



Ideal Hospital Realisation and Maintenance

Guide for web-based information system

Version 2
Updated 18 July 2022



health

Department:
Health
REPUBLIC OF SOUTH AFRICA



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1. REQUESTING USER ACCOUNTS AND LOGIN DETAILS

Requesting user accounts

User accounts to access the software must be requested by completing a user account request form that can be obtained from your Provincial or District Office. Once the form has been completed it must be submitted to the Provincial or District Office who will create the account.



Hi,

Please use the following details to login to the Ideal Clinic Monitoring System:

Link: <http://idealhealthfacility.org.za/>

USERNAME: tsoanelo

PASSWORD: h?6WCHP*

Upon creation of a user account the registered user will receive an email containing their login details and a URL (<https://www.idealhealthfacility.org.za>) to the system.

Home Page

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Ideal Health Facility South Africa

HOME LOGIN SNAP SHOT OF PROGRESS MADE DOCUMENTS CONTACT US

Component 5: Support Services

Examples of elements within the component:

- Exterior of the clinic is kept clean
- There is a security guard room

What is an **Ideal Health Facility**?

An Ideal Health Facility is defined as a clinic with good infrastructure, adequate staff, adequate medicine and supplies, good administrative processes, and sufficient adequate bulk supplies. It uses applicable clinical policies, protocols and guidelines, and it harnesses partner and stakeholder support. An Ideal Health Facility also collaborates with other government departments, the ... [Show more](#)

How did the **Ideal Health Facility** programme come about.....

Since the launch of the government's green paper on National Health Insurance, various reforms and initiatives are underway to improve services to be provided under the future National Health Insurance. The Ideal Health Facility programme is another initiative that was started by South Africa in July 2013 as a way of systematically improving the quality of care provided in Primary Health... [Show more](#)

How was the implementation of the **Ideal Health Facility** programme fast tracked - Operation Phakisa

To fast track the implementation of the Ideal Health Facility programme, the Department of Performance Monitoring and Evaluation, the National Planning Commission in the Presidency and the National Department of Health are spearheading the use Operation Phakisa which is an 8-step methodology that facilitates the development of detailed plans to ensure successful implementation... [Show more](#)

Clicking on the URL that will direct users to the home page

2. LOGIN

Login

(1) Enter the Username and temporary password received on the e-mail received with login details

(2) For security purposes, you will be required to change your password and the system will require a new password to be inserted twice. **The password must have at a minimum 8 characters. The password must have 1 UPPERCASE, 1 lowercase character and a numeric character or special character**

Note: User accounts that have not been accessed for three consecutive months will be disabled.

Recover Lost Password

(2a) Users that did not receive an e-mail with login details/forgot their password, can request new login details by entering their e-mail address in the box provided under the section “Recover Lost Password” on the login page. Select the “Reset Password” button after the e-mail address has been entered.

(2b) Users that have an account will receive a message “A new password has been sent to your e-mail address”

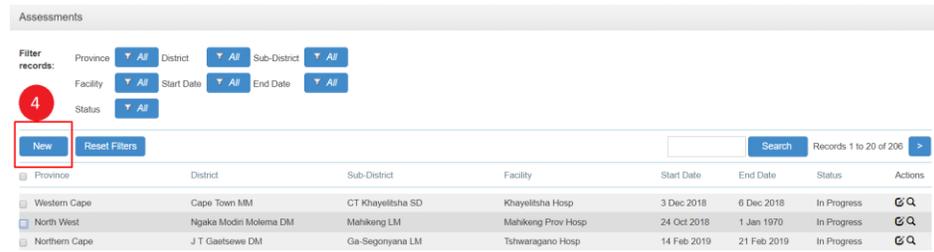
(2c) Users that do not have an account will receive a message “No account for this e-mail address”. In such cases the user must contact the provincial or district Ideal Hospital coordinator.

3. CREATE A NEW ASSESSMENT



(3) The first step is to create an Assessment. Click on the Data management tab. To capture a new Assessment for a hospital, click on Hospital Assessment

Create an Assessment



(4) Click "new" to open a new assessment

**Enter
Assessment
Details**

Save Close

Facility: * 5a 5e

Version: * 5b

Start Date: * 5c

Required Areas (Select all the areas that will be assessed)

Area Section	Area
<input checked="" type="checkbox"/> Ambulatory Health Services	<input checked="" type="checkbox"/> Acute <input type="checkbox"/> Chronic <input checked="" type="checkbox"/> Obstetric 5d
<input checked="" type="checkbox"/> Diagnostic and therapeutic services/Paraclinical	<input checked="" type="checkbox"/> Laboratory <input checked="" type="checkbox"/> Pharmacy <input checked="" type="checkbox"/> Radiology

A form will open. Complete the following on the form:

(5a) Facility: Select the Facility by typing in the first few letters of the facility in the box provided. Click on the facility. **Note:** If you have permissions for only one facility, only that facility will display from the drop-down list.

(5b) Version: Select the version from the drop-down list.

(5c) Start Date: Click in the box provided, a calendar will appear. Select the start date from the calendar. The end date will auto generate once all the areas have been completed.

(5d) Required Areas: At this section all the Areas that are functional at the hospital must be selected by clicking on the box provided next to the name of the Area.

NOTE: The user will only be able to capture the Areas that were selected during the set-up for the new assessment.

(5e) Once the form has been completed, **Click Save**. A pop-up message will appear requesting the user to make sure that the correct areas were selected. If you want to go back to check, select 'Cancel' If you are sure you have selected the correct areas, select 'Save'

?

Confirm

Please make sure that you have **ONLY SELECTED** the areas that are functional at the hospitals before saving

Save Cancel

Assessments

Assessment created. Please start by adding new Areas to the Assessment **5f**

Filter records: Province District Sub-District
 Facility Start Date End Date
 Status

Records 1 to 9 of 9

<input type="checkbox"/>	Province	District	Sub-District	Facility	Start Date	End Date	Status	Actions
<input type="checkbox"/>	Western Cape	Central Karoo DM	Prince Albert LM	P Albert Hosp	11 Oct 2018	8 Jan 2020	Complete	
<input type="checkbox"/>	Western Cape	Cape Town MM	CT Tygerberg SD	Tygerberg Hosp	6 Feb 2020	6 Feb 2020	New	

(5f) The user will return to the main capture screen; a message will appear “Assessment created. Once an assessment has been opened the areas for the assessment must be selected by selecting the magnifying glass, see section 8.

(5g) NOTE: The **end date of the assessment** will be **auto generated** by the system when the **capturing of the last area** (as selected when the assessment was created) **has been completed** on the software.

We have found an active assessment for the selected Facility. Please **click here** to open the latest assessment. **5h**

(5h) NOTE: There **can only be a single active assessment at any given time**, if you create a new assessment with a previous one still active, you will receive an error message.

Assessments

Filter records: Province District Sub-District **A**
 Facility Start Date End Date
 Status

B Records 1 to 20 of 206 >

<input type="checkbox"/>	Province	District	Sub-District	Facility	Start Date	End Date	Status	Actions
<input type="checkbox"/>	Western Cape	Cape Town MM	CT Khayelitsha SD	Khayelitsha Hosp	3 Dec 2018	6 Dec 2018	In Progress	

(a) Use the dropdowns to filter the assessments that were already captured.

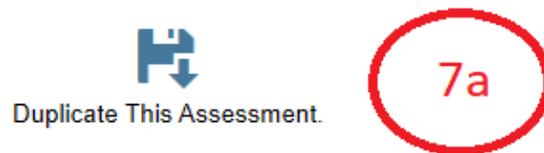
(b) Use the search box to type the Facility name to search for the facility assessment if required.

Functions of the 'Actions' section

Start Date	End Date	Status	Actions
3 Dec 2018	6 Dec 2018	In Progress	 
24 Oct 2018	1 Jun 1970	In Progress	 

(6a) Various areas, e.g. Medical Ward, Isolation Facility etc. must be captured on the assessment that has an "In Progress" status. Click on the Magnifying Glass on the main capture screen, see section 8, to select or open an Area to capture data for.

(6b) This icon is used to duplicate the assessment.



Duplicate Assessment

(7a) Use "Duplicate This Assessment", see point **6b** above to create a duplicate version of the selected Assessment. A copy of the "Complete" assessment will open in an editable assessment "In progress" with all the scores added in of the "Complete" assessment. Hospitals can then just update the scores which require updating and therefore do not have to re-enter all the scores.

NOTE:

- Assessment 'Status' must be "Complete" before an assessment can be duplicated.
- **The user will be required to complete all the areas on the assessment that were selected when the assessment (which were duplicated) were created. Thus, if all the areas were completed, all 38 areas must be completed before an assessment will show a 'Complete' status. If the user wants to complete fewer areas a new assessment must be created.**

4. CREATE/EDIT/DELETE AREAS

Create New Area

The second step after having created the Assessment is to add areas to the Assessment

The capture screen for the areas will open after the magnifying glass on the Assessment has been selected; refer to **point 6a, page 5. (8a)** To add a new area on the assessment, click the "New" button on the Area form.

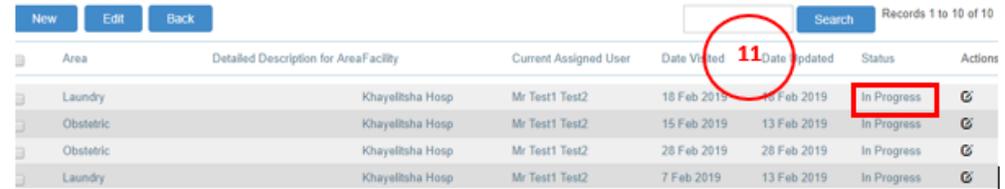
(9) A screen will open where the areas can be added. Select the "Area" to be created by clicking in the text box named "Area". A drop-down list will appear, select the radio button next to the area you want to create. Once selected the name of the area will appear in the text box. **NOTE: The user will only be able to select the Areas that were selected during the set-up for the new assessment that were created in section 5.**

(10a) Write a description of the Area that will be created, this is optional

(10b) Select the date that the area will be assessed

(10c) Click "Create". The list with elements to be assessed for the area will open, to capture scores, refer to **section 13.**

Edit an existing Area



Area	Detailed Description for Area/Facility	Current Assigned User	Date Visited	Date Updated	Status	Actions
Laundry	Khayelitsha Hosp	Mr Test1 Test2	18 Feb 2019	13 Feb 2019	In Progress	
Obstetric	Khayelitsha Hosp	Mr Test1 Test2	15 Feb 2019	13 Feb 2019	In Progress	
Obstetric	Khayelitsha Hosp	Mr Test1 Test2	28 Feb 2019	28 Feb 2019	In Progress	
Laundry	Khayelitsha Hosp	Mr Test1 Test2	7 Feb 2019	13 Feb 2019	In Progress	

(11) Click “In progress” to edit an existing Area.

All the areas that have been selected will be listed on the capture screen for the areas.

Delete an Area



Area	Detailed Description for Area/Facility	Current Assigned User	Date Visited	Date Updated	Status	Actions
Laundry	Khayelitsha Hosp	Mr Test1 Test2	18 Feb 2019	18 Feb 2019	In Progress	
Obstetric	Khayelitsha Hosp	Mr Test1 Test2	15 Feb 2019	13 Feb 2019	In Progress	
Obstetric	Khayelitsha Hosp	Mr Test1 Test2	28 Feb 2019	28 Feb 2019	In Progress	

(12a) Users can only delete an area, if the area, is not marked as “Complete”. Select the icon with a pencil in it.

(12b) A pop-up screen will appear “Delete Area”, select the text name “Delete Area”.

(12c) Another pop-up will appear asking the user “Permanently remove the Result?”, select “Ok”. A message will appear

Area has been deleted.

If the user wants to delete or revert an Area that has a “Complete” status, the user must send an e-mail to idealclinic@health.gov.za indicating the name/s of the areas that must be reverted/deleted

5. CAPTURE ELEMENTS & CHECKLISTS

The screenshot shows a software interface for 'Area: Laboratory' with the following elements:

- Area: Laboratory** (Green header)
- Component: 1 Administration** (Light green header)
- Item 6: "6) Patients' Rights Charter is displayed in all clinical service areas in at least two local languages". It has radio buttons for I, H, Y (selected), and N. A red circle callout '13' is over the Y button. To the right is a text input field with a red circle callout '14'.
- Item 9: "9c) All service areas within the hospital are clearly signposted". It has radio buttons for I and H, followed by a text input field. To the right is a red vertical bar and a menu icon with a red circle callout '15'.

(13) The elements for the area created will display once an area has been created, **refer section 10c or an existing area can be edited, refer section 11.**

Answers the questions for each element by selecting Y/N/NA

(14) Provide comments where required

(15) If the question is not answered or is only partially answered, the red bar will be visible to indicate an incomplete element or checklist.

Answer Questions

NOTE: If the answer to an element is N/A (Not Applicable), a comment is required.

The screenshot shows a checklist results screen with the following elements:

- Two rows of checklist items: "No open footwear" and "Safety shoes". Each item has a grid of radio buttons for Yes, No, and NA. A red circle callout '15a' is over the 'Yes' button for "Safety shoes".
- Summary statistics:
 - Actual score (Sum of positive responses): 0
 - Maximum possible score (Sum of all questions minus the N/A responses): 0
 - Percentage (Total score ÷ Total maximum possible score) x 100: 0
- Buttons: "Print" and "Close Window". A red circle callout '15b' is over the "Close Window" button.

(15a) Click Yes/No/NA to answer checklist questions

(15b) Select 'Close Window' to close the current checklist screen.

You will be redirected to the "Area Results" screen to allow you to answer the remainder of the elements.

Area details and saving/submitting/closing form.

Area Results (In Progress)

Facility: Khayelitsha Hosp
 Current Assigned User: Mr Test1 Test2
 Total Questions: 56
 Total Answered: 1
 Last Saved: 12 Mar 2019 13:03
 Unique Areas Completed: 138
 Area Section: Hospital Corporate Services
 Area: Human Resource management
 Detailed Description for Area:
 Date Visited / Assessment Date: 2019-02-08

Buttons: Save, Submit, Close

View Audit Log

- (16a)** This area shows you details about the currently opened area, including how many questions are in the form, how many have been answered and how many unique “Areas” have been completed.
- (16b)** Once the form has been completed, the “Save” button must be selected to save answers on the current form for later completion.
- (16c)** Once the “Area” form has been filled in completely, and the information has been saved, you can click submit to send the information to the next level for approval/verification.
- (16d)** The close button can be used to close the form and go back to the assessment screen (4).
- (16e)** used to open the audit log which allows users to see screenshots of the previous answers and changes.

Note 1*: A forms answers can be saved at any time, the system will allow the user to return at anytime to complete the form

2 out of 56 questions answered.
 Please answer all the questions before submitting the area.
 OK

Note 2*: A user can successfully submit the area once all the elements and checklists in an area have been completed, otherwise a message will show how many questions are left to be answered. (Image above)

<input type="checkbox"/>	Human Resource management	16a.1	Khayelitsha Hosp
<input type="checkbox"/>	Laundry		Khayelitsha Hosp
<input type="checkbox"/>	Obstetric	Unique Area Name 1	Khayelitsha Hosp
<input type="checkbox"/>	Obstetric	Duplicated Area Name	Khayelitsha Hosp

Note 3*:

If there are duplicate areas (Areas with the same name)(16a.1), then when a single duplicated area is completed(Unique Area Name 1), it will count as 1 unique area completed(16a).If the rest of the areas with the same name(Duplicated Area Name), are completed after the first duplicate area. Refer to the note at the bottom of page 12 regarding number of required areas to be completed before a report is viewed as “Complete”.

Area Results (In Progress)

Facility: Khayelitsha Hosp
Current Assigned User: Mr Test1 Test2
Total Questions: 56
Total Answered: 2
Last Saved: 19 Mar 2019 11:05
Unique Areas Completed: 1/38
Area Section: Hospital Corporate Services
Area: Human Resource management
Detailed Description for Area:
Date Visited / Assessment Date: 2019-02-08

Note 4
a

⚠ It looks like you have been editing the area. If you leave before saving, your changes will be lost.

Note 4 a*:Once you've edited an element or checklist and did not select the “Save” button, a warning message will be displayed to warn the user that the user has not saved their answers.

Area Updated

You have made changes to the Area. Closing the Area will not save the changes you made. Are you sure you want to close?

Yes, Close Cancel

Note 4b

Note 4 b*: If the close button is clicked and information has been changed and not saved, there will be a confirmation pop-up, to close without saving the information, if ‘Yes, Close’ is clicked the form will close and revert to the previous, unchanged information. If you want to save the data, select ‘Cancel’ to return to the assessment.

Note: For checklists where all the measures have NA option, select 'Yes' or 'No' at the measures that are applicable for the area you are assessing. If you have not selected any scores on the checklist, a pop-up message will appear that NA will be entered as the score for the element.



Missing fields

Since all checklist options are marked N/A, the element will also be marked as N/A.



6. ADD OR DELETE AN AREA FROM AN ASSESSMENT THAT WAS OMITTED/INCORRECTLY ADDED UPON CREATION OF THE ASSESSMENT

Requirements to delete or add an area

Once an assessment was created, only areas selected upon creation can be assessed.

Areas can only be added or deleted on an assessment:

- By staff members whose user account has the role for CEO
- That has on 'In Progress' status. Areas cannot be deleted/ added when an assessment has a 'Complete' status. If hospitals have submitted the assessment without having deleted/added the areas, the assessment must be 'Duplicated', thereafter the areas can be added/deleted

Delete Areas

17.a On the home page where the assessment was created.
17.b Click on the icon with a pencil in it.

Assessments

Filter records: Province District Sub-District
 Facility Financial Year Start Date
 End Date Status Version

Records 1 to 20 of 29

<input type="checkbox"/>	Facility	Financial Year	Start Date	End Date	Status	Version	Actions
<input type="checkbox"/>	Steve Biko Academic Hosp	2022	25 May 2022	29 Jun 2022	Complete	Hospital Tool v2.0	<input type="button" value="Pencil"/> <input type="button" value="Magnifying Glass"/>

17.c A pop-up box will appear. Select 'View Selected Areas'. Note if you do not see this option, it means your user account does not have the CEO role.

17.d The areas that were selected when the assessment was created are listed. Tick the box next to the areas you want to delete.

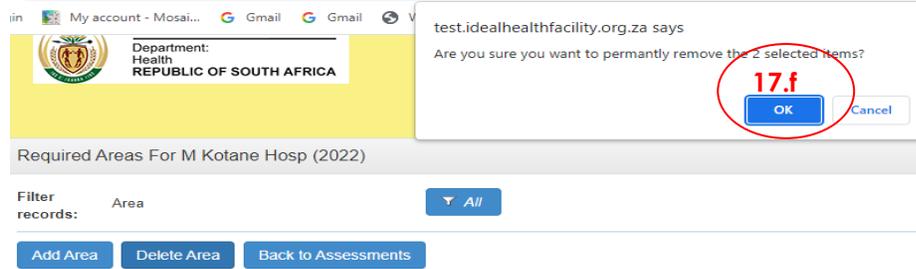
17.e Select the 'Delete Area' button.

Required Areas For M Kotane Hosp (2022)

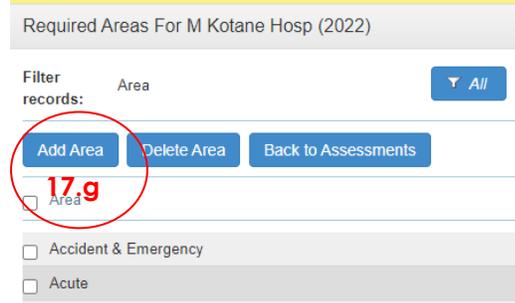
Filter records: Area

- Area
- Accident & Emergency
- Acute
- Administration/reception services
- Audiology

17.f A Pop-up box will appear. If you are sure you want to delete the areas, select 'OK'. The areas have now been deleted from the assessment.



Follow sections **17.a** to **17.c**
17.g Select the 'Add Area' button



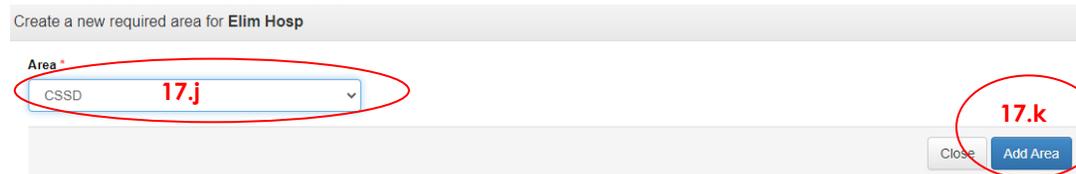
17.h Click on the drop-down arrow

17.i The areas that were not selected when the assessment was created is listed. Select from the drop-down the area to be added.



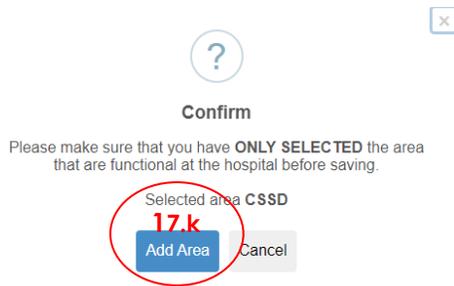
17.j The area will be inserted in the text-box.

17.k Select 'Add Area'

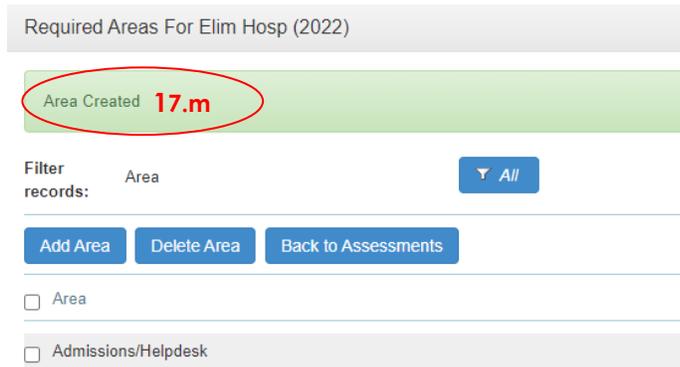


Add Areas

17.l A pop-up message will appear. If you are sure you want to add the area, select 'Add Area' button.

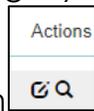


17. m A confirmation message will appear that the area has been created. To add more areas, follow the steps as set out in sections **17.g** to **17.m**



7. SUBMIT ASSESSMENT TO NEXT LEVEL FOR APPROVAL OR RETURN FOR CORRECTION

Open the assessment that you want to submit an area for by selecting the magnifying glass next to the assessment under the



'Actions' column. Then open the area you want to submit by clicking on the specific area to open it. **(18)** Once the area has been opened, a 'Submit' button will appear when all the elements were scored on the area. Each area after having completed it must be moved from capture status to approve by Quality Assurance (QA) and Hospital Manager/Chief Executive Officer (CEO).

Assessment Status

- Select from the status box to submit to QA or Hospital Manager/CEO of the hospital
 - the Hospital Manager/ CEO of the hospital will be allowed to change the status of the form to completed **or will revert the status back to "In progress"/"to data capturer/QA" if there is incorrect information that must be edited by selecting from the drop-down at the "Status" text box the "return to data capturer/QA" option.**
- Select from User field the user who will perform the quality check.

An area can only be submitted to the next level once all the elements have been scored.

Note: The number of areas that must be completed in order for an Assessment to have a "Complete" status is dependent on the areas that were selected when the assessment was created, see Section 5.

Area Status Meanings

Explanations of the area status meanings in **Section (8b)**.

In Progress

18a

(18a) The “In progress” status, shows the user that the specific area is still “In progress” and has not been completed yet.

Returned To Data
Capturer

18b

(18b) The “Returned To Data Capturer” status, shows the user that the area assessment has been previously completed and sent to a “Quality Assurance” personell or a “Hospital Manager” and sent back to the Data Capturer, incorrect data.

Submitted To Quality
Assurance

18c

(18c) The “Submitted To Quality Assurance” status, shows that the data-capturer has completed the area assessment from “In Progress” or “Returned To Data Capturer”.

Returned To Quality
Assurance

18d

(18d) The “Returned To Quality Assurance” status, shows that the area assessment has been submitted to the “Hospital Manager”, but the Hospital Manager was not certain about a certain element of the assessment or there was incorrect information.

Submitted To Hospital
Manager

18e

(18e) The “Submitted To Hospital Manager” status, shows that the completed area assessment has been sent to a Hospital Manager for review, by either a Data Capturer or Quality Insurer.

Completed

18f

(18f) The “Completed” status, shows that the area assessment is completed.

Please note the assessment is completed and you are not able to edit the assessment.

Note: Once an area has a “Complete” status, the area can not be edited, if an area needs to be reverted back to “In Progress” or deleted, an e-mail must be sent to idealclinic@health.gov.za.

(18g) Note that once all the areas have been completed, the 'Submit' button will only appear next to the 'Back' button. If you do not see the 'Submit' button, you have not completed all the areas you have selected upon creation of the assessment. To check which areas are outstanding, go to the 'Report' tab, select 'Hopsitla Reports' and generate the 'Hopsital: Progress Report per area' to identify which areas have not been 'Completed' or have not been

Areas (Self Assessment)

Filter records: Province Sub-District Area
 Detailed Description for Area Facility Current Assigned User
 Date Visited Version Status

Records 1 to 3 of 3

<input type="checkbox"/>	Area	Detailed Description for Area	Area	Facility	Current Assigned User	Date Visited	Date Updated	Status	Actions
<input type="checkbox"/>	Pharmacy		Aberdeen Hosp		Ms Funani Desemele	3 Jun 2022	3 Jun 2022	Completed	
<input type="checkbox"/>	Laboratory	Lab 1	Aberdeen Hosp		Ms Funani Desemele	1 Jun 2022	2 Jun 2022	Completed	
<input type="checkbox"/>	Laboratory		Aberdeen Hosp		Ms Funani Desemele	2 Jun 2022	2 Jun 2022	Completed	

(18i) Once the 'Submit' button has been selected, the assessment will have a 'Complete' status on the 'Assessment' page.

Assessments

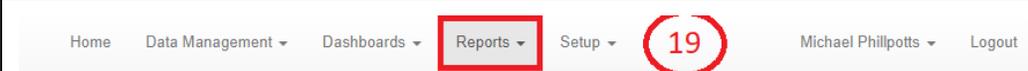
Filter records: Province District Sub-District
 Facility Financial Year Start Date
 End Date Status Version

Records 1 to 3 of 3

<input type="checkbox"/>	Facility	Financial Year	Start Date	End Date	Status	Version	Actions
<input type="checkbox"/>	Steve Biko Academic Hosp	2022	25 May 2022	29 Jun 2022	Complete	Tool v2.0	
<input type="checkbox"/>	Steve Biko Academic Hosp	2022	25 May 2022	25 May 2022	Complete	Tool v1.8	
<input type="checkbox"/>	Groote Schuur Hosp	2022	25 May 2022	27 Jun 2022	Complete	Tool v2.0	

8. GENERATE REPORTS

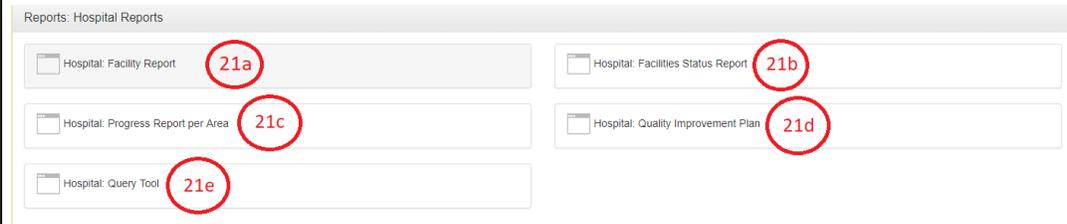
Reports



(19) To generate a report, click "Reports"



(20) Click the Hospital Reports button from the drop-down menu.



(21) Select a report from the Hospital Reports screen.

Hospital: Facility Report

Purpose of the report: Generate a report with detailed scores for the facility

Note: The hospital must have a "Complete" assessment before the hospital's name will appear on the drop-down list to select at the filter named "Facility".

Hospital: Facility Report

The current assessment is not completed. Please complete the assessment before running the report.

Filter records: Province District Sub-District
Facility Start Date End Date
Survey Version

Show 10 records Records 1 to 5 of 5

(22) Select the facility you want to generate a report for at the filter named "Facility". There can only be 1 Assessment selected at a time to generate a report.

A list of all the reports for the facility will appear. Click on the radio button to the left of the facility name to select which report you want to generate.

(23) Select the 'Generate Report' button to generate the report.

Scheduled Reports

Scheduled Date	Start Date	Complete Date	File	Action
Nothing to display.				

Records 0 to 0 of 0

(24) The report will take a few minutes to generate, select the "Refresh" button under the section named "Scheduled Reports" after a few minutes. Once the "Download" icon shows under the "Action" section, then click the "Download" icon to download the report in Excel format.

(25) Select the 'Delete' button if you want to delete previously generated reports.

Hospital: Quality Improvement Report

Purpose of the report: The report generates a template to complete a quality improvement report on by listing all the elements and measures on the checklists that were failed by the facility.

The screenshot shows a web interface for a 'Hospital: Quality Improvement Plan'. At the top, there is a title bar with the text 'Hospital: Quality Improvement Plan'. Below this, there are two buttons: 'Home' and 'Reset'. The 'Home' button is circled in red and labeled 'a'. The 'Reset' button is circled in red and labeled 'b'. To the right of these buttons, the number '26' is circled in red. Below the buttons, there is a row of filters: 'Province: All', 'District: All', 'Sub-District: All', and 'Facility: All'. Below this row, there are two more filters: 'PEPFAR districts: -- All --' and 'Area: All'. At the bottom right of the filter area, there are two buttons: 'Close' and 'Generate Report'. The 'Generate Report' button is circled in red and labeled 'd'. A red box highlights the filter area, and a red arrow points from the 'Generate Report' button to the filter area. The 'Close' button is circled in red and labeled 'c'.

(26a) Takes the user to the dashboards page.

(26b) Use the reset button to reset the filters.

(26c) These filters are used to filter the result to specific data.

(26d) Once the data has been filtered to specific reports, the report can be generated.

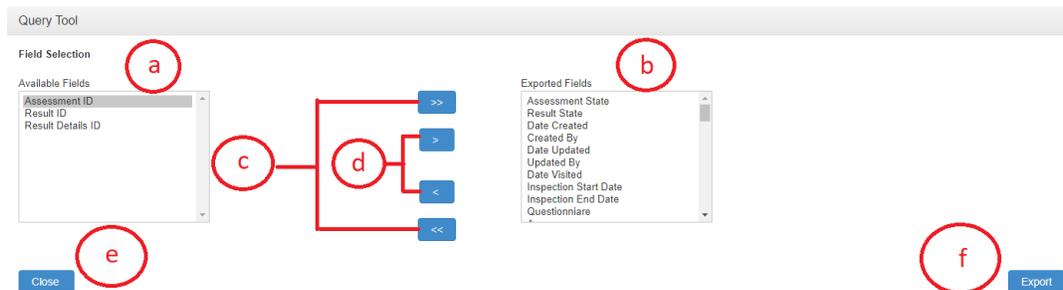
Hospital: Query Tool

Purpose of the report: The report generates a 'dump' of the data which can be used by data analysts to obtain data that is not available on the standard reporting formats of the information system



(27a) Reset button used to reset the filters to select all data.

(27b) Filters are used to get specific data.



(28a) These are the fields that are available to be exported in the report.

(28b) These are the fields that will be exported when the export button is clicked.

(28c) These buttons are used to move all available fields from the (a) to (b), or from (b) to (a).

(28d) These buttons are used to move single or multiple fields from (a) to (b) or (b) to (a) at a single time.

(28e) The close button can be used close the query tool and take the user back to the home page.

(28f) The export button is used to export data with the selected fields in (b) to a zip file.

Scheduled Date	Start Date	Complete Date	File	Action
15 Mar 2019 13:06	15 Mar 2019 13:06	15 Mar 2019 13:07	Query Tool Report.zip	Download

(29a) once the checkbox is selected, the delete button can be used to delete the record of the download.

(29b) The refresh button can be used to refresh the records and details, used when the record is being generated, it may take time and the refresh button is used to see if the report is ready to download.

(29c) Once the "Download" icon shows under the "Action" section, then click the "Download" icon to download the report. The report will download in a zip file.

Hospital: Facility status Report

(30a) Purpose of the report: The report generates a list of all the hospitals (according to the user's permissions) with the average scores for vital, essential, important and average global score with the status (Ideal category).

Province	District	Sub District	Facility	Assessment Date	Yes	No	Partial	NA	#	Vital %	Essential %	Important %	Score	Category
South Africa					296545	138086	139684	18123	592438	75,06%	66,24%	57,29%	62,09%	
Eastern Cape					63506	42907	39616	4900	150929	66,42%	57,25%	48,91%	53,88%	
District Average	A Nzo DM				7478	3472	3655	454	15059	76,08%	65,37%	57,12%	61,88%	
Eastern Cape	A Nzo DM	Matatiele LM	Khotsong TB Hosp	2018-10-29 to 2019-05-27	195	1269	751	255	2470	20,97%	19,13%	11,93%	15,73%	Not Achieved
Eastern Cape	A Nzo DM	Matatiele LM	T Bequest Hosp (Mat)	2019-02-19 to 2019-11-04	1141	272	523	37	1973	82,16%	78,33%	71,47%	75,07%	Not Achieved
Eastern Cape	A Nzo DM	Mbizana LM	Greenville Hosp	2019-02-19 to 2019-07-17	1631	66	425	10	2132	90,59%	88,63%	90,83%	89,72%	Silver
Eastern Cape	A Nzo DM	Mbizana LM	St Patrick's Hosp	2018-12-17 to 2019-05-21	1320	343	444	82	2189	94,51%	78,71%	68,52%	74,10%	Silver
Eastern Cape	A Nzo DM	Ntabankulu LM	Sipetu Hosp	2019-02-18 to 2019-06-03	817	674	619	9	2119	71,44%	46,19%	43,19%	45,15%	Not Achieved
Eastern Cape	A Nzo DM	Umzimvubu LM	Madzikane Hosp	2019-02-13 to 2019-04-16	1002	498	509	53	2062	85,17%	69,12%	53,62%	61,93%	Not Achieved
Eastern Cape	A Nzo DM	Umzimvubu LM	Mt Ayliff Hosp	2018-12-02 to 2019-06-17	1372	350	384	8	2114	96,98%	87,77%	67,51%	78,06%	Silver

Hospital: Facility Status Report

Facility Structure Filter

Province:
 District:
 Sub-District:
 Facility:

Facility Type:
 Financial Year: -- All --

Element Structure Filter

Survey Version:
 Area:
 Component:
 Sub-Component:

(30a) Use the filters to select the financial year you want to generate the report for.

(30b) The filters under the 'Element structure Filter' can be used to filter to obtain results for specific areas, components, sub-components and elements.

Hospital: Progress on Areas Submitted Report

(31a) Purpose of the report: The report generates a list that indicates the status of the all the areas selected for the hospital. This is to guide staff to track the progress made with capturing of the assessment.



health
Department:
Health
REPUBLIC OF SOUTH AFRICA

IDEAL HOSPITAL
Progress Report per Area

Date of Report: 2019-11-26 9:28am

Keys for status of assessment:

NO	Not Opened
New	New
IP	In Progress
RQA	Return to QA
RDC	Return to Data capturer
QA	Submitted to QA
CEO	Submitted to CEO
C	Complete
NR	Not Required

Note: Number of areas completed is indicated the status of the assessment. If more than one area has been completed, coding is done according to the most progress status of the assessments that were done for specific area.

31a

Province	District	Sub district	Facility	Facility type	Date entered for start of assessment	Tot # of areas completed	Main area				Diagnostic and therapeutic services/Paraclinical			Emergency Serv
							Isolation Facility	Acute	Chronic	Obstetric	Laboratory	Pharmacy	Radiology	Accident & Emergency
KwaZulu-Natal	Harry Gwala DM	uMzimkhulu LM	St Margaret's TB MDR Hosp	Specialised TB Hospital	05-11-2018	15/20	C = 1	NR	C = 1	NR	NR	C = 1	NR	NR

Hospital: Progress on Areas Submitted

Home
Reset

Province: ▼ All
District: ▼ All
Sub-District: ▼ All
Facility: ▼ All

Facility Type: ▼ All
Financial Year: -- All --

31b

Close
Generate Report

Scheduled Reports

Delete
Refresh

Records 1 to 20 of 65 >

(31b) Use the filters to select the financial year you want to generate the report for.

Note: The most advanced status of the area will be colour coded if more than one area with the same name has been captured. For example if two areas for “Medical Ward” have been captured, one is “In progress” and one has been “Completed”, the area will be coloured green. The number of each Area that were open is also indicated. Refer to the note at the bottom of page 12 regarding number of required areas to be completed before a report is viewed as “Complete”.

Hospital: Aggregated Report

(32a) Purpose of the report: The report generates a list of all the hospitals (according to the user's permissions) with the score per element for each hospital.

		AVG Score			41.37 %	51.23 %	57.3 %	77.67 %	
		Status			Not Achie	Not Achie	Not Achie	Silver	
Component	Sub Component	ELEMENTS	Weight	MM	Level of responsibility	Aberdeen Hosp	Addington Hosp	Adelaide Hosp	Albert Nzula Dist Ho
1. Signage and notices: Monitor whether there is communication about the facility and the services provided									
		1. Geographical location signage from main roads in place	I	⊕	P/D	0,75	0,5	1	0,75
		2. All external signage is in place	I	⊕	H	0,75	1	0,75	0,88
		3. Facility information board visibly displayed at the entrance of the pre	I	⊕	H	1	0,75	0,5	0,25

Hospital: Aggregated Report

Province:
 District:
 Sub-District:
 Facility:

Facility Type:
 Financial Year:

(32b) Use the filters to select the financial year you want to generate the report for.

Hospital: Selected Areas Per Assessment Report

(33a) Purpose of the report: The report generates a list of hospitals (according to the user's permissions) that indicates which areas were selected for every hospital (as selected by the hospital when the assessment was opened) to give managers an overview of which areas are present in every hospital.

Province	District	Sub district	Facility	Facility type	Date entered for start of assessment	To start complete	Ambulatory Health Services			Diagnostic and therapeutic services/Paraclinical			Emergency Health Services			
							Acute	Chronic	Obstetric	Laboratory	Pharmacy	Radiology	Accident & Emergency	Obstetrics	Audiology	Eye health
Western Cape	Cape Town	CT Eastern	Eerste River Hosp	District Hospital	01-11-2019		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Western Cape	Cape Town	CT	Khayelitsha Hosp	District Hospital	03-02-2020		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Western Cape	Cape Town MM	CT Mitch Plain SD	Lentegeur Hosp	Specialised Psychiatric Hospital	10-02-2020			✓			✓					
Western Cape	Cape Town	CT Mitch	Mitchells Plain Hosp	District Hospital	01-04-2019		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Western Cape	Cape Town	CT	Specialised TB Hosp	Specialised TB	10-02-2020			✓			✓				✓	

Hospital: Selected Areas Per Assessment

Province:
 District:
 Sub-District:
 Facility:

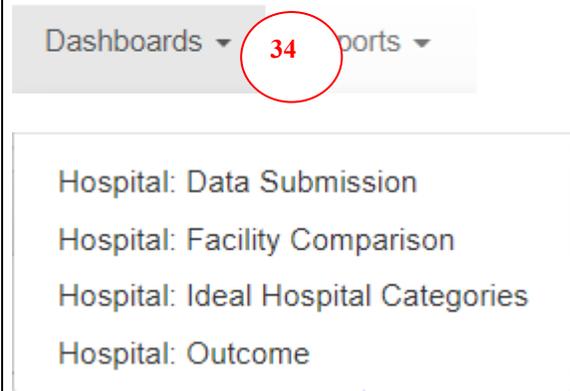
Facility Type:
 Financial Year:

(33b) Use the filters to select the financial year you want to generate the report for

9. GENERATE DASHBOARDS

Hospital: Dashboards

(34) The dashboards can be accessed by selecting the 'Dashboards' tab from the main menu bar. The dashboards display data in graphs for ease of interpretation.



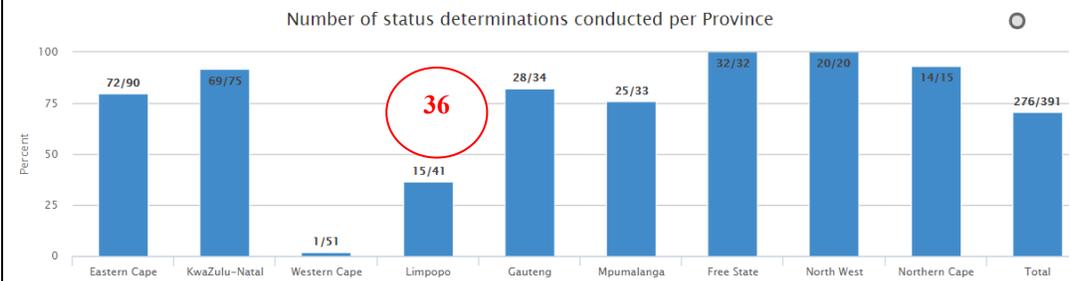
(35) Each dashboard has a set of filters that can be used to filter to obtain data for a specific district/sub-district/facility/facility type/financial period.

Dashboards



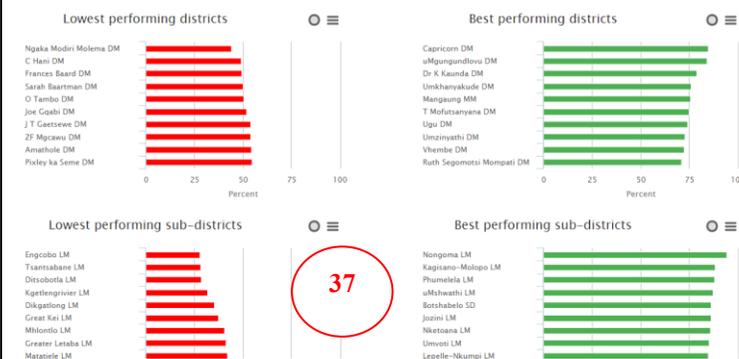
Hospital: Data Submission

(36) **Purpose of the dashboard:** The dashboard display the number of completed assessments that were submitted.



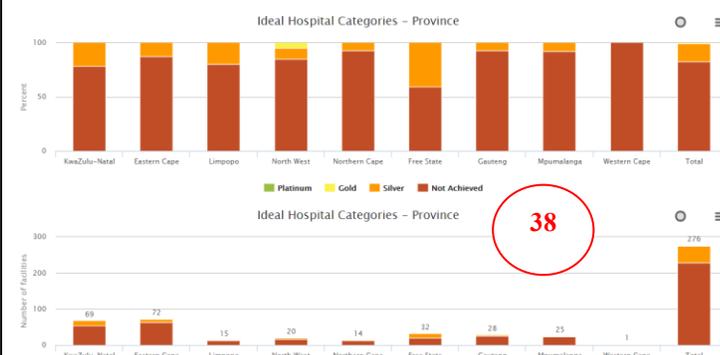
Hospital: Facility Comparison Dashboard

(37) Purpose of the dashboard: The dashboard compare the data per province/district/sub-district.



Hospital: Ideal Hospital Categories Dashboard

(38) Purpose of the dashboard: The dashboard display the number of hospitals that obtained an Ideal status.



Hospital: Outcome

(39) Purpose of the dashboard: The dashboard display the performance of hospitals per component and compare the performance per province/district/sub-district.



10. PRINTING A BLANK ASSESSMENT FORM

Print an Assessment

(40a) Go to the "Data Management tab". Select the "Hospital Assessment tab". If you have an existing assessment, open it by clicking on the magnifying glass. If you do not have an existing assessment, select the "New" button **(40b)** to open a new assessment, and then open the "assessment" by clicking on the magnifying glass.

Area	Description for Area	Facility	Current Assigned User	Date Visited	Date Updated	Status	Actions
<input checked="" type="checkbox"/>	Human Resource management	Khayelitsha Hosp	Mr Test1 Test2	8 Feb 2019	15 Mar 2019	In Progress	
<input checked="" type="checkbox"/>	Laundry	Khayelitsha Hosp	Mr Test1 Test2	18 Feb 2019	18 Feb 2019	In Progress	

(41a) Open the "area" required for printing purposes by clicking on the area. The full list of questions for that area will display **(41b)**.
Note if you have not opened the area you want to print, select the "New" button **(41c)** and select the area you want to print by clicking the radio button **(41d)**. Select the "Create" button **(41e)**

Area: Laboratory

Component 1.1 Administration

Sub-Component 1.1.1 Signage and notices: Monitor whether there is communication about the facility and the services provided

61 Patient Rights Charter is displayed in all clinical service areas in at least two local languages

62 All service areas within the hospital are clearly signposted

Component 3.3 Clinical Governance

Sub-Component 3.3.1 Clinical risk management: Monitor the management of risks associated with clinical care

70 Quality improvement plans are implemented

Sub-Component 12.13 Infection prevention and control: Monitor adherence to prescribed infection prevention and control policies and procedures

80 IOP for Infection Prevention and Control practices is adhered to

81 Hand hygiene practices are monitored

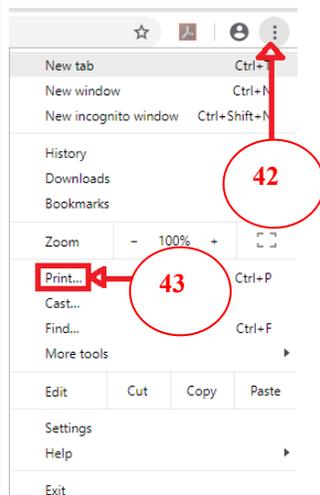
Area Results (New)

Facility: Eshowe Hosp
 Current Assigned User: Mrs Ronel Steinhobel
 Total Questions: 0
 Total Answered: 0
 Last Saved:
 Unique Areas Completed: 33/33
 Area Section: N/A

Area:

- Isolation Facility
- Ambulatory Health Services
 - Acute
 - Chronic
 - Obstetric
- Diagnostic and therapeutic services/Pharmacy
- Laboratory
- Pharmacy
- Pathology

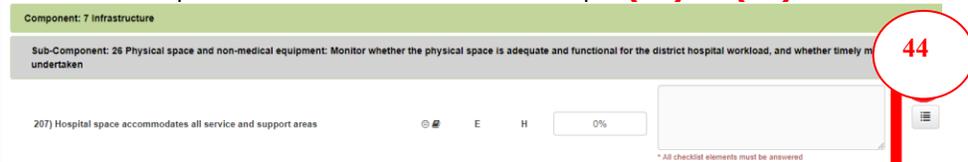
+ Create



(42) Find the Default Browser print feature (depending on the browser of your choice - this example was done using Google Chrome)

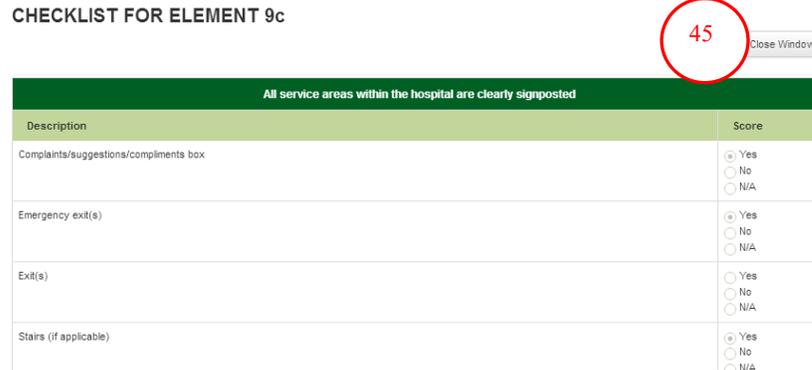
(43) Click Print. The measures for the area will print. **Note:** the detailed measures for the checklists for the area must then be printed by following section **42**.

In order to print a Checklist, follow steps **(40) to (41) then;**



(44) Open the Checklist you want to print by clicking on the relevant Checklist measure icon

CHECKLIST FOR ELEMENT 9c



(45) A checklist popup will display along with the option to Print. Select the "Print" button to print the area.

Print a checklist