

Inspection Process

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

Outline

- Objective of the Compliance Inspectorate
- OHSC Inspectors
- Who do we inspect?
- Types of Inspections
- Approach to Inspections
- How do we inspect?
- Inspection Process & Reporting
- Outcome of Inspections
- Conclusion

OBJECTIVE OF THE INSPECTORATE UNIT

Conduct inspections of health establishments in order to assess compliance with norms and standards as prescribed by;

- i) National Health Act 2003, Amended in 2013.
- ii) The Norms and Standards for Different Categories of Healthcare Establishments (promulgated in Feb 2018)
- iii) Procedural Regulations Pertaining to the Functioning of OHSC and Handling of Complaints by the Ombud.

OHSC INSPECTORS

Appointment of inspectors

- Inspectors been appointed by the CEO of OHSC.

Inspector skills

- Inspectors are health professionals who subscribed with different professional bodies such as SANC and HPCSA and have received inspection training by OHSC and the university.

Code of conduct

- All inspectors have signed a code of conduct for inspectors.

WHO DO WE INSPECT?

Inspect the “**health establishments**” both public and private.

“health establishment” means the whole or part of a public or private institution, facility, building or place, whether for profit or not, that is operated or designed to provide inpatient or outpatient treatment, diagnostic or therapeutic interventions, nursing, rehabilitative, palliative, convalescent, preventative or other health services.(NHA)

TYPES OF INSPECTIONS

- **Routine Inspections**
- **Additional Inspections**
 - ✓ Re-inspections
 - ✓ Risk-based Inspections

APPROACH TO INSPECTIONS

Inspecting - For Compliance with Norms and Standards by assessing;

- **Systems**
- **Procedures**
- **Processes**

that promote and ensure quality health services

HOW DO WE INSPECT?

- Use standardised tools for routine inspections with different data collection methods:
 - Observations
 - Document review
 - Patient records analysis
 - Interviews

Take pictures /Cameras are used to endorse observed findings where relevant



INSPECTION PROCESS (PROCEDURAL REGULATION 14)



OHSC

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INSPECTION PROCESS

The inspection process is a formal process consisting of a number of defined steps

1. Distribution and circulation of the inspection schedule
2. Sending Notice of Inspection sent to health establishments to be inspected
3. Conduction of the inspection
4. Team validations
5. Post inspection peer review
6. Internal and external quality controls
7. Issuing of reports
8. Publishing of reports

CONDUCTION OF INSPECTION

Procedural regulation 14 (1)(5)(7)

- **ENTRY**
- **BRIEFING**
- **CONDUCTION OF INSPECTION**
- **EXIT MEETING**
- **PRELIMINARY FEEDBACK**

ISSUING OF REPORTS (1)

- **Internal quality control and corrections**
- **Preliminary report**
- **Attend to concerns from the HE and effect changes where necessary**
- **External quality control and corrections**

ISSUING OF REPORTS (2)

- **Final report**
- **Quality improvement template**
- **Picture evidence where relevant**

WHAT HAPPENS AFTER FINAL REPORT?

(9) After issuing a final report contemplated in sub - regulation 8, the inspector

(a) may recommend to the Office the issuing of a **compliance certificate** to the health establishment, in terms of regulation 18(2); or

(b) must issue a **compliance notice** to the health establishment, in terms of section 82A C1) of the Act, if any norms and standards have not been complied with.

CONCLUSION

- Section 82 NHA no.61 of 2003, every health establishment must be inspected to ensure compliance with norms and standards
- All inspectors are health professionals who are appointed, trained and signed a code of conduct.
- An inspection process is followed as guided by procedural regulation 14.
- Compliant health establishments = Compliance Certificate
- Non-compliant health establishments = Compliance Notice

Thank you

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