



## Cape Town City Council sets a new health benchmark

Setting a new benchmark in the quality of public health care for municipalities across the country since entering the COHSASA accreditation programme, the City of Cape Town has achieved accreditation for 11 clinics and three Environmental health offices. It recently entered a further eight facilities into the programme.

Dr Helene Visser, manager of Quality Assurance and Training City Health, says quality assurance is a trend in health care that is being strongly emphasised.

"To a professional healthcare worker, the differences between the clinics entered into the COHSASA programme and those out of it are immediately apparent," she says. "The accredited clinics are more open to comments about problems from the communities they serve, there is better communication between patients and staff, record keeping has improved, and all of them monitor health and safety and have implemented infection control policies."

"There have still been a few problems though, the biggest stumbling block of which is to maintain the standards," she says.

However, not only did the first facilities to be entered into the programme in early 2001 achieve accreditation (i.e. Chapel Street, Hanover Park, Tafelsig and Guguletu clinics and the Green Point Environmental Health Office) but they have re-entered the programme since then and been accredited for a second time.

"Some of these were accredited for three years, meaning that they have maintained standards between surveys," said Professor Stuart Whittaker, CEO of COHSASA.

"Perseverance with accreditation finally achieves results, and long-term investment pays off," he said.

**"Quality assurance is a trend in healthcare that is being strongly emphasised."**



**TAKING QUALITY SERIOUSLY:** Henna van Zyl, manager of Quality Assurance and Mpuse Mfokeng, senior manager for Medical Support Services in the Free State Department of Health.

## Free State hospitals gather honours

In what represents the highest percentage accreditation score achieved by any province in the country, five of the first batch of 12 public sector hospitals in the Free State that entered into the programme achieved accreditation.

Commenting on the success of the hospitals, Mr Shadrack Shuping, General Manager, Free State Department of Health, said the decision by the Department to enrol all 31 hospitals in the COHSASA process was inspired by a desire to maintain sustainable levels of quality hospital services in the Free State.

"Quality services for us means improved patient safety, comprehensive risk management, the cost-effective use of resources and client satisfaction," says Shuping. "We are very excited that we are achieving the results we are; they are the sweet fruits of hard labour."

Henna van Zyl, manager of the Quality Assurance Directorate for the Free State Provincial Health Department, says the decision was taken some time ago to take action to address the quality of public health care in the province.

"We now have policies and structures in place that are key to maintaining the highest standards of quality health care," says van Zyl. "During the accreditation process, a lot of team building has taken place. There has also been a lot of development in the hospitals and among the personnel, which has not been restricted to management and management processes, but is reflected across all categories of staff. We have 17 more hospitals going through the process and expect a positive outcome."

The five hospitals - Bongani Regional in Welkom, Nala District in Bothaville, the Free State Psychiatric Complex and Universitas Academic in Bloemfontein, as well as Mafube District Hospital in Frankfort - have all been issued with accreditation certificates.



### PARLIAMENTARY BRIEFING

To present a review of the work of our organisation in Southern Africa to date, a delegation of senior COHSASA staff visited the Deputy Minister of Health, Ms Nozizwe Madlala-Routledge, at her offices in Parliament. The presentation outlined common problems encountered in public sector hospitals and how standards have been developed to manage HIV within all service points in a district.

From left, Dr Morris Mathebula, Programme Manager of the HIV and AIDS District Evaluation Tool (HIV-DET); Professor Stuart Whittaker, CEO of COHSASA; Ms Nizizwe Madlala-Routledge; Mr Gerard Locke, COHSASA Healthcare Technology Management Consultant; Ms Tshawekazi Ncedana, COHSASA Chief Facilitator.



**SHARING INFORMATION (L to R):**  
 Dr David Nzanira, workshop facilitator;  
 Ms Didi Pemba, Director - Quality Health Care Assurance Systems; Ms Tshawekazi Ncedana, COHSASA Chief Facilitator; Dr Buyiswa Mjamba-Matshoba, Chief Director of the Quality Assurance and Research Directorate; Professor Stuart Whittaker, CEO of COHSASA; Dr Tobekile Mjekevu, acting Deputy Director General for Clinical Services, Eastern Cape Department of Health.

## Getting familiar with COHSASA

**Dr Thokozani Mhlongo** of the Mpumalanga Department of Health recently visited COHSASA for an orientation programme. Approaching the visit with some trepidation, she said she had nevertheless found her time in Cape Town extremely rewarding.

"I now have a better understanding of the standards implementation process, project management issues and the data processing at COHSASA," she said.

Two workshops have been held so far this year for senior managers, medical and administrative staff in Mpumalanga at hospitals undergoing COHSASA accreditation. Topics ranged from the challenges facing hospital managers, decision-making, time-management, setting objectives, building rapport, motivation, appraisal, teamwork and influencing, negotiating and persuading.

As homework, participants were asked to identify and improve one area of their facility that would contribute towards creating a positive image for the institution as a quality health organisation working for the community.

At the second workshop, attention was given to human resource management, with the emphasis on performance management, job descriptions and absenteeism. Other areas focused on were business planning, Batho Pele, conflict management, leadership and process mapping. A third CEO training session for Mpumalanga hospitals was held in September. ●



**Dr Thokozani Mhlongo**

## Eastern Cape pushes quality drive

With 24 of the Eastern Cape's Department of Health (DoH) hospitals signed up for COHSASA's Facilitated Accreditation Programme, over 100 representatives from clinics, hospitals, clusters and complexes were invited to attend a two-day information-sharing workshop for hospital managers in East London.

Health service managers, senior nurses and administrators shared lively debates about best practices, quality improvement initiatives and the impact of both national and provincial policy on the quest for improved healthcare service delivery.

Opening the three-day event, Dr Tobekile Mjekevu, acting Deputy Director General for Clinical Services in the Eastern Cape DoH, said the workshops were part of a drive to transform health services in the province - and in turn, to transform public service in the Eastern Cape to meet the expectations of its citizens.

Dr Buyiswa Mjamba Matshoba, Chief Director of the Quality Health Care Assurance Systems Directorate of the Eastern Cape DoH, said the workshop aimed to encourage a network of 'quality champions' from management to unite, combine efforts and drive quality assurance activities from an institutional level.

"The workshop would assist managers and senior employees in hospitals to understand their role in improving health service efficiency and how to implement and maintain standards in health institutions," said Dr Mjamba Matshoba.

Issues raised at the workshop included staff shortages, budget compliance, planning and resource allocation, the NDOH Hospital Revitalisation Programme, achieving health outcomes, clinical audits, accurate patient information and benchmarks. The roles and responsibilities of the Quality Health Care Assurance Unit and the facility managers were also clearly defined. ●

## Full steam ahead for facilitator training



**Full-time and part-time COHSASA facilitators attend regular staff training sessions at the COHSASA head office. Training sessions are designed to keep facilitators abreast of new developments, including refinements to database reports that help facilitators monitor the degree of an institution's performance and commitment to the programme, the consistent application of criteria scores, and discussions on new sets of standards and amendments to these. Seen at the August session were: (L to R) Dr Albie van Zyl, Dr Giel van Schalkwyk, Dr Fikile Sithole, Damaría Molepo, Joyce Mabaso and Petro de Beer. ●**

## COHSASA trains health executives in Mpumalanga

COHSASA held an executive training course for the Mpumalanga Department of Health hospital managers and administrators at White River in September - the third of such workshops this year. Course content included an outline of various quality improvement concepts, difficulties involved in implementing such programmes, guidance on establishing infection control and risk assessment programmes, and areas of concern regarding health, safety and healthcare technology management.



**SO MUCH TO DO, SO LITTLE TIME:** Mpumalanga hospital managers at work during COHSASA's Health Executive Training Programme

Presenters were Prof. Stuart Whittaker; Mrs Lyn Rayment, head of Standards Development and Training; Mr Gerard Locke, COHSASA's Clinical Engineer and Ms Tshawekazi Ncedana, Chief Facilitator. ●

## A familiar presence

As a full-time facilitator/surveyor at COHSASA, Dr Albie van Zyl is a familiar figure in all our hospitals - particularly those in the Facilitated Accreditation Programme. He visits the hospitals to provide training in clinical audit and to ensure the participation of all medical practitioners in the programme. He also visits pharmacies, laboratories and radiology departments, focusing on quality assurance in these departments. Where he is not involved in facilitation, Dr van Zyl participates with professional colleagues in a number of external surveys for COHSASA.



**Dr Albie van Zyl**

Dr van Zyl obtained his M.B.Ch.B degree from the University of Stellenbosch followed by a Diploma in Community Health from the University of Stellenbosch and a Diploma in Medical Rehabilitation from the Royal College of Physicians in London. He worked at the Karl Bremer Hospital in Bellville for 10 years, during which time he completed a fellowship at the Kessler Institute for Rehabilitation in the U.S. Dr van Zyl also completed three years of advanced training in Rehabilitation Medicine in Melbourne, Australia. Before joining COHSASA in 2003, he was employed as Team Leader and Rehabilitation Doctor at the New Kensington Clinic in Johannesburg. ●

## COHSASA in Geneva

Joining representatives from 15 other countries, COHSASA was recently invited to the World Health Organisation (WHO) headquarters in Geneva to participate in a meeting entitled 'Choosing Quality Approaches in Health Systems'.

COHSASA CEO Professor Stuart Whittaker said the meeting was called by the WHO's Department of Health System Policies and Operations (SPO) to review a background report that maps and classifies the main quality improvement strategies in health systems.

Aiming to strengthen connections between national and international stakeholders involved in quality improvements, the gathering also planned to develop a design as to what constitutes effective decision-making at a country level when selecting appropriate quality approaches; and to analyse different quality approaches.

The project was initiated because although the world of health and health care has accumulated a wealth of experience by using different approaches to enhance quality over decades, the WHO says "the problem frequently faced by policy makers at a country level is to know which new quality strategies are best suited to their circumstances, and which will have the greatest impact on the outcomes delivered by their health systems."

At this meeting, it emerged that the South African Integrated Systems Model, which combines accreditation with quality improvement methods, was a unique approach to improving quality. ●

## keep in touch!

The COHSASA newsletter is designed to keep you up to date with developments at the Council and the work we are doing to assist the South African authorities and the private hospital sector to improve the quality of healthcare services. We hope that you will give us feedback on what you would like to see in the newsletter. 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.

You can contact me directly:



## The cool employee

When SAA staff decided to strike this year, their actions could have wreaked havoc on scheduled visits to our health facilities. However, Roselyne October - who is responsible for travel and accommodation arrangements for COHSASA staff - found alternative routes and air carriers under extreme pressure, doing it with composure and a cool head.

That - and the calm and efficient manner in which she always handles last-minute hitches and switches in land and air arrangements - is why she has been voted as an outstanding employee at COHSASA. Well done! ●



**Roselyne October**



Tshawekazi Ncedana  
Cell: 083 625 8084



Chris Bloem



Petro de Beer



Ingrid Oerson



Riël le Roux



Dirkie van Jaarsveld



Bea Hattingh



Joyce Mabaso



Lorna Papo



Maureen Barrett



Thandi Mngadi



Damaria Molepo



Trudy Peterson

## Working with you

COHSASA has worked with 502 health care facilities in South Africa in both the public and private sectors, including the Medi-Clinic Group, one of the largest private health groups in South Africa. Each hospital that COHSASA is currently working with has either entered a facilitated accreditation programme or conventional accreditation programme. For those hospitals and clinics that have opted for facilitated accreditation and are still in the project management phase, these are your facilitators. If you need guidance, questions answered or a new direction to follow, please contact your facilitator directly. He / she will be happy to help. In order to streamline communication, it would be best if you appoint one person from your hospital or clinic to deal with the queries for your facilitator. For those hospitals that have opted for a conventional accreditation programme without the facilitation component (not listed here), please call COHSASA in Cape Town on 021 531 4225/6/7 if you have any special enquiries. Good Luck!

PRIVATE HOSPITALS	FACILITATOR	CONTACT NUMBER
Jwangeng Hospital	Chris Bloem	082 820 6666
Kleinzee Private Hospital	Petro de Beer	082 922 4956

PUBLIC HOSPITALS	FACILITATOR	CONTACT NUMBER
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FREE STATE	FACILITATOR	CONTACT NUMBER
Mohau Hospital	Riël le Roux	082 921 9500

KZN	FACILITATOR	CONTACT NUMBER
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Edendale Hospital	Dirkie van Jaarsveld	082 562 4195
Grey's Hospital	Joyce Mabaso	082 428 8120
King Edward Hospital	Ingrid Oerson	082 222 0242
Ladysmith Hospital	Thandi Mngadi	073 145 2479

Lower Umfolozi Hospital		
Madadeni Hospital		
Mahatma Gandhi Hospital		
Newcastle Hospital		
Ngwelezana Hospital		
Port Shepstone Hospital		
Prince Mshiyeni Hospital		
R.K. Khan Hospital		
Stanger Hospital		

LIMPOPO	FACILITATOR	CONTACT NUMBER
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Delakong Hospital	Chris Bloem	082 820 6666
Jane Furse Hospital	Ingrid Oerson	082 222 0242
Lebowakgomo Hospital		
Letaba Hospital		
Maphutha Malatji Hospital		

EASTERN CAPE	FACILITATOR	CONTACT NUMBER
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Livingstone	Riël le Roux	082 921 9500
PE Provincial	T Peterson	084 771 8672
Dora Nginza		
Cecilia Makiwane		
Frere		
Nelson Mandela		
Umtata General		
Bedford Orthopaedic		
St Lucy's		
Frontier		
Komani		
Greys		
Bisho		
Fort England		

PUBLIC HOSPITALS	FACILITATOR	CONTACT NUMBER
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MPUMALANGA	FACILITATOR	CONTACT NUMBER
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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		
Mmamethlake Hospital		
Philadelphia Hospital		
Piet Retief Hospital		
Rob Ferreira Hospital		
Sabie Hospital		
Shongwe Hospital		
Standerton Hospital		
Themba Hospital		
Tonga Hospital		
Witbank Hospitals		

*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](http://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](mailto:marilyn@cohsasa.co.za)*