The Cohsasa Newsletter

The Council for Health Service Accreditation of Southern Africa

Cohsasa

OCTOBER 2006

TECHNOLOGY UPDATE

New information system is a *treasure map*

COHSASA – in partnership with Xylaco Software – has developed a unique application, which will provide a 360-degree view of strengths, weaknesses and urgent improvements needed in health facilities enrolled in COHSASA's quality improvement and accreditation programmes.

Examining 37 areas of operation and measuring both clinical and non-clinical performance indicators, the new database, migrated from COHSASA's multiple legacy databases, will be able to provide clients with quick and easy access to a treasure trove of information about their hospitals.

Want to know how your hospital shapes up with regard to infection control? Get your access code, connect on-line and the COHSASA information system will tell you exactly how you stand against professional standards, how various departments associated with infection control are managing, what criteria they are meeting and urgent deficiencies that must be promptly addressed.

Moreover, if you are in the COHSASA Facilitated Accreditation Programme, you can monitor staff progress and pinpoint the bottlenecks and delays.

Information provided ranges from an overall view of the hospital's performance to how well the hospital is complying with measurable criteria.

The data can be used as a management tool to guide processes and to inform strategic decisions and planning.

COHSASA CEO, Dr Stuart Whittaker, says that this new platform provides query tools that enable greater levels of flexibility around client data and improve the integrity of the overall information system.

"Empowering healthcare facility managers by providing relevant, meaningful information at their fingertips"

According to Whittaker, the new information system will increase productivity. Workflow and business processes will become fully automated, thus reducing the amount of administrative work that managers and staff have to perform.

Despite challenges such as financial constraints, poor physical infrastructure, shortages of medication and consumables, this new information system will empower healthcare facility managers to proactively manage their hospitals and monitor performance on-line.

"This will also reduce the risks of in-house business process knowledge becoming lost when key staff members leave and reduce the amount of training required for new staff," he says. •

REWARDING QUALITY: **Chairman of COHSASA, Albert Ramukumba, hands over the accreditation award to the Nursing Services Director of St Francis Hospice, Lesley Lawson, who has been with the hospice since its inception 20 years ago.**

Ten South African hospices accredited

Ten hospices in the country, all members of the Hospice Palliative Care Association of South Africa, have been accredited for two years, having met the professional quality standards of COHSASA.

A total of 47 members of the Association entered the accreditation programme. Grahamstown Hospice was the first to be accredited, followed by nine others, which have met stringent requirements for the provision of palliative care.

They were rated on standards that include governance and leadership; human resource management; administrative support services; risk and quality management and improvement; patient rights; access to care and admissions; holistic patient care; medication management and support services.

The HPCA and COHSASA jointly developed these comprehensive palliative care standards, which will benefit patients and families facing life-threatening illness. The set of standards was first piloted at various member hospices around the country and has since been finalised.

HPCA member hospices provide a range of services that include community-based home care, augmented by palliative day-care centres and inpatient units for terminally ill patients, bereavement counselling and education and training.

HPCA hospices have been providing palliative care to South African communities since 1979. There are currently 74 member hospices across the country reaching some 30 000 people each month. Another 10 000 orphans and vulnerable children are also reached by hospice programmes. Care is provided mainly in the patient's home,

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THE TEN HOSPICES THAT HAVE BEEN ACCREDITED ARE:

- **Drakenstein Hospice** in Paarl, Western Cape
- **Grahamstown Hospice** in Grahamstown, Eastern Cape
- **Helderberg Hospice** in Somerset West, Western Cape
- **Highway Hospice** in Westville, KZN
- **Knysna/Sedgefield Hospice** in Knysna, Western Cape
- **South Coast Hospice** in Port Shepstone, KZN
- **St Francis Hospice** in Port Elizabeth, Eastern Cape
- **St Joseph's Care and Support Trust** in Bronkhorstspruit, Mpumalanga
- **Sungardens Hospice** in Pretoria, Gauteng
- **The Hospice Association of the Witwatersrand** in Johannesburg, Gauteng

Nomhle Ludaka

A decade of dedicated service

There are two members of COHSASA staff that our clients know well: Receptionist Nomhle Ludaka and Chief Surveyor Dr Giel van Schalkwyk, who were both awarded certificates for 10 years of loyal service to COHSASA. The certificates were presented at a tea for staff members, all of whom paid tribute to Nomhle's professionalism, her cheerful voice and her searchlight smile. Dr van Schalkwyk was praised for earning the respect of his peers and for being a highly valued and respected member of the COHSASA family. •

Dr Giel van Schalkwyk

TOP MANAGEMENT – Get out of your office!

When I run the Health Executive Development programme for senior facility managers, I make no apology for spending a lot of time working on quality improvement techniques and leadership. As much as leadership has to come from the very top, the most senior team in a facility needs to understand what is involved in continuous quality improvement and be able to provide support and the necessary resources for it to happen. Good management and leadership encourages clinical staff to provide good care and ensures that cleaners, laundry workers and maintenance staff understand the important role they play. Good management works together as a team to achieve the best possible results for their facility and improve services for patients – *so get out of your office* and make a difference!

- Jacqui Stewart, Chief Operations Manager, COHSASA

Getting to grips with COHSASA

COHSASA has always hosted training workshops of one kind or another at their headquarters, and, earlier this year, at the request of the Department of Health of the Eastern Cape, the Council provided a successful orientation session for seven senior officials on various aspects of the programme. The sessions looked in detail at the structure of COHSASA's standards, the database and information system and, most importantly, how to maximise the use of data provided to hospitals and provincial officials.

Opening the workshop, Dr Stuart Whittaker, CEO of COHSASA said, "This workshop has been designed to help you understand the COHSASA programme, its standards, the information system and the reports we send to you so that you can use them to help your hospitals. We want you to become as proficient at using the data as COHSASA staff."

There were also general training sessions drawing on examples set in real situations. The workshop provided attendees with practical advice on managing, influencing and negotiating their way through various situations of conflict and crisis.

On the third day, in a practical exercise, attendees gave individual presentations that demonstrated they had a clear understanding of how to extract information from COHSASA reports and how to analyse the data so as to monitor and evaluate progress in hospitals.

A formal evaluation of the three-day workshop showed that participants found the sessions to be "very useful" and that they were clearly impressed with sessions dealing with risk management, health and safety, health technology management and clinical risk.

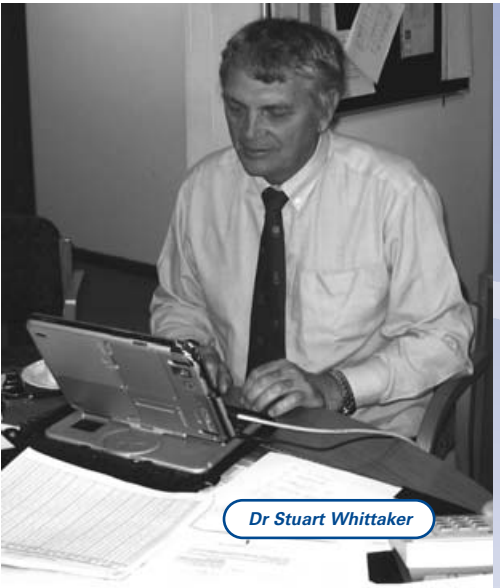
The general consensus was that the training session, led by Chief Operations Manager, Jacqui Stewart, had helped the senior Eastern Cape staff understand the inner workings of standards implementation and how the provincial authorities could support hospitals undergoing the COHSASA programme. It also became clear how the intent of the quality improvement strategies could be supported at the level of primary health care.

The training sessions covered a wide range of subjects and between the serious, exploratory sessions techniques such as role-playing made the sessions fun.

The participants said later, "We like working together hand in glove with COHSASA in ensuring that the quality of care in Eastern Cape is improved. We want more managers to attend." •

ORIENTATION TRAINING A SUCCESS:
COHSASA Chief Facilitator, Tshawekazi Ncedana (standing) works with senior E. Cape officials at the Orientation Workshop for the Eastern Cape. From left: Xolela Somahela, Didimalang Pemba and Dr Z.B Elabor.

LEARNING TOGETHER:
Participants were (from left): Xolela Somahela, Bulelwa Ngada, Dirkie van Jaarsveld, Gerard Locke, Tshawekazi Ncedane, Didimalang Pemba, Jacqui Stewart, Riel le Roux, Miyakazi Nokwe and Dr Z.B Elabor.



Dr Stuart Whittaker

COHSASA CEO attends Patient Safety Collaboration in Chicago

CEO of COHSASA, Dr Stuart Whittaker, was invited to Chicago as an Inaugural Member of the International Steering Committee for the new World Health Organisation Collaborating Centre on Patient Safety. This was hosted by the Joint Commission on Accreditation of Healthcare Organisations and Joint Commission International who have been designated as a new WHO Collaborating Centre on Patient Safety. The meeting offered an important opportunity to work with healthcare and patient safety leaders around the world to optimise the deployment of precious resources in identifying, refining and adapting solutions to improve patient safety everywhere. •

Safer health care environment in SA

COHSASA's Clinical Engineer, Gerard Locke, gave a workshop paper on a "Safer Health Care Environment in South Africa" at the 19th Congress of the International Federation of Hospital Engineering (IFHE) Conference at the Cape Town International Conference Centre (CTICC) in May.

The workshop aimed to 'contribute to the development and strengthening of institutional capacity in Africa and beyond for proper planning and management of technology in health service delivery and to explore technical support and service options for healthcare facility physical infrastructure and equipment.' [1]

The workshop was organised by WHO in collaboration with the American College of Clinical Engineering (ACCE), International Federation of Hospital Engineering (IFHE), International Federation for Medical and Biological Engineering (IFMBE), and Health Technology Management Programme at the University of Cape Town (UCT).

The conference theme was "Hospital Engineering in Developing Countries". •

[1] http://www.sbs.co.za/ifhe2006/

TECHNOLOGY UPDATE: Ralph Sommarberg (left), Executive Director of Clinical and Medical Services (Pty) Ltd, explains some of the finer points of their company's state-of-the-art anaesthetic machine to Malcolm McSherry and Jackie Cloete of the Department of Health and Gerard Locke of COHSASA.

NEW on board

Kefuoe Qwela and Noleen Davids

Welcome to two staff members who have joined the Data Bank. They are Kefuoe Qwela (far left) and Noleen Davids. Kefuoe has a background in switchboard, facilitation, training and telesales. Noleen began working life in a printing firm, taught herself how to use computers and was an attorney's collecting clerk and receptionist before joining COHSASA. She hopes to settle in at COHSASA and is interested in poetry and expressing herself in verse. •

New Emergency Unit protocols

A new emergency unit protocol, the Triage system, will soon be introduced at emergency facilities at state and private hospitals across South Africa. This will allow for the sorting of, and attendance to emergency patients according to the acuity of medical need, rather than in order of arrival, according to Medi-Clinic. The Triage system (derived from the French word "trier", which means to sort) is set to reduce waiting times, improve patient flow and improve the general working environment for the often over-burdened staff working at these emergency facilities. Dr Clive Balfour, head of Emergency Services at the Medi-Clinic private hospital group, says the greatest advantage of such a system is the reduction in both mortality and morbidity rates.

Source: Press release from Medi-Clinic

Ten South African hospices accredited *Continued from page 1*

through community-based home care, in day-care centres, in hospitals and frail care centres, as well as through inpatient units.

Kath Defilippi and Sue Cameron, Patient Care Services Co-ordinators for the Hospice Palliative Care Association and the HPCA quality initiative representatives, say involvement in the accreditation programme provides a means to measure care and progress objectively and also enhances sustainability.

"It is linked to an extensive mentorship programme that supports member hospices as they work towards achieving full accreditation. This is in keeping with HPCA's vision of equipping all hospices to serve as palliative care resources within the communities they serve," they said. •

Keep in touch!

Please let us know what you think about the newsletter as a means of keeping you in touch with COHSASA and issues about quality in health care. Contact me directly:

marilyn@cohsasa.co.za

+27 +21 5314225/6/7

Tshawekazi Ncedana
Cell: 083 625 8084

Chris Bloem

Petro de Beer

Ingrid Oerson

Riël le Roux

Dirkie van Jaarsveld

Joyce Mabaso

Lorna Papo

Maureen Barrett

Thandi Mngadi

Damaria Molepo

Trudy Peterson

Dr Albie van Zyl

Working with you

COHSASA wants to make sure that you feel supported at all times. If you are in our facilitated accreditation programme, you will have your very own facilitators. Please check the list below and see whom you can phone if you need answers to your questions or if you need guidance. You may contact your facilitator directly and he/she will be happy to help you. It would be best if you appoint one person from your hospital to conduct all communications with your facilitator. Those hospitals that have entered a conventional accreditation programme should feel free to phone the head office if they have special queries. Kindly contact COHSASA in Cape Town at 021 531 4225/6/7 and good luck!

Gerard Locke

Dr Fikile Sithole

PRIVATE HOSPITALS	FACILITATOR	CONTACT NUMBER
Kleinzee Private Hospital	Petro de Beer	082 922 4956

PUBLIC HOSPITALS	FACILITATOR	CONTACT NUMBER
FREE STATE		
Mohau Hospital	Riël le Roux	082 921 9500
LIMPOPO		
Dilokong Hospital	Chris Bloem	082 820 6666
Jane Furse Hospital	Ingrid Oerson	082 222 0242
Lebowakgomo Hospital		
EASTERN CAPE		
All Saints Hospital	Riël le Roux	082 921 9500
Bedford Orthopaedic Hospital	T Peterson	084 771 8672
Bisho Hospital		
Butterworth Hospital		
Cecilia Makiwane Hospital		
Dora Nginza Hospital		
Fort England Hospital		
Frere Hospital		
Frontier Hospital		
Grey Hospital		
Komani Hospital		
Livingstone Hospital		
Nelson Mandela Academic Hospital		
PE Provincial Hospital		
Umtata General Hospital		
Holy Cross Hospital	Dirkie van Jaarsveld	082 562 4195
Mary Theresa Hospital	Joyce Mabaso	082 428 8120
Rietvlei Hospital		
St Elizabeth's Hospital		
St Lucy's Hospital		
St Patrick's Hospital		
Aliwal North Hospital	I Oerson	082 222 0242
Cala Hospital	P de Beer	082 922 4956
Cofimvaba Hospital		
Cradock Hospital		
Empilisweni Hospital		
Midlands Hospital		
Nompumelelo Hospital		
Settlers Hospital		
Victoria Hospital		
Madwaleni Hospital	I Oersen	082 222 0242
St Barnabas Hospital	T Mngadi	073 145 2479
Tayler Bequest Hospital		
Umzimkulu Hospital		
Zithulele Hospital		

PUBLIC HOSPITALS	FACILITATOR	CONTACT NUMBER
MPUMALANGA		
Amajuba Memorial Hospital	Petro de Beer	082 922 4956
Barberton Hospital	Damaria Molepo	082 225 1384
Bernice Samuel Hospital	Chris Bloem	082 820 6666
Bethal Hospital	Lorna Papo	082 715 1647
Bongani Hospital		
Carolina Hospital		
Elsie Ballot Hospital		
Embhuleni Hospital		
Ermelo Hospital		
Evander Hospital		
Groblersdal Hospital		
Impungwe Hospital		
Kwamhlanga Hospital		
Lydenberg Hospital		
Matibidi Hospital		
Middelburg Hospital		
Mmametlhake Hospital		
Philadelphia Hospital		
Piet Retief Hospital		
Rob Ferreira Hospital		
Sabie Hospital		
Shongwe Hospital		
Themba Hospital		
Tonga Hospital		
Witbank Hospital		
NORTH WEST PROVINCE		
Bophelong Hospital	I Oerson	082 222 0242
Brits Hospital	T Mngadi	073 145 2479
Lehurutshe Hospital		
Mafikeng Hospital		
Nic Bodenstein Hospital		
Potchefstroom Hospital		
Taung Hospital		
Ventersdorp Hospital		
Zeerust Hospital		
Ganyesa Hospital	D v Jaarsveld	082 562 4195
Gelukspan Hospital	J Mabaso	082 428 8120
General de la Rey Hospital		
Odi Hospital		
Rustenburg Hospital		
Schweizer-Reneke Hospital		
Thusong Hospital		
Tshwaragano Hospital		
Vryburg Hospital		

For a complete list of hospitals that have been accredited or evaluated according to the Graded Accreditation Programme, please go to www.cohsasa.co.za

COHSASA would like you to send us your Quality Improvement Programmes. The best will be selected and posted onto our website.

Please send all your QIPS to Marilyn Keegan - marilyn@cohsasa.co.za