

NORMS AND STANDARDS REGULATIONS

OHSC WEBINAR / STAKEHOLDER ENGAGEMENTS

Winnie Moleko

25 March 2021



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

Background

Standards (Inspection Tools) for General Practice developed in 2017, in conjunction with Draft Regulations

Following organisations participated in the development process to ensure the standards encapsulated the strategic vision for family practitioner services, provided by their representative organisations:

SAMA

IPAF

NDOH

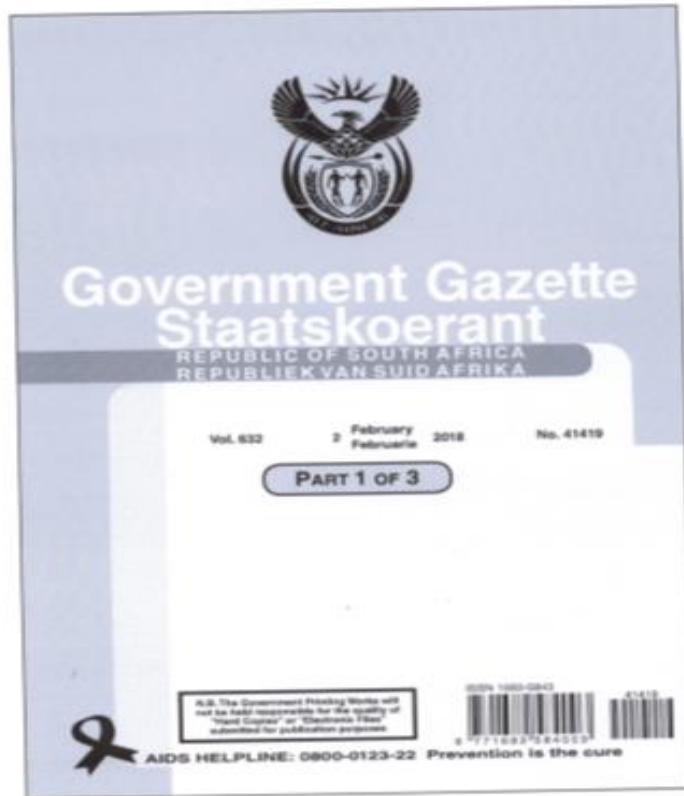
BHF

UCT School of Family Medicine

HPCSA

UP School of Family Medicine

Norms and Standards Regulations Applicable to Different Categories of Health Establishments Promulgated in February 2018



- Significant overlap between Draft Regulations for General Practice and promulgated regulations
- Inspection tools therefore revised and aligned to existing regulations

Outline

Chapter 2 – User Rights

4. User Information:

Services, costs, user experiences

(NA: Visiting hours)

5. Access to Care:

Emergency patients: triage, emergency transport

Referrals

(NA: stabilisation of users with emergency conditions)

Chapter 3 – Clinical Governance and Clinical Care

6. Health Records:

Records management system including confidentiality

Biographical data

Documentation of care provided

Consent

(NA: Discharge report)

7. Clinical Management systems:

Clinical policies/guidelines available and communicated,

Clinical risk management systems, incl complaints management

8. Infection Prevention and Control:

Handwashing, isolation, linen, protective equipment and prophylactic immunizations

9. Waste management:

Containers available; collection, handling, storage and disposal of waste

Outline

Chapter 4 – Clinical Support Services

10. Medicines and medical supplies:

Availability and stock control

11. *(NA: Diagnostic services:*

Accreditation by regulatory body)

12. *(NA: Blood Services:*

Cold chain maintenance

Hazardous waste management

Adverse blood reaction management)

13. Medical equipment:

Licensing

All required medical equipment

available in each unit

Chapter 5 – Facilities and Infrastructure

14. Management of buildings and grounds:

Compliance certificates, maintenance plan, emergency access, ventilation

15. Engineering services:

Electricity, lighting, medical gas, water, sewage system available and functional without interruption

16. *(NA: Transport:*

Vehicles licensed and maintained

Drivers have valid driver's licenses)

17. Security:

Security staff able to respond to incidents, threats and risks

Outline

Chapter 6 - Governance and Human Resources

- 18. **Functional Governance structure** with ToRs (syndicated/franchise practices only)
- 19. **Human Resources Management:**
HRM plan; Performance management, monitor registration of health care professionals
- 20. **Occupational Health:**
Comply with OHS Act

Chapter 7 – General Provisions

- 21. **Adverse Events:**
Reporting systems in place, documentation and monitoring of events
- 22. **Waiting times:**
Monitoring of waiting times against targets

Next steps

Inspection tools:

Share aligned tools with Unity Forum of Family Practitioners for review

Meet with Unity Forum to discuss and agree changes where necessary

Circulate tools to wider GP community

Meet with regional groups to discuss the tools

Regional groups to submit feedback on the inspection tools

Incorporate feedback received

National workshop to finalise draft tools

Pilot inspection tools in GP Practices enrolled in QLCs

Pilot inspection tools in a variety of GP practices (township, rural, urban, singlehanded, multidisciplinary, franchise practices)

Adjust tools in light of pilot findings

Finalise inspection tools

Inspections:

Agree inspection approach for GP practices

Implement country-wide inspections for GP practices

Thank You!!



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