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# **COHSASA ACCREDITATION STANDARDS**

## **HOSPITAL STANDARDS**

Version 6.7

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## INDEX

1	MANAGEMENT AND LEADERSHIP	3
2	HUMAN RESOURCE MANAGEMENT	4
3	ADMINISTRATIVE SUPPORT	4
4	ACCESS TO CARE AND PATIENT RIGHTS	4
5	RISK MANAGEMENT	5
6	RESUSCITATION SYSTEM	5
7	INFORMATION MANAGEMENT AND QUALITY IMPROVEMENT	5
8	PREVENTION AND CONTROL OF INFECTION	5
9	GENERAL MEDICAL/SURGICAL/PAEDIATRIC AND OBSTETRIC CARE	6
10	MEDICAL CARE	6
11	SURGICAL CARE	7
12	PAEDIATRIC CARE	7
13	OBSTETRIC AND MATERNITY CARE	8
14	OPERATING THEATRE AND ANAESTHETIC SERVICES	8
15	CRITICAL CARE	9
16	MENTAL HEALTH SERVICE	9
17	MEDICAL ONCOLOGY	10
18	EMERGENCY CARE	10
19	OUTPATIENT CARE	11
20	COMBINED OUTPATIENT AND EMERGENCY SERVICE	11
21	OCCUPATIONAL HEALTH SERVICE	12
22	LABORATORY SERVICE	12
23	RADIOLOGY AND DIAGNOSTIC IMAGING SERVICE	12
24	NUCLEAR MEDICINE SERVICE	13
25	PHARMACEUTICAL SERVICE	13
26	THERAPEUTIC SUPPORT SERVICES	13
27	CENTRAL STERILE SUPPLIES DEPARTMENT	14
28	FOOD AND THERAPEUTIC NUTRITIONAL SERVICES	14
29	LINEN MANAGEMENT	15
30	HOUSEKEEPING SERVICE	15
31	MAINTENANCE SERVICE	15
32	MEDICAL EQUIPMENT MANAGEMENT SERVICE	16
33	MEDICAL PHYSICS SERVICE	16
34	RADIATION ONCOLOGY	16

# 1 MANAGEMENT AND LEADERSHIP

## Standards

### **1.1 Governance of the hospital**

*1.1.1 Governance responsibilities and accountabilities are described in legislation, policies and procedures or similar documents that show how these duties are to be carried out.*

#### **1.1.1 Criteria**

- 1.1.1.1 The hospital's governance structure is described in written documents and is known to the personnel of the hospital.**
  - 1.1.1.2 There is an organisational chart or document that describes the lines of authority and accountability between the governance structure and the hospital as well as within the hospital.**
  - 1.1.1.3 Those responsible for governance approve and make public the hospital's mission statement.**
  - 1.1.1.4 Those responsible for governance ensure approval of strategic policies and strategic plans to operate the hospital.**
  - 1.1.1.5 Those responsible for governance approve the budget and allocate resources required to meet the hospital's mission.**
  - 1.1.1.6 Those responsible for governance appoint the hospital's senior manager(s).**
  - 1.1.1.7 Those responsible for governance collaborate with the hospital's managers.**
  - 1.1.1.8 Those responsible for governance receive and act upon reports of the quality programme, at least quarterly.**
  - 1.1.1.9 Those responsible for governance receive and act upon reports on risk management, at least quarterly.**
  - 1.1.1.10 Those responsible for governance evaluate the performance of the hospital's senior manager at least annually.**
  - 1.1.1.11 Communication and co-operation between the hospital's governance structure, management and the catchment population is established.**
  - 1.1.1.12 The effectiveness and performance of the governance structure is evaluated at least annually.**
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- 1.2 *Management of the hospital*
  - 1.3 *Management of departments and services*
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## **2 HUMAN RESOURCE MANAGEMENT**

- 2.1 *Human resource management support*
  - 2.2 *Personnel planning*
  - 2.3 *Personnel management*
  - 2.4 *Personnel orientation, induction and education*
  - 2.5 *Verification of personnel credentials*
  - 2.6 *Quality improvement*
  - 2.7 *Risk management*
- 

## **3 ADMINISTRATIVE SUPPORT**

- 3.1 *Financial management*
  - 3.2 *Supply chain management*
  - 3.3 *Health record management*
  - 3.4 *Information Technology equipment management*
  - 3.5 *Use of Motor Vehicles*
  - 3.6 *Risk management*
- 

## **4 ACCESS TO CARE AND PATIENT RIGHTS**

- 4.1 *Access to care*
  - 4.2 *Informing and educating patients to encourage patient participation in care*
  - 4.3 *Privacy and confidentiality*
  - 4.4 *Safety and security*
  - 4.5 *Complaint management*
  - 4.6 *Implementation of patient rights*
-

## **5 RISK MANAGEMENT**

- 5.1 Risk management**
  - 5.2 Patient safety**
  - 5.3 Occupational Health and Safety**
  - 5.4 Safety and security**
  - 5.5 Waste management**
- 

## **6 RESUSCITATION SYSTEM**

- 6.1 *Resuscitation committee***
  - 6.2 *Equipment and medications***
  - 6.3 *Education and training***
  - 6.4 *Quality improvement***
- 

## **7 INFORMATION MANAGEMENT AND QUALITY IMPROVEMENT**

- 7.1 Planning and implementation of information management systems**
  - 7.2 *Data processing and analysis***
  - 7.3 *Quality leadership and design***
  - 7.4 *Clinical and managerial quality monitoring***
  - 7.5 *Achieving and sustaining quality***
- 

## **8 PREVENTION AND CONTROL OF INFECTION**

- 8.1 *Infection control management***
  - 8.2 *Infection control processes***
  - 8.3 *Obtaining of laboratory cultures***
  - 8.4 *Infection control education for personnel***
  - 8.5 *Infection control quality management***
-

## **9 GENERAL MEDICAL/SURGICAL/PAEDIATRIC AND OBSTETRIC CARE**

- 9.1**     *Facilities and equipment*
  - 9.2**     *Service management*
  - 9.3**     *Assessment of patients*
  - 9.4**     *Patient care*
  - 9.5**     *Medication management*
  - 9.6**     *Food and nutrition therapy*
  - 9.7**     *Continuity of care*
  - 9.8**     *Quality improvement*
  - 9.9**     *Patient rights*
  - 9.10**    *Prevention and control of infection*
  - 9.11**    *Risk management*
- 

## **10 MEDICAL CARE**

- 10.1**    *Facilities and equipment*
  - 10.2**    *Service management*
  - 10.3**    *Assessment of patients*
  - 10.4**    *Patient care*
  - 10.5**    *Medication management*
  - 10.6**    *Food and nutrition therapy*
  - 10.7**    *Continuity of care*
  - 10.8**    *Quality improvement*
  - 10.9**    *Patient rights*
  - 10.10**   *Prevention and control of infection*
  - 10.11**   *Risk management*
-

## 11 SURGICAL CARE

- 11.1 *Facilities and equipment*
  - 11.2 *Service management*
  - 11.3 *Assessment of patients*
  - 11.4 *Patient care*
  - 11.5 *Medication management*
  - 11.6 *Food and nutrition therapy*
  - 11.7 *Continuity of care*
  - 11.8 *Quality improvement*
  - 11.9 *Patient rights*
  - 11.10 *Prevention and control of infection*
  - 11.11 *Risk management*
- 

## 12 PAEDIATRIC CARE

- 12.1 *Facilities and equipment*
  - 12.2 *Service management*
  - 12.3 *Assessment of patients*
  - 12.4 *Patient care*
  - 12.5 *Medication management*
  - 12.6 *Food and nutrition therapy*
  - 12.7 *Continuity of care*
  - 12.8 *Quality improvement*
  - 12.9 *Patient rights*
  - 12.10 *Prevention and control of infection*
  - 12.11 *Risk management*
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## **13 OBSTETRIC AND MATERNITY CARE**

- 13.1**     *Facilities and equipment*
  - 13.2**     *Service management*
  - 13.3**     *Assessment of patients*
  - 13.4**     *Patient care*
  - 13.5**     *Medication management*
  - 13.6**     *Food and nutrition therapy*
  - 13.7**     *Continuity of care*
  - 13.8**     *Quality improvement*
  - 13.9**     *Patient rights*
  - 13.10**    *Prevention and control of infection*
  - 13.11**    *Risk management*
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## **14 OPERATING THEATRE AND ANAESTHETIC SERVICES**

- 14.1**     *Facilities and equipment, supplies and medication*
  - 14.2**     *Service management*
  - 14.3**     *Peri-operative care*
  - 14.4**     *Quality improvement*
  - 14.5**     *Patient rights*
  - 14.6**     *Prevention and control of infection*
  - 14.7**     *Risk management*
-



## 15 CRITICAL CARE

- 15.1 *Facilities and equipment*
  - 15.2 *Service management*
  - 15.3 *Assessment of patients*
  - 15.4 *Patient care*
  - 15.5 *Medication management*
  - 15.6 *Food and nutrition therapy*
  - 15.7 *Continuity of care*
  - 15.8 *Quality improvement*
  - 15.9 *Patient rights*
  - 15.10 *Prevention and control of infection*
  - 15.11 *Risk management*
- 

## 16 MENTAL HEALTH SERVICE

- 16.1 *Facilities and equipment*
  - 16.2 *Service management*
  - 16.3 *Assessment of patients*
  - 16.4 *Patient care*
  - 16.5 *Medication management*
  - 16.6 *Food and nutrition therapy*
  - 16.7 *Continuity of care*
  - 16.8 *Special psychiatric services*
  - 16.9 *Quality improvement*
  - 16.10 *Patient rights*
  - 16.11 *Prevention and control of infection*
  - 16.12 *Risk management*
-

## **17 MEDICAL ONCOLOGY**

- 17.1**     *Facilities and equipment*
  - 17.2**     *Service management*
  - 17.3**     *Assessment of patients*
  - 17.4**     *Patient care*
  - 17.5**     *Medication and chemotherapy management*
  - 17.6**     *Food and nutrition therapy*
  - 17.7**     *Continuity of care*
  - 17.8**     *Quality improvement*
  - 17.9**     *Patient rights*
  - 17.10**    *Prevention and control of infection*
  - 17.11**    *Risk management*
- 

## **18 EMERGENCY CARE**

- 18.1**     *Facilities and equipment*
  - 18.2**     *Patient registers*
  - 18.3**     *Service management*
  - 18.4**     *Visitor control*
  - 18.5**     *Assessment of patients*
  - 18.6**     *Diagnostic services*
  - 18.7**     *Patient care*
  - 18.8**     *Medication management*
  - 18.9**     *Patient and family education*
  - 18.10**    *Continuity of care*
  - 18.11**    *Ambulance services*
  - 18.12**    *Quality improvement*
  - 18.13**    *Patient rights*
  - 18.14**    *Prevention and control of infection*
  - 18.15**    *Risk management*
-

## 19 OUTPATIENT CARE

- 19.1 *Facilities and equipment*
  - 19.2 *Service management*
  - 19.3 *Assessment of patients*
  - 19.4 *Diagnostic services*
  - 19.5 *Patient care*
  - 19.6 *Medication management*
  - 19.7 *Patient and family education*
  - 19.8 *Continuity of care*
  - 19.9 *Quality improvement*
  - 19.10 *Patient rights*
  - 19.11 *Prevention and control of infection*
  - 19.12 *Risk management*
- 

## 20 COMBINED OUTPATIENT AND EMERGENCY SERVICE

- 20.1 *Facilities and equipment*
  - 20.2 *Patient registers*
  - 20.3 *Service management*
  - 20.4 *Visitor control*
  - 20.5 *Assessment of patients*
  - 20.6 *Diagnostic services*
  - 20.7 *Patient care*
  - 20.8 *Medication management*
  - 20.9 *Patient and family education*
  - 20.10 *Continuity of care*
  - 20.11 *Ambulance services*
  - 20.12 *Quality improvement*
  - 20.13 *Patient rights*
  - 20.14 *Prevention and control of infection*
  - 20.15 *Risk management*
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## **21 OCCUPATIONAL HEALTH SERVICE**

- 21.1**     *Organisation and coordination*
  - 21.2**     *Facilities and equipment*
  - 21.3**     *Management of the Occupational Health Service*
  - 21.4**     *Provision of Occupational Health services*
  - 21.5**     *Health promotion*
  - 21.6**     *Communicable diseases*
  - 21.7**     *Information management*
  - 21.8**     *Quality management and improvement*
  - 21.9**     *Employee rights*
  - 21.10**    *Prevention and control of infection*
  - 21.11**    *Risk management*
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## **22 LABORATORY SERVICE**

- 22.1**     *Management of the service*
  - 22.2**     *Facilities and equipment*
  - 22.3**     *Reagents, chemicals and kits*
  - 22.4**     *Management of specimens and results*
  - 22.5**     *Quality management*
  - 22.6**     *Patient rights*
  - 22.7**     *Prevention and control of infection*
  - 22.8**     *Risk management*
- 

## **23 RADIOLOGY AND DIAGNOSTIC IMAGING SERVICE**

- 23.1**     *Management of the service*
  - 23.2**     *Patient and personnel safety*
  - 23.3**     *Reporting and recording*
  - 23.4**     *Medication management*
  - 23.5**     *Quality improvement*
  - 23.6**     *Patient rights*
  - 23.7**     *Prevention and control of infection*
  - 23.8**     *Risk management*
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## **24 NUCLEAR MEDICINE SERVICE**

- 24.1**     Referral services
  - 24.2**     Management of the service
  - 24.3**     Radiation safety
  - 24.4**     Administration of tests
  - 24.5**     Quality improvement
  - 24.6**     Patient rights
  - 24.7**     Prevention and control of infection
  - 24.8**     Risk management
- 

## **25 PHARMACEUTICAL SERVICE**

- 25.1**     *Management of the service*
  - 25.2**     *Access to appropriate medication*
  - 25.3**     *Policies and procedures*
  - 25.4**     *Dispensing*
  - 25.5**     *Control and storage of medication*
  - 25.6**     *Quality improvement*
  - 25.7**     *Patient rights*
  - 25.8**     *Prevention and control of infection*
  - 25.9**     *Risk management*
- 

## **26 THERAPEUTIC SUPPORT SERVICES**

- 26.1 *Management of the therapeutic support services*
  - 26.2 *Multi/Interdisciplinary approach*
  - 26.3 *Facilities and equipment*
  - 26.4 *Patient care*
  - 26.5 *Patient and family education*
  - 26.6 *Quality improvement*
  - 26.7 *Patient rights*
  - 26.8 *Prevention and control of infection*
  - 26.9 *Risk management*
- 

## **27 CENTRAL STERILE SUPPLIES DEPARTMENT**

- 27.1 *Management of the service*
  - 27.2 *Facilities and equipment*
  - 27.3 *Quality improvement*
  - 27.4 *Prevention and control of infection*
  - 27.5 *Risk management*
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## **28 FOOD AND THERAPEUTIC NUTRITIONAL SERVICES**

- 28.1 *Management of the service*
  - 28.2 *Facilities and equipment*
  - 28.3 *Policies and procedures*
  - 28.4 *Menu planning*
  - 28.5 *Maintenance of food hygiene*
  - 28.6 *Patient care*
  - 28.7 *Patient and family education*
  - 28.8 *Quality improvement*
  - 28.9 *Patient rights*
  - 28.10 *Prevention and control of infection*
  - 28.11 *Risk management*
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## 29 LINEN MANAGEMENT

- 29.1 *Management*
  - 29.2 *Facilities and equipment*
  - 29.3 *Policies and procedures*
  - 29.4 *Quality improvement*
  - 29.5 *Patient rights*
  - 29.6 *Prevention and control of infection*
  - 29.7 *Risk management*
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## 30 HOUSEKEEPING SERVICE

- 30.1 *Management of the service*
  - 30.2 *Facilities and equipment*
  - 30.3 *Policies and procedures*
  - 30.4 *Waste disposal*
  - 30.5 *Quality improvement*
  - 30.6 *Patient rights*
  - 30.7 *Prevention and control of infection*
  - 30.8 *Risk management*
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## 31 MAINTENANCE SERVICE

- 31.1 *Management of the service*
  - 31.2 *Hospital facilities and equipment*
  - 31.3 *Emergency preparedness*
  - 31.4 *Quality improvement*
  - 31.5 *Prevention and control of infection*
  - 31.6 *Risk management*
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## **32 MEDICAL EQUIPMENT MANAGEMENT SERVICE**

- 32.1**     *Medical equipment support*
  - 32.2**     *Medical equipment management*
  - 32.3**     *Personnel training*
  - 32.4**     *Equipment safety*
  - 32.5**     *Quality improvement*
  - 32.6**     *Prevention and control of infection*
  - 32.7**     *Risk management*
- 

## **33 MEDICAL PHYSICS SERVICE**

- 33.1**     *Management of the service*
  - 33.2**     *Administration of radiation tests and treatments*
  - 33.3**     *Radiation safety*
  - 33.4**     *Quality improvement*
  - 33.5**     *Patient rights*
  - 33.6**     *Prevention and control of infection*
  - 33.7**     *Risk management*
- 

## **34 RADIATION ONCOLOGY**

- 34.1**     *Management of the service*
  - 34.2**     *Administration of radiation tests and treatments*
  - 34.3**     *Radiation safety*
  - 34.4**     *Quality improvement*
  - 34.5**     *Patient rights*
  - 34.6**     *Prevention and control of infection*
  - 34.7**     *Risk management*
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