OHSC
Office of Health Standards Compliance
Ensuring quality and safety in health care

Ihhovisi Lokulandela Amaqophelo Ezempilo
Office of the Health Ombud
Kantoro ya Mosekaseki wa Maphelo

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Crucial information to know about guidance workshops on norms and standards regulations

Norms and Standards

The Office of Health Standards Compliance (OHSC) is the regulator mandated to protect and promote the health and safety of users of health services and healthcare personnel. As part of ensuring the delivery of its mandate, the OHSC is actively working on finalising the outstanding inspection tools for various categories of health establishments. The OHSC conducts regular guidance and support workshops for healthcare personnel on the implementation of norms and standards regulations applicable to different categories of health establishments.

The guidance and support workshops are facilitated by the sub-programme: Health Standards Development and Training which is within Programme 4: Health Standards Design, Analysis and Support (HSDAS) of the OHSC. The workshops are conducted with the relevant authorities to ensure that those responsible for the implementation of the norms and standards regulations have a common understanding and interpretation of the requirements, the intended benefits of compliance and common application to improve the quality of the health system and its outcomes.

The norms and standards regulations applicable to different categories of health establishments were promulgated in 2018 and came into operation in 2019. The prescribed norms and standards contains seven (7) chapters which has twenty-two (22) regulations.

The guidance and support workshops and training aim to unpack the various regulations which focus on:

Chapter 1

Regulation 1: Definitions
Regulation 2: Scope and Application
Regulation 3: Purpose of the Regulations

Chapter 2-6 (Regulations 4 – 20)

Regulation 4: User Information

4 (1) Health establishments must ensure that users are provided with adequate information about the healthcare services available at the health establishment and information about accessing those services.

Regulation 5: Access to Care

5 (1) Health establishments must ensure that users are attended to in a manner which is consistent with the nature and severity of their health condition,

Regulation 6: User Health Records and Management

6. (1) The health establishment must ensure that the health records of healthcare users are protected, managed and kept confidential in line with sections 14, 15 and 17 of the Act.

Regulation 7: Clinical Management Systems

7. (1) Health establishments must establish and maintain clinical management systems, structures and procedures that give effect to national policies and guidelines.

Regulation 8: Infection Prevention and Control

8 (1) The health establishment must maintain an environment, which minimises the risk of disease outbreaks, and the transmission of infection to users, healthcare personnel and visitors.

Regulation 9: Waste Management

9. (1) Health establishments must ensure that waste is handled, stored, and disposed of safely in accordance with the law.

Regulation 10: Medicines and Medical Supplies

10. (1) Health establishments must comply with the provisions of the Pharmacy Act, of 1974 and the Medicines and Related Substances Act, of 1965.

Regulation 11: Diagnostic Services

11. (1) Health establishments must ensure that diagnostic services are available and safe for users and for healthcare personnel involved in delivering these services.

Regulation 12: Blood Services

12. (1) Hospitals and Community Health Centres must ensure that users have access to blood and blood products when required.

Regulation 13: Medical Equipment

13. (1) Health establishments must ensure that the medical equipment is available and functional in compliance with the law.

Regulation 14: Management of Buildings and Grounds

14. (1) A Health establishment and its grounds must meet the requirements of the building regulations.

Regulation 15: Engineering Services

15 (1) Health establishments must ensure that engineering services are in place.

Regulation 16: Transport

16. (1) Health establishments must ensure that vehicles used to transport users and healthcare personnel are safe and well-maintained.

Regulation 17: Security

17. (1) Health establishments must have systems to protect users, healthcare personnel and property from security threats and risks.

Regulation 18: Governance

18. Health establishments must have a functional governance structure with written Terms of Reference.

Regulation 19: Human Resources Management

19. (1) A health establishment must ensure that they have systems in place to manage healthcare personnel in line with relevant legislation, policies and guidelines.

Regulation 20: Occupational Health

20. A health establishment must comply with the requirements of the Occupational Health and Safety Act, of 1993.

Regulation 21: Adverse Events

21. (1) The health establishment must have a system to monitor and report all adverse events.

Regulation 22: Waiting Times

22. A health establishment must monitor waiting times against the National Core Standards for Health Establishments in South Africa.

CALL TO ACTION!

Ensuring quality and safe healthcare services to users of health services is a shared common goal of both the OHSC and health establishments, as key stakeholders in the health sector, let us thrust in this goal!

Health establishments are encouraged to contact the Office of Health Standards Compliance for support on the implementation of the health norms and standards regulations by emailing Ms Izelle Loots at iloots@hsc.org.za or Ms Busisiwe Mashinini at bmashinini@ohsc.org.za or Mr Jabu Nkambule at jnkambule@ohsc.org.za

Ensuring Quality and Safety in Healthcare!