

Health Systems Trust Conference 2016



Ideal Clinic Realisation and Maintenance programme



Creating a platform for delivering quality services in Primary Health Care facilities



Date: 5 May 2016



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Introduction



- Respond to the deficiencies in Primary Health Care services (PHC) - baseline audit on National Core Standards (NCS) in 2011 (facilities scoring <50% for Vital measures)
- Foundation for successful implementation of National Health Insurance
- Piloted in June 2013



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Objectives



Community-based comprehensive range of integrated:

- diagnostic,
- curative,
- preventative,
- promotive,
- rehabilitative and
- palliative services

The National Department of Health's internal mechanism for:

- ensuring PHC facilities' compliance with NCS
- developing of well-functioning PHC facilities



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What the programme is about



Ideal Clinic initiative model is described as a clinic with:

- good infrastructure,
- adequate staff,
- adequate medicines and supplies,
- good administrative processes and
- adequate bulk supplies

that uses applicable policies ect as well as partner and stakeholder support to ensure the provision of quality health services to the community



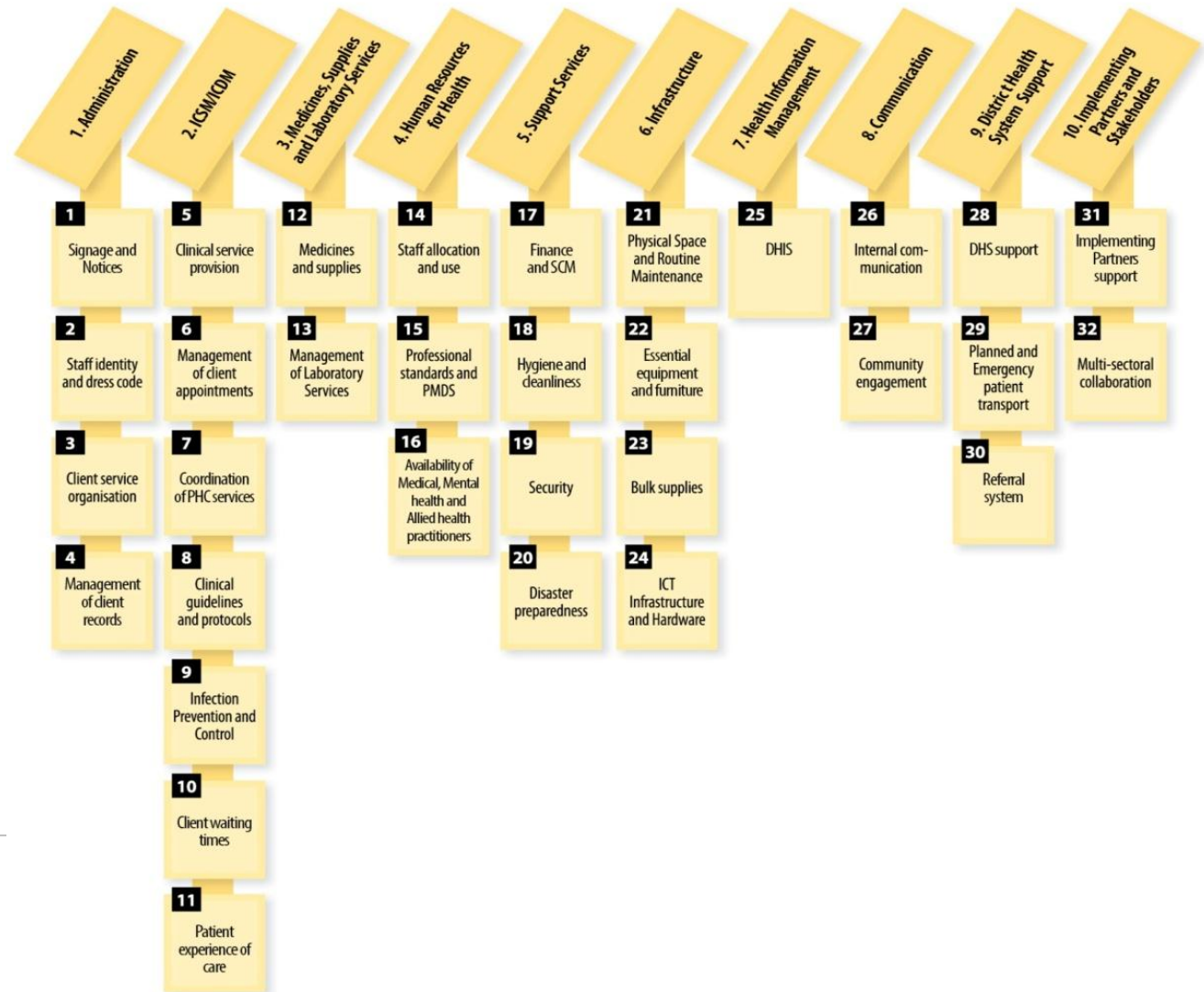
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Ideal Clinic components and sub components



10 Components and 32 Sub-Components



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Ideal Clinic dashboard



National Core Standards	Component	Sub Component	ELEMENTS 183	Weight	MM	Level of responsibility	Check list	Performance
AIN 1: PATIENT RIGHTS	1. Signage and notices: Monitor whether there is communication about the facility and the services provided							
		1	All way-finding signage in place	I	☹	P	Y	
		2	Display board reflecting the facility name, service hours, physical address, contact details and service package details is visibly displayed at the entrance of the facility	I	☹	D		■
		3	The NO WEAPONS, NO SMOKING, NO ANIMALS (except for service animals), NO LITTERING and NO HAWKERS sign is clearly sign posted at the entrance of the facility	I	☹	D		■
		4	The vision, mission and values of the district must be visibly displayed	I	☹	D		
		5	The facility <u>organogram</u> with the contact details of the manager is displayed on a central notice board	I	☹	HF		■
		6	All service areas within the facility are clearly signposted	I	☹	HF	Y	
	2. Staff identity and dress code: Monitor whether staff uniform, protective clothing and mode of staff identification are according to policy prescripts							



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Various versions were developed
– current version 16

Checklists



CHECKLIST FOR ELEMENT 80: Checklist for tracer medication

Use the checklist below to check the availability of tracer medication

Scoring - in column for score mark as follows:

Check available stock in medicine storage room/dispensary

Y (Yes) = available, N (No) = not available

Item	Score		Score
MEDICINE STORAGE ROOM			
Oral formulations/inhalers			
Abacavir syrup 20mg/ml		Methyldopa 250 mg tablets	
ACE-Inhibitors: e.g. Enalapril 10mg tablets		Metronidazole 200mg OR 400mg tablets	
Amlodipine 5mg tablets		Nevirapine 50mg/5mL suspension	



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Ideal Clinic Categories



Weights	Silver	Gold	Platinum	Diamond
Vital (15 elements)	100%	100%	100%	100%
Essential (87 elements)	70%	80%	91%	100%
Important (81 elements)	65%	76%	87%	100%
AVERAGE	70%-79%	80%-89%	90%-99%	100%



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Ideal Clinic monitoring system



- Ideal Clinic monitoring software
- www.health.gov.za or www.idealclinic.org.za

The screenshot shows the Department of Health website with the following elements:

- Header:** "health Department: Health REPUBLIC OF SOUTH AFRICA" and the slogan "A long and healthy life for all South Africans" with the South African flag.
- Navigation:** HOME | ABOUT US | DOCUMENTS | MEDIA | VACANCIES | CONTACT US | TENDERS | **IDEAL CLINIC** | DOCUMENTATION PORTAL
- Main Content:**
 - Left sidebar: "EFFORTS TO STRENGTHEN AND PROMOTE TRADITIONAL MEDICINE" with a sub-section "Efforts to Strengthen and Promote Traditional Medicine".
 - Center: "World Malaria Day 2016", "World TB Day 2016", "National Health Tackles Non-Availability of", "Another Milestone in the Fight Against a", "Milestone in the implementation of the".
 - Right sidebar: "Minister" with photos of officials and the "Ideal Clinic South Africa" logo.
- Image Gallery:** A row of images showing clinic signage for "PRIMARY HEALTHCARE SERVICES" and "SERVICES" (Minor Ailments, Chronic Care, HIV, etc.).

What is an Ideal Clinic?

An Ideal Clinic is defined as a clinic with good infrastructure, adequate staff, adequate medicine and supplies, good administrative processes, and sufficient/adequate bulk supplies. It uses applicable clinical policies, protocols and guidelines, and it harnesses partner and stakeholder support. An Ideal Clinic also collaborates with other government departments, the ... Show more

How did the Ideal Clinic programme come about.....

Since the launch of the government's green paper on National Health Insurance, various reforms and initiatives are underway to improve services to be provided under the future National Health Insurance.

How was the implementation of the Ideal Clinic programme fast tracked - Operation Phakisa

To fast track the implementation of the Ideal Clinic programme, the Department of Performance Monitoring and Evaluation, the National Planning Commission in the Presidency and the National Department of

Link to other initiatives



- Central Chronic Medicine Dispensing and Distribution programme (CCMDD)
- e-health programme – Health Patient Registration System (HPRS)
- Change management model
- Branding
- Standard equipment specifications
- Standard Supply Chain processes
- Workload Indicator Staffing Needs (WISN) and Standard structure for District offices



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Progress made – Scale up



- **2013:**
 - Piloted and tools developed
- **2014:**
 - Operation Phakisa Ideal Clinic Realisation and Maintenance (ICRM) Laboratory – 8 workstreams
 - Service delivery
 - Waiting times
 - Infrastructure
 - Human Resources
 - Supply Chain management
 - Financial management
 - Institutional arrangements
 - Scale-up and sustainability



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Progress made – Scale up



- **2015 & 2016:**
 - April 2015 rolled out to 8 provinces
 - February 2016 rolled out to Western Cape
 - Provinces identified facilities to be Ideal by 31 March 2016
 - Baseline status determinations conducted
 - Corrected short falls
 - Cross district peer reviews conducted in 600 facilities



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Progress made – current status



Province	Platinum	Gold	Silver	Total Ideal Clinic
Eastern Cape	1	10	3	14
Free State	5	14	3	22
Gauteng	17	50	22	89
KwaZulu-Natal	25	87	29	141
Limpopo	5	19	3	27
Mpumalanga	5	12	2	19
North West	0	3	4	7
Northern Cape	0	3	0	3
Total	58	198	66	322



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END



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