



Annual Report
1st July 2024 – 30th June 2025

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A message from the Chairperson of COHSASA

With nearly three decades of experience across the African continent, COHSASA remains the only ISQua EEA-accredited organisation in this region – a testament to its hard-won dedication to quality improvement in health care.

The COHSASA Board approved an ambitious five-year strategic roadmap aimed at ensuring continued relevance and impact. This process will establish a robust and adaptable model for growth, aligned with market needs and emerging opportunities.

Efforts are ongoing to fine-tune the projections and operationalise this vision fully. A key part of this process was a corporate rebranding initiative, guided by external consultant Tania Morgan. Implementing these strategies – including the highly successful rebranding of COHSASA – was imperative to ensure sustainable progress.

During the past financial year (2024/2025), COHSASA conferred 12 Full Accreditation Awards, of which two were four-year awards

These long-term accreditation awards underscore a growing culture of continuous



quality improvement in many healthcare facilities: an encouraging sign of resilience and commitment.

While concerted efforts to grow the accreditation market in South Africa continue, challenges persist. However, as South Africa moves toward implementing National Health Insurance, opportunities for collaboration might well evolve, especially for non-profit organisations like COHSASA that prioritise quality and safety in healthcare and whose purpose is driven by the fundamental premise that access to quality health care is a right; not a privilege.

I extend heartfelt thanks to our new clients who have entrusted us with their healthcare improvement journeys. Very special thanks to our loyal, long-term clients, some who have been with us for seven accreditation cycles which is more than 20 years. We appreciate their loyalty and more important their absolute commitment to continuous improvement in patient care.

I am deeply grateful to CEO Jacqui Stewart and her dedicated team for their resilience and unyielding commitment to upholding quality healthcare in developing regions.

Together, we continue to transform healthcare standards and make a lasting impact across Africa.

Nhlanhla Nene
CHAIRPERSON

About us

Our purpose

To create a safe healthcare journey for every patient in Africa.

Our mission

To elevate healthcare standards across Africa through accreditation.

We inspire

Quality health care in Africa, one safer institution at a time.

We are

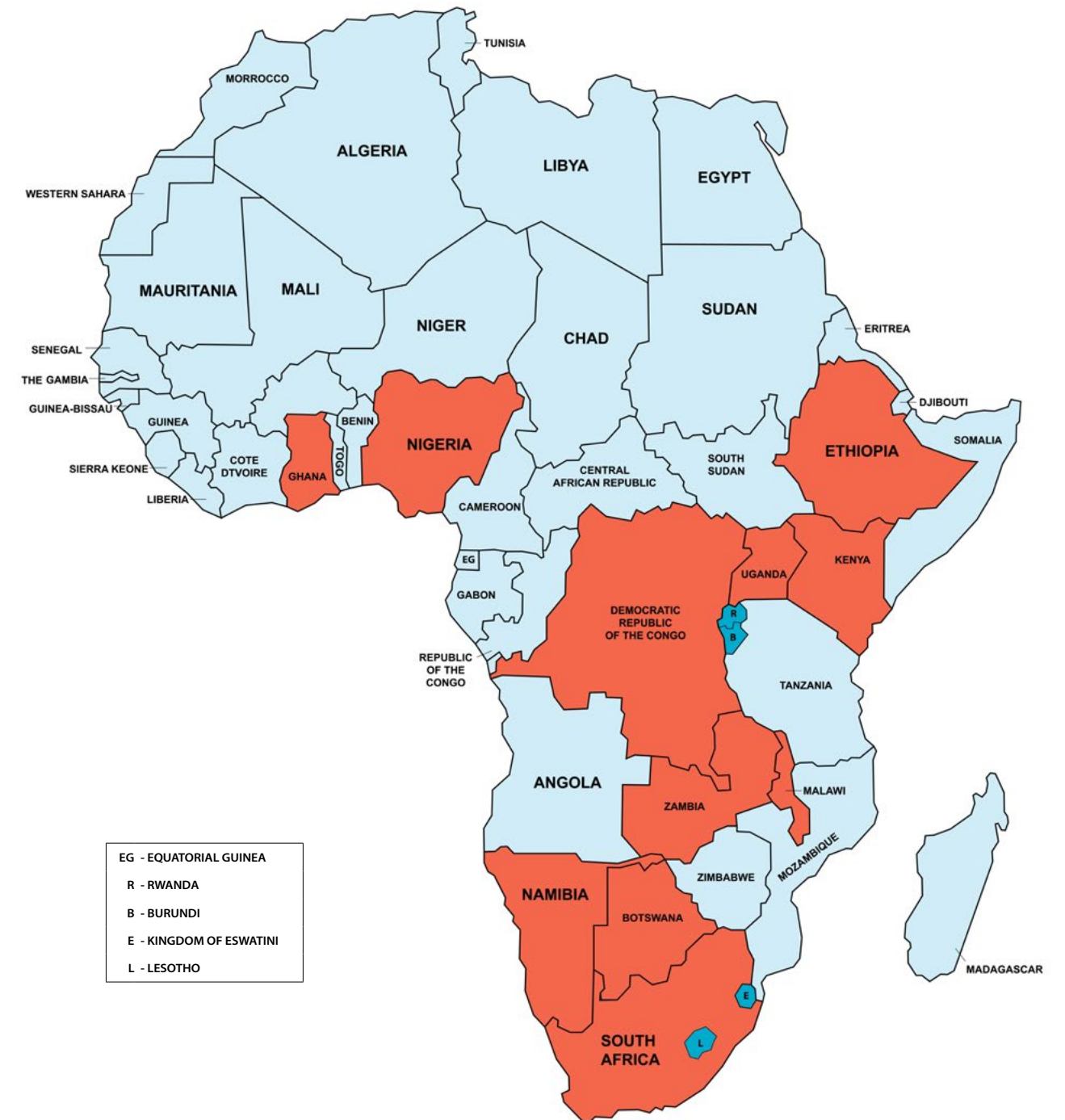
World-class healthcare accreditors with expertise in Africa.

Our Values (icares)

- integrity
- collaboration
- accountability
- respect
- excellence
- sustainability

Because better health care matters.
Together we can effect change.

The COHSASA Footprint in Africa



Highlights of the year

With COHSASA staff working remotely or out in the field on surveys and training, our regular get-togethers at the Claremont head office are a lifeline. They keep us connected, spark fresh ideas, and remind us we're one team with a shared purpose.



The COHSASA team.



Far Left: Project Manager and Quality Advisor Firdousa Ajouhaar (left) with COHSASA Quality Advisor and Surveyor, Petra Sewing and Lotti, her famous therapy dog.



Middle: Laetitia Antonides, Accounts Assistant (left) and Roselyne October, Travel Coordinator.



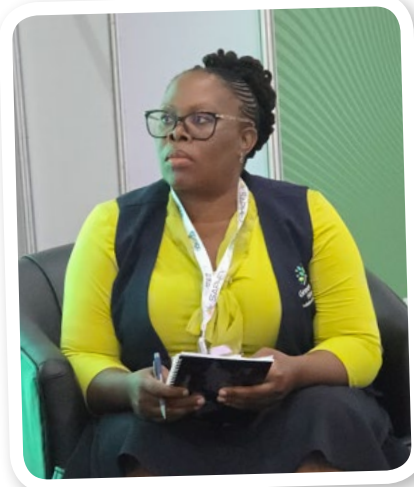
Right: Kefuoe Qwela, Databank Clerk and Helpdesk Operator enjoying the company of her colleagues.



Staff at Mengo Hospital in Kampala, Uganda, celebrated as they kicked off their journey with the COHSASA quality improvement and accreditation programme. They marked the moment with confetti, cheers and a shared commitment to raising standards.



Dr Siphwe Mndaweni, CEO of the OHSC, was a key panellist at the COHSASA Hospital Show Conference held in Sandton in March 2024. COHSASA organised and curated the event, selecting the speakers and promoting it to delegates who attended the conference co-located with Saphex.



Dr Penelope Mathe - social worker at Greendale house.



The Hospital Conference proved a vibrant hub, giving health professionals a fresh space to exchange ideas and insights.

Jacqui Stewart, CEO of COHSASA and Brian Ruff, CEO of PPO Serve / value-based health care.



Highlights of the year



At a panel discussion at the Hospital Show Conference about PREMS and PROMS – patient reported experience measures and patient reported outcomes measures – the conclusion was drawn that there is much room for improvement in the manner and the extent to which the capturing of this specific data makes sense.

The panel from left to right:

Ms Jacqui Stewart, CEO of COHSASA (moderating), Dr Siphwe Mndaweni, CEO of the OHSC, Ms Letennwe Morudu, Quality Improvement Lead at Nelson Mandela Children's Hospital, Dr Lungi Nyathi, CEO of Alignd and Dr Deena Naidoo, Founder and Executive Director of African Association of MBA Graduates (AAMBAG).



Anari de Wet, MD of U-Image, speaking at the Hospital Conference – spoke to delegates about Point of Care Ultrasound (POCUS) – a portable device that delivers ultrasound to the bedside.



At the 40th International Society for Quality in Health Care (ISQua) Conference in Istanbul, COHSASA CEO Jacqui Stewart received the ISQua Life Membership Award.

The honour recognised her role as the first Board Member from Africa, her long-standing service on the Accreditation Council since 2015, and her consistent advocacy for demonstrating the value of accreditation in lower-resourced settings without lowering expectations for the quality of care anywhere.



The annual ISQua conference is generally regarded as the mecca for health professionals in the field of quality improvement and accreditation. The delegates pictured flew the flag for Africa at the conference.

From left: Dr. Sabelile Tenza, patient safety expert and researcher in healthcare quality, Dineo Nono, Quality Improvement Coach at the Aurum Institute, Amos Ndlovu, Quality Improvement Specialist, Jacqui Stewart CEO of COHSASA, Nombulelo Kuwane, Quality Improvement Advisor at The Aurum Institute and slightly behind the Regional Director of the Aurum Institute, Lauren de Kock and Peter Lachman, former CEO of ISQua.



Jacqui Stewart, CEO of COHSASA, was overjoyed as news of COHSASA's sixth consecutive four-year accreditation from ISQua was projected onto the giant screen in the plenary venue at the 40th annual ISQua conference in Istanbul. ISQua has accredited the organisation, its standards, and its surveyor training programme. A milestone moment, and she knew it.



COHSASA's new branding made its debut at the 2024 HASA Conference at the Sandton Convention Centre. The fresh look landed well, and CEO Jacqui Stewart was the first to welcome visitors to the rebranded stand.



Highlights of the year



At the the Hospital Show Conference – from left: Jacqui Kaye, CEO of Greendale House Hospice and Palliative Care, Jacqui Stewart, CEO of COHSASA and Esme Pudule, the Operations Manager at the palliative care unit of Chris Hani Baragwanath Academic Hospital.



The staff of Drakenstein Palliative Hospice in Paarl celebrated a significant milestone: receiving its sixth full accreditation award from Jacqui Stewart, CEO of COHSASA.



Starting in May 2006, Helderberg Hospice in Somerset West has consistently delivered the highest standards of care, achieving COHSASA accreditation seven times. This year the hospice received its latest accreditation certificate, valid until 2028.



Staff from C-Care International Hospital Kampala celebrate their fourth accreditation with COHSASA. The hospital achieved an exceptional compliance score of 98, securing a further three-year full accreditation award.



PHOTO BY: PEXELS.COM / A PERSON CHECKING THE BLOOD PRESSURE OF THE PATIENT 532762 / PHOTO BY THIRDMAN

A word from the CEO

This past year marked substantial progress and renewed visibility for COHSASA, driven by a successful organisational rebrand, stronger international engagement, and key developments in our standards and programme delivery.

A major milestone was the launch of COHSASA's refreshed brand identity. Our team worked with external consultant Tania Morgan on a strategic review that led to a progressive strategic road map. This required a modernised visual identity reflecting professionalism, relevance and Africa at the centre of our work. The rebrand included a full overhaul of all print and digital materials.

A structured communications strategy supported the roll-out, beginning with internal engagement among staff and the Board before extending to clients, partners and the public. Media coverage across multiple platforms highlighted the value and impact of accreditation.



At the ISQua Conference in Istanbul (24–27 September 2024), I participated in the External Evaluation pre-conference



session addressing the newly added principles within the revised ISQua standards. I was part of the panel discussing the sustainability principles and presented a case study developed with Uganda Martyrs' Hospital, Lubaga, on its innovative approach to sustainability and on the very real challenges faced by African hospitals. These engagements have generated increased interest from Ugandan hospitals in joining the COHSASA accreditation programme. I also participated as a member of the ISQua EEA Accreditation Council meeting.

A deeply meaningful moment for me and the organisation was receiving the ISQua Life Membership Award - recognition of my role as the first Board Member from Africa, my service on the Accreditation Council since 2015, and my advocacy for demonstrating the benefits of accreditation in lower-resourced settings without lowering expectations for the quality of care for anyone, anywhere.

Following the conference, we submitted our first progress report responding to recommendations from our sixth ISQua EEA organisational survey and were pleased to receive positive feedback.

COHSASA continues to strengthen and evolve its standards in line with emerging healthcare needs. Work is under way to integrate digital health and sustainability

into our accreditation requirements. In collaboration with the Association of Palliative Care Centres (APCC). The 5th edition of the Palliative Care Service Standards was completed and submitted to ISQua EEA for evaluation in August 2024. Other major achievements include the release of the updated CoQIS information system and the introduction of new ISQua EEA-accredited inpatient and ambulatory care standards.

The new COHSASA brand was prominently showcased at the HASA conference in September 2024 and at WHX Cape Town in October, both of which generated strong interest and positive feedback. In March 2025, COHSASA led programme development, speaker coordination and hosted The Hospital Show Conference, co-located with SAPHEX, the Pharmacy Show and the GP Expo. The theme - PROMs, PREMs and the impact of new models of care - resulted in seven feature stories profiling COHSASA's work and reinforcing our leadership in quality improvement.



Finally, it is with great sadness that we reflect on the passing of our Accounts Manager, Elsa Wiehman, in October 2024. Elsa, who first joined COHSASA in 1997 and returned in 2010, was admired for her diligence, warmth, honesty and humour. She is deeply missed.

Jacqui Stewart
CEO OF COHSASA





PHOTO BY: PEXELS.COM / BLACK MALE DOCTOR WRITING NOTES / A SMILING MAN WRITING ON A FOLDER-4989147 / PHOTO BY IVAN S

Our programmes

COHSASA offers programmes for quality improvement and accreditation. There is a strong focus on building local capacity in all the programmes.

Quality Improvement

Our quality improvement programmes do more than teach standards – they dig into the systems and processes that keep a healthcare facility running smoothly so staff can deliver their best work. We also build skills in quality improvement methods, patient safety and risk management.

Each programme is shaped around where a client is on their quality journey. After initial training and a baseline evaluation, most clients move into a self-evaluation phase, armed with an objective, realistic picture of how their facility measures up against the standards.

The self-evaluation programme runs on COHSASA's web-based system, CoQIS. Clients learn to capture their compliance data, create and manage improvement plans, and track their progress in real time.

Some facilities may need extra hands-on support, and when that is the case, our quality advisors step in with onsite visits to help teams build the skills needed to drive

and manage their improvement work.

The pandemic pushed us to rethink how we deliver support, leading to fully remote training options. Today, clients can choose what suits them best – onsite, remote, or a mix of both.

External Evaluation and Accreditation

Once a client is confident it has put the programme's requirements into practice and has quality thinking embedded in everyday work, it can book an external evaluation. Our survey unit then steps in, conducting a full onsite survey to put those systems to the test.

At the halfway point of an accreditation cycle, an interim survey is required to make sure standards haven't slipped. The remote format has proved especially effective: clients submit the necessary evidence upfront, and our team meets with key staff online to walk through the findings. It's efficient, it's focused, and clients have embraced it.

Accreditation Awards for 2024 / 2025

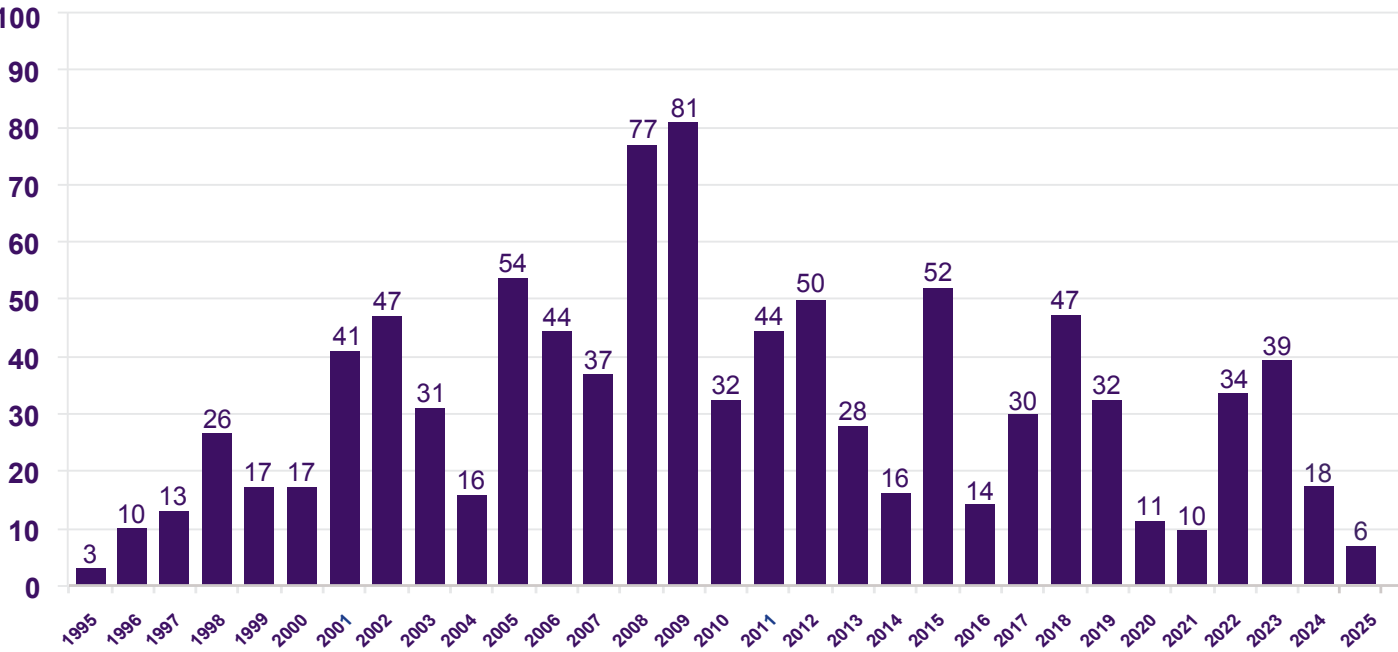
Types of Awards

- 12 facilities achieved full accreditation
- 2 achieved 2-year awards
- 8 achieved 3-year awards
- 2 achieved 4-year awards

Facilities surveyed

- 2 achieved conditional accreditation
- 21 facilities that underwent remote Interim Surveys were found to have maintained the standards post accreditation

History of Accreditation and Graded recognition awards *



* In 2001, COHSASA introduced a Graded Recognition Programme to support healthcare facilities in developing countries that often operate with limited resources. Many are not able to achieve full accreditation at the outset, but they make meaningful progress once they begin the quality improvement journey.

Using this approach, COHSASA recognises measurable improvements in service delivery by awarding Pre-Accreditation certificates at Progress, Entry and Intermediate levels. These certificates are issued to individual departments as well as to the facility as a whole. They reflect steady progress in

meeting standards and moving beyond the facility's initial baseline.

The aim is to maintain momentum towards full accreditation by embedding a culture of sustained quality improvement. The programme encourages facilities to take ownership of the process and to view accreditation not as the sole objective, but as the natural outcome of continuous improvement - a status to then be maintained. In this sense, accreditation becomes the "cherry on top" of the deeper goal: lasting, institutionalised and meaningful improvements in the quality of care. Accreditation is never a pass-or-fail exercise.



PHOTO BY PEXELS.COM / CLOSE-UP SHOT OF A PERSON HOLDING A SYRINGE 5721358 / PHOTO BY COTTONBRO STUDIO

Facilities holding a full accreditation award as at 30 June 2025

Client Name	Facility Name
Arwyp Medical Centre (PTY) LTD	Arwyp Medical Centre
	Breede River Hospice
	Drakenstein Palliative Hospice
	Helderberg Hospice
	Knysna/Sedgefield Hospice
	Msunduzi Hospice Association
Avenue Healthcare	Avenue Hospital, Parklands
Botswana Ministry of Health and Wellness	Selebi Phikwe Government Hospital
Cure Day Clinic Holdings (Pty) LTD	Cure Day Hospitals Bellville
	Cure Day Hospitals Bloemfontein
	Cure Day Hospitals East London
	Cure Day Hospitals Medkin
	Cure Day Hospitals Paarl
	Cure Day Hospitals Somerset West
	Cure Day Hospitals Wilgeheuwel
Ezulwini Private Hospital	Ezulwini Private Hospital
International Medical Group	International Hospital Kampala
Jwaneng Mine Hospital	Jwaneng Mine Hospital
Lady Pohamba Private Hospital	Lady Pohamba Private Hospital
Lenmed Health	Lenmed Health Bokamoso Private Hospital
St Nicholas Hospital Limited	St Nicholas Hospital Limited
The Bank Hospital	The Bank Hospital
Ugandan Martyrs Hospital, Lugaba	Ugandan Martyrs Hospital, Lugaba
Metropolitan Hospital Holdings LTD	Metropolitan Hospital Nairobi
Nigeria Liquefied Natural Gas (LNG) LTD	Nigeria LNG Hospital
Orapa Mine Hospital	Orapa Mine Hospital
Reddington Hospital Group	Reddington Multi-Specialist Hospital
Roman Catholic Hospital	Roman Catholic Hospital
Rwanda - MOH	Centre Hospitalier Universitaire De Kigali (CHUK)
	King Faisal Hospital, Kigali



Client Name	Facility Name
Mediclinic Southern Africa	Mediclinic Bloemfontein
	Mediclinic Brits
	Mediclinic Cape Gate
	Mediclinic Cape Gate Day Clinic
	Mediclinic Cape Town
	Mediclinic Constantiaberg
	Mediclinic Durbanville
	Mediclinic Durbanville Day Clinic
	Mediclinic Emfuleni
	Mediclinic George/Geneva
	Mediclinic Heart Hospital
	Mediclinic Hermanus
	Mediclinic Highveld
	Mediclinic Hoogland
	Mediclinic Kimberley and Gariep
	Mediclinic Kloof
	Mediclinic Legae
	Mediclinic Limpopo
	Mediclinic Louis Leipoldt
	Mediclinic Medforum
	Mediclinic Midstream
	Mediclinic Milnerton
	Mediclinic Morningside
	Mediclinic Muelmed
	Mediclinic Nelspruit
	Mediclinic Newcastle
	Mediclinic Paarl
	Mediclinic Panorama
	Mediclinic Pietermaritzburg
	Mediclinic Potchefstroom
	Mediclinic Sandton
	Mediclinic Stellenbosch
	Mediclinic Tzaneen
	Mediclinic Vereeniging
	Mediclinic Vergelegen
	Mediclinic Welkom
	Mediclinic Windhoek
	Mediclinic Worcester

The COHSASA Board



Mr Nhlanhla Nene
(CHAIRPERSON)
Former Minister of
Finance of South Africa



Dr Brenda Kubheka
(VICE-CHAIRPERSON)
Managing Director at
Health IQ Consulting



Prof Sibusiso Zuma
(FORMER VICE CHAIRPERSON)
Senior Lecturer in the
Department of Health Studies
at the University of South Africa
(UNISA)



Professor Gert J van Zyl
Dean of the Faculty of Health
Sciences at the University of the
Free State (UFS)

The COHSASA Board



Prof Ethelwynn Stellenberg
Emeritus Professor of Nursing
of Nursing and Midwifery at the
University of Stellenbosch



Dr Gilbert Buckle
Managing Director of
The African Institute
for Healthcare Quality,
Safety and Accreditation
(AfHQSA)

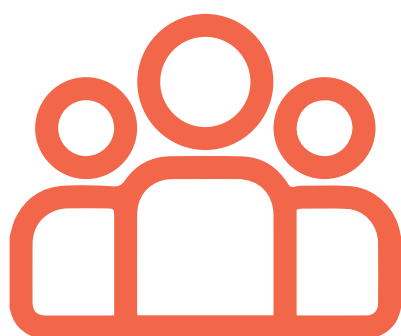


Ms Cynthia Matiase
MD of Mhambose Financial
Consulting Services. Former
chair of the Gauteng Provincial
Hospital's Risk and Audit
committee



Ms Khethie Rorisang Phooko
Accountant and CIMA
candidate who has worked
in both the private and public
sectors in South Africa at a
senior level

Our Senior Management



COHSASA runs on five units that keep both our internal and external clients moving forward: Quality Improvement, ICT, Administration and Support, Business Development, and the Survey Unit. Steering the ship is our Senior Management Team, made up of the heads of these units along with the Communications Manager.



Jacqui Stewart
CEO,
BUSINESS DEVELOPMENT
LEAD

Ms Jacqui Stewart joined COHSASA as Chief Operations Manager in 2005. She was appointed CEO in 2016. Jacqui has a Master of Professional Studies, Health from Middlesex University, London. She was a member of the South African National Lancet Commission on High Quality Health Systems.

In 2019 she was elected to the International Academy of Quality & Safety in Health Care (IAQS). She is an ISQua Expert and serves on the Accreditation Council of the ISQua External Evaluation Association. She served on the ISQua Board from 2017 to 2020. Last year she received the ISQua Life Membership Award.



Giel van Schalkwyk
SURVEY UNIT LEAD

Dr Giel van Schalkwyk has been the Chief Surveyor at COHSASA for more than 20 years, managing and participating in the external surveys for all types of health care facilities. He develops and leads the training programme for healthcare surveyors and actively contributes to the development of the accreditation standards.

Giel qualified as a medical doctor in 1983 and worked as a general practitioner until 1991 when he moved into administration and management in both provincial and national government organisations where he was responsible for a range of health care programmes. He has a MMed in Family Medicine.



Leonard Londa
QUALITY IMPROVEMENT
UNIT LEAD

Dr Leonard Londa leads the Quality Improvement Unit and oversees the team of Quality Advisors. He obtained his medical degree at Lubumbashi University in DRC in December 2008 and thereafter worked at the academic teaching hospital in Lubumbashi.

In October 2010, he worked as a medical officer at the Maluti Adventist Hospital in Lesotho and then as the South Region programme manager and the Clinical and Quality Assurance Master Trainer at JHPIEGO in Lesotho. Leonard joined COHSASA in 2019.



Mtisunge Chiotha
INFORMATION AND
COMMUNICATION
TECHNOLOGY LEAD

Mtisunge Chiotha leads the ICT unit, which comprises informatics, knowledge management, the data section, and the CoQIS Helpdesk. The team provides system support, information management, client support and feedback. The team responds to both internal and external client needs.

Mtisunge holds a BSc (Hons) in Computing and Information Technology from the London Metropolitan University. Prior to joining COHSASA in 2010, she worked for a Software Engineering company as an Applications Support Engineer.



THE LATE Elsa Wiehman
FORMER ADMINISTRATION
AND SUPPORT UNIT LEAD

Elsa Wiehman, who led the Administration and Support Unit, with meticulous attention to detail and stoic commitment passed away on 24 October 2024.

Her contribution to the organisation remains part of our foundation.



Sharon Wilson
ADMINISTRATION AND
SUPPORT UNIT LEAD

Sharon Wilson succeeded Elsa Wiehman on 18 November and now heads the Unit, which manages all internal corporate support services. Sharon began her career as a diagnostic radiographer before moving into financial and IT project management.

She brings strong experience as a senior bookkeeper and holds qualifications in accounting, bookkeeping, payroll tax, and business systems analysis.



Marilyn Keegan
COMMUNICATIONS MANAGER

Marilyn Keegan trained in nursing at the University of the Witwatersrand and holds a BA in Communications and a BA (Hons) in English Literature. She began her career as the health reporter for the Rand Daily Mail and went on to become an award-winning journalist with extensive experience across major South African newspapers and magazines.

Marilyn joined COHSASA in 2000 and oversees corporate communications, including the organisation's website, media relations, publications, photography, and social media.

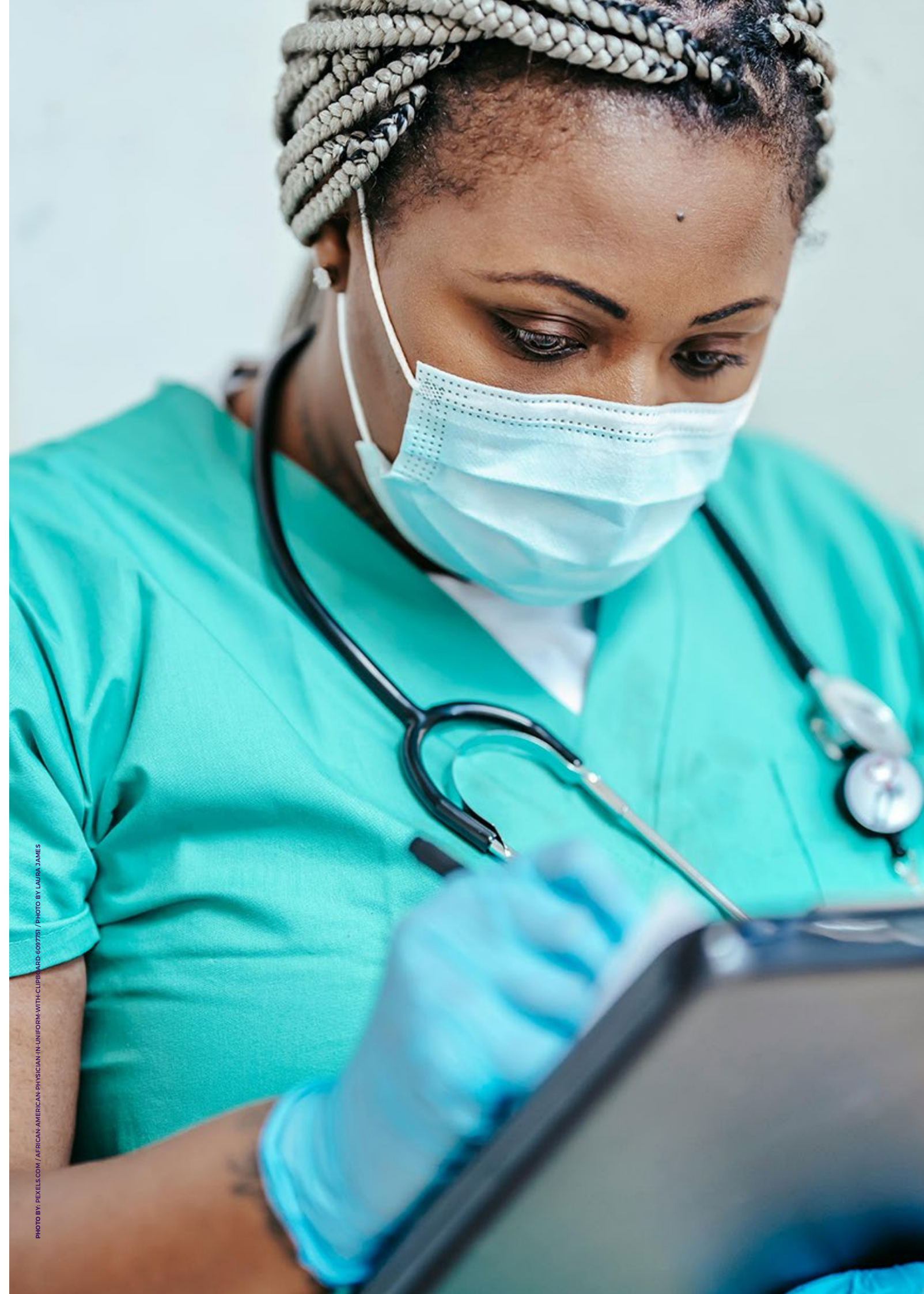


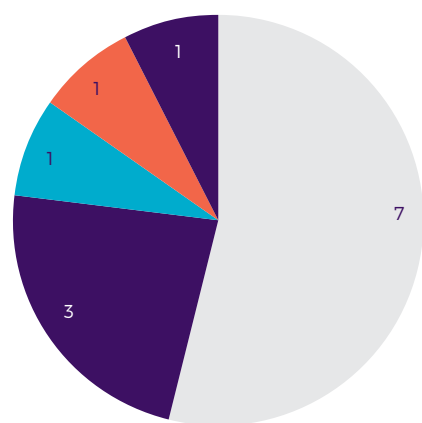
PHOTO BY PEXELS.COM / AFRICAN-AMERICAN-PHYSICIAN-IN-UNIFORM-WITH-CLIPBOARD-609778 / PHOTO BY LAURA JAMES





Quality improvement Unit

For the financial year 01 July 2024 – 30 June 2025, the Quality Improvement Unit conducted 14 activities at the facilities of 10 clients. This included reviewing the data collected by clients participating in the self-evaluation quality improvement and the accreditation programme using CoQIS.



Quality improvement Activities per Activity Type for 2024 /2025

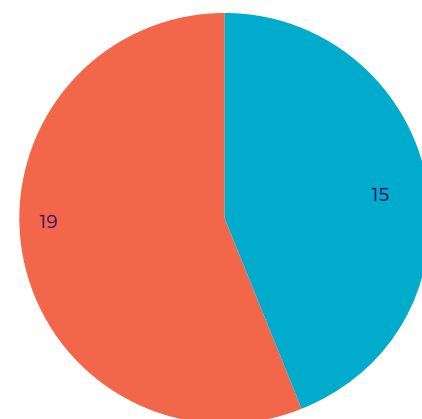
- Standards Introduction Training
- Baseline
- QI Training
- Training
- Report Back



The Survey Unit

This unit is responsible for conducting external (accreditation) surveys of healthcare facilities in the COHSASA accreditation programme. The unit team trains potential COHSASA surveyors as well assessors for countries for which COHSASA has developed national standards. The unit carries out inspection and assessment activities for third-party clients.

COHSASA is contracted by the Board of Healthcare Funders (BHF) to carry out inspections of new or upgraded private healthcare facilities. The unit is also responsible for the review and maintenance of existing standards and the development of new standards.



Survey Activities Per Type for 2023 /2024

- External
- Interim



PHOTO BY: VECTEEZY.COM / 2410388-DOCTOR-CHECK-UP-AFTER-SURGERY-DOCTOR-TOUCHING-PATIENT-HAND-AND-CONSULING / PHOTO BY TITWON ASSAWONG

Standards Development

The 5th edition of the Palliative Care Standards, revised by a working group from the Association of Palliative Care Centres (APCC, formerly known as HPCA) and a support group from COHSASA, was accredited for four years by ISQuaEEA in February 2025.

The review process for the second edition of COHSASA's Healthcare Facility (HCF) Standards for Inpatient Care and Ambulatory Care, in line with the 6th edition of ISQuaEEA's Guidelines and Principles for the Development of Health and Social Care Standards,

commenced with a kick-off meeting in May 2025. This review process continues until the final submission of the revised 3rd edition of COHSASA's HCF standards in September 2027.

In addition, telemedicine standards have been drafted to be incorporated into the 3rd edition of COHSASA's HCF standards.

ICT Unit



The ICT unit plays a crucial role in supporting the operational efficiency of the organisation by providing reliable technology infrastructure, enhancing client experiences, and enabling data-driven decision-making. This report highlights key developments and accomplishments over the past year in three sections of the unit.

Technical Support

Technical Support is dedicated to maintaining and improving the technology infrastructure that underpins the organisation's operations, ensuring seamless performance and addressing any technical challenges that arise.

Helpdesk and Data Bank

The Helpdesk and Data Bank team provides CoQIS training when a client enters the quality improvement and accreditation programmes. The team assists clients with any technical queries and issues relating to the implementation and monitoring of their programmes. The team also assists the

quality advisors in preparing for client visits and external surveys.

Knowledge Management

Knowledge Management focuses on maximizing the value of information gathered from client programmes. Their goal is to ensure accurate monitoring of client progress and provide actionable insights to adjust when necessary. They also support internal teams with information management related to activities, ensuring the organisation can meet its goals efficiently.

Key Highlights:

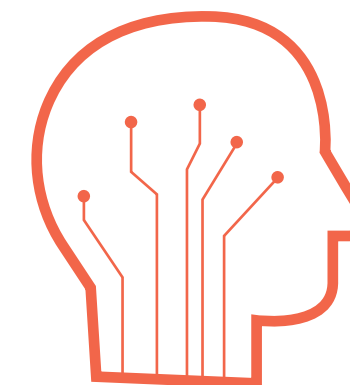
CoQIS System Enhancements

We have continued to improve the CoQIS system with a redesigned user interface that is more intuitive and user-friendly. Client feedback has been overwhelmingly positive with increased satisfaction with the functionality of the system.



AI-Powered Analytics Tool

The implementation of an AI-powered analytics tool has enabled more accurate, data-driven decision-making, providing actionable insights into both operational performance and client trends. This tool has been a transformative step for the organisation, enhancing our ability to visualise and analyse operational and client data.



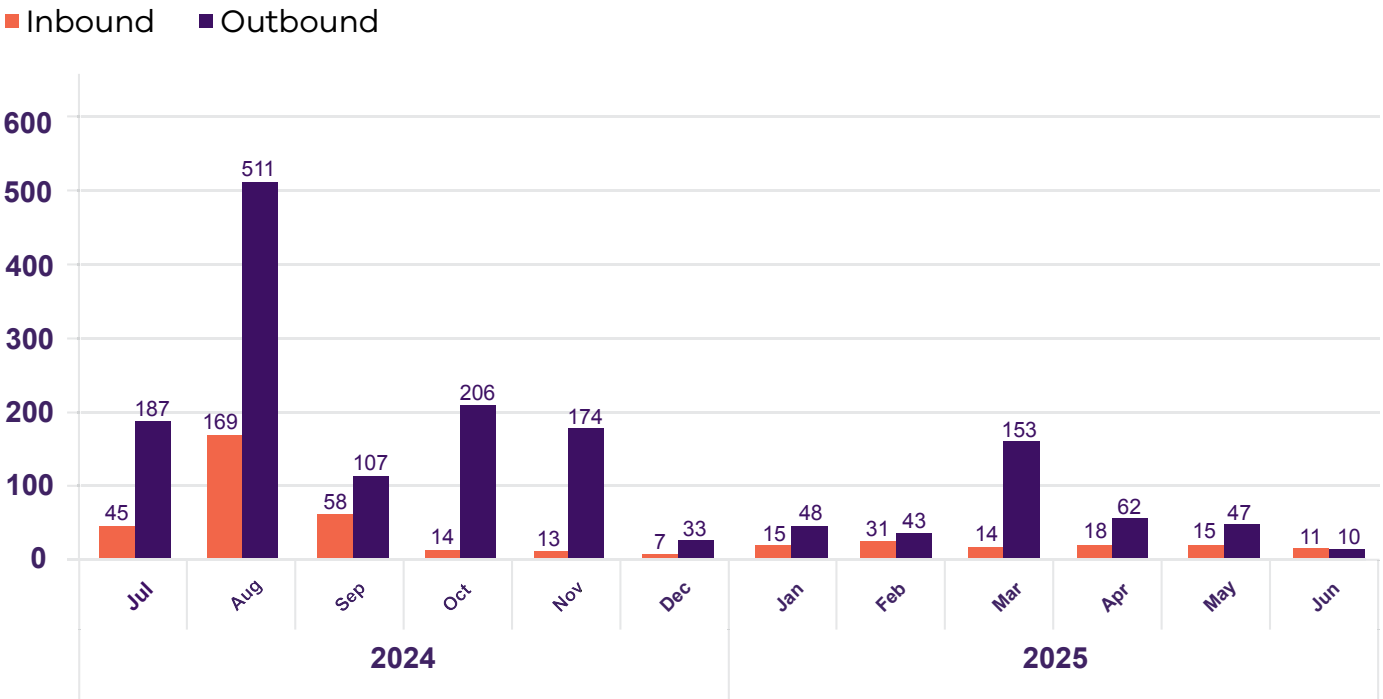
Cloud Data System Migration

We successfully migrated our data system to the cloud, greatly enhancing in-house collaboration and enabling secure, real-time access to data for both internal teams and clients. This migration has improved efficiency, security, and accessibility.



The ICT team remains committed to supporting the organisation's goals by ensuring that technology continues to be a key enabler of success. Looking ahead, we will focus on further enhancing the CoQIS system functionalities, driving innovation in data analytics, and ensuring seamless technology integration to continue supporting the organisation's growth and efficiency.

Help Desk client contact per month 2024/2025



Business Development



The main focus of this year was the re-branding of COHSASA and the strategic plan to go with it. There was a very positive response to the new look with hard critics calling it modern and fresh.

Communications Department

Strategic Communications play an important role in COHSASA's business to ensure our stakeholders are informed and kept up to date with the work of the organisation. We publish the stories and successes of the accreditation programme and the names of organisations participating in the quality improvement programme as recognition of their commitment to quality.

We attend key conferences to get exposure for the COHSASA.

COHSASA stayed within its budget by entering into bartering contracts (marketing in exchange for a stand) with the Africa Health Conference and Exhibition and the Hospital Association of South Africa conference in Johannesburg.

The focus has been to raise the public profile of COHSASA, and an indicator of success is the heightened use of social media and increased traffic to the website.

In the year under review, there were 92 stories – some generated by us and others from external media – across a selection of general and health-focused media.



PHOTO BY: PEXELS.COM / A CLOSE-UP SHOT OF A PERSON HOLDING A BANDAGE 5771553 / PHOTO BY COTTONBRO STUDIO

Administration & Support



Logistics

Each unit is responsible for maintaining their day-to-day functions. Our travel coordinator sees to it that personnel get to their destinations safely and cost effectively.

Finance

COHSASA NPC, a registered Non-Profit Company in terms of the Companies Act No. 71 of 2008, has a robust, well-defined governance system with sound financial controls in place.

The External Auditors have issued an unqualified opinion that the 2025 Annual Financial Statements are a fair reflection

of the Council's activities in the past financial year and accounting practices have been applied appropriately.

A Statement of Financial Position and Auditors' Report are given on the adjacent page. The full set of financial statements are available on request from finance@cohsasa.co.za

Independent Auditors' Report

To the Members of The Council for Health Service Accreditation of Southern Africa Non- Profit Company



Company Opinion

We have audited the annual financial statements of The Council for Health Service Accreditation of Southern Africa Non Profit Company (the company) set out on pages 8 to 24, which comprise the statement of financial position as at 30 June 2025; and the statement of comprehensive income; the statement of changes in equity; and the statement of cash flows for the year then ended; and notes to the annual financial statements, including a summary of significant accounting policies.

In our opinion, the annual financial statements present fairly, in all material respects, the financial position of The Council for Health Service Accreditation of Southern Africa Non- Profit Company as at 30 June 2025, and its financial performance and cash flows for the year then ended, in accordance with the International Financial Reporting Standard for Small and Medium-sized Entities and the requirements of the Companies Act of South Africa.

Basis for Opinion

We conducted our audit in accordance with International Standards on Auditing. Our responsibilities under those standards

are further described in the Auditors' Responsibilities for the Audit of the Annual Financial Statements section of our report. We are independent of the company in accordance with the Independent Regulatory Board for Auditors' Code of Professional Conduct for Registered Auditors (IRBA Code) and other independence requirements applicable to performing audits of financial statements in South Africa. We have fulfilled our other ethical responsibilities in accordance with the IRBA Code and in accordance with other ethical requirements applicable to performing audits in South Africa. The IRBA Code is consistent with the corresponding sections of the International Ethics Standards Board for Accountants' International Code of Ethics for Professional Accountants (including International Independence Standards). We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.



Material Uncertainty Related to Going Concern

We draw attention to note 23 in the annual financial statements, which indicates that the company incurred a net loss of R3,840,573 during the year ended 30 June 2025. As stated in note 23, these events or conditions, along with other



matters as set forth in note 23, indicate that a material uncertainty exists that may cast significant doubt on the company's ability to continue as a going concern. Our opinion is not modified in respect of this matter.



Other Information

The directors are responsible for the other information. The other information comprises the information included in the document titled "The Council for Health Service Accreditation of Southern Africa Non Profit Company annual financial statements for the year ended 30 June 2025", which includes the directors' report as required by the Companies Act of South Africa and the supplementary information as set out on pages 25 to 26. The other information does not include the annual financial statements and our auditors' report thereon.

Our opinion on the annual financial statements does not cover the other information and we do not express an audit opinion or any form of assurance conclusion thereon.

In connection with our audit of the annual financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the annual financial statements or our knowledge obtained in the audit, or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material

misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of the Directors for the Annual Financial Statements

The directors are responsible for the preparation and fair presentation of the annual financial statements in accordance with the International Financial Reporting Standard for Small and Medium-sized Entities and the requirements of the Companies Act of South Africa, and for such internal control as the directors determine is necessary to enable the preparation of annual financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the annual financial statements, the directors are responsible for assessing the company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the company or to cease operations, or have no realistic alternative but to do so.

Auditors' Responsibilities for the Audit of the Annual Financial Statements

Our objectives are to obtain reasonable assurance about whether the annual financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with International Standards on Auditing will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these annual financial statements.

As part of an audit in accordance with International Standards on Auditing, we exercise professional judgement and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the annual financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.
- Conclude on the appropriateness of the directors' use of the going concern basis of accounting and based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditors' report to the related disclosures in the annual financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditors' report. However, future events or conditions may cause the company to cease to continue as a going concern.

- Evaluate the overall presentation, structure and content of the annual financial statements, including the disclosures, and whether the annual financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Theron du Plessis
NC. CHARTERED ACCOUNTANTS
(SA) REGISTERED AUDITORS

Suzanne Petronella de Wet
CA (SA) RA DIRECTOR





Contact Details

Questions regarding this annual report can be submitted to:
queries@cohsasa.co.za

COHSASA NPC | 6 Herschel Road | Claremont 7708 | South Africa | P.O. Box 676
Howard Place 7450 | South Africa | +27 (0)21 531 4225 |

