



# **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

**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

Account Login

Username 1

Password 2

Login

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

Change your password

Username  The email address of the user (Must be in the system)

Password  User's password

Repeat Password

Title  The user's title

**(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

HOME LOGIN SNAP SHOT OF PROGRESS MADE

**Ideal Clinic Monitoring System**

Account Login

Username

Password

Login 2a

Recover Lost Password

Email Address  Reset Password

Recover Lost Password

A new password has been sent to your email address 2b

Email Address  Reset Password

Recover Lost Password

No account for this email address 2c

Email Address  Reset Password

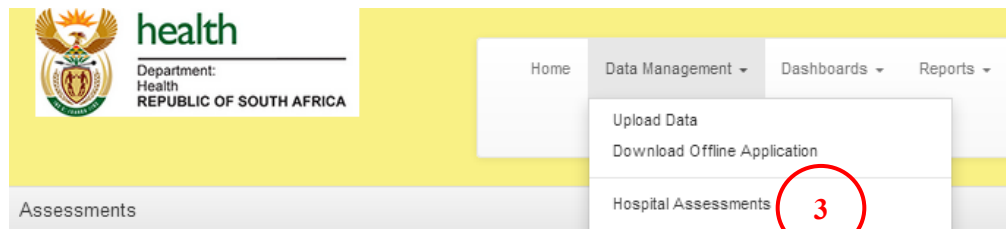
**(2a)** Users that did not receive an e-mail with login details/forgot their password, can request new login details by entering their e-mail address in the box provided under the section "Recover Lost Password" on the login page. Select the "Reset Password" button after the e-mail address has been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

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

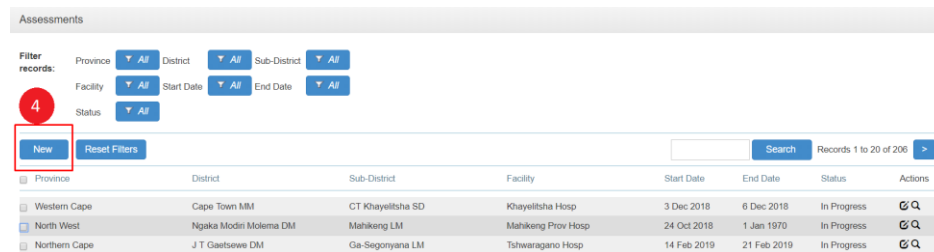
**(2c)** Users that do not have an account will receive a message "No account for this e-mail address". In such cases the user must contact the provincial or district Ideal Hospital coordinator.

### 3. CREATE A NEW ASSESSMENT

#### Create an 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



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

**Enter  
Assessment  
Details**

The screenshot shows a web form for entering assessment details. At the top right are 'Save' and 'Close' buttons. The form includes the following fields and sections:

- Facility:** A text input field with a red circle callout **5a** and a dropdown arrow with a red circle callout **5e**.
- Version:** A dropdown menu with a red circle callout **5b**.
- Start Date:** A date input field with a red circle callout **5c**.
- Required Areas:** A section titled '(Select all the areas that will be assessed)' containing a table with two columns: 'Area Section' and 'Area'.

| Area Section   | Area   |
|--|--|
| <input checked="" type="checkbox"/> Ambulatory Health Services                       | <input checked="" type="checkbox"/> Acute<br><input type="checkbox"/> Chronic<br><input checked="" type="checkbox"/> Obstetric (circled with red callout <b>5d</b> ) |
| <input checked="" type="checkbox"/> Diagnostic and therapeutic services/Paraclinical | <input checked="" type="checkbox"/> Laboratory<br><input checked="" type="checkbox"/> Pharmacy<br><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'

A confirmation dialog box with a question mark icon. The text inside reads: 'Confirm' followed by 'Please make sure that you have ONLY SELECTED the areas that are functional at the hospitals before saving'. At the bottom are 'Save' and 'Cancel' buttons.

Assessments

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

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

**New** **Reset Filters**  **Search** 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 **▼ All** District **▼ All** Sub-District **▼ All** **A**  
 Facility **▼ All** Start Date **▼ All** End Date **▼ All** **B**  
 Status **▼ All**





**New** **Reset Filters**  **Search** 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.

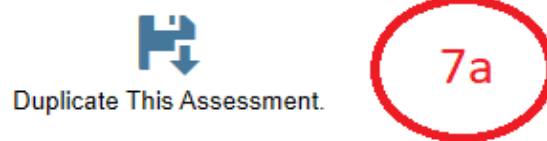
**(b)** Use the search box to type the Facility name to search for the facility assessment if required.

## Functions of the 'Actions' section

| <input type="text"/> | <input type="button" value="Search"/> | Records 1 to 20 of 206 | <input type="button" value="&gt;"/>   |
|----------------------|---------------------------------------|------------------------|---|
| Start Date           | End Date                              | Status                 | Actions   |
| 3 Dec 2018           | 6 Dec 2018                            | In Progress            |   |
| 24 Oct 2018          | 1 Jan 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.

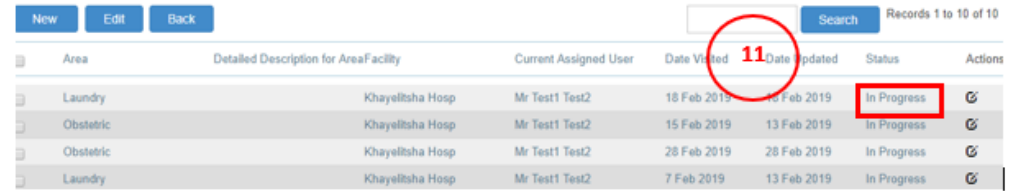
**(9)** A screen will open where the areas can be added. Select the "Area" to be created by clicking in the text box named "Area". A drop-down list will appear, select the radio button next to the area you want to create. Once selected the name of the area will appear in the text box. **NOTE: The user 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  | 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 |         |
| 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](mailto:idealclinic@health.gov.za) indicating the name/s of the areas that must be reverted/deleted

## 5. CAPTURE ELEMENTS & CHECKLISTS

### Answer Questions

**Area: Laboratory**

**Component: 1 Administration**

6) Patients' Rights Charter is displayed in all clinical service areas in at least two local languages

I H Y N

9c) All service areas within the hospital are clearly signposted

I H

**(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.

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

No open footwear

Safety shoes

Actual score (Sum of positive responses)

Maximum possible score (Sum of all questions minus the N/A responses)

Percentage (Total score ÷ Total maximum possible score) x 100

Print Close Window

**(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.**

**(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

**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".

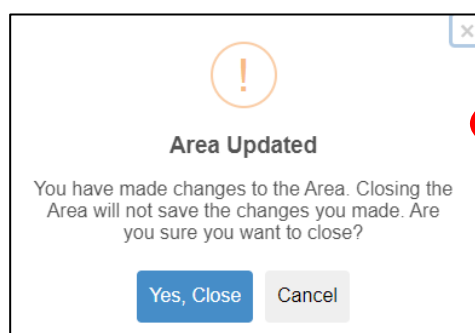
Area Results (In Progress)

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.

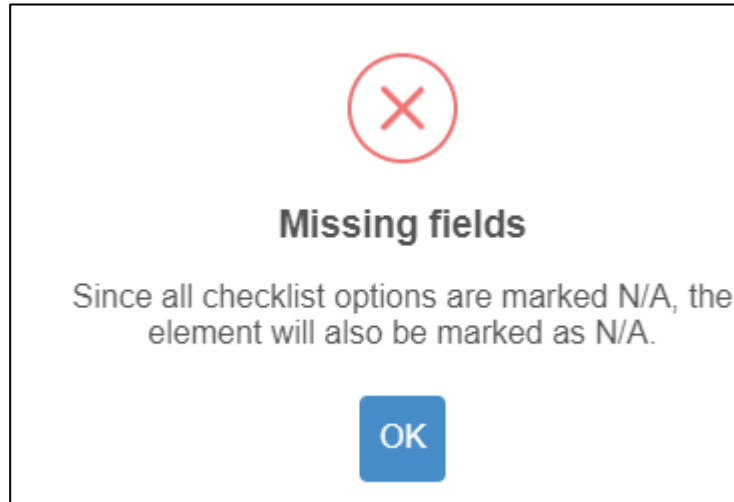
**Note 4 a\*:**Once you've edited an element or checklist and did not select the "Save" button, a warning message will be displayed to warn the user that the user has not saved their answers.



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.



## 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

**17.a**

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 |  <b>17.b</b> |

**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.c**  View Selected Areas.  Duplicate This Assessment.

**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

**17.e**

☐ Area

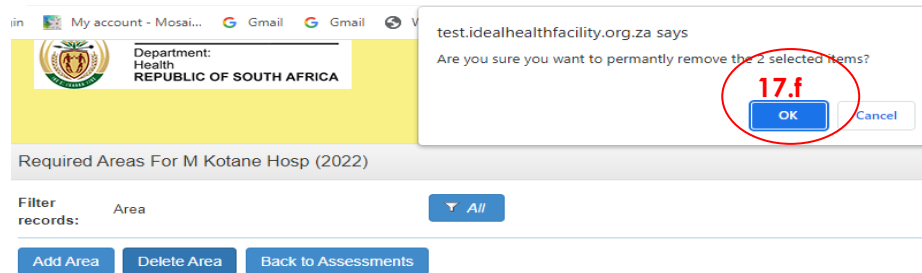
☒ Accident & Emergency **17.d**

☐ Acute

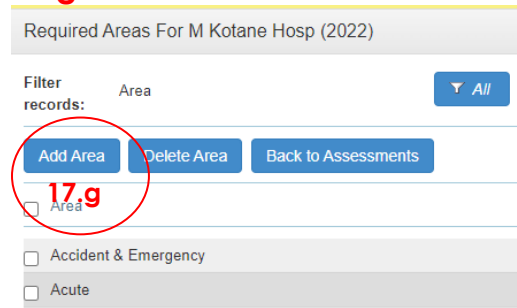
☐ Administration/reception services

☒ 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.

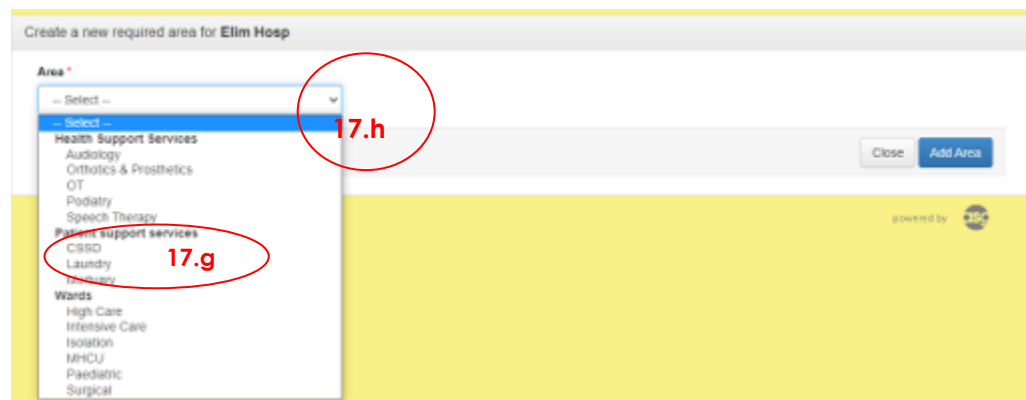


Follow sections **17.a** to **17.c**  
**17.g** Select the 'Add Area' button



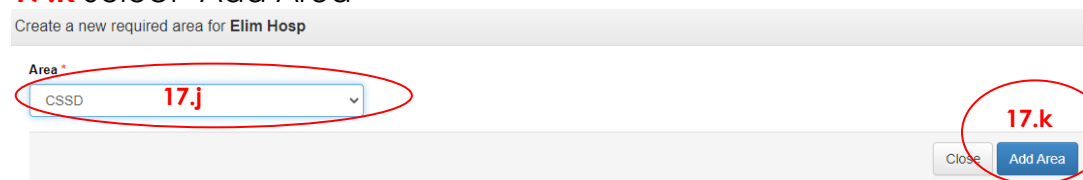
**17.h** Click on the drop-down arrow

**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.

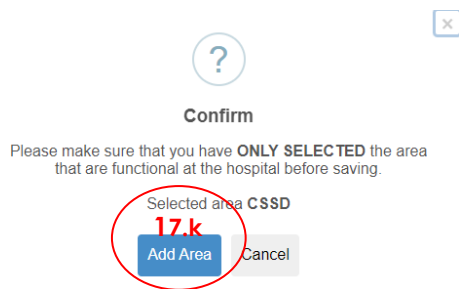
**17.k** Select 'Add Area'



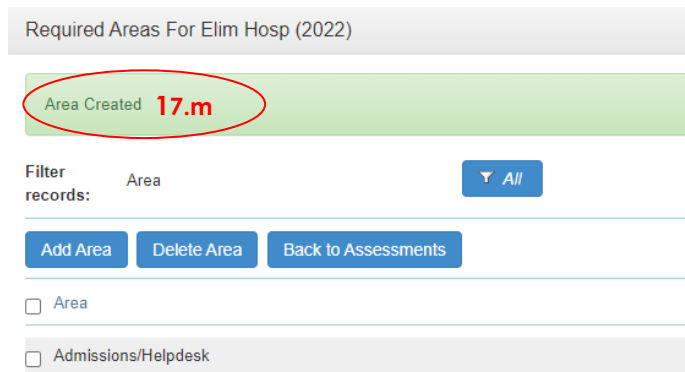
Add Areas



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



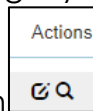
**17. m** A confirmation message will appear that the area has been created. To add more areas, follow the steps as set out in sections **17.g** to **17.m**



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

### Assessment Status

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).

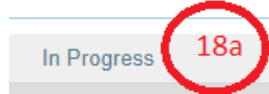
- Select from the status box to submit to QA or Hospital Manager/CEO of the hospital
  - the Hospital Manager/ CEO of the hospital will be allowed to change the status of the form to completed **or will revert the status back to "In progress"/"to data capturer/QA" if there is incorrect information that 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

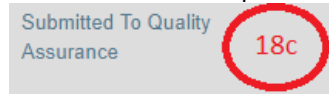
Explanations of the area status meanings in **Section (8b)**.



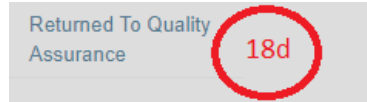
**(18a)** The “In progress” status, shows the user that the specific area is still “In progress” and has not been completed yet.



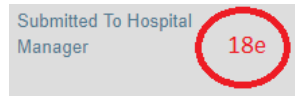
**(18b)** The “Returned To Data Capturer” status, shows the user that the area assessment has been previously completed and sent to a “Quality Assurance” personell or a “Hospital Manager” and sent back to the Data Capturer, incorrect data.



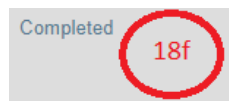
**(18c)** The “Submitted To Quality Assurance” status, shows that the data-capturer has completed the area assessment from “In Progress” or “Returned To Data Capturer”.



**(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.



**(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.



**(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](mailto: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 | 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

Home Data Management ▾ Dashboards ▾ **Reports ▾** Setup ▾ **19** Michael Phillpotts ▾ Logout

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

Clinic Reports

Waiting Times

Facility Profile

**Hospital Reports**

Patient Safety

CCS: Monthly Sign-Off sheet

Complaints

Compliments

Suggestions

DG Report

**20**

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

Reports: Hospital Reports

|  |  |
|--|--|
| <input type="checkbox"/> Hospital: Facility Report <b>21a</b>          | <input type="checkbox"/> Hospital: Facilities Status Report <b>21b</b> |
| <input type="checkbox"/> Hospital: Progress Report per Area <b>21c</b> | <input type="checkbox"/> Hospital: Quality Improvement Plan <b>21d</b> |
| <input type="checkbox"/> Hospital: Query Tool <b>21e</b>               |  |

**(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

Records 0 to 0 of 0

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

(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 the 'Hospital: Quality Improvement Plan' interface. It features a header bar with a 'Home' button (labeled 'a') and a 'Reset' button (labeled 'b'). Below the header is a filter section with dropdown menus for 'Province' (labeled 'c'), 'District', 'Sub-District', 'Facility', and 'Area'. A red box labeled '26' encompasses the filter section. At the bottom right, there are 'Close' and 'Generate Report' buttons, with an arrow labeled 'd' pointing to the 'Generate Report' button.

**(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 Reports

Records 1 to 1 of 1

|                          | Scheduled Date    | Start Date        | Complete Date     | File                  | Action   |
|--------------------------|-------------------|-------------------|-------------------|-----------------------|----------|
| <input type="checkbox"/> | 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%      | 53.38% |              |
| District Average | A Nzo DM |               |                      |                          | 7478   | 3472   | 3655    | 454   | 15059  | 66.08%  | 65.57%      | 57.12%      | 61.68% |              |
| Eastern Cape     | A Nzo DM | Matatiele LM  | Khotsong TB Hosp     | 2018-10-29 to 2019-05-27 | 159    | 1269   | 751     | 255   | 2440   | 20.97%  | 19.13%      | 11.58%      | 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     | 97    | 1973   | 62.16%  | 78.33%      | 71.47%      | 75.07% | Not Achieved |
| Eastern Cape     | A Nzo DM | Motizana LM   | Greenville Hosp      | 2019-02-19 to 2019-07-17 | 1631   | 66     | 425     | 10    | 2132   | 90.59%  | 88.63%      | 80.83%      | 80.83% | Silver       |
| Eastern Cape     | A Nzo DM | Mobizana LM   | St Patrick's Hosp    | 2019-12-17 to 2019-05-21 | 1301   | 343    | 444     | 82    | 2130   | 64.18%  | 74.18%      | 64.18%      | 74.18% | Silver       |
| Eastern Cape     | A Nzo DM | Ntabankulu LM | Sigetu Hosp          | 2019-02-18 to 2019-06-03 | 817    | 674    | 619     | 0     | 2112   | 71.44%  | 46.19%      | 43.15%      | 43.15% | Not Achieved |
| Eastern Cape     | A Nzo DM | Umzimvubu LM  | Madzilane Hosp       | 2019-02-13 to 2019-04-16 | 1002   | 498    | 509     | 53    | 2062   | 85.17%  | 69.12%      | 53.62%      | 61.91% | Not Achieved |
| Eastern Cape     | A Nzo DM | Umzimvubu LM  | Mt Avulif Hosp       | 2018-12-02 to 2019-06-17 | 1372   | 350    | 384     | 8     | 2114   | 96.98%  | 87.22%      | 67.51%      | 78.06% | Silver       |

Hospital: Facility Status Report

Print

Home

Show Labels

Reset

Facility Structure Filter

Province: 

All

District: 

All

Sub-District: 

All

Facility: 

All

Facility Type: 

All

Financial Year: 

-- All --

Element Structure Filter

Survey Version: 

All

Area: 

All

Component: 

All

Sub-Component: 

All

Element: 

All

Close


Generate Report

**(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, co-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 Services |
|---------------|----------------|---------------|---------------------------|-------------------------|--------------------------------------|--------------------------|--------------------|-------|---------|-----------|--|----------|-----------|----------------------|--------------------|
|               |                |               |                           |                         |                                      |                          | 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 opened 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".

24

## 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 |
| 32a   |               |  |        |    |                         |               |                |               |                      |
| 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

[Home](#)
[Reset](#)

Province: [All](#)
District: [All](#)
Sub-District: [All](#)
Facility: [All](#)

Facility Type: [All](#)
Financial Year: -- All --

[Close](#)
[Generate Report](#)

**(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 be completed | Ambulatory Health Services |         |           | Diagnostic and therapeutic services/Paraclinical |          |           | Emergency Health Services |            |           | Eye health | Medical orthotics and |
|--------------|--------------|-------------------|----------------------|----------------------------------|--------------------------------------|-----------------|----------------------------|---------|-----------|--|----------|-----------|---------------------------|------------|-----------|------------|-----------------------|
|              |              |                   |                      |                                  |                                      |                 | Acute                      | Chronic | Obstetric | Laboratory                                       | Pharmacy | Radiology | Accident & Emergency      | Obstetrics | Audiology |            |                       |
| 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                | NO Medical TB Hosp   | Specialised TB                   | 10-02-2020                           |                 |                            | ✓       |           |  | ✓        |           |                           |            |           | ✓          |                       |

Hospital: Selected Areas Per Assessment

[Home](#)
[Reset](#)

Province: [All](#)
District: [All](#)
Sub-District: [All](#)
Facility: [All](#)

Facility Type: [All](#)
Financial Year: -- All --

[Close](#)
[Generate Report](#)

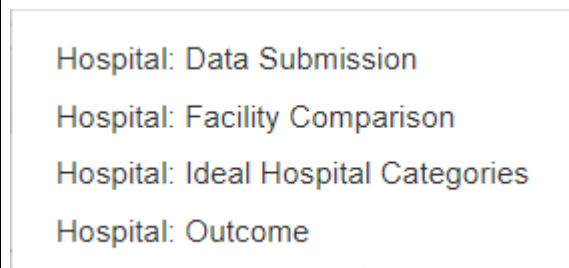
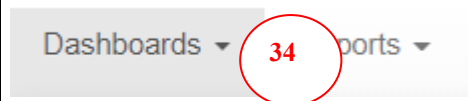
**(33b)** Use the filters to select the financial year you want to generate the report for

## 9. GENERATE DASHBOARDS

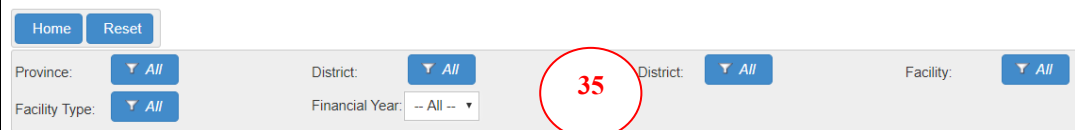
### Dashboards

### 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.

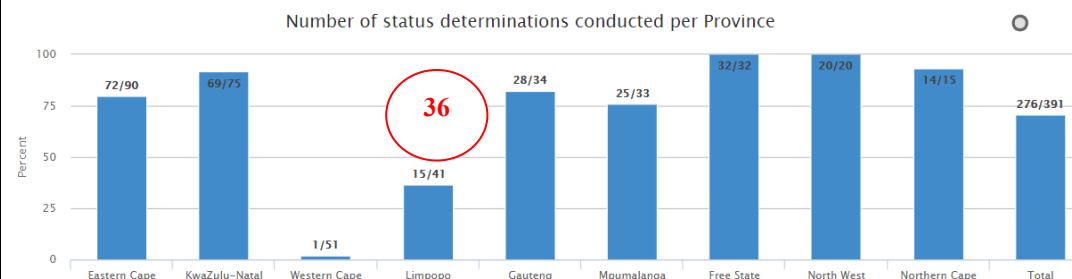


(35) Each dashboard has a set of filters that can be used to filter to obtain data for a specific district/sub-district/facility/facility type/financial period.



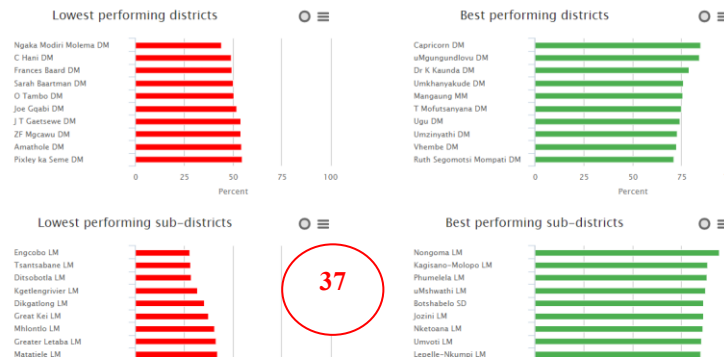
### Hospital: Data Submission

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



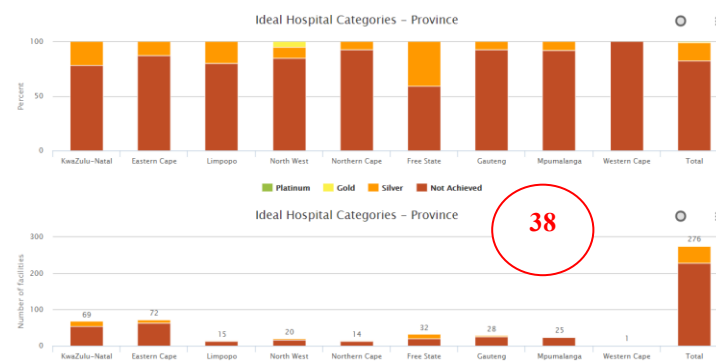
## Hospital: Facility Comparison Dashboard

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



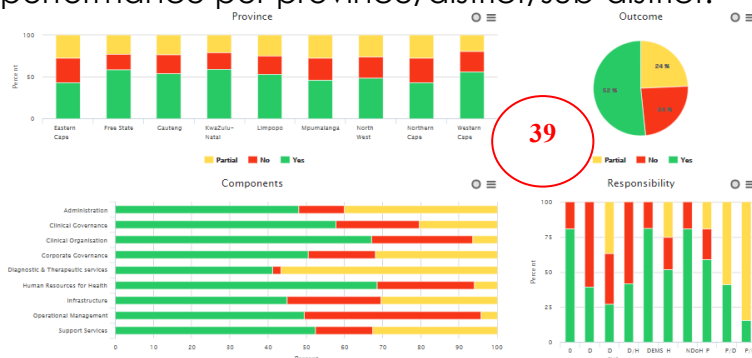
## Hospital: Ideal Hospital Categories Dashboard

**(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

Assessments

40b

40a

New Reset Filters Search Records 1 to 29 of 296

| Province     | District     | Sub-District      | Facility         | Start Date | End Date   | Status      | Actions |
|--------------|--------------|-------------------|------------------|------------|------------|-------------|---------|
| Western Cape | Cape Town MM | CT Khayelitsha SD | Khayelitsha Hosp | 3 Dec 2018 | 6 Dec 2018 | In Progress |         |

(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.

Areas (Self Assessment)

41c

41a

New Edit Back Search Records 1 to 10 of 10

| Area                   | Description for Area | Facility         | Current Assigned User | Date Visited | Date Updated | Status      | Actions |
|------------------------|----------------------|------------------|-----------------------|--------------|--------------|-------------|---------|
| Human Resource manager |                      | Khayelitsha Hosp | Mr Test1 Test2        | 8 Feb 2019   | 15 Mar 2019  | In Progress |         |
| Laundry                |                      | Khayelitsha Hosp | Mr Test1 Test2        | 10 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

41b

41d

41e

Area Results (New)

Facility: Eshowe Hosp

Current Assigned User: Mrs Ronel Steinhobel

Total Questions: 0

Total Answered: 0

Last Saved:

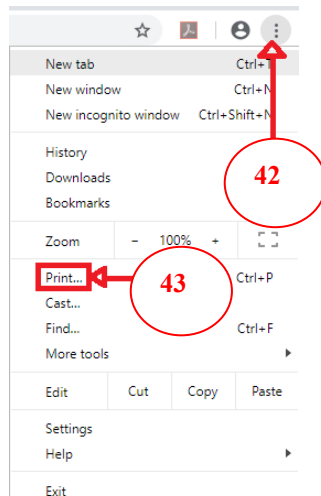
Unique Areas Completed: 33/33

Area Section: N/A

Area:

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

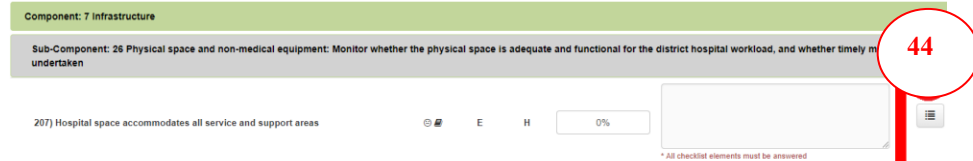
+ Create



**(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 Close Window

| All service areas within the hospital are clearly signposted |   |
|--|---|
| Description  | Score   |
| Complaints/suggestions/compliments box                       | <input checked="" type="radio"/> Yes<br><input type="radio"/> No<br><input type="radio"/> N/A |
| Emergency exit(s)  | <input checked="" type="radio"/> Yes<br><input type="radio"/> No<br><input type="radio"/> N/A |
| Exit(s)  | <input type="radio"/> Yes<br><input type="radio"/> No<br><input type="radio"/> N/A            |
| Stairs (if applicable)                                       | <input checked="" type="radio"/> Yes<br><input type="radio"/> No<br><input type="radio"/> N/A |

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

**Print a  
checklist**