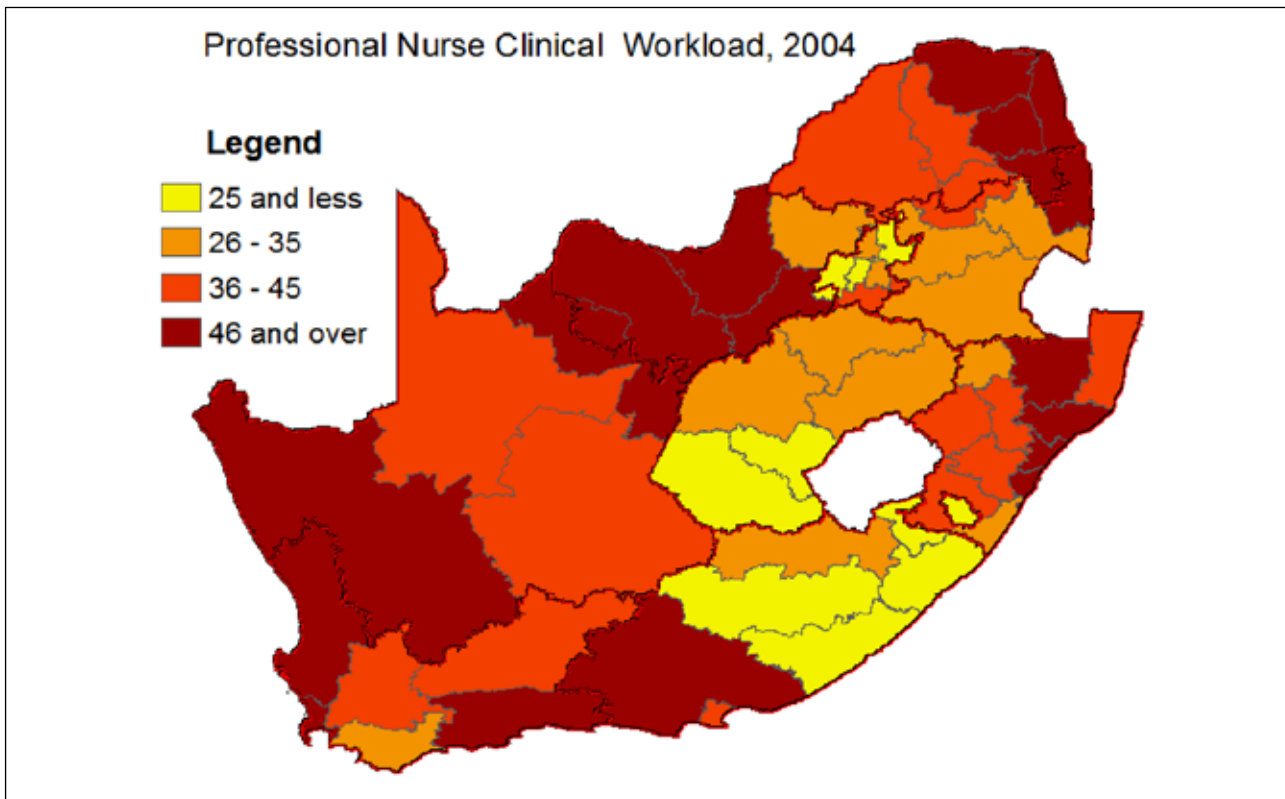


## 2. PROCESS INDICATORS

### 2.1 Nurse Clinical Workload

Nurse clinical workload measures the average daily number of patients attended to by a professional nurse at a PHC facility. There has been debate about both the value of a workload target for clinic nurses as well as the size of the target. It has been suggested that the workload target should be around 35.<sup>9</sup>

**Map 3: Professional Nurse Clinical Workload by District**



The national average is approximately 41.5 patients per professional nurse per day.

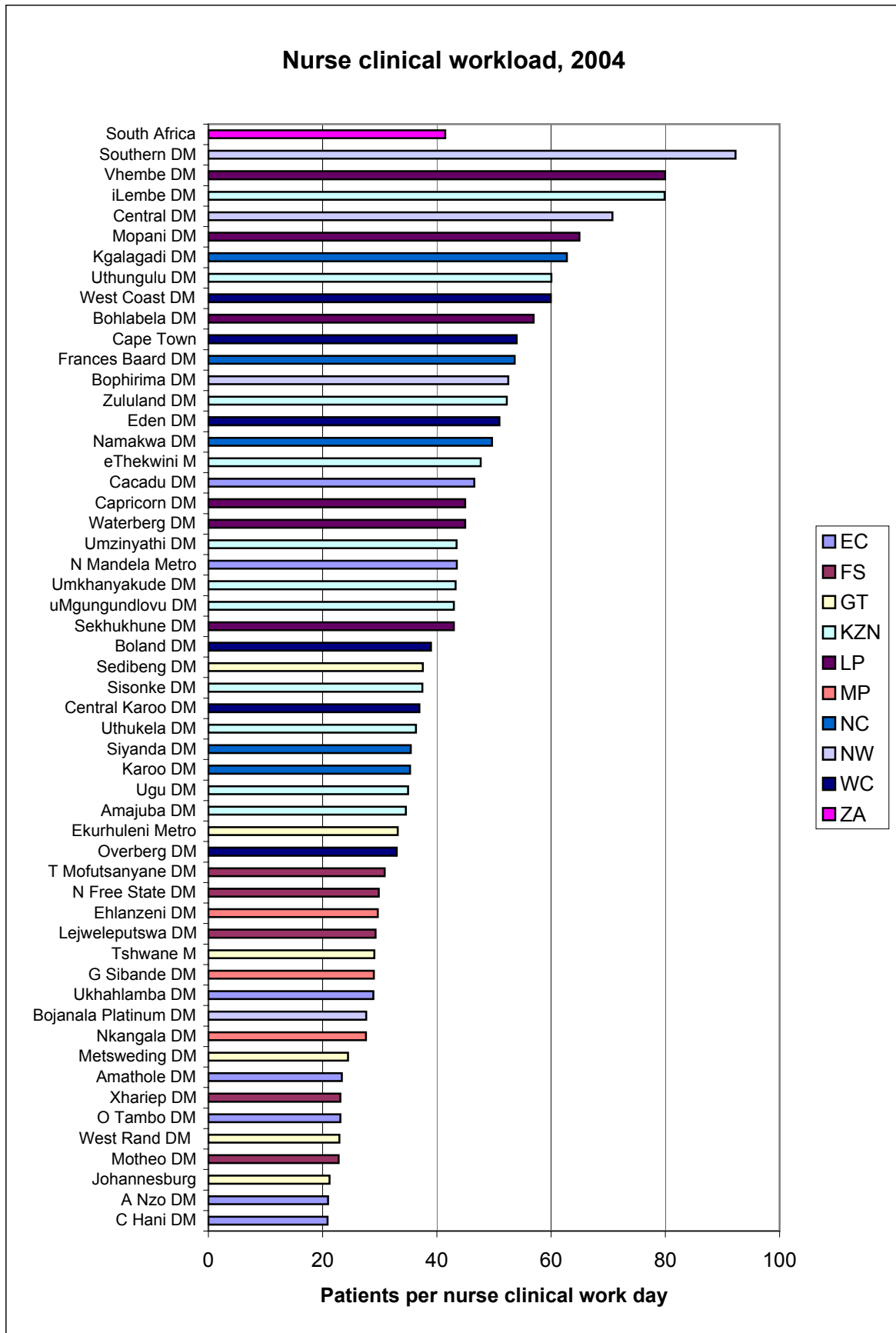
**District View:**

The average number of patients seen each day by a professional nurse varied considerably from 92 in the Southern district (NW) to 21 in Chris Hani (EC). Half of the districts showed an average workload for each professional nurse higher than the top range of the target (more than 37 patients per day). In most of the provinces there were wide variations in this workload indicator. This requires further investigation but points to either inequities in staff distribution or differences in efficiency. This applies particularly to KwaZulu-Natal, the Western Cape and Limpopo provinces.

There was relative consistency in the workload of the districts of the Free State and Mpumalanga. However all the districts in these provinces were below the suggested target. Gauteng districts were also relatively consistent and mainly below the suggested targets. In the Eastern Cape, five of the seven districts had workloads below the national target, including all four rural node districts.

<sup>9</sup> This figure is based on work done by Emmanuelle Daviaud in 2004. In PHC facilities where patient retained and facility based records are kept, the target for each professional nurse is 33 patients per day. In PHC facilities where only facility based records are kept, the target for each professional nurse is 37 patients per day.

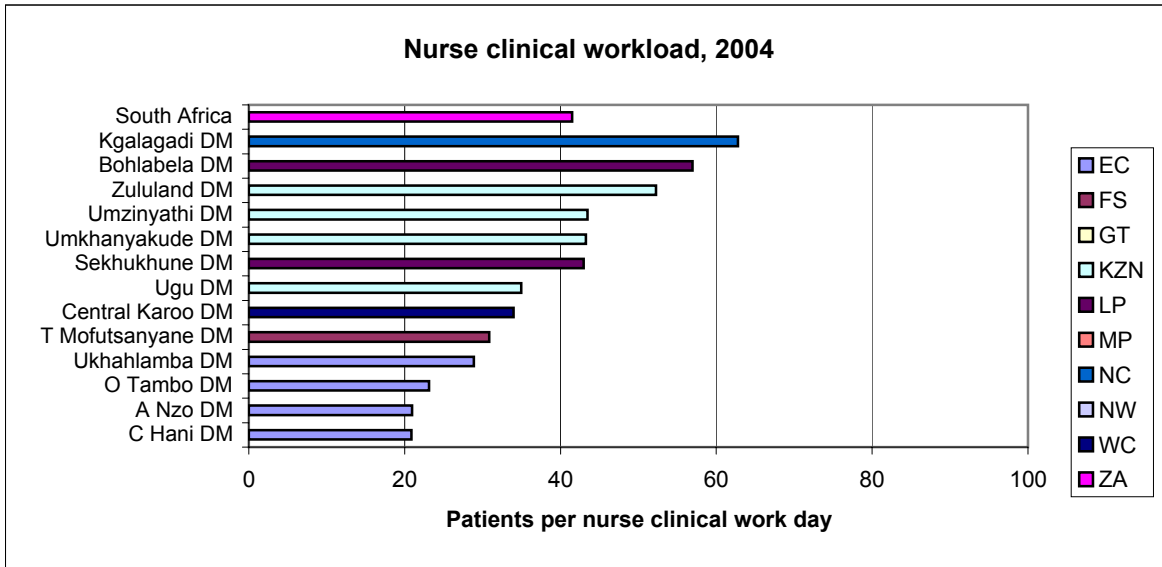
**Figure 6: Professional Nurse Clinical Workload by District**



**Rural Nodes:**

Workload indicators in the rural nodes range from 63 in Kgalagadi (NC) to 21 in Chris Hani (EC), which is a threefold difference. Approximately half the rural nodes had an average workload higher than the suggested target. The four Eastern Cape rural nodes had the lowest workload showing averages of less than 29 patients per day.

**Figure 7: Professional Nurse Clinical Workload in the Rural Nodes**



**Metro View:**

The range in workload varied from 54 for Cape Town (WC) to 21 in the City of Johannesburg (GT), with three of the metros having a workload of more than double that of the City of Johannesburg.

**Figure 8: Professional Nurse Clinical Workload by Metro District**

