TRAINING GUIDE TO CAPTURE QUALITY IMPROVEMENT PLAN FOR CLINICS/CHCs AND HOSPITALS ON THE WEB-BASED SOFTWARE

January 2022

health
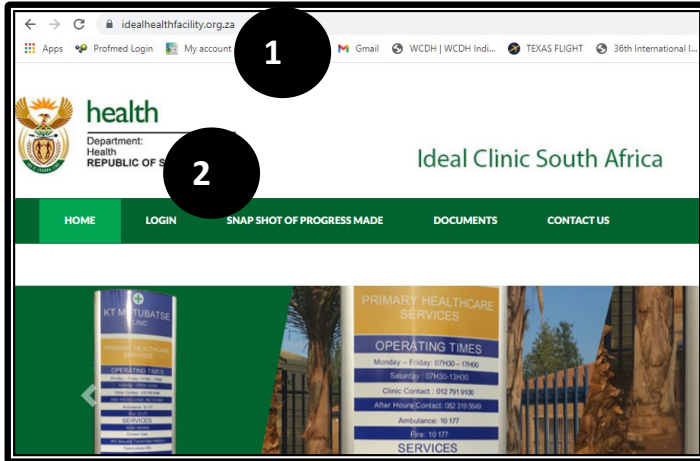Department:
Health
REPUBLIC OF SOUTH AFRICA

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1. Log onto the web-based Ideal Clinic software

1. Go to the Department of Health's website https://www.health.gov.za, there is a tab named Ideal Clinic. Clinic on it to redirect you to the Ideal Clinic website: https://www.ideahealthfacility.org.za or you can access the site directly.
2. Click on the 'Login' tab.

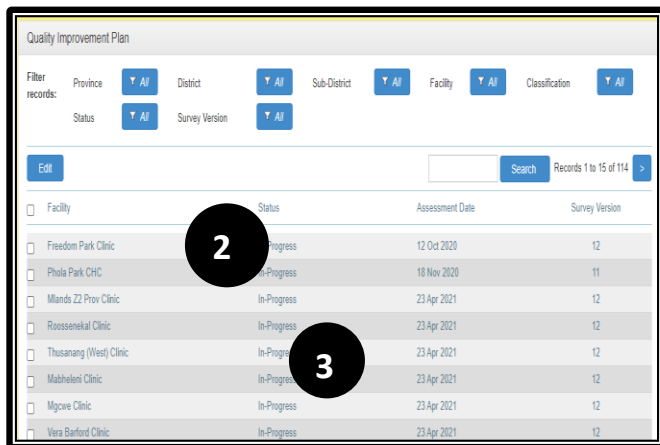

3. Enter your Username and Password in the text boxes provided and click on the 'Login' button.

2. Capture Quality Improvement plan
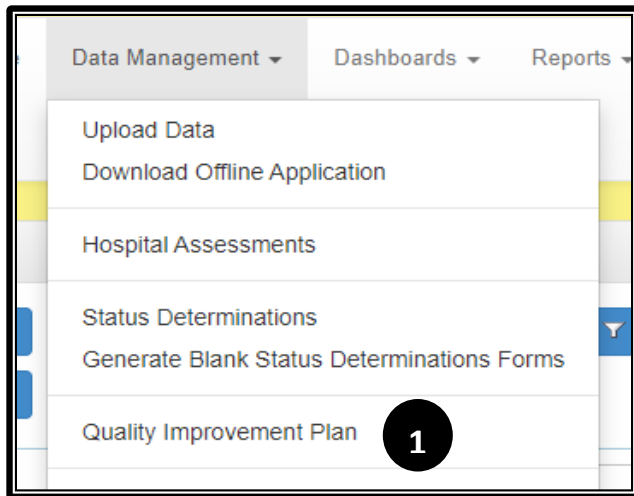
1. Go to the 'Data Management' tab and select 'Quality Improvement Plan' option.

2. Depending on your user account permissions, a list of facilities that have captured assessments will appear. If you cannot see the facility on the list you want to capture a QIP for, type the name of the facility in the 'Search' box.

3. The system will generate a QIP for every assessment/SD that has been submitted. **The newest/current QIP will be indicated with a status of "In progress"**, **all other older QIPs will have a status of "Archived"**.
   Note: The status is not indicative of whether the QIP has been completed or not. 'In-Progress' indicates that it is the active QIP for the latest assessment conducted. 'Archived' means it is the QIP for previous assessments. If you want to check the completeness of the status of the QIP, download the 'Aggregate Report' under the 'Report' tab, QIP option.
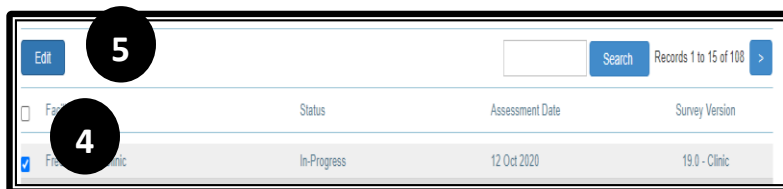
4. Tick the 'Edit' box next to the facility that you want to capture a QIP.

5. Click the "Edit" button or just double click on the facility name.
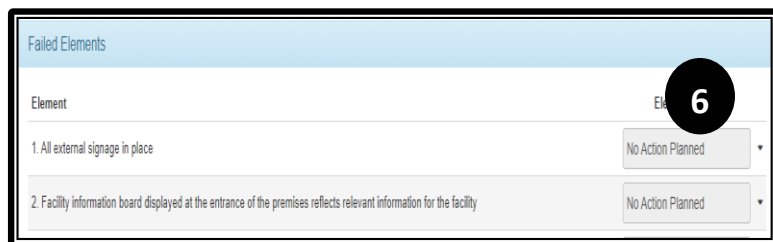
6. The system will generate a list of all the elements that were failed. To capture the QIP for an element, click on the arrow next to the text box that currently has a status of 'No action planned' or click on the element.
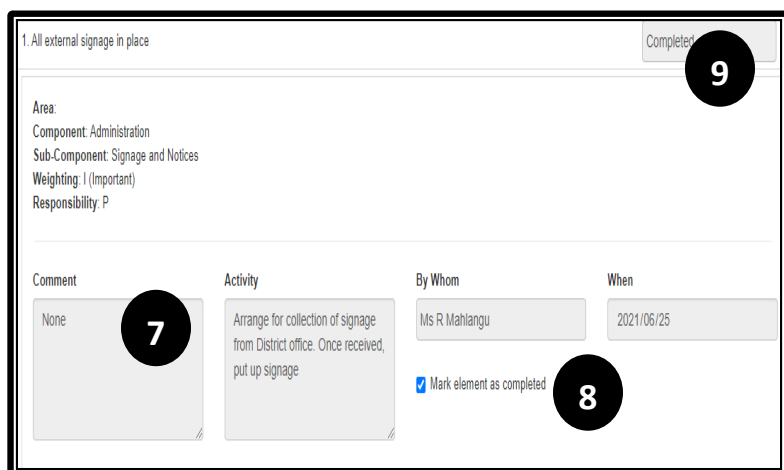
7. A box will open where the information for every field must be entered as well as the date for when the activity will be completed. **Note**: The field for 'Comment' pulls through data captured in the 'Comment' field of the Assessment form when the assessment was captured and is therefore not editable. Complete the information in the fields for 'Activity', 'By Whom' and 'When'.

8. Tick the box next to 'Mark element as completed' once you have entered all the information

9. The status for the element will then change from 'No action planned' to 'Completed'.
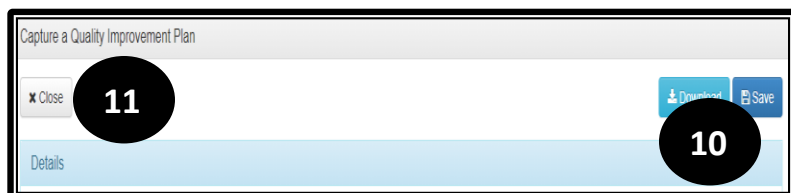
10. Once you have completed the QIP for one element, select the 'Save' button. **It is very important to save intermittently, else you will lose data captured if there is a drop in connectivity.**

11. Select the 'Close' button to exit the QIP.
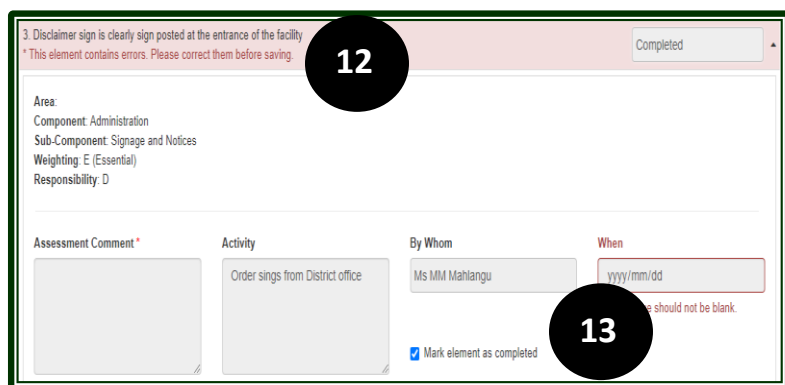
12. If you have not completed all the fields, the system will give you an error message, highlighted in red, when you 'Save' the QIP.

13. To complete the blank fields, open the element and then **untick the box** 'Mark element as completed'. Once completed, tick the box again and 'Save'.

Note: The software will generate a new "In progress" QIP every time a new assessment/status determination (SD) is submitted. The "In progress" QIP will retain the information captured on the fields for "Activity", "By whom" and "When" for elements that were failed from the previous QIP if it was completed so that you do not have to recapture all the QIPs for those elements if the activity and timeline remained the same.

# 3. Download QIP reports from the Data Management tab
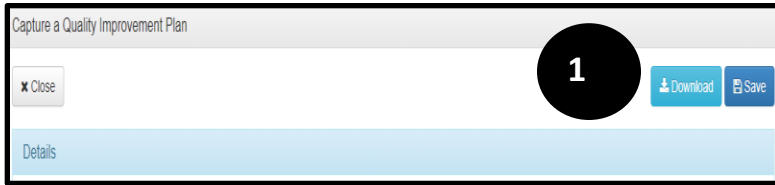
1. Once you have captured all the QIPs for every element, download the report by selecting the "Download" button".
2. The report will download in an Excel format

Component	Sub Component	Element No	Element Description	Weighting	Respons ibil	Comment	Activity	By Whom	When	Results
Administration	Signage and Notices	1	All external signage in place	I (Important)	P		Order signs from District off	Mr Botha	2021-06-24	Completed
Administration	Signage and Notices	2	Facility information board displaye	E (Essential)	D		Order signs from District off	Ms GJ Khunene	2021-08-19	Completed
Administration	Signage and Notices	3	Disclaimer sign is clearly sign post	E (Essential)	D		Order signs from District off	Ms MM Mahlangu	2021-05-31	Completed
Administration	Signage and Notices	7	All service areas within the facility	E (Essential)	HF					No Action Planned
Administration	Staff identity and dress code	8	There is a prescribed dress code fo	I (Important)	P					No Action Planned
Administration	Staff identity and dress code	9	All healthcare professional staff m	I (Important)	HF					No Action Planned
Administration	Staff identity and dress code	10	All staff members wear an identifi	I (Important)	HF					No Action Planned
Administration	Management of patient reco	14	There is a single patient record irre	I (Important)	HF					No Action Planned
Administration	Management of patient reco	15	Patient record content adheres to	V (Vital)	HF					No Action Planned
Administration	Management of patient reco	16	District/provincial SOP/guideline fo	E (Essential)	P					No Action Planned
Administration	Management of patient reco	17	District/provincial SOP guideline fo	E (Essential)	HF					No Action Planned
Administration	Management of patient reco	21	Records are not left unattended in	V (Vital)	HF					No Action Planned
Administration	Management of patient reco	22	Records are not left unattended in	E (Essential)	HF					No Action Planned
Administration	Management of patient reco	23	Priority stationery (clinical and adm	I (Important)	HF					No Action Planned
Integrated Clinica	Clinical Service provision	27	TB (new pulmonary) defaulter rate	E (Essential)	HF					No Action Planned
Integrated Clinica	Clinical Service provision	28	Antenatal visit rate before 20 week	E (Essential)	HF					No Action Planned
Integrated Clinica	Clinical Service provision	30	Immunisation coverage under one	E (Essential)	HF					No Action Planned
Integrated Clinica	Clinical Service provision	31	Quality Improvements plans are sig	E (Essential)	HF					No Action Planned
Integrated Clinica	Clinical Service provision	32	Six monthly district/sub-district clin	E (Essential)	D					No Action Planned

Quality Improvement Plan - Facility Report
Facility: Freedom Park Clinic
Assessment Date: 2020-10-12
Survey Version: 19.0 - Clinic
Date Generated: 2021-05-19 20:53:43

Note the following:

- The column for 'Area' on the quality improvement report will be empty for clinics and CHCs as the frameworks are not setup according to areas. The column for 'Area' on the quality improvement report for Hospitals will be filled as the framework for Hospitals are setup according to areas.
- The completed quality improvement report can currently only be downloaded under the tab for 'Data management'.
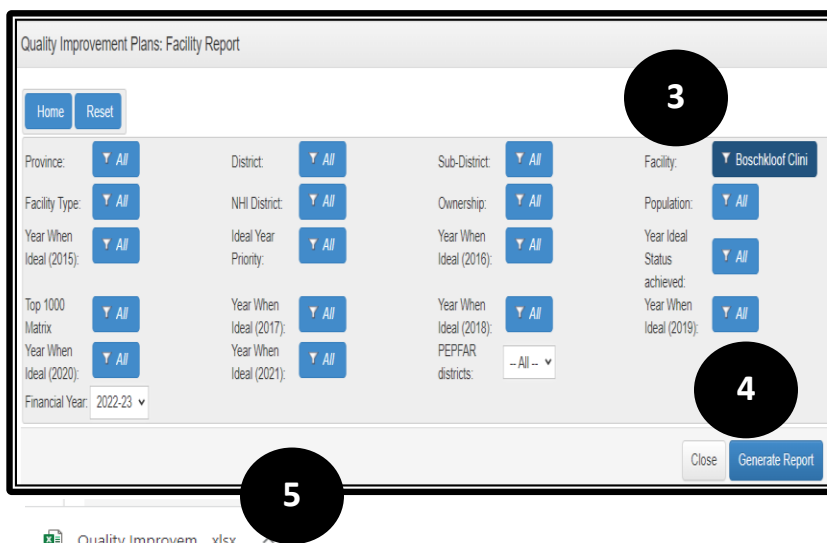
4. Generating QIP reports from the 'Reports' tab
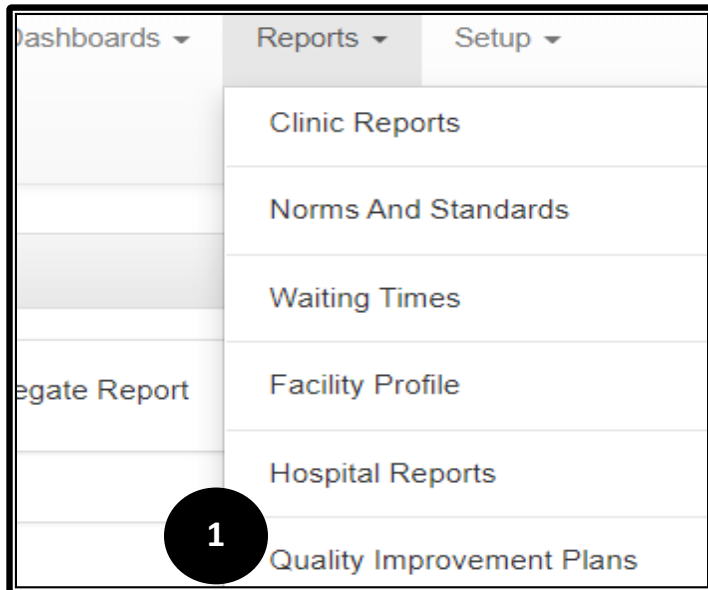
3. Go to the 'Report' tab and select the QIP option.
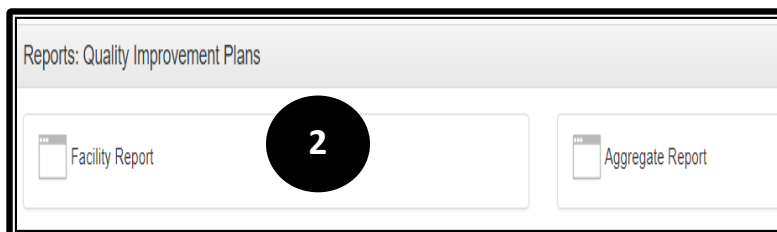
2. Go to the 'Report' tab and select the QIP option.
   There are two reports available, only for facilities and one providing QIP data at a aggregated level

To generate the **Facility Report**, select the report, see point 2.

3. Select the facility name at the drop-down filter for 'Facility'
4. Select the 'Generate Report' button to generate the report.
5. The report will download in an Excel format. Note that the 'Generate Report' button will only show if the facility has captured a status determination.

6. The report provides information on the action planed, by whom, and when the action will be completed as well as the times the measures appeared on the QIP.

7. The report also provides a summary of the number of QIPs completed for each failed element.

To generate the **Aggregate Report**, select the report, see point 2.

8. Select the filters according to the level that you want to generate the QIP for.

9. Select the 'Generate Report' button to generate the report.

10. The report will be scheduled. Select the 'Refresh' button after a few minutes, the 'Download' icon will then appear. Select it to download the report

11. **The aggregate report provides insight into the QIPs captured for each province, district, and sub-district based on the facility data. It provides data on:**

- % Elements scores as 'Achieved'
- % Elements with a QIP
- % Elements with a QIP marked as 'Complete'
- % Elements recurring from previous QIPs

AGGREGATE QUALITY IMPROVEMENT REPORT (QIP)

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Measuring Aggregate QIP Status
Financial Year: 2021-22
Date Generated: 2022-04-26 10:37:25

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Facility	Facility Type	Latest Assessment Date	Current Assessment Version	Number of Previous Assessments	Number of Elements on Assessment	Number of Elements on QIP	% Elements achieved (marked 'Yes') on Assessment	Number of Elements with a Plan on QIP	% Elements with a Plan on QIP	Number of Elements Marked Complete on QIP	% Elements Marked Complete on QIP	Number of Elements Recurring from previous QIPs	% Elements Recurring from previous QIPs
Total				612	204895	54628	73%	14261	26%	13346	24%	31913	58%
Limpopo				612	204895	54628	73%	14261	26%	13346	24%	31913	58%
Capricorn DM				92	46261	10801	77%	4250	39%	4237	39%	5040	47%
Blouberg LM				14	10306	2221	78%	1320	59%	1318	59%	763	34%
Ambergate Clinic	Clinic	2021-07-08	19.0 - Clinic	0	238	48	80%	0	0%	0	0%	42	88%
Blouberg CHC	Community Health	2021-09-23	1.0 - CHC	1	280	62	78%	0	0%	0	0%	55	89%
Helene Franz Hosp	District Hospital	2022-01-11	Hospital Tool v1.8	0	4034	1321	67%	1320	100%	1318	100%	0	0%