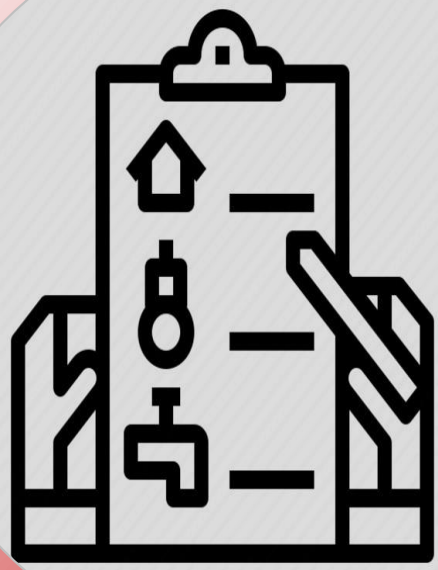
OHSC

Office of Health Standards Compliance

Ensuring quality and safety in health care

Regulatory District Hospital Inspection Tool v1.4



Security Services

Facility: Date:

- **Tool Name:** Regulatory District Hospital Inspection Tool v1.4 - Final
- **HEs Type:** Hospitals
- **Sector:** Public
- **Specialization:** District
- **Created By:** Health Standards Development and Training

39 Security Services

Domain 39.2 CLINICAL GOVERNANCE AND CLINICAL CARE

Sub Domain 39.2.1 7 Clinical management

Standard 39.2.1.1 7(2) (b) A health establishment must establish and maintain systems, structures and programmes to manage clinical risk.

Criterion 39.2.1.1.1 7 Communication systems must be available and functional to facilitate adequate user care, and safety of user and health care personnel.

39.2.1.1.1.1 Cell phone numbers of strategic personnel are displayed.

Assessment type: Observation - **Risk rating:** Essential measure

'Strategic personnel' refers to personnel to be contacted when the local disaster response is activated.

This includes maintenance personnel and senior management.

Not applicable: Never

Score	Comment

Domain 39.4 GOVERNANCE AND HUMAN RESOURCES

Sub Domain 39.4.1 20 Occupational health and safety

Standard 39.4.1.1 20(1) The health establishment must comply with the requirements of the Occupational Health and Safety Act, 1993.

Criterion 39.4.1.1.1 20(2)(b) Awareness of safety and security issues must be promoted

39.4.1.1.1.1 The security personnel are familiar with the emergency evacuation procedure.

Assessment type: Staff interview - **Risk rating:** Essential measure

Interview three security personnel to establish whether they are able to explain the evacuation procedure as illustrated in the evacuation plan. Score 1 if they explain the procedure as illustrated in the evacuation plan and 0 if not. Where no evacuation plan is available, this measure must be scored 0.

Score	Comment

Aspects	Score	Comment
1. Security personnel 1		
2. Security personnel 2		
3. Security personnel 3		

Domain 39.5 FACILITIES AND INFRASTRUCTURE

Sub Domain 39.5.1 17 Security services

Standard 39.5.1.1 17(1) The health establishment must have systems to protect users, health care personnel and property from security threats and risks.

Criterion 39.5.1.1.1 17(2)(a) The health establishment must ensure that security staff are capacitated to deal with security incidents, threats and risks.

39.5.1.1.1.1 An approved security plan for the health establishment is available.

Assessment type: Document - **Risk rating:** Vital measure

Verify whether the aspects listed below are addressed in the health establishment's security plan. Score 1 if the aspect is addressed in the security plan and 0 if not addressed.

Score	Comment

Aspects	Score	Comment
1. Approved access control system for health establishment		
2. Management of prohibited items: how to store the items safely and how to return items to rightful owner on their departure		
3. Communication of security plan to health establishment personnel		
4. Procedure for appointing security committee		
5. Security manager to participate in security committee		
6. Functions of security committee		
7. Procedure to be followed to implement recommendations of previous audits		
8. Recommendations to be communicated to Provincial Office and National Department of Health		
9. All security personnel (in-house or outsourced) to be registered with Private Security Industry Regulatory Authority (PSIRA)		
10. All vehicles, including vehicles managed by health establishment, to be checked when entering and leaving the premises		
11. Procedure for reporting security incidents to South African Police Services(SAPS).		

39.5.1.1.1.2 Security officers are registered with the relevant regulatory authority.

Assessment type: Document - **Risk rating:** Essential measure

Select three security officers and request proof of registration with the Private Security Industry Regulatory Authority9PSIRA). For outsourced security services, the health establishment must have records from the service provider. The Private Security Industry Regulatory Authority(PSIRA) is the Governing Body and Regulatory Authority for the private security industry. If the security officers are registered as stated above, they are acknowledged to have received training. Score 1 if registered and 0 if not registered or if registration has expired. Private Security Industry Regulatory Authority(PSIRA) registration certificates must be renewed every twenty-four (24) months for security officers. Not applicable: Where the health establishments do not have physical security officers.

Score	Comment

Aspects	Score	Comment
1. Security officer 1		
2. Security officer 2		
3. Security officer 3		

Criterion 39.5.1.1.2 17 Security systems must safeguard the building, users, visitors and health care personnel.

39.5.1.1.2.1 Systems are in place to ensure safety within the health establishment premises.

Assessment type: Observation - **Risk rating:** Vital measure
Verify whether a security system is in place in the areas listed below. Security systems could include but not limited to physical security personnel or systems (boom gates, CCTV, biometrics). Score 1 if a system is in place and 0 if not. Score not applicable where functional or service area is not available in the health establishment.

Score	Comment

Aspects	Score	Comment
1. Access points to health establishment premises		
2. Exit points from health establishment premises		
3. Emergency unit		
4. Maternity unit		
5. Neonatal unit		
6. Paediatric unit		
7. Mental healthcare unit		
8. Mortuary		

39.5.1.1.2.2 Safety and security notices are displayed.

Assessment type: Observation - **Risk rating:** Essential measure
Safety and security notices must be displayed including but not limited to signs indicating the following: notices prohibiting smoking, dangerous weapons not allowed, emergency exits, assembly points, location of stored flammable materials and location of the first aid box. This could also be a disclaimer sign.
Not applicable: Never

Score	Comment

Criterion 39.5.1.1.3 17 All security incidents must be reported and addressed.

39.5.1.1.3.1 Security breaches are recorded in a register.

Assessment type: Document - **Risk rating:** Vital measure

The register may be manual or electronic. All columns in the register must be completed. The register must include the following: name of affected person (if applicable), date of incident, time of incident and nature of incident. In cases where no incidents have occurred, zero reporting must be done.

Not applicable: Where no security breaches occurred in the past three months.

Score	Comment

39.5.1.1.3.2 Remedial action to address security breaches is implemented.

Assessment type: Document - **Risk rating:** Vital measure

Documented evidence of action taken to address security breaches must be available. This may be in the form of a quality improvement plan or a report.

Not applicable: Where no security breaches occurred.

Score	Comment

Official Sign-Off

The National Health Act, 2003 (Act No. 61 of 2003) provides for quality requirements and standards in respect of health services provided by health establishments to the public. The main objective is to promote and protect the health and safety of the users of health services and contribute to improved outcomes and improved population health.
To achieve this mandate standardised inspection tools aligned to Norms and Standards Regulations applicable to different categories of health establishments promulgated by the Minister of Health in 2018 have been developed for District Hospitals.

Acknowledgments

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- National Department of Health for their input and comments on the inspection tools.

It is hereby certified that the Regulatory District Hospital Inspection tools version 1.4 was updated by the Office of Health Standards Compliance.

SIGNATURE:
MS. WINNIE MOLEKO
EXECUTIVE MANAGER: HEALTH STANDARDS, DEVELOPMENT ANALYSIS AND SUPPORT
DATE: 03/04/2024

SIGNATURE:
DR MATHABO MATHEBULA
CHIEF OPERATIONS OFFICER: OHSC
DATE: 05/04/2024

SIGNATURE:
DR SIPHIWE MNDAWENI
CHIEF EXECUTIVE OFFICER: OHSC
DATE: 08/04/2024

Telephone: 012 942 7700
Email: admin@ohsc.org.za
Website: www.ohsc.org.za

Physical address:
The Office of Health Standards Compliance,
79 Steve Biko Road,
Prinshof,
Pretoria
0084

Postal Address:
Private Bag X21
Arcadia
0007

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