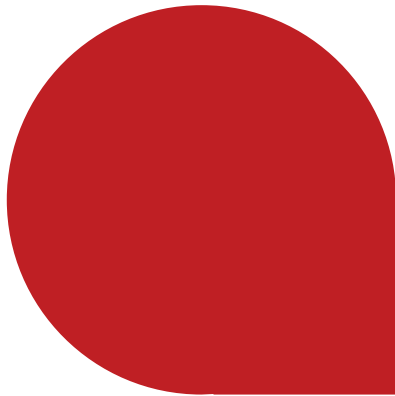




Office of Health Standards Compliance
Ensuring quality and safety in health care



Clinical Services

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

3 Clinical Services

Domain 3.1 USER RIGHTS

Sub Domain 3.1.1 4 User information

Standard 3.1.1.1 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 3.1.1.1.1 4(2)(a)(i) The health establishment must provide users with information relating to the health care services provided by the health establishment.

3.1.1.1.1.1 Helpdesk or reception services are available.

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

Observe if there is a designated signposted help desk or reception in the health establishment.

Not applicable: Never

Score	Comment

3.1.1.1.1.2 A legible package of services is displayed at the entrance of the health establishment.

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

The signage must be at the entrance of the health establishment and indicate the services offered. The information can be displayed on a board or screen and must be clearly legible.

Not applicable: Never

Score	Comment

Criterion 3.1.1.1.2 4(2)(a)(ii) The health establishment must provide users with information relating to service opening and closing times.

3.1.1.1.2.1 The service hours of the health establishment are visibly displayed at the entrance of the health establishment.

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

The operating times must be displayed at the entrance of the health establishment. The information can be displayed on a board or screen and must be clearly legible.

Not applicable: Never

Score	Comment

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Criterion 3.1.1.1.3 4(2)(a)(iv) The health establishment must provide users with information relating to the complaints, compliments and suggestions management system.

3.1.1.1.3.1 The complaints toolkit is available.

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

Observe whether the complaint toolkit is available and complies with the aspects listed below. Score 1 if compliant and score 0 if not compliant. 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	Comment	
Aspects	Score	Comment
1. The complaints box is visibly placed in the health establishment.		
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.		

Criterion 3.1.1.1.4 4(2)(c) The health establishment must display the results of user experience of care surveys conducted within the past twelve months.

3.1.1.1.4.1 Results of the user experience of care survey are visibly displayed.

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

The results from the most recent user experience of care survey must be visibly displayed. The survey must have been conducted in the previous twelve months.

Not applicable: Never

Score	Comment

Sub Domain 3.1.2 5 Access to care

Standard 3.1.2.1 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 3.1.2.1.1 5(2)(a) The health establishment must implement a system of triage.

3.1.2.1.1.1 The process to prioritize very sick, frail and elderly users is implemented.

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

Implementation of the process to prioritize vulnerable users must be evident on observation of the waiting room. This can include a poster or information provided to users about the process or observing users who have been prioritized in the waiting area.

Not applicable: Never

Score	Comment

3.1.2.1.1.2 Health care personnel are able to explain how users are prioritised.

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

Interview three health care personnel responsible for user prioritisation. Assess if they can explain the procedure to prioritise very sick, frail and elderly health care users according to the standard operating procedure. Score 1 if the procedure is correctly explained and 0 if not correctly explained.

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

Criterion 3.1.2.1.2 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.

3.1.2.1.2.1 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. It could be 112 and other emergency numbers. (The requirement will be met if only 112 is displayed as calls can be rerouted from this service. If the health establishment utilizes official mobile phones/cellphones, score compliant if the emergency numbers are displayed within the unit.

Not applicable: Never

Score	Comment

Standard 3.1.2.2 5(3) The health establishment must maintain a system of referral as established by the responsible authority.

Criterion 3.1.2.2.1 5(4)(a) The health establishment must ensure that users are provided with information relating to their referral to another health establishment.

3.1.2.2.1.1 Health care providers are able to explain the information they provide to users being referred.

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

Interview three health care providers to establish if they are aware of the information that must be provided to users who are referred out. Check if the aspects listed below are included in the responses provided. Score 1 if the aspect is included and 0 if not included.

Score	Comment

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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 or follow up at referral health establishment)		

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 or follow up at referral health establishment)		

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 or follow up at referral health establishment)		

Criterion 3.1.2.2.2 5(4)(b) The health establishment must ensure that a copy of the referral document is kept in the user's health record.

3.1.2.2.2.1 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.

Score	Comment

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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 3.1.3 22 Waiting times

Standard 3.1.3.1 22 The health establishment must monitor waiting times against the National Core Standards for Health Establishments in South Africa.

Criterion 3.1.3.1.1 22 Waiting times are monitored, and improvement plans are implemented.

3.1.3.1.1.1 The National waiting time target for time spent in the health establishment is visibly displayed.

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

The aim of this requirement is to give users an indication of how long they should expect to wait in the health establishment and to assist the personnel to work within the scope of the target waiting time. The document reflecting the National waiting time target must be displayed in an area which is easily visible to users waiting to receive care.

Not applicable: Never

Score	Comment

Domain 3.2 CLINICAL GOVERNANCE AND CLINICAL CARE

Sub Domain 3.2.1 6 User health records and management

Standard 3.2.1.1 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 3.2.1.1.1 6(2)(a) The health establishment must have a health record filing, archiving, disposing, storage and retrieval system which complies with the law.

3.2.1.1.1.1 The health establishment complies with health records management guidelines.

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

Use the checklist to determine whether the health establishment adheres to the requirements for management of health records.

Score 1 if compliant and score 0 if not compliant.

Score	Comment

Aspects	Score	Comment

User health record storage room adheres to the following:		
1. The storage room contains shelves or cabinets to store files		
2. The aisle and shelves or cabinets are labelled.		
3. The storage room contains a counter or sorting table or dedicated shelves to sort user health records		
4. The lighting is functional and allows for all areas of the room to be well lit		
5. The storage room is clean and dust free		
Filing system for user health records adheres to the following:		
6. The user health records are filed-back into the filing system. Explanatory note: Request a list of users seen in the previous week, select three users and ask for their health records to verify whether they were returned to the reception to be filed back into the filing system after use. This excludes the maternity case records. Electronic health records must be saved and backed-up in accordance with the standard operating procedure of the health establishment		
7. A standardized unique registration number is assigned to each user health record. Explanatory note: The system used to allocate the unique registration number can include but is not limited to the user's surname, identification number or date of birth; a set of numbers or letters or a combination of the two. The unique number can be generated manually or electronically in cases where an electronic patient registration system is in place.		
8. A tracking system is in place to check that all user health records issued for the day are returned to the reception by the end of the day. Explanatory note: This could be but is not limited to a tracking tool where user health records are checked against the user registration list for the day to ascertain the return of each record to reception		
9. An annual register of archived user health records is available. Not applicable in a health establishment which has been operating for less than 5 years, as it will not have records to be archived.		
10. An annual register of disposed user health records is available.		

11. A copy of disposal certificates is available - copies must correspond with entries in the disposal register.		
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Criterion 3.2.1.1.2 6(2)(b) The health establishment must ensure confidentiality of health records.

3.2.1.1.2.1 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 health establishment (this will include but not limited to public areas, clinical areas) and determine whether unauthorized 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. The user health records should be kept in a manner which safeguards against unauthorized access to the content of the record. Electronic records must be safeguarded with passwords.

Score	Comment

Criterion 3.2.1.1.3 6(2)(c) The health establishment must secure health records with appropriate security control measures in the records storage area and in the clinical service area in accordance with the Protection of Personal Information Act, 2013 (Act No. 4 of 2013).

3.2.1.1.3.1 There is a 'No unauthorized entry' sign on the door of the user health records storage room or area.

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

Observe if there is a sign that reads 'No unauthorized entry' on the door of the user health records storage room or area. All internal signs must as a minimum be laminated. Text on signs must be typed, no handwritten signs must be accepted. Signs do not need to be framed, but laminating must not be damaged or peeling off. If frames are not used- posters must be neatly fastened to the wall. Any other sign, e.g. 'Staff only', will be scored non-compliant.

Not applicable: Never

Score	Comment

3.2.1.1.3.2 The health records storage area is secured.

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

Observe if the health records storage area or facility is secured, this will include but not limited to a security gate which is lockable and/or has access control measures, e.g. a tag/card.

Not applicable: Never

Score	Comment

Standard 3.2.1.2 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 3.2.1.2.1 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.

3.2.1.2.1.1 Biographical, demographic and contact information of 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 and verify if aspects listed below have been recorded. Include health records for the following categories: adult acute/minor ailment, adult chronic, sick child and well-baby. Score 1 if the aspect is recorded and score 0 if not recorded. Score not applicable for the category not selected.

Score	Comment

Unit 1 Adult acute / minor ailment

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

Unit 2 Adult chronic

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

Unit 3 Sick child (IMCI)

Aspects	Score	Comment
1. Name and surname		

2. User file number		
3. Gender		
4. Health establishment name		
5. ID or refugee number or passport number or date of birth		
6. Residential address		
7. Name and surname of parents or guardian		
8. Next of kin contact details		

Unit 4 Well baby

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

Criterion 3.2.1.2.2 6(4)(b) The health establishment must record information relating to the examination and health care interventions of users.

3.2.1.2.2.1 A 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 of the previous month. Include health records from the following categories: adult acute/minor ailment, adult chronic, sick baby and well-baby. Score 1 if the aspect is recorded and score 0 if not recorded. Score not applicable for the category not selected.

Score	Comment

Unit 1 Adult acute / minor ailment

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 Adult chronic

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 3 Sick child

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 4 Well baby

Aspects	Score	Comment

1. History of immunizations		
2. Growth charts completed		
3. Basic screening completed according to Road to health charts		
4. User management plan		
5. Clinician details		
6. Date of entry		
7. Signature of clinician		

Standard 3.2.1.3 6(5) The health establishment must have a formal process to be followed when obtaining informed consent from the user.

Criterion 3.2.1.3.1 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).

3.2.1.3.1.1 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 procedure or treatment		
4. The name of the person who signed the consent form if not signed by the user. Explanatory note: 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 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 procedure or treatment		
4. The name of the person who signed the consent form if not signed by the user Explanatory note: 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 procedure or treatment		
4. The name of the person who signed the consent form if not signed by the user Explanatory note: 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 3.2.2 7 Clinical management

Standard 3.2.2.1 7(1) The health establishment must establish and maintain clinical management systems, structures and procedures that give effect to national policies and guidelines.

Criterion 3.2.2.1.1 7(2)(a) The health establishment must ensure that clinical policies and guidelines for priority health conditions issued by the national department are available and communicated to health care personnel.

3.2.2.1.1.1 Clinical guidelines are available in consulting rooms.

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

Select two consultation rooms to check if guidelines are available. Score 1 if the guideline is available and score 0 if the guideline is not available. At least one copy of the Standard Treatment Guidelines and Essential Medicines List (EML) for hospitals must be in the doctor's room and therefore only one consultation room needs to have one; mark the other consultation room as not applicable. Guidelines can be available electronically or via mobile applications.

Score	Comment

Unit 1 Consulting room 1

Aspects	Score	Comment
Consulting room used by the doctor		
1. Standard Treatment Guidelines and Essential Medicines List for Primary Health Care, 2020 or latest		
2. Standard Treatment Guidelines and Essential Medicines List for Hospital Level, Adults, 2019 or latest (only in consultation room used by the doctor)		
3. Standard Treatment Guidelines and Essential Medicines List for Hospital Level, Paediatrics, 2017 or latest (only in consultation room used by the doctor)		
4. New-born Care Charts Management of Sick and Small Newborns in Hospital SSN Version 1, 2014 or latest (only in consultation room used by the doctor)		
5. Adult Primary Care guide (APC) – 2019 or Practical Approach to Care Kit (PACK), 2019 or latest		

Unit 2 Consulting room 2

Aspects	Score	Comment
1. Standard Treatment Guidelines and Essential Medicines List for Primary Health Care, 2020 or latest		
2. Adult Primary Care guide (APC) – 2019 or Practical Approach to Care Kit (PACK), 2019 or latest		

Standard 3.2.2.2 7(2) (b) A health establishment must establish and maintain systems, structures and programmes to manage clinical risk.

Criterion 3.2.2.2.1 7 The health establishment implements process to ensure environmental cleanliness.

3.2.2.2.1.1 Disinfectants, cleaning materials and equipment are available.

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

Check the available cleaning materials. Score 1 if the item is available and 0 if it is not available. Score not applicable if the item is not part of the routine supplies of the health establishment.

Score	Comment	
Aspects	Score	Comment
1. Chlorine releasing agent- hypochlorite (e.g. Biocide D or Clorox)		
2. Alcohol based agent (70-90%)		
3. Detergents- neutral pH		
4. Wet polymer (floor polish)		
5. Protective polymer (strippers)		
6. All cleaning materials are clearly labelled		
7. Material Safety Data Sheets for all cleaning products		
Cleaning equipment		
8. Two-way bucket system for mopping floors (bucket for clean water and bucket for dirty water) or Janitor trolley		
9. Colour labelled mop - Red for toilets and bathroom floors		
10. Colour labelled mop - Blue for Clinical and non-clinical service areas		
11. Mop labelled for cleaning exterior areas		
12. Green bucket and cloths for bathroom and consulting room basins		
13. Red bucket and cloths for toilets		
14. White cloths for kitchens		

15. Blue bucket and cloths for clinical areas and non-clinical service areas		
16. Labelled spray bottle for disinfectant solution.		
17. Window cleaning squeegee		
18. Mop sweeper or soft-platform broom		
19. Floor polisher		

3.2.2.2.1.2 The health establishment is observed to be clean.

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

Inspector to observe general cleanliness in all areas of the health establishment. Cleanliness could include but not limited to whether the area is free of dirt and dust.

Not applicable: Never

Score	Comment

Criterion 3.2.2.2.2 7 The management of emergency resuscitations must be guided and monitored to improve user outcomes.

3.2.2.2.2.1 Emergency trolley is stocked with medicines, medical supplies and equipment.

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

Use the checklist below to check whether the emergency trolley is stocked with medicines, medical supplies and the equipment listed below. Check whether the equipment, medical supplies and medicines are available on the emergency trolley (or on other surfaces in the resuscitation room) and also check the expiry dates of medicines and medical supplies. Score 1 if the aspect listed is available, functional and not expired (if applicable) and score 0 if the aspect is not available or functional or expired (if applicable). In 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
Devices to open and protect airway		
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.		
Equipment for difficult Intubation		
9. Laryngeal mask airway (a minimum of three different sizes that accommodate both adult and paediatric users)		
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.		
Devices to deliver oxygen/ventilate users.		
14. Manual resuscitator device or bag and valve mask (adult)		
15. Manual resuscitator device or bag and valve mask (paediatric)		
16. Oxygen masks- re breather (adult)		

17. Oxygen Mask- re breather (paediatrics)		
18. Nebulisation mask (adult)		
19. Nebulisation mask (paediatrics)		
Devices to gain intravascular access.		
20. Intravenous administration sets		
21. IV Cannulae (a minimum of three different sizes that accommodate both adult and paediatric users)		
Medicine		
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.		
Equipment to diagnose and treat cardiac dysrhythmias.		
23. Automated external defibrillator (AED) with pads or defibrillator with pads, paddles, conductive gel 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		

3.2.2.2.2 Medical supplies and equipment for resuscitation is available.

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

Inspect whether medical supplies and equipment used for resuscitation is 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 of 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. Nasogastric tube (a minimum of four different sizes that accommodate user profile seen in the unit)		
15. Suction catheter (a minimum of four different sizes that accommodate user profile seen in the unit)		
16. Suction devices (portable)		
17. Nasal cannula		
18. Spare bulb. Explanatory note: Where CHC is operating as a Clinic and there is no doctor this will be scored not applicable.		
19. Spare batteries for laryngoscope. Explanatory note: Where CHC is operating as a Clinic and there is no doctor this will be scored not applicable.		

3.2.2.2.3 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.

Not applicable: Never

Score	Comment

Sub Domain 3.2.3 8 Infection prevention and control programmes

Standard 3.2.3.1 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 3.2.3.1.1 8(2)(a) The health establishment must ensure that there are hand washing facilities in every service area.

3.2.3.1.1.1 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 aspect available and score 0 if the aspect is not available. Score not applicable if the health establishment has fewer areas than those listed for review.

Score	Comment

Unit 1 Consultation room

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 elbow or non-touch operated in user care areas.		
3. Plain liquid 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. The container must be lined with the appropriate colour coded plastic bag		

Unit 2 Vital signs or observation room

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 elbow or non-touch operated in user care areas.		
3. Plain liquid 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. The container must be lined with the appropriate colour coded plastic bag		

3.2.3.1.1.2 Alcohol based hand rub is available.

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

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

3.2.3.1.1.3 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 3.2.3.1.2 8(2)(b) The health establishment must provide isolation units or cubicles where users with contagious infections can be accommodated.

3.2.3.1.2.1 A dedicated room or area is used to accommodate users with highly infectious diseases.

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

The health establishment must provide a room or an area to accommodate users with highly infectious diseases while awaiting transfer to a higher level of care. This can include but is not limited to an emergency room.

Not applicable: Never

Score	Comment

Criterion 3.2.3.1.3 8(2)(c) The health establishment must ensure there is clean linen to meet the needs of users.

3.2.3.1.3.1 Clean linen is available in the health establishment.

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

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

Not applicable: Never

Score	Comment

3.2.3.1.3.2 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 3.2.3.1.4 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.

3.2.3.1.4.1 Personal protective equipment is worn.

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

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

Score	Comment

Unit 1 Consultation room 1

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 Consultation room 2

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 3.2.4 9 Waste management

Standard 3.2.4.1 9(1) The health establishment must ensure that waste is handled, stored, and disposed of safely in accordance with the law.

Criterion 3.2.4.1.1 9(2)(a) The health establishment must have appropriate waste containers at the point of waste generation.

3.2.4.1.1.1 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 care risk waste is managed as required. Score 1 if the aspect is compliant and score 0 if it is not compliant.

Score	Comment

Unit 1 Staff Toilet

Aspects	Score	Comment

1. Sanitary disposal bins have functional lids or a healthcare risk waste box with a 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 Public Toilet

Aspects	Score	Comment
1. Sanitary disposal bins have functional lids or a healthcare risk waste box with a 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 3 Clinical Area

Aspects	Score	Comment
1. Health care risk waste disposal bins with functional lids or health care risk waste box with lid		
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 Waiting Area

Aspects	Score	Comment
1. Bins available for general waste		
2. Bins for general waste are lined with appropriate coloured bags (Black, beige, white or transparent packaging can be used.)		

3.2.4.1.1.2 There are appropriate containers for disposal of all types of waste.

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

Check 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 disposed of 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 such as foreskins and products of conception.		
5. Sanitary bins (box/container with red bag)		

Criterion 3.2.4.1.2 9(2)(b) The health establishment must implement procedures for the collection, handling, storage and disposal of waste.

3.2.4.1.2.1 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 in clinical areas. Check areas in the 8-hour service area. Score 1 if the aspect is compliant and 0 if it is not compliant.

Score	Comment

Unit 1 Consultation room 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 Consultation room 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).		
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Sub Domain 3.2.5 21 Adverse events

Standard 3.2.5.1 21(1) The health establishment must have a system to monitor and report all adverse events.

Criterion 3.2.5.1.1 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.

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

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

Interview three 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		
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 3.3 CLINICAL SUPPORT SERVICES

Sub Domain 3.3.1 10 Medicines and medical supplies

Standard 3.3.1.1 10(1) The health establishment must comply with the provisions of the Pharmacy Act, 1974 and the Medicines and Related Substances Act, 1965.

Criterion 3.3.1.1.1 10(2)(b) The health establishment must ensure the availability of medicines and medical supplies for the delivery of services.

3.3.1.1.1.1 Basic medical supplies (consumables) are available.

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

Request the list of medical supplies/consumables from the National Department of Health and randomly select five items from each of the categories listed below and check whether the selected items are available and not expired (where applicable). Document the name of the non-compliant items that were sampled. Score 0 if the selected item is not available or expired or if there is no list of medical supplies/consumables available.

Score	Comment	
Aspects	Score	Comment
Surgical supplies		
1. Item 1		
2. Item 2		
3. Item 3		
4. Item 4		
5. Item 5		
Dressing supplies		
6. Item 1		
7. Item 2		
8. Item 3		
9. Item 4		
10. Item 5		

Laboratory Supplies		
11. Item 1		
12. Item 2		
13. Item 3		
14. Item 4		
15. Item 5		

3.3.1.1.1.2 The scripts in the consulting rooms are correlated with the medicines dispensed to ensure that all medicines were received as prescribed.

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

Select three user scripts in the consulting rooms and check whether medicines were dispensed against the scripts. If all medicines as prescribed were dispensed, score 1. If a user has not received all the medicines as prescribed, score 0. Score not applicable if dispensing is not done in the consulting rooms.

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

Sub Domain 3.3.2 13 Medical equipment

Standard 3.3.2.1 13(1) Health establishments must ensure that the medical equipment is available and functional in compliance with the law.

Criterion 3.3.2.1.1 13(2)(b) The health establishment must ensure that equipment is in accordance with the essential equipment list in all clinical service areas.

3.3.2.1.1.1 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. If the health establishment is too small to have a vital signs room, check for equipment in consulting rooms.

Score	Comment	
Aspects	Score	Comment
Consultation room 1		

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 (only required in one consultation room)		
6. Tuning fork (only required in one consultation room)		
7. Clinical thermometers. Explanatory note: Thermometers containing mercury are non-compliant		
8. Examination couch with adjustable backrest		
9. Bed-step double		
10. Tape measure		
Consultation room 2		
11. Stethoscope		
12. Blood pressure machine (wall mounted or portable)		
13. Blood pressure machines cuffs available in the following sizes: Adult, paediatric and large cuffs		
14. Diagnostic sets including ophthalmic pieces (wall mounted or portable)		
15. Patella hammer (only required in one consultation room)		
16. Tuning fork (only required in one consultation room)		
17. Tape measure		
18. Clinical thermometers. Explanatory note: Thermometers containing mercury are non-compliant		

19. Examination couch with adjustable backrest		
20. Bed-step double		
Vital signs room		
21. Blood pressure machine (wall mounted or portable)		
22. Blood pressure machines cuffs available in the following sizes: Adult, paediatric and large cuffs		
23. Blood glucometer		
24. Peak flow meter		
25. Adult scale		
26. Stethoscope		
27. HB meter		
28. Clinical thermometer. Explanatory note: Thermometers containing mercury are non-compliant		
29. Height measure		
30. Tape measure		
31. Urine specimen jars		
Child health room		
32. Baby scale		
33. Bassinet		
34. Stethoscope		
35. Blood glucometer		
36. Blood pressure machine (wall mounted or portable)		

37. Paediatric cuff for Blood pressure machine		
38. Diagnostic sets including ophthalmic pieces (wall mounted or portable)		
39. Patella hammer		
40. Tape measure		
41. Clinical thermometers. Explanatory note: Thermometers containing mercury are non-compliant		
42. Length meter/Infantometer		

3.3.2.1.1.2 Essential equipment is available and functional at the Termination of Pregnancy (TOP) and Male Medical Circumcision (MMC) procedure room.

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

Use the checklist below to check whether the equipment listed is available and functional (where applicable). Score 1 if the item is available and functional (where applicable) and 0 if it is not available or not functional (where applicable). Score not applicable if the health establishment does not perform these procedures.

Score	Comment

Unit 1 Male Medical Circumcision procedure room.

Aspects	Score	Comment
1. Stethoscope		
2. Blood pressure machine, wall-mounted or portable		
3. Adult and large cuffs for Blood pressure machine		
4. Diagnostic sets, including ophthalmic pieces, wall-mounted or portable		
5. Tape measure		
6. Clinical thermometers. Explanatory note: Thermometers containing mercury will be scored non-compliant		
7. Blood glucometer		

8. Adult scale		
9. HB meter		
10. Height measure		
11. Freezer for anatomical waste. Explanatory note: It can be located in any area in the CHC.		
12. Tilting examination couch		
13. Wall-mounted or portable anglepoise style examination lamp		

Unit 2 Termination of Pregnancy room

Aspects	Score	Comment
1. Stethoscope		
2. Blood pressure machine, wall-mounted or portable		
3. Adult and large cuffs for Blood pressure machine		
4. Diagnostic sets, including ophthalmic pieces, wall-mounted or portable		
5. Tape measure		
6. Clinical thermometers. Explanatory note: Thermometers containing mercury will be scored non-compliant		
7. Blood glucometer		
8. Adult scale		
9. HB meter		
10. Height measure		
11. Freezer for anatomical waste. Explanatory note: It can be located in any area in the CHC.		
12. Gynaecological examination couch with stirrups		

13. Wall-mounted or portable anglepoise style examination lamp		
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Domain 3.5 FACILITIES AND INFRASTRUCTURE

Sub Domain 3.5.1 14 Management of buildings and grounds

Standard 3.5.1.1 14(1) The health establishment and their grounds must meet the requirements of the building regulations.

Criterion 3.5.1.1.1 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.

3.5.1.1.1.1 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. Observe if all emergency exits are clear of any obstruction such as furniture, equipment and boxes and that they can easily and quickly be opened from inside the building.

Not applicable: Never

Score	Comment

Criterion 3.5.1.1.2 14(2)(d) The health establishment must as appropriate for the type of buildings and grounds of the establishment have ventilation systems that maintain the inflow of fresh air, temperature, humidity and purity of the air within specified limits set for different service areas such as theatres, kitchen and isolation units.

3.5.1.1.2.1 All clinical service areas have natural ventilation or functional mechanical ventilation.

Assessment type: Observation - **Risk rating:** Vital 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 such as windows or ventilation grilles. Check if the areas listed below have passive ventilation (windows, doors that can be opened and ventilation grilles) or functional mechanical ventilation (i.e. ducting system). Score 1 if the aspect is compliant and 0 if it is not compliant.

Score	Comment	
Aspects	Score	Comment
1. Waiting area		
2. Vital signs room		
3. Consulting room		

Sub Domain 3.5.2 15 Engineering services

Standard 3.5.2.1 15(1) The health establishment must ensure that engineering services are in place.

Criterion 3.5.2.1.1 15(2) The health establishment must have 24-hour electrical power, lighting, medical gas, water supply and sewerage disposal system.

3.5.2.1.1.1 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 an adjustable flow rate must be available. Oxygen cylinders can be accessible from the 24-hour emergency unit.

Not applicable: Never

Score	Comment

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3.5.2.1.1.2 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



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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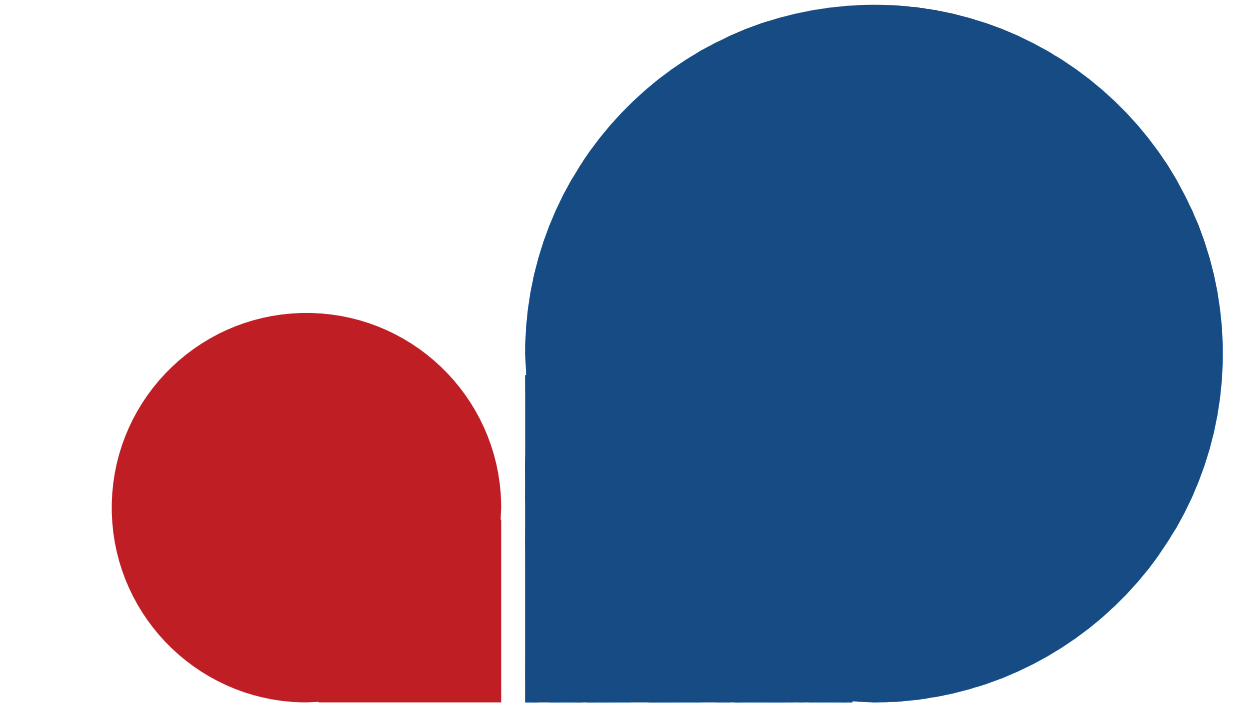
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