs are displayed at the entrance. Not applicable: Never

Score	Comment

Domain 33.5 FACILITIES AND INFRASTRUCTURE

Sub Domain 33.5.1 14 Management of buildings and grounds

Standard 33.5.1.1 14(1) The health establishment and their grounds must meet the requirements of the building regulations.

Criterion 33.5.1.1.1 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.

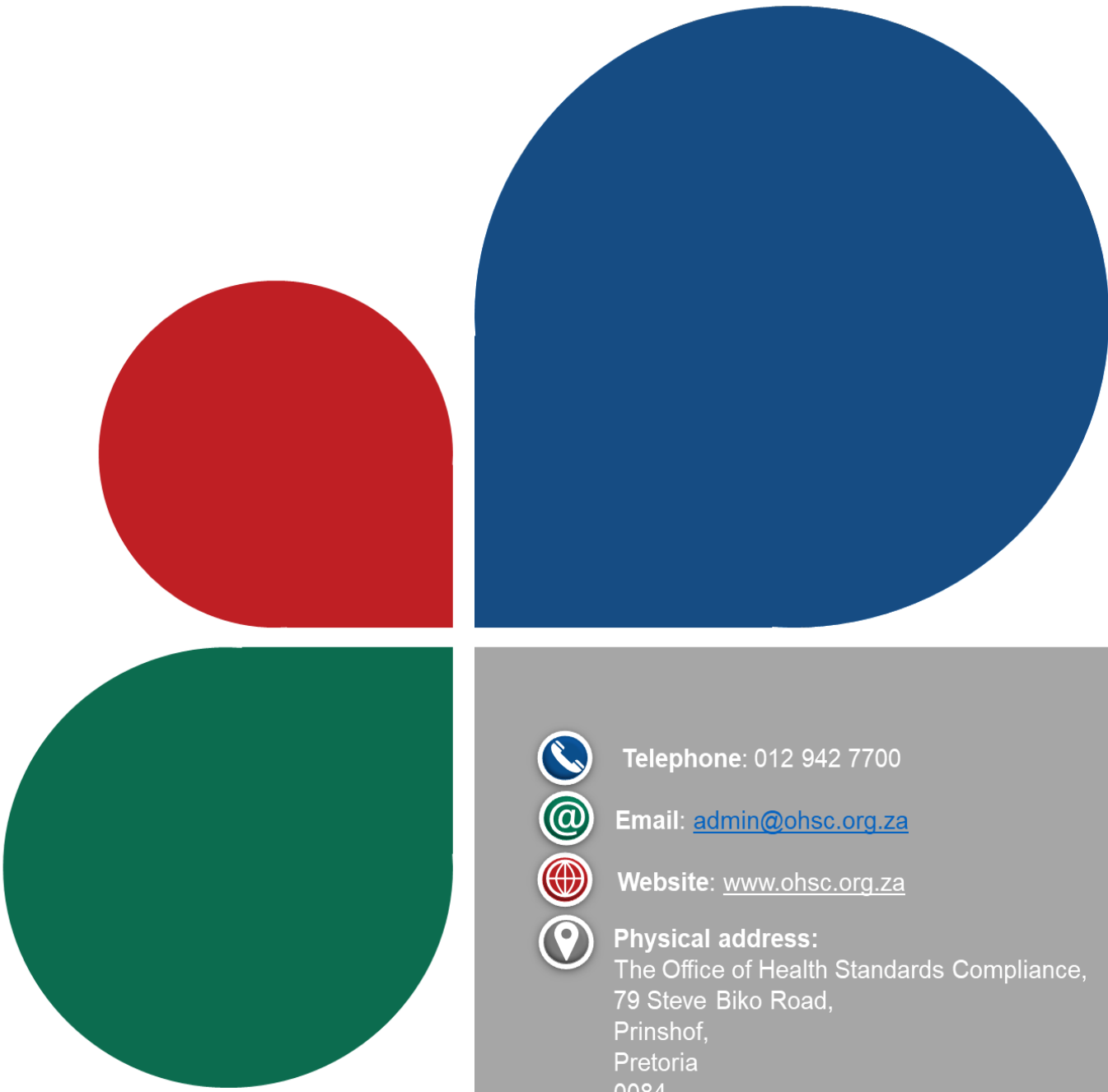
33.5.1.1.1.1 The waiting area has natural ventilation or functional mechanical ventilation.

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

The national building regulations stipulate that satisfactory ventilation is only provided by forcing outdoor air into a space mechanically or passively through either ducting or apertures open to the outside, including, but not limited to, windows or ventilation grilles. Verify whether the

helpdesk/reception waiting area has natural ventilation (windows and doors that can be opened) or functional mechanical ventilation (i.e. a ducting system). Not applicable: Where there is no waiting area for helpdesk/reception/admissions

Score	Comment



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