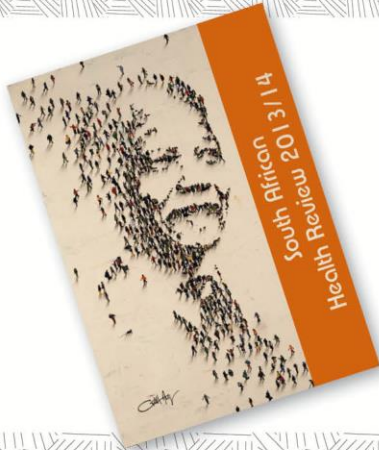




# HEALTH SYSTEMS TRUST



## RECENT DEVELOPMENTS IN ENSURING QUALITY OF CARE IN HEALTH ESTABLISHMENTS IN SOUTH AFRICA

### SAHR KWIK SKWIZ SERIES

#### This KWIK SKWIZ:



summarises Chapter 3 of the 2013/14 South African Health Review.

- Quality health care in South Africa refers to the reliable implementation of evidence-based interventions which contribute to expected clinical results as well as a service that meets users' expectations of care.
- A revised set of National Core Standards (NCS) published and implemented in 2011 as a comprehensive set of guidelines set out in seven cross-cutting domains for required levels of service by facilities, and have formed an integral part of health system strengthening in South Africa.
- In 2013 the National Health Amendment Act made provision for the establishment of the new independent Office of Health Standards Compliance. This Office is mandated to protect and promote the health and safety of health service users through monitoring service performance, enforcing compliance with prescribed standards, and ensuring the investigation and resolution of complaints.
- Compliance with norms and standards requires an assessment process to identify and close deficits. A model of quality improvement is applied to determine gaps, analyse causes of problems and devise remedial action, and a Plan-Do-Study-Act (PDSA) model is used to evaluate, rethink, scale up and implement corrective intervention.
- An intensive national training programme targeting hospital management and district teams across all provinces was conducted from February 2011 to August 2012. The training aimed to orientate and secure buy-in and commitment from senior leadership, highlighting the importance of skills development in assessment and remedial action. A focus on teamwork encouraged staff to apply the quality improvement and PDSA models to achieve favourable outcomes for quality of care.
- Facility Improvement Teams (FIT) comprising multidisciplinary staff and led by Cluster Managers were established by the NDoH in 2012. Their purpose is to respond constructively to the Baseline Audit findings, implement the NCS in preparation for the unfolding implementation of National Health Insurance, expedite rapid, high-impact quality improvement activities, and ensure that all key departments are actively involved in this process. The teams' work has led to enhanced local support of districts and facilities towards more effective compliance with NCS.

- Inspection reports and feedback are being used to improve quality of care. Inspectorates are designated to assess compliance and improved quality on site. The assessment process and reasons for finding non-compliance are communicated to unit managers during inspections, informing them on measures that must be taken to correct current practice and achieve compliance. Final feedback sessions are encouraged to share overall results, areas of greatest concern, and local management perspectives on these problems and solutions.
- A set of training toolkits and a number of key guides to support provinces in complying with the NCS has been developed. The materials are updated and revised periodically and designed so that users at any level can select relevant information. They support a multi-pronged communication strategy to secure ownership among provincial, district and facility-based leadership and management, equipping them with knowledge and skills to relay to and train their counterparts.

#### **SOURCE:**

Moleko W, Msibi EB, Marshall C. Recent Developments in ensuring quality of care in health establishments in South Africa. In Padarath A, English R, editors. South African Health Review 2013/14. Durban: Health Systems Trust; 2014.

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