

National Core Standards

A set of tools to assist with practical implementation of quality improvement plans across the six priority areas

Toolkit 2.0



Western Cape
Government

Health

BETTER TOGETHER.

Introduction

This toolkit contains a series of tools that can be used to address 25 National Core Standards (NCS) measures across the six priority areas. These priority areas are:

No.	Priority Area
1	Values and attitudes
2	Cleanliness
3	Waiting times
4	Patient safety
5	Infection prevention and control
6	Availability of medicines and supplies

This toolkit is the first of many aimed at addressing NCS measures across the priority areas.

Types of Tools

Implementation Tools (IT) are tools that can be implemented to directly address NCS measures.

List of Tools

Table 1 lists the Tools included in this toolkit categorized according to the priority area they support.

Table 1: Overview of Tools available In Toolkit 2

No.	Priority Area	NCS Measure	Tool Code	Tool	Type	Purpose
1	Values and Attitudes	<p>1.1.1.1.1 (E) CHECKLIST: Patients are interviewed to assess whether they feel that they have been treated in a respectful and caring manner</p> <p>1.1.1.1.2 (E) CHECKLIST: 3 Staff members observed by the assessor demonstrate courtesy / patience / empathy / tolerance</p> <p>1.2.2.1.1 CHECKLIST: The health establishment provides patients with information on their rights and responsibilities</p>	1.2.1	Patients' Rights Poster and Patient Rights leaflets	IT	Provide patients with a poster that explains their rights within a health establishments
2	Cleanliness	<p>7.4.1.4.1 (D): There is a no smoking policy applicable to patients / visitors and the staff</p> <p>7.4.1.4.2 (D): Notices are prominently displayed prohibiting smoking inside the buildings</p> <p>7.4.1.4.3 (E): Smoking areas are provided and identified for staff / visitors and patients</p>	2.2.1	Tobacco Control Policy	IT	Provide health establishments facilities with a guideline that regulates smoking thus ensuring that staff and patients/visitors have a healthy environment
			2.2.2	No smoking signs	IT	Provide health establishments with notices/signs indicating the areas where smoking is and is not permitted
			2.2.3	Signs for designated smoking areas	IT	Provide health establishments with notices/signs indicating the areas where smoking is and is not permitted
3	Waiting Times	1.2.2.2.1 (D) CHECKLIST: There is clear signage to the different service areas in the health establishment	3.2.1	Laminated Signs for different services	IT	Provide healthcare facilities with clear signage to specific service areas

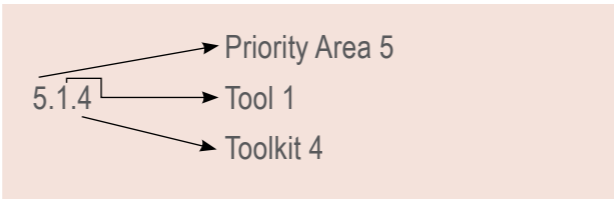
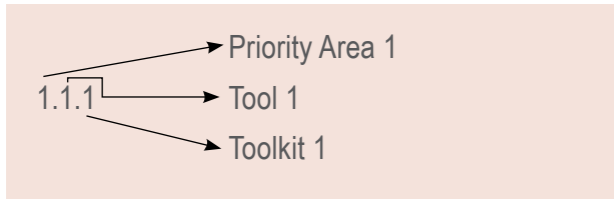
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4	Patient Safety	2.2.1.1.1 (E) CHECKLIST: The most up to date guidelines on the national strategic priority programmes or health initiatives are available	4.2.1	Essential Guidelines and Policies	IT	Provide health establishments with up-to-date guidelines and policies
		2.2.1.2.1 (V) CHECKLIST: The establishment conducts clinical audits of each priority programme/ health initiative. Review the clinical audit reports – checklist provided. If no clinical audits conducted, review 3 patient files per priority programme	4.2.2	Clinical Audit Tool	IT	Provide health establishments with a template to use to audit patient files from different programme areas
		<p>2.4.3.4.1 (V): A protocol regarding the safe administration of medicines to patients is available including a protocol for the safe administration of medicines to children</p> <p>2.4.3.4.2 (V) CHECKLIST: Observation of patient receiving medication confirms that patients' safety is assured</p>	4.2.3	Medicine administration protocol (Including Safe Administration to Children)	IT	Provide health establishments with a protocol regarding the safe administration of medicines to patients including children
5	Infection Prevention and Control	<p>2.4.2.1.1 CHECKLIST: There are comprehensive procedures covering standard precautions which includes the following:</p> <p>2.4.2.2.1: Appropriate types of respirators are provided to staff who are at risk of contracting TB or exposed to serious contagious respiratory infections</p> <p>2.4.2.2.2 CHECKLIST: Healthcare personnel are educated on PPE and use of respirators</p> <p>2.4.2.2.3 CHECKLIST: Healthcare personnel exposed to TB wear respirators appropriately. The personnel are observed</p> <p>2.4.2.2.4 CHECKLIST: Healthcare personnel can explain the correct use of respirators</p> <p>2.6.3.2.1 (V) CHECKLIST: A random selection of clinical areas show that sharps are safely managed and disposed of</p>	5.2.1	Standard Precautions Policy	IT	Provide health establishments with a comprehensive policy covering standard precautions in healthcare facilities
			5.2.2	Needle Stick Injury Policy with Incident Reporting Form	IT	Provide health establishments with a Needle Stick Policy and Incident Reporting Form

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6	Availability of Medicines and Supplies	<p>3.1.3.3.1 (V): A standard operating procedure is available which indicates how schedule 5 and 6 medicines are stored / controlled / distributed in accordance with the Medicines and Related Substances Act 101 of 1965</p>	6.2.1	Standard Operating Procedure for PHCs and CHCs: Procurement, controlling and issuing of schedule 5 and 6 medication	IT	To provide health establishments (PHCs and CHCs) with an SOP that describes the management of schedule 5 and 6 medication
		<p>1.5.1.3.1 (V) CHECKLIST: 3 random selected scripts in pharmacy are correlated with medication dispensed to ensure that all medication was received as prescribed</p> <p>3.1.3.2.1 CHECKLIST: The pharmacist, pharmacist's assistant/nurse is observed to dispense the medicine to the patient</p> <p>3.1.4.2.1 (E): A standard operating procedure is available which outlines the dispensing of medicines according to the Pharmacy Act 53 of 1974 and Medicines and Related Substances Act 101 of 1974</p> <p>3.1.4.3.1 (V) CHECKLIST: A random selection of 3 patients receiving medicine indicate that they have a clear understanding of how and when to take their medication and any other relevant information - Generic outpatient checklist</p> <p>3.1.4.4.1 (E) CHECKLIST: A random selection of 3 prescriptions audited shows that prescribing is done to facilitate rational use of medicine and in accordance with prescribing guidelines and policies</p>	6.2.3	Standard Operating Procedure for Community Healthcare Centres and Primary Healthcare Facilities: Safe dispensing of medication	IT	To provide health establishments (CHCs and PHCs) with an SOP that describes how to safely dispense medication

Tool Code:



Measure Code:

- X – Extreme
- V – Vital
- E – Essential
- D – Developmental

Priority Area 1

Values and Attitudes

Priority Area 1: Values and Attitudes

Purpose of Tools

The aim of this tool is to provide patients with an overview of their rights, and healthcare workers with an overview of their responsibilities in a health establishment. This tool will assist health establishments to comply with at least 3 NCS measures

Tool Implementation Process

	Description	Responsibility	Frequency	Tool Number
1	Ensure that the Patients' Rights Poster is up on a wall in each waiting room and is clearly visible Ensure that Patient Rights leaflets are available	Operational Manager	Once-off	1.2.1

Description of Tools

	Tool Name	Tool Code	Tool Type	Purpose
1	Patients' Rights Poster and Patient Rights leaflets	1.2.1	IT	Provide patients with information of their rights and responsibilities in a health establishment

NCS Measures linked to Tools

	Measure
1	1.1.1.1.1 (E) CHECKLIST: Patients are interviewed to assess whether they feel that they have been treated in a respectful and caring manner
2	1.1.1.1.2 (E) CHECKLIST: 3 Staff members observed by the assessor demonstrate courtesy / patience / empathy / tolerance
3	1.2.2.1.1 (CHECKLIST): The health establishment provides patients with information on their rights and responsibilities

CHECKLIST DOMAIN 1 – PATIENT RIGHTS

1.1 Respect and Dignity

Patient are treated in a caring and respectful manner by staff with the appropriate values and attitudes

Number of checklist	Criterion	Checklist reference	Measure
1.1.1.1.1	Patients are treated courteously, with empathy and caring by health care establishment personnel	Patient respect reported	3 patients are interviewed to assess whether they feel that they have been treated in a respectful and caring manner
Number of questions	Planned number of responses	Unit where assessed	Type of assessment
7	21	P01 P02 P03 P04 P07 PC01 PX01 PX03 PX04 PX07 PX09	PI

Instructions: Interview 3 random patients to determine whether they feel that they have been treated in a respectful and caring manner. If the answer is YES tick in the 'yes' column, if not tick in the 'no' column.

No.	Question / Aspect	1		2		3	
		Yes	No	Yes	No	Yes	No
1	Does the staff treat you politely/with respect?						
2	Has your illness/injury been clearly explained to you?						
3	Does staff voluntarily inform you about where to go for treatment or to collect your medicine?						
4	Are you able to ask questions about your illness?						
5	Does staff respond when you request assistance?						
6	Do you feel that staff cares about your health and getting well?						
7	Did the healthcare personnel tell you to come back if your illness becomes worst whilst on treatment or after treatment?						
Actual score (Sum of positive responses)							
Maximum possible score (Sum of all questions minus the not applicable responses)							

CHECKLIST DOMAIN 1 – PATIENT RIGHTS

1.1 Respect and dignity

Patient are treated in a caring and respectful manner by staff with the appropriate values and attitudes

Number of checklist	Criterion	Checklist reference	Measure
1.1.1.1.2	Patients are treated courteously, with empathy and caring by health care establishment personnel	Patient respect observed	3 random staff members observed by the assessor demonstrate courtesy / patience / empathy / tolerance
Number of questions		Unit where assessed	Type of assessment
7	21	P01 P02 P03 P04 P07 PC01 PX01 PX03 PX04 PX07	OBS

Instructions: Observe 3 interactions between health care personnel in the wards/consultation rooms. Ask for permission to observe consultation. Try and get a spread of doctors, nurses, clerks
If the answer is YES tick in the 'yes' column if not tick in the 'no' column

No.	Question / Aspect	Interaction 1		Interaction 2		Interaction 3		Comment
		Yes	No	Yes	No	Yes	No	
1	Patients are addressed by name and treated with empathy							
2	It is clear that the patient 's age and culture are considered in interaction by staff							
3	Does the staff member address the patient in a language that the patient understands?							
4	Does the staff member care whether the patient is comfortable							
5	Staff member listens attentively while patient responds							
6	Staff member responds with empathy and patience on patients questions and requests							
7	Patients are treated with empathy							
Actual score (Sum of positive responses)								
Maximum possible score (Sum of all questions minus the not applicable responses)								

CHECKLIST DOMAIN 1 – PATIENT RIGHTS

1.1 Respect and dignity

Patient are treated in a caring and respectful manner by staff with the appropriate values and attitudes

Number of checklist	Criterion	Checklist reference	Measure
1.2.2.1.1	Patients' Rights posters and pamphlets are displayed in all waiting areas in the local languages	Patient rights	The health establishment provides patients with information on their rights and responsibilities
Number of questions	Planned number of responses	Unit where assessed	Type of assessment
4	4	Waiting areas	POBS

Instructions: Observe the environment for Patients' Rights posters and pamphlets

No.	Question / Aspect	Patient 1		Patient 2		Patient 3		Comment
		Yes	No	Yes	No	Yes	No	
1	Patients' Rights poster displayed in all waiting areas and inpatient areas							
2	Patients' Rights posters in common local languages of the geographic area							
3	Patients' Rights pamphlets in all waiting areas and inpatient areas							
4	Patients' Rights pamphlets available in common local languages of the geographic area							
Actual score (Sum of positive responses)								
Maximum possible score (Sum of all questions minus the not applicable responses)								

Priority Area 2

Cleanliness

Purpose of Tools

The aim of these tools are to assist health establishments to adhere to South African smoking legislation. These tools will assist health establishments in complying with at least 3 NCS measures

Tool Implementation Process

	Description	Responsibility	Frequency	Tool Number
1	Familiarise all staff with the Smoking Policy	Operational Manager	Once-off	2.2.1
2	Ensure that the No Smoking signs are displayed in all areas where smoking is not permitted	Operational Manager	Once-off	2.2.2
3	Ensure that the Designated Smoking Area sign is placed in the designated smoking area (outside the health establishment, more than 5m from any entrance or exit) and is clearly visible	Operational Manager	Once-off	2.2.3

Description of Tools

	Tool Name	Tool Code	Tool Type	Purpose
1	Smoking Policy	2.2.1	IT	Provide health establishments with a policy that regulates smoking thus ensuring that staff and patients/visitors have a healthy environment
2	No smoking signs	2.1.2	IT	Provide information to patients, staff and visitors areas where smoking is not permitted
3	Signs for designated smoking areas	2.2.3	IT	Provide information to patients, staff and visitors areas where smoking is permitted

NCS Measures linked to Tools

	Measure
1	7.4.1.4.1 (D): There is an anti-smoking policy applicable to patients / visitors and the staff
2	7.4.1.4.2 (D): Notices are prominently displayed prohibiting smoking inside the buildings
3	7.4.1.4.3 (E): Smoking areas are provided and identified for staff / visitors and patients

Priority Area 3: Waiting Times

Purpose of Tools

The aim of this set of tools are to provide clear signage to service areas in the health establishment and will assist with compliance of at least 1 NCS measure

Tool Implementation Process

	Description	Responsibility	Frequency	Tool Number
1	Ensure that all signage is placed in the appropriate service areas	Operational Manager	Once-off	3.2.1

Description of Tools

	Tool Name	Tool Code	Tool Type	Purpose
1	Laminated Signs	3.2.1	IT	Provide health establishments with clear signage to specific service areas

NCS Measures linked to Tools

	Measure
1	1.2.2.2.1 (D) CHECKLIST: There is clear signage to the different service areas in the health establishment

CHECKLIST DOMAIN 1 – PATIENT RIGHTS

1.2 Access to information for patients

Patients have access to information on the services provided by the health establishment.

Number of Checklist	Criterion	Checklist reference	Measure
1.2.2.2.1	The signage in the health establishment directs patients and/or visitors to key areas of the health establishment	Service area signage	There is clear signage to the different service areas in the health establishment
Number of questions	Planned number of responses	Unit where assessed	Type of assessment
10	10	S10 SC01 MC14 MC14A SX10	OBS

Instructions: The assessor will need to walk around the health establishment to check for signage, starting at the entrance or the help desk. If the signage guides the assessor from the entrance to the area listed, mark in Y in the 'yes' column, if signage is not clear, mark N in the 'no' column and allocate 0

No.	Question / Aspect	Yes	No	Comments
1	There is clear signage to the helpdesk/reception			
2	There is clear signage to patient accounts (hospitals only)			
3	There is clear signage to the x-ray department			
4	There is clear signage to the in-patient units			
5	There is clear signage to the out-patients unit			
6	There is clear and understandable signage to the Accident and Emergency department			
7	There is clear and understandable signage to the pharmacy			
8	There is clear and understandable signage to the counselling rooms			
9	There is clear and understandable signage to patients toilets/bathrooms in wards			
10	There is clear and understandable signage to visitors/public toilets			
Actual score (Sum of positive responses)				
Maximum possible score (Sum of all questions minus the not applicable responses)				

Priority Area 4

Patient Safety

Priority Area 4: Patient Safety

Purpose of Tools

The aim of these tools are to (1) provide health establishments with essential clinical guidelines, (2) assist health establishments with auditing of programmes and (3) provide relevant healthcare workers with a medication administration policy. These tools will assist health establishments in complying with of at least 4 NCS measures

Tool Implementation Process

	Description	Responsibility	Frequency	Tool Number
1	Ensure that all healthcare workers are familiar with the clinical guidelines	Programme Coordinators	Once-off	4.2.1
2	Ensure that the clinical guidelines are available in all consultation rooms	Operational Manager	Once-off	4.2.1
3	Ensure that all healthcare workers are trained on how to use the clinical audit tool to audit programme areas	Facility Manager	Once-off	4.2.2
4	Ensure that priority programme areas are audited at least once per quarter	Programme Coordinators	Quarterly	4.2.2
5	Ensure that after each programme audit has been completed, corrective action plans are developed	Operational Manager	Quarterly	4.2.2
6	Ensure that corrective actions are implemented and results of audits are improved	Operational Manager	Quarterly	4.2.2
7	Ensure that the results of all audits are available in the health establishment	Operational Manager	Quarterly	4.2.2
8	Ensure that all healthcare workers in line with their scope of practice are trained on administering medicine to patients (including children) using the Medicine Administration Protocol	Operational Manager	Once-off	4.2.3
9	Ensure that a copy of the Medicine Administration Protocol is available in each consultation or ward room	Operational Manager	Once-off	4.2.3

Description of Tools

	Tool Name	Tool Code	Tool Type	Purpose
1	Clinical Guidelines	4.2.1	IT	Provide health establishments with up-to-date guidelines and policies
2	Clinical Audit Tool	4.2.2	IT	Provide health establishments with a template to use to audit patient files from different programme areas
3	Medicine Administration Protocol	4.2.3	IT	Provide health care workers with a protocol regarding the safe administration of medicines to patients including children

NCS Measures linked to Tools

	Measure
1	2.2.1.1.1 (E) CHECKLIST: The most up-to-date guidelines on the National Strategic Priority Programmes or health initiatives are available
2	2.2.1.2.1 (V) CHECKLIST: The health establishment conducts clinical audits of each priority programme/ health initiative. Review the clinical audit reports – checklist provided. If no clinical audits conducted, review 3 patient files per priority program
3	2.4.3.4.1 (V): A protocol regarding the safe administration of medicines to patients is available including a protocol for the safe administration of medicines to children
4	2.4.3.4.2 (V) CHECKLIST: Observation of patient receiving medication confirms that patients’ safety is assured

NCS Measures linked to Tools

CHECKLIST DOMAIN 2 – PATIENT SAFETY

2.2 Clinical management for improved health outcomes

The health establishment provides clinical care so as to ensure positive outcomes in identified priority initiatives including meeting the Millennium Development Goals

Number of Checklist	Criterion	Checklist reference	Measure
2.2.1.1.1	The establishments has the most up to date guidelines for the implementation of its strategic priority programmes or health initiatives available	List of National guidelines	The most up to date guidelines on the National strategic priority programmes or health initiatives are available
Number of questions	Planned number of responses	Unit where assessed	Type of assessment
34	34	M14/MC14C/MC14A	DOC

Instructions: The list below is not a complete list of all the guidelines available but assessors should check that the health facility has listed the following as requirements. Available in latest version. Mark in Y in the ‘yes’ column, if signage is not clear, mark N in the ‘no’ column and allocate 0

No.	Question / Aspect	Yes	No	Comments
1	Standard Treatment Guidelines and Essential Medicines List for Primary Health Care (2014))			
2	Standard Treatment Guidelines and Essential Medicines List for Hospitals Adults (2012)			
3	Standard Treatment Guidelines and Essential Medicines List Hospital level paediatrics (2013)			
4	Control and Management of Diabetes (2010 or latest version)			
5	Control and Management of Hypertension at primary level (latest version)			
6	Management and Control of asthma in children at primary level (latest version)			
7	Management of asthma in adults at primary level (latest version)			
8	National Tuberculosis Management Guidelines (2014)			
9	National guidelines for the Management of HIV – infected children (2010)			
10	National Anti-retroviral Treatment Guidelines (National Consolidated Guidelines) (April 2015)			
11	Guidelines for the treatment of Malaria in South Africa (2009 or latest version)			
12	Guidelines for completing the Maternal Death notification (2010)			
13	Saving Babies 2010 – 2011 Eighth report on perinatal care in South Africa			
14	Saving Mothers 2008 – 2010: 5th report on the confidential enquiries into maternal deaths in South Africa(2012)			
15	National Contraception and Fertility Planning Policy and Service Delivery Guidelines 2012			

16	National Contraception Clinical Guidelines (2012)			
17	Cervical cancer screening guidelines (Papsmear) (2010)			
18	Guidelines for maternity care in South Africa (2007 and 2014)			
19	South African Handbook of Resuscitation of the Newborn; 3rd edition (2009)			
20	Every Death Counts (2010)			
21	Basic Antenatal Care Handbook (2005)			
22	A monograph of the management of Postpartum Haemorrhage (2011)			
23	Saving mothers: Caesarean Section Monograph 2013			
24	Prevention of Mother-to-Child Transmission of HIV 2009			
25	Guideline for neonatal care (June 2008)			
26	Guideline for the care of all new-born in district hospitals, Health Centres and MOU in SA (March 2014)			
27	Clinical guidelines for the use of Blood and Blood Products			
28	Practical guidelines for Infection Control in health care facilities			
29	Guidelines for sexually transmitted infections (STIs)			
30	Guidelines for Choice of termination of pregnancy			
31	Guidelines for Post exposure prophylaxis (Sexual assault)			
32	IMCI Chart Booklet 2011			
33	ICDM Manual			
34	PC101 Guideline			
Actual score (Sum of positive responses)				
Maximum possible score (Sum of all questions minus the not applicable responses)				

CHECKLIST DOMAIN 2 – PATIENT SAFETY

2.2 Clinical management for improved health outcomes
The establishment conducts clinical audits of each priority programme/health initiative

Number of Checklist	Criterion	Checklist reference	Measure
2.2.1.2.1	There is evidence that the facility ensures that the priority programmes or health initiatives are implemented according to the guidelines	Performance of Clinical Audits	Does the establishment conduct clinical audits of each priority programme/health initiative? If yes – review the clinical audit reports
Number of questions	Planned number of responses	Unit where assessed	Type of assessment
7	42	M14 MC14C MC14A	DOC

Instructions: Does the establishment conducts clinical audits of each priority programme/health initiative (HIV, TB, IMCI, PMTCT, STI, and STG). Review the clinical audit reports. If yes, complete section A checklist below. If no clinical audits conducted, review 3 patient files per priority programme and complete section B below.

A: Does their audit cover the aspects appropriate to the new guidelines in terms of:		Priority Areas					
No.	Question / Aspect	HIV	TB	IMCI	PMTCT	STI	STG
1	Does the establishment conduct clinical audits on each priority programme at least yearly?						
1.1	Counselling/education of patients						
1.2	Treatment plan development						
1.3	Suitable lab tests and frequency						
1.4	Compliance monitoring						
1.5	Monitoring of treatment effect						
2	Does the audit show that action plans have been put in place to rectify areas of concern						
Actual score (Sum of positive responses)							
Maximum possible score (Sum of all questions minus the not applicable responses)							

B: If no clinical audits conducted, review 3 patient files per priority programme		Priority Areas																		
No.	Question / Aspect	HIV			TB			IMCI			PMTCT			STI			STG			
		1	2	3	1	2	3	1	2	3	1	2	3	1	2	3	1	2	3	
1.1	Counselling/education of patients																			
1.2	Treatment plan development																			
1.3	Suitable lab tests and frequency																			
1.4	Compliance monitoring																			
1.5	Monitoring of treatment effect																			
2	Does the audit show that action plans have been put in place to rectify areas of concern																			
Actual score (Sum of positive responses)																				
Maximum possible score (Sum of all questions minus the not applicable responses)																				

CHECKLIST DOMAIN 2 – PATIENT SAFETY

2.4 Clinical Risk

Specific safety protocols are in place for high risk groups of patients

Number of Checklist	Criterion	Checklist reference	Measure
2.4.3.4.2	The safety of patients receiving medication is assured	Safe administration of medicine	Observation of 3 patients receiving medication confirms that patients' safety is assured
Number of questions	Planned number of responses	Unit where assessed	Type of assessment
9	27	P07_1 P07_2 PC01 P07- P07_2C P07_3C	OBS

Instructions: Observe a nurse in the ward or clinic giving out medicines to 3 patients. Check that she/he adheres to all the aspects listed below for each patient. If the factor has been assessed, mark 'Yes' or 'No'

The assessor may wish to ask the nurse to explain what he/she is doing to understand whether or not he/she is adhering to the requirements

No.	Question / Aspect	1	2	3	Comments
The nurse checks that:					
1	The name of the medication against the container label and script				
2	The correct frequency against the script				
3	The dose of medicine is given against the script including the measurement of the dose				
4	The route of administration against the script				
5	The patient's name against the script				
6	Observe that the patient takes the medication including swallowing of their medication				
7	The nurse explains to the patient/guardian how to take the medicine at home				
8	The nurse explains to the patient/guardian what are the side effects and what to do in case of side effects				
9	Any allergies the patient may have				
Actual score (Sum of positive responses)					
Maximum possible score (Sum of all questions minus the not applicable responses)					

Priority Area 5: Infection Prevention and Control

Purpose of Tools

The aim of these tools are to provide health establishment with a Standard Precautions Policy and Needle Stick Injury Policy. These tools will in complying with at least 8 NCS measures

Tool Implementation Process

	Description	Responsibility	Frequency	Tool Number
1	Ensure that all healthcare workers are trained on all standard precautions necessary in a healthcare facility using the Standard Precautions Policy	Operational Manager	Once-off	5.2.1
2	Ensure that a copy of the Standard Precautions Policy is available in each consultation room	Operational Manager	Once-off	5.2.1
3	Ensure that all healthcare workers are trained on the correct procedure to following a needle stick injury using the Needle Stick Injury Policy	Operational Manager	Once-off	5.2.2
4	Ensure that a copy of the Needle Stick Injury Policy is available in each consultation room	Operational Manager	Once-off	5.2.2

Description of Tools

	Tool Name	Tool Code	Tool Type	Purpose
1	Standard Precautions Policy	5.2.1	IT	Provide health establishments with a comprehensive policy covering standard precautions
2	Needle Stick Injury Policy	5.2.2	IT	Provide health establishments with a Needle Stick Policy and Incident Reporting Form

NCS Measures linked to Tools

	Measure
1	2.4.2.1.1 CHECKLIST: There are comprehensive procedures covering standard precautions
2	2.4.2.2.1: Appropriate types of respirators are provided to staff who are at risk of contracting TB or exposed to serious contagious respiratory infections
3	2.4.2.2.2 CHECKLIST: Healthcare personnel are educated on the following to PPE and use of respirators
4	2.4.2.2.3 CHECKLIST: Healthcare personnel exposed to TB wear respirators appropriately. The personnel are observed
5	2.4.2.2.4 CHECKLIST: Healthcare personnel can explain the correct use of respirators
6	2.6.3.1.2 (V): The health establishment has a reporting system for needle stick injuries or other incidents related to failure of standard precautions
7	2.6.3.2.1 (V) CHECKLIST: A random selection of clinical areas show that sharps are safely managed and disposed of
8	6.2.2.4.2 (V): Records of needle stick injuries show that those staff have received post exposure prophylaxis and have been re-tested

CHECKLIST DOMAIN 2 – PATIENT SAFETY

2.6 Infection prevention and control
 Universal precautions are applied to prevent health care associated infections

Number of Checklist	Criterion	Checklist reference	Measure
2.4.2.1.1	Policy and procedure related to Universal / Standard precautions to prevent health care associated infections are implemented and applied in all clinical areas of the health establishment.	Universal precautions policy	There are comprehensive procedures covering standard precautions
	Planned number of responses	Unit where assessed	Type of assessment
10	10		DOC

Instructions: Documentation on standard precautions for infection prevention and control to answer the following questions: includes. Tick 'yes', if not, tick 'no'

No.	Question / Aspect	Yes	No	Comments
1	Effective hand hygiene practices			
2	The use of personal protective equipment (PPE)			
3	Safe injection practices, sharps safely			
4	Healthcare risk waste management and disposal of sharps			
5	Patient isolation or separation depending on condition			
6	Care of equipment			
7	Environmental control			
8	Linen management			
9	Transmission precautions			
10	Formidable Epidemic Disease precautions			
Actual score (Sum of positive responses)				
Maximum possible score (Sum of all questions minus the not applicable responses)				

CHECKLIST DOMAIN 2 – PATIENT SAFETY

2.6 Infection prevention and control

Universal precautions are applied to prevent health care associated infections

Number of Checklist	Criterion	Checklist reference	Measure
2.4.2.2.2		Universal /Standard precautions policy	Healthcare personnel are educated on the following relating to PPE and use of respirators
Number of questions	Planned number of responses	Unit where assessed	Type of assessment
4	4		SI

No.	Question / Aspect	Yes	No	Comments
1	When they should use them			
2	The technique for donning the PPE			
3	The safe storage of PPE (masks only)			
4	The safe disposal of PPE			
Actual score (Sum of positive responses)				
Maximum possible score (Sum of all questions minus the not applicable responses)				

CHECKLIST DOMAIN 2 – PATIENT SAFETY

2.6 Infection prevention and control

Universal precautions are applied to prevent health care associated infections

Number of Checklist	Criterion	Checklist reference	Measure
2.4.2.2.3		Universal precautions policy	Healthcare personnel exposed to TB wear respirators appropriately. The personnel are observed
Number of questions	Planned number of responses	Unit where assessed	Type of assessment
5	5		OBS

No.	Question / Aspect	Yes	No	Comments
1	Correctly place respirators on their face (adjustable nose piece section on top, straps overhead and tied)			
2	Use the respirator when needed i.e. when entering unit, while in unit			
3	Remove the respirator when exiting unit			
4	Wash hands after removing/donning the respirator			
5	Store the respirator correctly in a clean, dry place			
Actual score (Sum of positive responses)				
Maximum possible score (Sum of all questions minus the not applicable responses)				

CHECKLIST DOMAIN 2 – PATIENT SAFETY

2.6 Infection prevention and control

Universal precautions are applied to prevent health care associated infections

Number of Checklist	Criterion	Checklist reference	Measure
2.4.2.2.4		Universal precautions policy	Healthcare personnel can explain the correct use of respirators
Number of questions	Planned number of responses	Unit where assessed	Type of assessment
6	6		SI

No.	Question / Aspect	Yes	No	Comments
1	When to use the different types of masks (surgical versus N95)			
2	How to put it on (technique)			
3	How to take it off (technique)			
4	How and when to dispose of it after each use			
5	How to wash their hands after removing the mask			
6	How often they can reuse the mask			
Actual score (Sum of positive responses)				
Maximum possible score (Sum of all questions minus the not applicable responses)				

CHECKLIST DOMAIN 2 – PATIENT SAFETY

2.6 Infection prevention and control

Universal precautions are applied to prevent health care associated infections

Number of Checklist	Criterion	Checklist reference	Measure
2.6.3.2.1	Sharps are safely managed and disposed of	Universal precautions policy	A random selection of 3 clinical areas: show that sharps and needles are disposed of safely
Number of questions	Planned number of responses	Unit where assessed	Type of assessment
4	12		OBS

Instructions: Random selection of 3 clinical areas, observe whether sharps, needles and collection of sharps are correctly managed. DO staff do the following? Mark 'Yes' or 'No'

No.	Question / Aspect	Yes	No	Comments
1	Do the staff observe safe practices in the disposal of sharps and needles			
2	Observe for the quality and availability of sharp containers			
3	Available containers have correctly fitting lids			
4	Staff don't recap needles before disposal and that syringes with attached needle are disposed of in its entirety			
Actual score (Sum of positive responses)				
Maximum possible score (Sum of all questions minus the not applicable responses)				

Priority Area 6: Availability of Medicines and Supplies

Purpose of Tools

The aim of these tools are to provide health establishments with Standard Operating Procedures (SOPs). These tools will assist facilities in complying with at least 8 NCS measures

Tool Implementation Process

	Description	Responsibility	Frequency	Tool Number
1	Ensure that all staff members involved in the procurement, control and issue of schedule 5 and 6 medication is familiar with the SOP: Procurement, controlling and issuing of schedule 5 and 6 medication	Responsible Pharmacist	Once-off	6.2.1
2	Ensure that the SOP is filed in the Pharmacy/ medicine room for easy accessibility and reference	Operational Manager	Once-off	6.2.1
3	Ensure that all staff involved in the procurement, control and issue of schedule 5 and 6 medication are familiar with the Schedule 5 and 6 drug register and that the register is being completed correctly	Responsible Pharmacist	Once-off	6.2.2
4	Ensure that all staff members involved in the procurement, control and issue of medication is familiar with the SOP: Safe dispensing of medication	Responsible Pharmacist	Once-off	6.2.3
5	Ensure that the SOP is filed in the Pharmacy/ medicine room for easy accessibility and reference	Operational Manager	Once-off	6.2.3

Description of Tools

	Tool Name	Tool Code	Tool Type	Purpose
1	Standard Operating Procedure: Procurement, controlling and issuing of schedule 5 and 6 medication	6.2.1 (PHC and CHC)	IT	To provide PHCs and CHCs with an SOP that will ensure that the management of schedule 5 and 6 medication is standardized and regulated
2	Schedule 5 and 6 drug register	6.2.2	IT	To provide PHCs and CHCs with a template of a schedule 5 and 6 drug register
3	Standard Operating Procedure: Safe dispensing of medication	6.2.3 (PHC and CHC)	IT	To provide PHCs and CHCs with an SOP that will ensure that the right medicine is supplied to the right patient, at the right time, in the right quantity

NCS Measures linked to Tools

	Measure
1	1.5.1.3.1 (V) CHECKLIST: 3 random selected scripts in pharmacy are correlated with medication dispensed to ensure that all medication was received as prescribed
2	3.1.2.7.2 CHECKLIST: The entries in the schedule 5 and/or register in the ward or clinic are complete and correct and in accordance with applicable standard operating procedure including the following documentation
3	3.1.3.2.1 CHECKLIST: The pharmacist, pharmacist's assistant/nurse is observed to dispense the medicine to the patient
4	3.1.3.3.1 (V): A standard operating procedure is available which indicates how schedule 5 and 6 medicines are stored / controlled / distributed in accordance with the Medicines and Related Substances Act 101 of 1965
5	3.1.3.3.2: The entries in the schedule 5 and/or 6 drug register are complete and correct and include date/ name of person who administered it and balance in stock
6	3.1.4.2.1 (E): A standard operating procedure is available which outlines the dispensing of medicines according to the Pharmacy Act 53 of 1974 and Medicines and Related Substances Act 101 of 1974
7	3.1.4.3.1 (V) CHECKLIST: A random selection of 3 patients receiving medicine indicate that they have a clear understanding of how and when to take their medication and any other relevant information - Generic outpatient checklist
8	3.1.4.4.1 (E) CHECKLIST: A random selection of 3 prescriptions audited shows that prescribing is done to facilitate rational use of medicine and in accordance with prescribing guidelines and policies

CHECKLIST DOMAIN 3 – CLINICAL SUPPORT SERVICES

3.1 Pharmaceutical services

The prescribing and dispensing of medicines comply with relevant regulations and protocols and promote the quality use of medicine

Number of checklist	Criterion	Checklist reference	Measure
3.1.2.7.2			The entries in the schedule 5 and/or 6 register in the ward or clinic are complete and correct and in accordance with the applicable standard operating procedure
Number of questions	Planned number of responses	Unit where assessed	Type of assessment
6	6		DOC

Instructions: Randomly select 3 patient scripts in the pharmacy and ask whether the pharmacist can show what medication was dispensed against this script. If all the medication as prescribed was dispensed then mark 'yes'. If patient has not received all medication as prescribed mark as 'no'

No.	Question / Aspect	Yes	No	Comment
1	Date of receipt			
2	Date of issue			
3	Name of patient			
4	The quantity issued			
5	The name and signature of person who issued it			
6	Balance totals at a frequency according to protocols			
Actual score (Sum of positive responses)				
Maximum possible score (Sum of all questions minus the not applicable responses)				

CHECKLIST DOMAIN 2 – PATIENT SAFETY

3.1 Pharmaceutical services

The prescribing and dispensing of medicines comply with relevant regulations and protocols and promote the quality use of medicine

Number of Checklist	Criterion	Checklist reference	Measure
3.1.3.2.1	Practices for dispensing medicines comply with the Pharmacy Act 53 of 1974, Medicines and Related Substances Act 101 of 1965 and relevant regulations	Dispensing of medicines	Dispensing is done in accordance with applicable policies and legislation (including labelling)
Number of questions	Planned number of responses	Unit where assessed	Type of assessment
6	6		OBS

Instructions: Randomly select 3 patient scripts in the pharmacy and ask whether the pharmacist can show what medication was dispensed against this script. If all the medication as prescribed was dispensed then mark 'yes'. If patient has not received all medication as prescribed mark as 'no'

No.	Question / Aspect	Yes	No	Comment
1	Identify the patient in front of them by name			
2	Correlate the patient's details with what is on the script or folder			
3	Patient is given instructions on the use of the medicine			
4	The name of medicine			
5	What it is used for			
6	When to take it			
7	What to take it with – with or without food			
8	What side effects they can expect			
Actual score (Sum of positive responses)				
Maximum possible score (Sum of all questions minus the not applicable responses)				

CHECKLIST DOMAIN 2 – PATIENT SAFETY

3.1 Pharmaceutical services

The prescribing and dispensing of medicines comply with relevant regulations and protocols and promote the quality use of medicine

Number of Checklist	Criterion	Checklist reference	Measure
3.1.4.3.1	Patients are counselled appropriately to ensure adherence to therapy	Patient counselling	A random selection of 3 patients receiving medicine indicate that they have a clear understanding of how and when to take their medication, and any other relevant information (generic outpatient checklist)
Number of questions	Planned number of responses	Unit where assessed	Type of assessment
5	15	C04 P01 P02 CC04	PI

Instructions: Interview 3 patients who have received medicines and ask them the questions below. Mark Y for Yes if they are compliant and in the N for No if not compliant

No.	Question / Aspect	Yes	No	Comment
1	Did the pharmacist/pharmacist's assistant/nurse explain to you what each medicine is for?			
2	Did the pharmacist/pharmacist's assistant/nurse explain to you when to take your medicines?			
3	Did the pharmacist/pharmacist's assistant/nurse explain if you can take the medicine with or without food?			
4	Did the pharmacist/pharmacist's assistant/nurse explain to you what side effects you could expect from the medicines?			
5	Did the pharmacist/pharmacist's assistant/nurse give you the opportunity to ask any questions or discuss anything that worries you about your medicine?			
Actual score (Sum of positive responses)				
Maximum possible score (Sum of all questions minus the not applicable responses)				

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Toolkit 2

Tools