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# FREE STATE IDEAL CLINIC REALIZATION AND MAINTENANCE PROGRAMME : 7 YEARS REVIEW

ICRM Seminar 05-06 December 2022

*Dr. Grace London*

**Chief Director DHS**

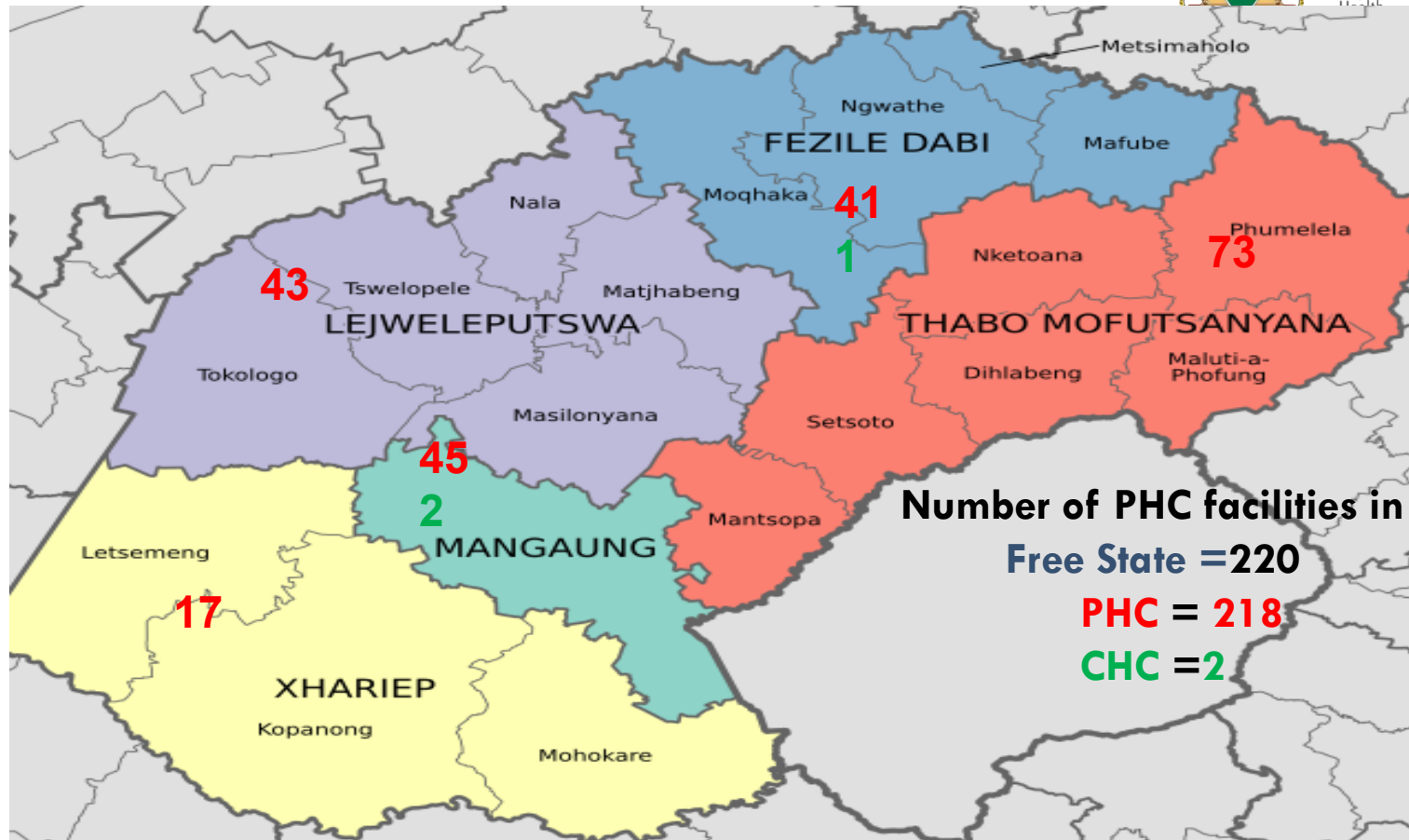
# Free State province Background



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Total population = 2.9 million

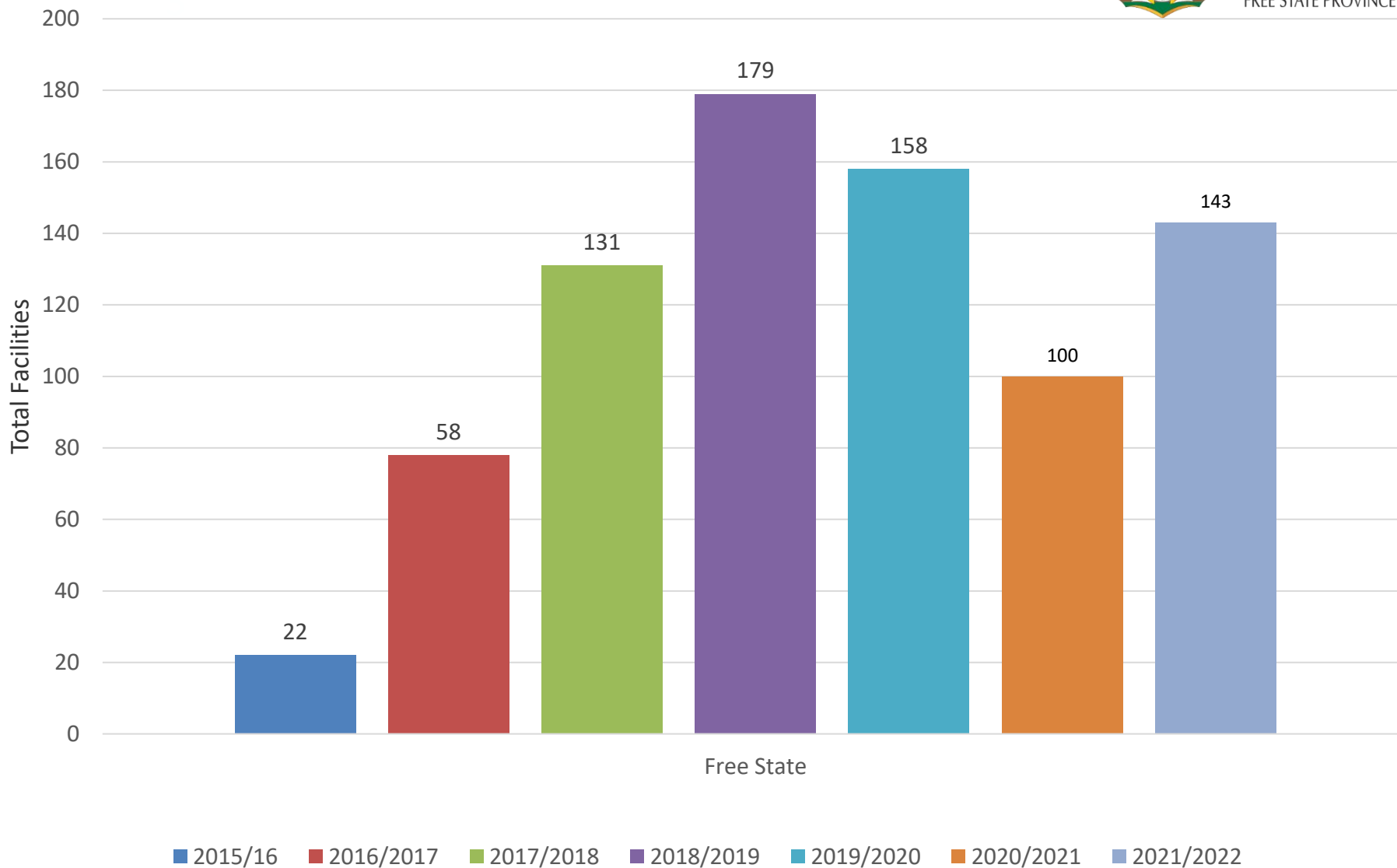
Uninsured population = 2.49 million (85.9%)

( Stat SA population estimates 2021 )

# FS ICRM Performance from 2015/2016 to 2021/2022



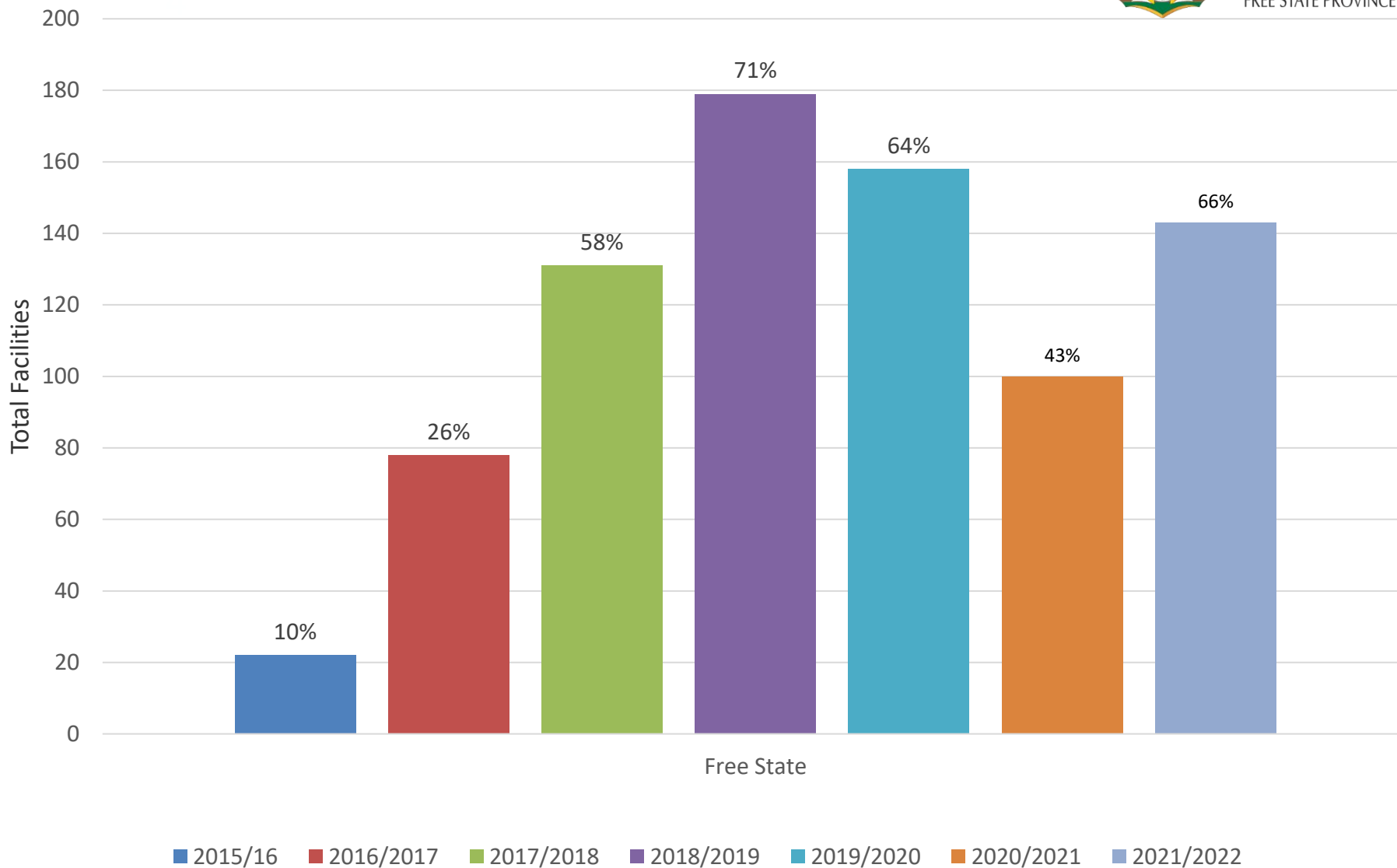
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# FS ICRM Performance from 2015/2016 to 2021/2022



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# FS 2015/16 SD Summary per Category per district



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| District           | No. of facilities | No. of facilities Assessed | Platinum | Gold      | Silver   | Not Achieved | Total Ideal Clinic |
|--------------------|-------------------|----------------------------|----------|-----------|----------|--------------|--------------------|
| Fezile Dabi        | 42                | 38                         | 1        | 0         | 0        | 37           | <b>1</b>           |
| Lejweleputswa      | 44                | 22                         | 0        | 1         | 2        | 19           | <b>3</b>           |
| Mangaung Metro     | 46                | 24                         | 0        | 1         | 0        | 23           | <b>1</b>           |
| Thabo Mofutsanyana | 73                | 56                         | 2        | 7         | 1        | 46           | <b>10</b>          |
| Xhariep            | 17                | 9                          | 2        | 5         | 0        | 02           | <b>7</b>           |
| <b>Free State</b>  | <b>222</b>        | <b>149</b>                 | <b>5</b> | <b>14</b> | <b>3</b> | <b>127</b>   | <b>22</b>          |



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# FS 2016/17 SD Summary per Category per district

| District           | No. of facilities | No. of Facilities Assessed | Platinum | Gold      | Silver    | Not Achieved | Total Ideal Clinic |
|--------------------|-------------------|----------------------------|----------|-----------|-----------|--------------|--------------------|
| Fezile Dabi        | 42                | 39                         | 0        | 4         | 5         | 29           | <b>8</b>           |
| Lejweleputswa      | 44                | 44                         | 0        | 5         | 5         | 36           | <b>8</b>           |
| Mangaung Metro     | 46                | 46                         | 0        | 5         | 6         | 37           | <b>10</b>          |
| Thabo Mofutsanyana | 73                | 72                         | 4        | 15        | 16        | 47           | <b>25</b>          |
| Xhariep            | 17                | 17                         | 0        | 1         | 13        | 10           | <b>7</b>           |
| <b>Free State</b>  | <b>222</b>        | <b>219</b>                 | <b>4</b> | <b>30</b> | <b>45</b> | <b>159</b>   | <b>58</b>          |



# FS 2017/18 SD Summary per Category per district

| District           | No. of Facilities | No. of Facilities Assessed | Platinum | Gold | Silver | Not Achieved | Total Ideal Clinic |
|--------------------|-------------------|----------------------------|----------|------|--------|--------------|--------------------|
| Fezile Dabi        | 42                | 41                         | 2        | 8    | 11     | 21           | <b>21</b>          |
| Lejweleputswa      | 44                | 44                         | 0        | 1    | 14     | 29           | <b>15</b>          |
| Mangaung Metro     | 46                | 46                         | 0        | 7    | 13     | 27           | <b>20</b>          |
| Thabo Mofutsanyana | 73                | 73                         | 1        | 16   | 42     | 14           | <b>59</b>          |
| Xhariep            | 17                | 17                         | 0        | 4    | 11     | 2            | <b>15</b>          |
| Free State         | 222               | 221                        | 3        | 36   | 91     | 93           | <b>130</b>         |



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# FS 2018/19 SD Summary per Category per district

| District           | No. of facilities | No. of Facilities Assessed | Platinum | Gold | Silver | Not Achieved | Total Ideal Clinic |
|--------------------|-------------------|----------------------------|----------|------|--------|--------------|--------------------|
| Fezile Dabi        | 42                | 42                         | 3        | 16   | 10     | 13           | <b>29</b>          |
| Lejweleputswa      | 44                | 44                         | 0        | 2    | 25     | 17           | <b>27</b>          |
| Mangaung Metro     | 46                | 46                         | 0        | 15   | 20     | 11           | <b>35</b>          |
| Thabo Mofutsanyana | 73                | 73                         | 0        | 18   | 53     | 2            | <b>71</b>          |
| Xhariep            | 17                | 17                         | 1        | 3    | 13     | 0            | <b>17</b>          |
| Free State         | 222               | 222                        | 3        | 36   | 91     | 93           | <b>179</b>         |



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# FS 2019/20 SD Summary per Category per district

| District   | No. of Facilities | No. of Facilities Assessed | Platinum | Gold | Silver | Not Achieved | Total Ideal Clinic |
|--|-------------------|----------------------------|----------|------|--------|--------------|--------------------|
| Fezile Dabi  | 42                | 39                         | 0        | 6    | 11     | 22           | 17                 |
| Lejweleputswa  | 44                | 44                         | 0        | 5    | 22     | 17           | 27                 |
| Mangaung Metro   | 46                | 44                         | 0        | 12   | 19     | 13           | 21                 |
| Thabo Mofutsanyana                                     | 73                | 72                         | 1        | 25   | 38     | 8            | 64                 |
| Xhariep  | 17                | 16                         | 0        | 2    | 13     | 1            | 15                 |
| Free State<br>7 facilities were undergoing renovations | 222               | 215                        | 3        | 36   | 91     | 61           | 144                |



# FS 2020/21 SD Summary per Category



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| DISTRICT                  | TOTAL FACILITIES | PLATINUM  | GOLD      | SILVER   | NOT ACHIEVED | TOTAL IDEAL CLINIC |
|---------------------------|------------------|-----------|-----------|----------|--------------|--------------------|
| <b>Fezile Dabi</b>        | 41               | 7         | 3         | 0        | 29           | <b>10</b>          |
| <b>Lejweleputswa</b>      | 43               | 2         | 2         | 0        | 39           | <b>4</b>           |
| <b>Mangaung MM</b>        | 46               | 16        | 7         | 3        | 20           | <b>26</b>          |
| <b>Thabo Mofutsanyana</b> | 73               | 26        | 13        | 2        | 29           | <b>41</b>          |
| <b>Xhariep</b>            | 17               | 8         | 3         | 0        | 6            | <b>11</b>          |
| <b>Free State</b>         | <b>218</b>       | <b>59</b> | <b>28</b> | <b>5</b> | <b>123</b>   | <b>93</b>          |



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# FS 2021/22 SD Summary per Category



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| DISTRICTS          | TOTAL FACILITIES | TOTAL ASSESSED FACILITIES | PLATINUM  | GOLD      | SILVER   | NOT ACHIEVED | TOTAL IC   |
|--------------------|------------------|---------------------------|-----------|-----------|----------|--------------|------------|
| Fezile Dabi        | 41               | 39                        | 10        | 11        | 2        | 16           | 23         |
| Lejweleputswa      | 43               | 36                        | 5         | 2         | 0        | 29           | 7          |
| Mangaung Metro     | 46               | 44                        | 27        | 5         | 1        | 11           | 33         |
| Thabo Mofutsanyana | 71               | 71                        | 37        | 0         | 0        | 34           | 37         |
| Xhariep            | 17               | 17                        | 17        | 0         | 0        | 0            | 17         |
| <b>Free State</b>  | <b>218</b>       | <b>207</b>                | <b>96</b> | <b>18</b> | <b>3</b> | <b>90</b>    | <b>117</b> |

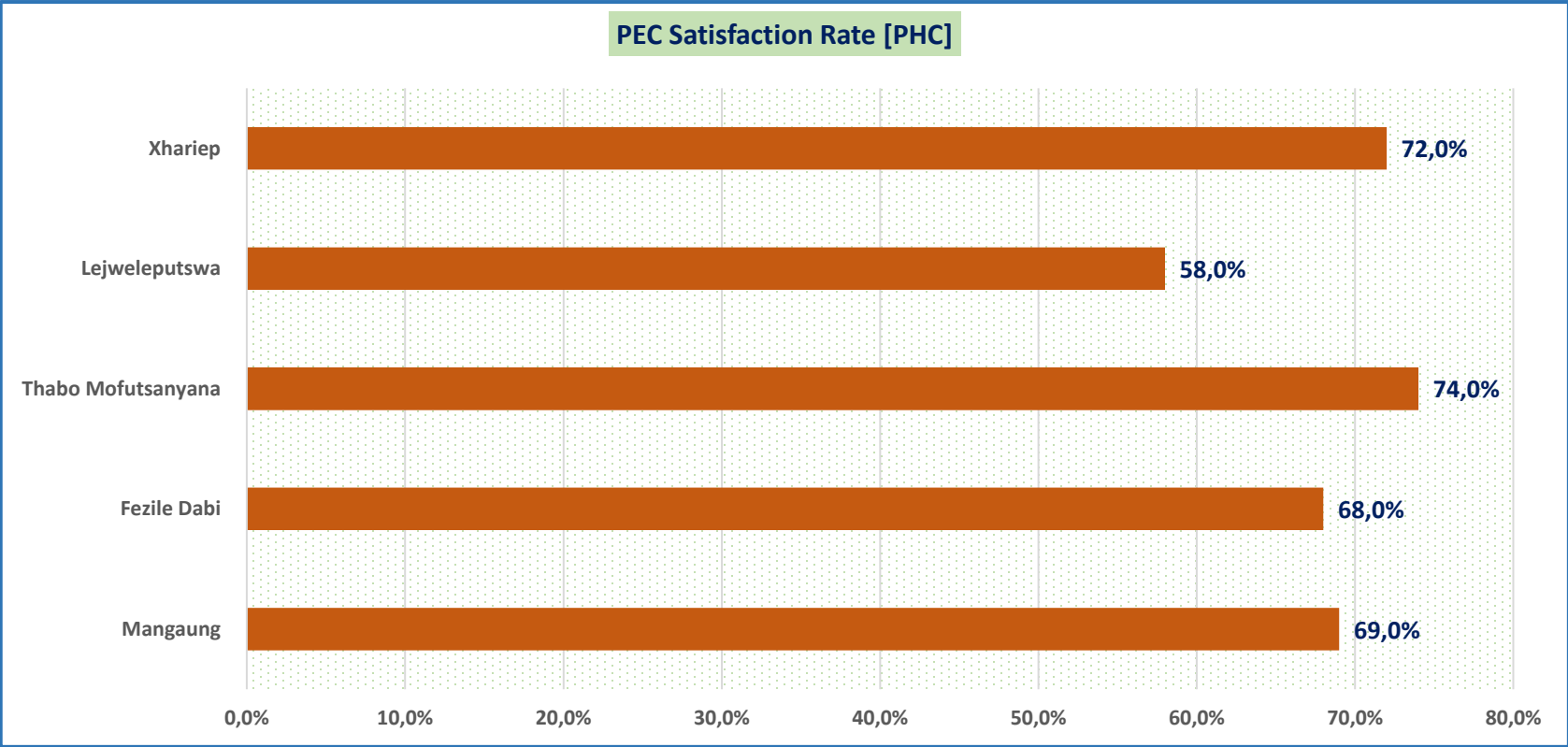


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# Free State PHC PEC 2022/23 Survey Outcomes per District



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# FSDDOH PEC Survey Results 2019/20 – 2022/23 at PHC



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| PEC RESULTS               |   |                         |                         |                         |                         |
|---------------------------|---|-------------------------|-------------------------|-------------------------|-------------------------|
| Organization<br>Unit name | dataname                                | Oct 2019 to<br>Sep 2020 | Oct 2020 to<br>Sep 2021 | Oct 2021 to<br>Sep 2022 | Oct 2022 to<br>Sep 2023 |
| fs Free State Province    | <b>Access to care OP</b>                | 71                      | 51                      | 54                      | 58                      |
|                           | <b>Availability of medicines<br/>OP</b> | 85                      | 89                      | 87                      | 85                      |
|                           | <b>Cleanliness OP</b>                   | 68                      | 70                      | 70                      | 70                      |
|                           | <b>Patient safety OP</b>                | 69                      | 68                      | 65                      | 71                      |
|                           | <b>Waiting times OP</b>                 | 60                      | 64                      | 60                      | 58                      |
|                           | <b>Values and attitudes OP</b>          | 72                      | 74                      | 75                      | 71                      |
|                           | <b>TOTAL AVERAGE</b>                    | 71                      | 69                      | 71                      | 71                      |



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# Reasons why the facilities drop or regress

## Infrastructure

- Aging of infrastructure in some facilities / Dilapidated buildings
- Poor municipal service.
- Lack of bulk electricity and water supply.
- Medical waste storage does not meet requirement.
- Delay in approval of directional signages from the municipalities

## Capacity Building

1. Professional Nurses not trained on BLS, APC and Bank Plus

## Supply Chain Management

- Slow/ no response from suppliers when receiving quotations leads to quotation expiry and cancelation.
- slow ordering from the districts SCM.
- Poor quality of medical equipment

## Human Resources Management

- Facilities without Operational Manager, pharmacy assistants , data clerks and cleaners which affected maintenance of the ideal clinic status
- Slow process to appoint critical posts
- Non function District PPTICRM

## Pharmaceutical

- Non availability of medical consumables
- Non distribution / non utilisation of emergency trolley medical consumable leads to expiry of consumables

## Security

- Lack security personnel appointed
- No security system in place (armed response).
- High incidents of theft and burglary.

# What has the Province or District Done



## Budget:

- Ideal Clinic equipment was budgeted under HIV Conditional Grant (2016- to date average R12 million under HIV conditional grant 2021/22 decreased the budget to R6 million)

## Infrastructure:

- Newly built clinics- Parys Clinic
- Renovated Clinics- **Heilbron ,Refengkgotso, Deneysville Fauna, Opkoms, Kgotsong (Welkom) Clinics**
- Procurement of high density cabinets / bulk filing

## Asset Management

- Provincial Asset management incorporated ideal clinic element no 187 ,188 and199 in their meetings, Trainings and workshops.
- Participated in Ideal Clinic Provincial facility Support visits.

## Pharmaceutical

- Appointment of pharmacist assistants, clerks and **OPM**
- Monitoring of stock visibility system weekly



# Challenges and strategies to improve performance

| Challenges   | Strategies address the challenges  | 7year progress   |
|--|--|--|
| <p><b>Support services :</b><br/> <b>HR</b> facilities without Operational Manager, pharmacy assistants and data clerks s which affected Maintance of the ideal clinic status</p> <p><b>SCM</b><br/>           Slow/ no response from suppliers when receiving quotations leads to quotation expiry and cancelation<br/>           2020/21 posed serious challenge</p> <p><b>Finance</b><br/>           Insufficient dedicated budget to essential equipment</p> | <p><b>HR</b> :To appoint Operational Managers , pharmacy assistance ,data clerks ,cleaners and general workers.</p> <p><b>SCM</b><br/>           Bulk procurement of essential equipment</p> <p><b>Finance</b><br/>           Re-infence budget towards essential equipment for IC</p> | <ol style="list-style-type: none"> <li>3 of the 5 district have pharmacist assistants. 10 OPM and clerks</li> <li>Pharmacist assistants budgeted for 2022/23 to close the gap in FD and LP</li> </ol><br><ol style="list-style-type: none"> <li>Procurement of ideal clinic equipment and consumable is procured , delivery of equipment is currently underway</li> <li>Monitoring of procurement of IC expenditure , procurement , deliver</li> </ol><br><ol style="list-style-type: none"> <li>Continuous budgeting of ideal clinic programme (average R12 million rands)</li> </ol> |
| <p><b>TRAINING</b> :Professional Nurses not trained on BLS, RTC have capacity challenge</p>  | <p>RTC sourcing additional service provider to increase BLS training capacity</p>  | <ol style="list-style-type: none"> <li>EMS assist with training</li> <li>RTC appointed coordinators per district to strengthen capacity</li> <li>Additional service provider</li> </ol>  |

# Challenges and strategies to improve performance

| Challenges  | Plans to address the challenges  | 7 year progress  |
|---|--|--|
| <p><b>INFRASTRUCUTURE :</b></p> <p>1. Some of the facilities has gross infrastructure and maintenance challenges</p> <p>2. Infrastructure does not comply with IC requirement ( backup water and electricity , access for disability , safety and compliance )</p> <p>3. Lack of consultation for infrastructure planning</p> | <ol style="list-style-type: none"> <li>1. Infrastructure B5 plan aligned to ideal clinic infrastructure requirement</li> <li>2. Inter cluster discussion with infrastructure were established</li> </ol>   | <ol style="list-style-type: none"> <li>1. Infrastructure assessment in line with ideal clinic done , progress still slow</li> <li>2. Quality of facility maintenance/repair is still poor</li> <li>3. No back electricity for clinics (excluding CHC)</li> </ol> |
| <p><b>Security :</b></p> <p>Majority of PHC facilities are without security</p>   | <ul style="list-style-type: none"> <li>• To develop free state security management plan</li> <li>• The security officers for the clinics will be deployed during the day only and the intruder alarm system linked to the response action will be activated during the nights and weekends only</li> </ul> | <ol style="list-style-type: none"> <li>1. There is an approved security improvement plan , however budget is yet to be allocated</li> </ol>  |

# Measures proposed to sustain the achievement



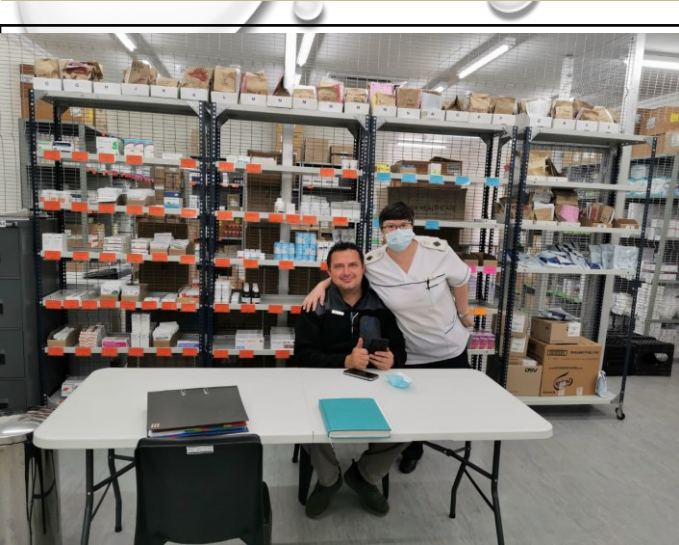
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- Good Supply chain processes and procurement
  - e.g availability of Non-Negotiable Vital elements
- Continues budgeting for Ideal Clinic
- Infrastructure revitalization/massification plan aligned to ideal clinic priorities
- Prioritize key human resources positions
- Continuous capacity building of the officials e.g ICSM Training, BLS and APC
- Functional HPRS in all facilities for tracking of patient visits, follow up of defaulters, filing system, appointment system and patient records management which reduces patient waiting time.

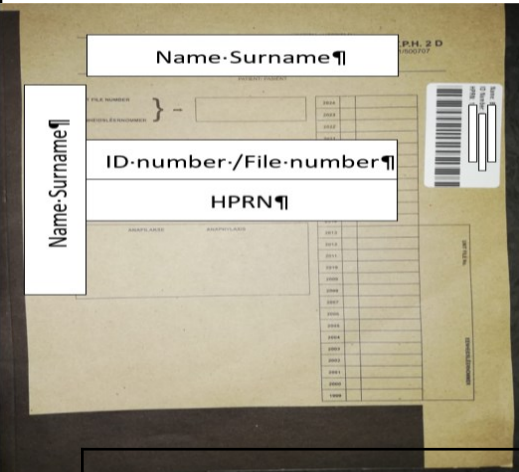
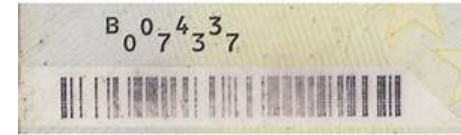
# Old Parys clinic



# New Parys clinic



# FREE STATE HPRS-NHLS LINKAGE IMPLEMENTATION



210 PHC facilities are implementing HPRS/NHLS linkage

# BEST PRACTICES PROVINCIAL



- **Bi-Monthly Quality Assurance meetings** with **Ideal clinic** performance as a standing matter on the agenda.
- Held monthly **PHC meetings** with Ideal clinic progress reports
- **Centralized Ideal clinic equipment purchasing at district level**
- **Assessment teams include senior managers, eg PHC Manager.**
- Each **program coordinator is responsible for the elements** related to their programs, eg *Environmental Health developed monitoring tools and files for facilities.*
- **Every program co-ordinator** is responsible for **file audits**
- At facility level **every category is responsible** for their elements and checklists.
- Identification of **Facility Champions** for Ideal clinic
- **Facility weekly meetings** with Ideal clinic as standing matter.
- **Collaboration** with other stakeholders is strong, eg **Municipality (element 51)**

# Functionality of PPTICRM Province and District.



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- District PPTICRM were appointed by the MEC of Health
- District are holding bi-monthly PPTICRM meetings and minutes are available.
- Provincial Ideal Clinic meeting are held on monthly basis.



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*Thank you*



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