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# Implementation of Ideal Clinic in Xhariep

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# BACKGROUND

- The Free State Province have challenges in providing quality Health Care Services. National Department of Health introduced Ideal Clinic concept as a method to improve quality of service delivery.
- Xhariep District used this as an opportunity to improve their services.



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**AIM**

To describe the impact of implementation of  
Ideal Clinic concept in Xhariep District.



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# METHODOLOGY I

## Study Design

This is a descriptive operational study conducted in 10 facilities in Xhariep district .

- Stakeholder engagement was conducted prior to onset of implementation of Ideal clinic concept and all the facility personnel were trained on the manual
- A Baseline assessment was done at each of the facilities in collaboration with the facility personnel
- A quality improvement plan was developed, and additional on-site training was conducted regarding the implementation of the plan
- Follow up assessments were conducted as follows:
  - October 2015 by Perfect Permanent Team for Ideal Clinic Realization and Maintenance ( PPTICRM), February 2016 by Cross District Peer Review (CDPR) and March to April 2016 by Peer Review Update (PRU).



# METHODOLOGY II

- Research team used the Ideal Clinic Realization and Maintenance (ICRM) assessment tool version 15 for data collection
- Data was captured and analyzed using the composite score created in the Ideal Clinic software for all 10 facilities

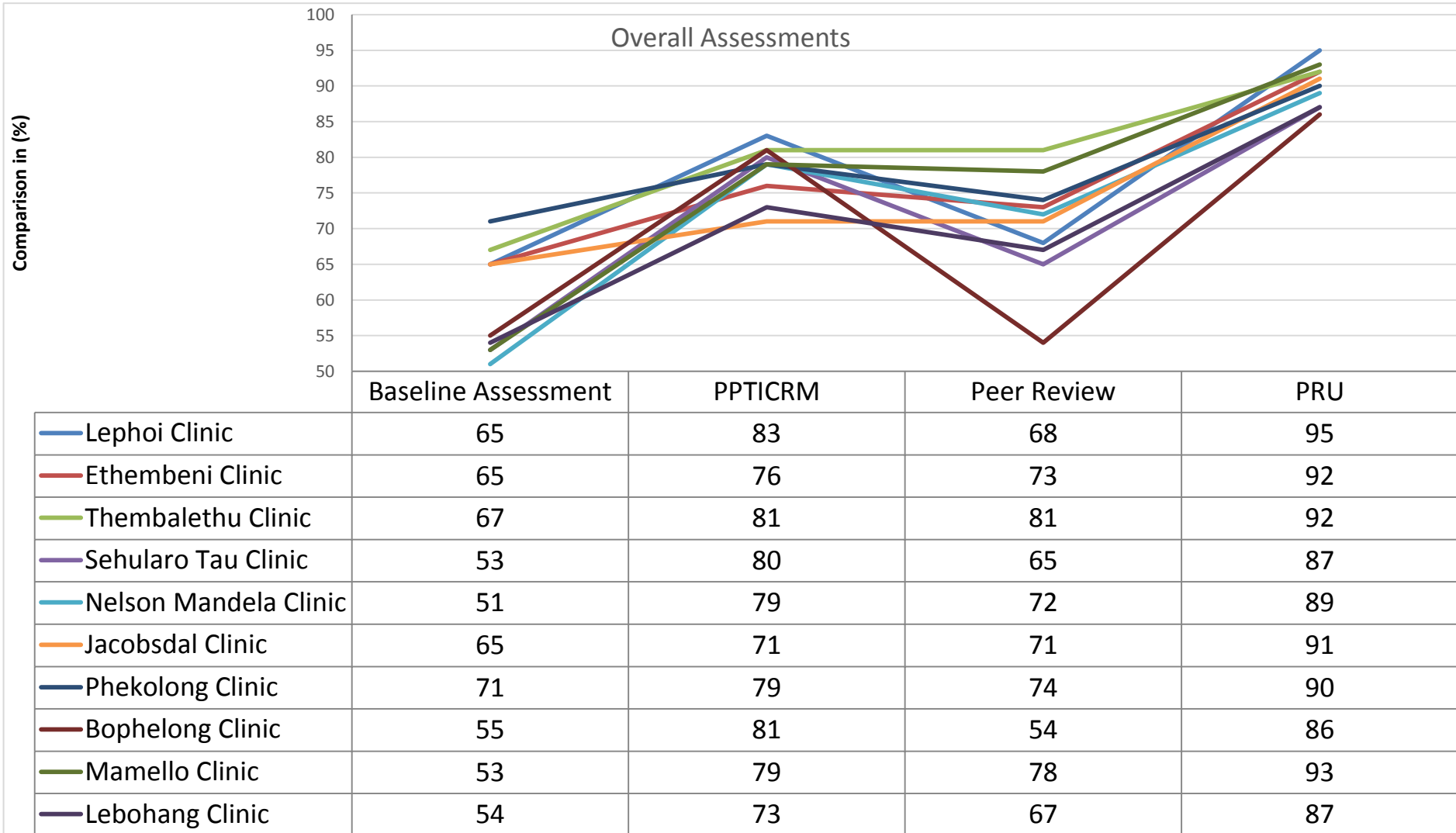
## The criteria for the ICRM status determination

	Silver	Gold	Platinum	Diamond
<b>Weights</b>				
Vital (15 elements)	100%	100%	100%	100%
Essential (87 elements)	70%	80%	91%	100%
Important (81 elements)	65%	76%	87%	100%
<b>AVERAGE</b>	<b>70%</b>	<b>80%</b>	<b>90%</b>	<b>100%</b>



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# Comparison the Assessments

	Baseline vs PPTICRM	PPTICRM vs Peer Review	Peer Review vs PRU
Lephoi Clinic	18%	-15%	27%
Ethembeni Clinic	11%	-3%	19%
Themba lethu Clinic	14%	0%	11%
Sehularo Tau Clinic	27%	-15%	22%
Nelson Mandela Clinic	28%	-7%	17%
Jacobsdal Clinic	6%	0%	20%
Phekolong Clinic	8%	-5%	16%
Bophelong Clinic	26%	-27%	32%
Mamello Clinic	26%	-1%	15%
Lebohang Clinic	19%	-6%	20%





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# RESULTS

	<b>Average scores (n=10) (%)</b>	<b>Silver (%)</b>	<b>Gold (%)</b>	<b>Platinum (%)</b>	<b>Diamond (%)</b>
<b>Baseline Assessment</b>	<b>59.9</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>PPTICRM</b>	<b>78.2</b>	<b>50.0</b>	<b>20.0</b>	<b>0.0</b>	<b>0.0</b>
<b>Peer Review</b>	<b>70.3</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>PRU</b>	<b>90.2</b>	<b>0.0</b>	<b>50.0</b>	<b>20.0</b>	<b>0.0</b>



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# Reasons for improvements

- Development and implementation of an action plan
- Fast-tracking of Supply Chain Management processes to procure medical equipment on the essential list
- District Hospitals donated excess medical equipment to the clinics
- Orders for medicine and consumables were prioritized
- Clinic committee mobilized community members to participate
- PPTICRM was reduced to smaller teams to support and monitor the facilities



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# Status Determination Performance

## PRU: **March - April 2016**

Facility Name	Type	% Score	Current Category
Lephoi Clinic	Clinic	95	Platinum
Ethembeni Clinic	Clinic	92	Platinum
Themba lethu Clinic	Clinic	92	Gold
Mamello Clinic	Clinic	93	Gold
Jacobsdal Clinic	Clinic	91	Gold
Phekolong Clinic	Clinic	90	Gold
Bophelong CHC	Community Health Centre	86	Gold
Sehularo Tau Clinic	Clinic	87	Not achieved
Nelson Mandela Clinic	Clinic	89	Not achieved
Lebohang Clinic	Clinic	87	Not achieved



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# CONCLUSION

- The implementation of the Ideal Clinic concept resulted in significant improvement in all 10 facilities
- Main contributors for failure to achieve the ideal clinic status was infrastructure , equipment and staff related issues



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***“The Task Ahead is never  
as Great as the Power  
Behind”*** *unknown*

***Thank you very much for the Opportunity.***