

# IDEAL CLINIC REALISATION AND MAINTENANCE PROGRAMME



Merging of Ideal Clinic & CHC Frameworks



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National Department of Health



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# Content



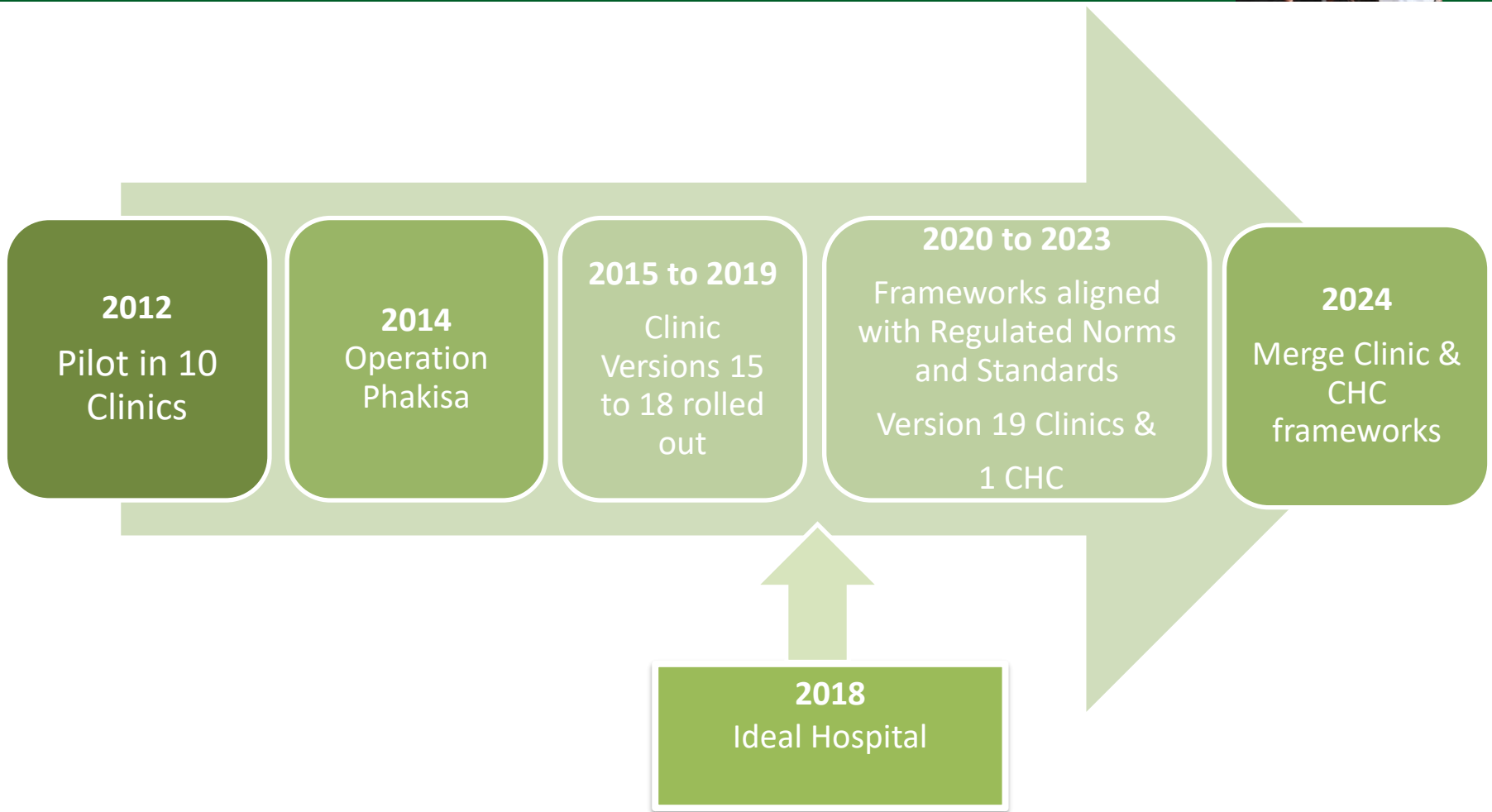
1. Ideal Clinic Framework vs Regulated Norms and Standards feedback on Provincial presentations
2. Background of the ICRM Programme
3. Merging of Frameworks – Tools and Information System
4. Current Framework updates for 2024
5. New developments on the Ideal Health Facility Information System
  - ✓ Home page
  - ✓ Training videos
  - ✓ Patient Waiting Time

# Ideal Clinic/CHC Framework vs Regulated Norms and Standards



- Know the content of both before you compare – understand what the measurement means
- Report to National via Provincial office if you find a discrepancy between measurements
- Ideal Clinic/CHC tools don't include staff questionnaires
- Ideal Clinic/CHC do assess SOPs
- Patient safety incidents vs Adverse Events
- Does it matter whether measurement is a standalone measure or on a checklist? Purpose of Ideal Health Facility Frameworks
- If changes are made the Office of Health Standard Compliance is informed – Memo Tracer medicines checklist
- Risk rating merging – Important measures are not Regulated

# Background



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# Why Merging of Frameworks?



1. Current status: Clinic and CHC Framework with more or less the same elements but different numbering for the same element on the frameworks.
2. To conduct analysis on a specific elements - required to generate two reports.
3. Updating of frameworks and manuals is time consuming and margin for error bigger.
4. Lessons learned from Ideal Hospital.




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A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
 <b>health</b> Department: Health REPUBLIC OF SOUTH AFRICA			<h1>Ideal Clinic and Community Health Centre Framework</h1> <h2>Components, sub-components and elements</h2>												
Component	Sub	Element #	Element	Weight	MM	Level of responsibility	Check list	Score	Clinic	CHC	24 hour EU	MOU	Oral Health	Pharmacy	Rehab
	1. Signage and notices: Monitor whether there is communication about the facility and the services provided														
	1	All external signage in place	I	☹	P	Y		✓	✓						
	2	Facility information board displayed at the entrance of the premises reflects relevant information for the facility	E	☹	D	Y		✓	✓						
	3	Disclaimer sign is clearly sign posted at the entrance of the facility	E	☹	D	Y		✓	✓						
	4	Vision, mission and values of the province/district are visibly displayed	I	☹	D	Y		✓	✓						
	5	Facility organogram with contact details of the facility manager is displayed on a central notice board	I	☹	HF	Y		✓	✓						
	6	Patients' Rights Charter is displayed in at least two local languages	I	☹	HF	Y		✓	✓	✓	✓				
	7	All service areas within the facility are clearly signposted	I	☹	HF	Y		✓	✓	✓	✓	✓	✓	✓	✓
	2. Staff identity and dress code: Monitor whether staff uniform, protective clothing and mode of staff identification are in accordance with policy prescripts														
	8	There is a prescribed dress code for all service providers	I	📖	P			✓	✓						
9	All healthcare professional staff members comply with prescribed dress code	I	?☹	HF	Y		✓	✓	✓	✓					
10	All staff members wear an identification tag	I	☹	HF	Y		✓	✓	✓	✓	✓	✓	✓	✓	✓
3. Patient service organisation: Monitor the processes that enable responsive patients service															
Front Page   ACK   Abbr   Def Ideal   How to Assess   Elements   CH1   CH7   (+)															

# Merge CHC and Clinic Frameworks

## Checklist – Excel format



Checklist for Element 7						
All service areas within the facility are clearly signposted						
Instruction: Use the checklist below to check whether all service areas within the facility are clearly signposted. Score Y (Yes) = if present, N (No) = if not present, NA (Not applicable) = if the facility does not have the area/service						
Description	Scores					
	Clinic	CHC	Pharmacy	24 Hour EU	24 Hour MOU	Oral Health
<b>Internal Branding</b>						
Help Desk/Reception	Yes / No	Yes / No				
Complaints/suggestions/compliments box	Yes / No	Yes / No				
Pharmacy/ dispensary	Yes / No	Yes / No				
Time and days services are offered at the pharmacy/dispensary are displayed at the entrance of the pharmacy/dispensary	Yes / No	Yes / No				
Chronic Medicine Collection (CCMDD/CDU)	Yes / No	Yes / No				
24 Hour Emergency Unit				Yes / No		
Midwife Obstetric Unit					Yes / No	
Oral Health Services						Yes / No
X-rays (if applicable)	Yes / No /NA	Yes / No /NA				
Facility Manager – door identifier	Yes / No	Yes / No				
Emergency exit(s)	Yes / No	Yes / No				
Exit(s)	Yes / No	Yes / No				
Assembly points	Yes / No	Yes / No				
Stairs (if applicable)	Yes / No /NA	Yes / No /NA				
<b>Patient Toilets</b>						
Directional arrows to toilets	Yes / No	Yes / No		Yes / No /NA	Yes / No /NA	

Front Page
ACK
Abbr
Def Ideal
How to Assess
Elements
CH1
CH7
+

# Merge CHC and Clinic Frameworks Information System



## New Status Determination

### Details

#### Facility \*

Lwandle Clinic



#### Status Determination Version \*

20

#### Service Areas

- ☒ 24 Emergency Unit
- ☒ Midwife Obstetric Unit (MOU)
- ☐ Oral Health
- ☒ Pharmacy
- ☐ Rehab

#### Telephone Number

#### Date Visited / Status Determination Date \*

2024-03-06

#### Assessment Role \*

SD Facility Manager

#### Clinic Staff met during Visit

#### Date of Previous Visit

2022-02-09

#### Assessors

#### Changes implemented as a result of previous visits

\* fields are required

Save

Close

# Merge CHC and Clinic Frameworks Information System



Internal Branding	Score Clinic	Score CHC	Score Pharmacy	Score 24 hour EU	Score MOU	Score Oral Health
Internal Branding						
Help Desk/Reception	<input type="radio"/> Y <input type="radio"/> N					
Complaints/suggestions/compliments box	<input type="radio"/> Y <input type="radio"/> N					
Pharmacy/ dispensary	<input type="radio"/> Y <input type="radio"/> N					
Time and days services are offered at the pharmacy/dispensary are displayed at the entrance of the pharmacy/dispensary	<input type="radio"/> Y <input type="radio"/> N					
Chronic Medicine Collection (CCMDD/CDU)	<input type="radio"/> Y <input type="radio"/> N					
24 Hour Emergency Unit				<input type="radio"/> Y <input type="radio"/> N		
Midwife Obstetric Unit					<input type="radio"/> Y <input type="radio"/> N	
Oral Health Services						
	<input checked="" type="radio"/> N/A					



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# Current Updates for Frameworks: 2024



1. National Clinical Guidelines
2. Targets for Standardised Indicators
3. Tracer Medicine list



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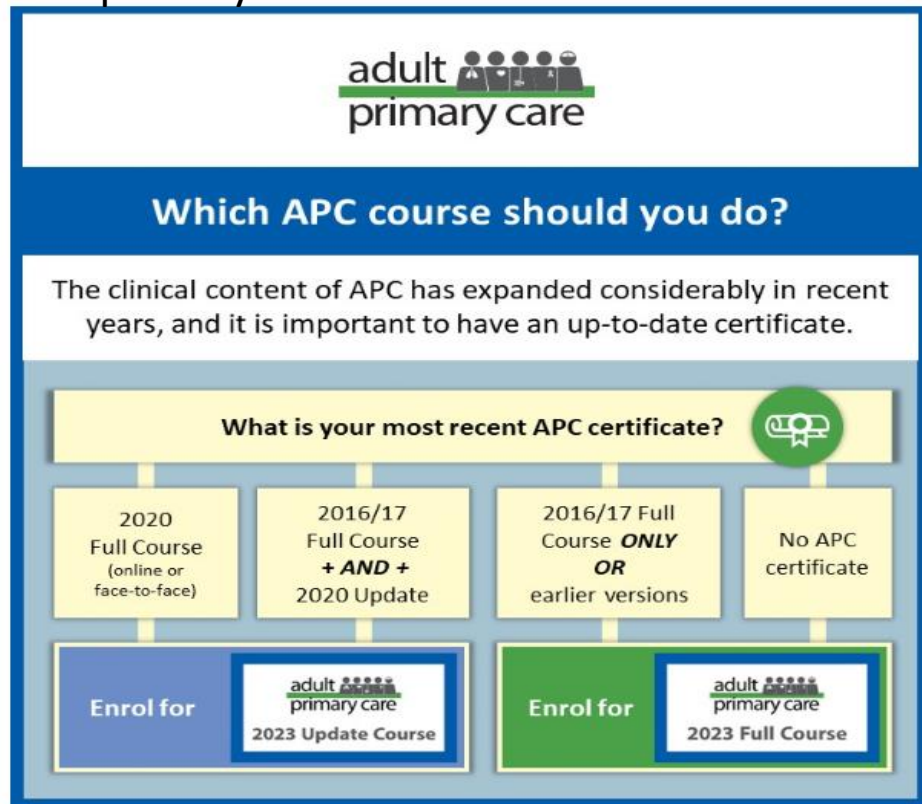
# Integrated Clinical Services Management Compliant Package of Clinical Guidelines



**Adult Primary Care guide (APC) – 2023 or  
Practical Approach to Care Kit (PACK)**

**Standard Treatment Guidelines and  
Essential Medicines List for Hospital  
Level, Paediatrics, 2023 or latest version**

<https://knowledgehub.health.gov.za/course/adult-primary-care-2023-full-course>



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# National Clinical Guidelines HIV/TB



## HIV

Antiretroviral Clinical Guidelines for the Management of HIV in Adults, Pregnancy, Adolescents, Children, Infants and Neonates (**2023**) or latest version

National HIV Testing Services Policy (**2024**) or latest version

National Medical Male Circumcision Guidelines (2016) or latest version

Standard Operating Procedures for Adherence Guidelines for HIV, TB and NCD (**2023**) AGL SOPs\* or latest version

National guidelines for the management of Viral Hepatitis (2019) or latest version

## TB

National Tuberculosis Management Guidelines (2014) or latest version (**in process of being updated**)

National Guidelines for the Management of Tuberculosis in Children (2013) or latest version (**in process of being updated**)

National Guidelines on the Treatment of Tuberculosis Infection (**2023**) or latest

Management of Rifampicin Resistance - A Clinical Reference Guide (2019) (**will be phased out towards the end of 2024**)

Clinical Management of Rifampicin Resistant Tuberculosis (**2023**)

# Standardised Indicators



Element description	2023/24	2024/25
All DS-TB Client Treatment Success Rate is at least 83% or has increased by at least 5% from the previous year	90%	83%
All DS-TB Client Lost to follow up rate < 5%	<5%	
Antenatal 1st visit before 20 weeks rate is at least 75% or has increased by at least 5% from the previous year	75%	
ART child viral load suppressed rate (below 50) @ 12 months is at least 45% or has increased by at least 5% from the previous year	66,7%	45%
Immunisation under one year coverage is at least 85% or has increased by at least 5% from the previous year	90%	85%



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# Tracer Medicine List Add



Major update to ensure that:

- All diseases are covered e.g. added skin conditions
- Allergic reactions and poisons are covered
- Adhere to new EPI schedules
- Additional pediatric medicines to ensure treatment of children are covered
- Non-Emergency Trolley medicines – 32 Added
- Emergency Trolley medicines – 7 Added

# Tracer Medicine List Add



Oral formulations – tablets/capsules	Indication per STGs/Reasons for addition
Abacavir 300mg, Lamivudine 300mg, Dolutegravir 50mg, fixed dose combination (FDC) tablet	Replaces Abacavir
Aciclovir 200mg OR 400mg	Viral Infections, STI Syndromic Management
Amlodipine 5mg OR 10mg	Hypertension, Hypertensive Emergency
Aspirin 100mg OR 300mg	Previously in emergency trolley only – long-term prophylaxis of thrombosis
Lamotrigine 50mg OR 100mg OR 200mg	Added to Lamotrigine 25mg to allow for titration after treatment initiation
Chlorphenamine 4mg	Itching/Pruritus
Doxycycline 100mg	<p>Recommended for syphilis except in pregnant women and children when Benzathine Penicillin is unavailable due to limited global supply of the active ingredient.</p> <p>STGs suggests reserving Benzathine Penicillin for pregnant women and children during a time of stock shortages.</p>
Dolutegravir 10mg dispersible	Replaces Lopinavir/Ritonavir Paediatric Formulations
Flucloxacillin 250mg OR Cephalexin 250mg OR 500mg	Staphylococci/Streptococci infections

# Tracer Medicine List - Add



Oral formulations – tablets/capsules	Indication per STGs/Reasons for addition
Fluoxetine 20mg OR Citalopram 10mg OR 20mg	Anxiety and depressive disorders
Fluconazole 50mg & 200mg	For advanced HIV, for cryptococcosis
Hyoscine 10mg tablets OR 5mg/5ml syrup	Stomach pains(cramp-like)
Isosorbide dinitrate 5mg sublingual	Angina, myocardial infarction
Lansoprazole 30mg OR Pantoprazole 40mg OR Omeprazole 20mg	Proton pump inhibitor (PPI) – dyspepsia, heartburn and indigestion; arthritis and osteoarthritis in high-risk patients: > 65 years of age; history of peptic ulcer disease; or on concomitant warfarin, aspirin, or corticosteroids
Levonorgestrel 1.5mg tablet OR Copper IUCD	Emergency Contraception
Misoprostol 200mg	New addition for management of incomplete miscarriage in the first trimester at clinic
Phenobarbitone 30mg	For seizures and status epilepticus via NGT if no response after 2 consecutive doses of benzos and the seizure has lasted for more than 20 minutes

# Tracer Medicine List - Add



Oral Formulations – Liquids	Indication per STGs/Reasons for addition
Chlorpheniramine 2mg/5ml syrup	Paediatric formulation – Itching/Pruritus
Ibuprofen 100mg/5ml suspension	Paediatric formulation, adult formulation already on list
Metronidazole 200mg/5ml suspension	Paediatric formulation, adult formulation already on list
Zinc oral suspension	Paediatric formulation - Nutritional supplementation – Diarrhoea (acute and persistent) including Cholera
Injections and intrauterine devices	
Ampicillin 250mg OR 500mg injection	Prelabour Rupture of Membranes (PROM) at term - while waiting for transport/referral
Nitrofurantoin 100mg capsules/tablets	As an alternative to Gentamycin IV or Fosfomycin in uncomplicated cystitis
Intrauterine contraceptive copper device (IUCD)	Non-hormonal long-term contraceptive device
Topicals - drops/lotions/creams/ointments	Indication per STGs/Reasons for addition
Clotrimazole 1%	Topical fungal infections
Hydrocortisone 1%	Eczema, dermatitis, allergies
Oxymetazoline 0.025% ophthalmic	Allergic and viral conjunctivitis,

# Tracer Medicine List - Add



Fridge	Indication per STGs/Reasons for addition
Hepatitis B immunoglobulin*	Prevent perinatal transmission (administer within 12 hours of delivery)
Hepatitis B Paediatric vaccine, 10mcg/0.5ml injection*	Prevent perinatal transmission (administer within 12 hours of delivery)
Insulin, biphasic (pre-mixed)	Diabetes
Measles/Rubella (MR) vaccine	New EPI schedule
Tetanus & diphtheria vaccine (Td) OR Tetanus, diphtheria and acellular Pertussis (TdaP) vaccine	New EPI schedule
Emergency Trolley	Indication per STGs/Reasons for addition
Ampicillin 250mg OR 500mg injection*	Prelabour Rupture of Membranes (PROM) at term - while waiting for transport/referral
Betamethasone 4mg/ml injection*	Preterm labour (fetal lung maturity)
N-acetylcysteine 200mg tablets	Paracetamol Poisoning
Paracetamol 120mg/5ml OR 500mg tablets	Pain and fever even in emergencies
Alteplase 50mg injection**	An alternative Streptokinase
Tranexamic acid 500mg/5ml injection*	For Post Partum Haemorrhage (PPH)
Vitamin K 2mg/0.2ml ampoule*	Bleeding prophylaxis in newborns

\* MOUs

\*\* Permanent doctor

# Tracer Medicine List - Removed



Oral Formulations – Liquids	Indication per STGs/Reasons for addition
Abacavir 300mg tablets	Replaced by fixed dose combination (FDC) – small population for single agents
Lamivudine 150mg tablets	Replaced by fixed dose combination (FDC) – small population for single agents
Lopinavir, Ritonavir 80/20mg/ml solution OR Lopinavir, Ritonavir 40/10mg capsules (pellets) OR sachets (granules)	Replaced by paediatric Dolutegravir formulation
Nevirapine 200mg tablets	Tenofovir/Lamivudine/Dolutegravir (TLD) FDC now 1 <sup>st</sup> line for pregnant women
Tenofovir/emtricitabine/efavirenz 300/200/600mg tablets	Replaced by Tenofovir/Lamivudine/Dolutegravir (TLD) FDC
Glyceryl trinitrate SL	Supply issues, Isosorbide dinitrate sublingual tablets recommended
Fenoterol 1.25mg/2ml	Non-EML, only inhaler on therapeutic interchange database with Salbutamol Metered Dose Inhaler (MDI)



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# Updates on Software Home Page



Welcome to the Ideal Health Facility Monitoring System - Test

## Ideal Health Facility Programme: Progress made with implementation

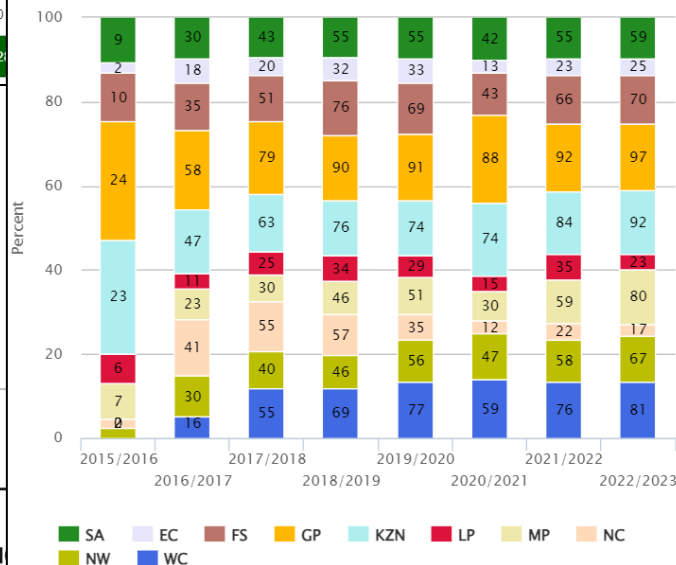
### Ideal Primary Health Care Facilities

Provinces	2019/2020		2020/2021		2021/2022		2022/2023	
		%	#	%	#	%	#	%
EC	251	33	100	13	178	23	192	25
FS	153	69	94	43	143	66	154	70
GP	335	91	322	88	341	92	358	97
KZN	149	74	450	74	551	84	559	92
LP	139	29	72	15	167	35	109	23
MP	147	51	86	30	173	59	235	80
NC	36	35	19	12	35	22	27	17
NW	173	56	147	47	180			
WC	203	77	154	59	200			
<b>SA</b>	<b>1906</b>	<b>55</b>	<b>1444</b>	<b>42</b>	<b>1921</b>			

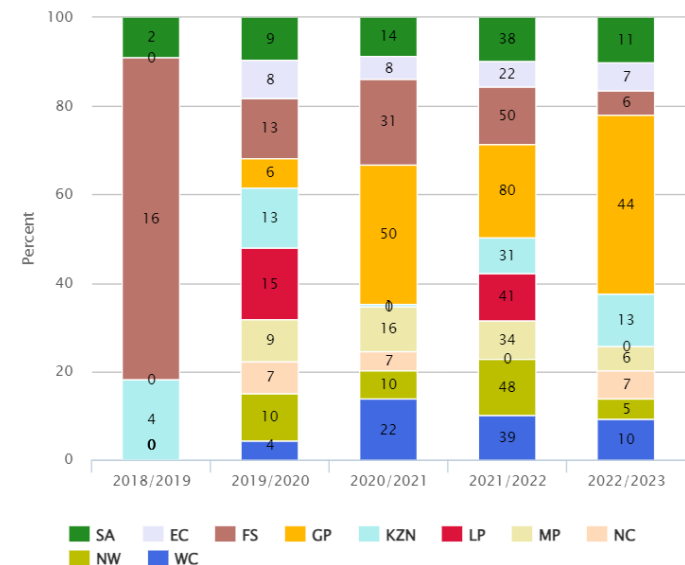
### Ideal Hospitals

Provinces	2019/2020		2020/2021		2021/2022		2022/2023	
		%	#	%	#	%	#	%
EC	7	8	7	8	20	22	6	7
FS	1	13	10	31	16	50	2	6
GP	2	6	17	50	30	80	15	44
KZN	3	13	1	1	22	31	9	13
LP	4	15	0	0	17	41	0	0
MP	5	9	5	16	11	34	2	6
NC	6	7	1	7	0	0	1	7

### Percentage of Clinics and CHCs with Ideal Status



### Percentage of Hospital with Ideal Status



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# Updates on Software Training Videos



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[Logout](#)

## Training Videos

For help on a specific page or section, please click on one of the headings to toggle the visibility of the video.



### A. Ideal Clinic Module



1. Ideal Health Facility Monitoring System - Capture Status Determinations 2023



2. Ideal Health Facility Monitoring System - Generate Clinic Dashboards and Reports 2023



### B. Ideal Hospital Module



### C. Quality Improvement Plan (QIP) Module



### D. Patient Safety Incident Module



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# Patient Waiting Time (PWT) Module Alignment with National Guideline



## What is different:

- Additional service areas added – Rehabilitation areas and Radiology
- Add quarterly headcount for every service area
- System auto calculate sample size
- Cannot submit until sample size has been reached
- Capture in a form format instead of a table to resolve saving issues

# Patient Waiting Time (PWT) Module Alignment with National Guideline



## Details

### Facility

Sonwabile Clinic



### Date Waiting Time Survey Conducted

2024-03-04

### Number of patients surveyed

### Staff conducting survey

### Area

Quarterly Head Count

8 Hours

6000

24 Hour Emergency

4000

24 Hour MOU

3000

Health Support Services

Health Support Services

Total

13000

### Instruction to complete the waiting time calculation tool:

Select from the dropdown list the diagnostic information of the patient, it is compulsory to select an item from the dropdown list to ensure that all values are calculated correctly  
Capture the times as captured on the waiting time survey tool. Note the format must be hh:mm

### Daily Head Count

67

45

34

0

145

### Sample Size

44

28

28

0

100

Auto Calculated

+ Add Row

Please add a record.



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# Patient Waiting Time (PWT) Module Alignment with National Guideline



Create New Record

Patient's File Number

test123

Has Appointment



Date of Appointment

2024/03/19



Time of Appointment

09:00

Service Area

24 Hour Emergency Unit ▾

Time of Arrival

10:00

Triage

11:00

Registry(File)

12:00

Vital Signs Arrival

12:15

Vital Signs Departure

12:25

1st Service Area Arrival

14:00

1st Service Area Departure

14:15

2nd Service Area Arrival

hh:mm

2nd Service Area Departure

hh:mm

3rd Service Area Arrival

hh:mm

3rd Service Area Departure

hh:mm

Transfer Out

hh:mm

Pharmacy Arrival

15:00

Pharmacy Departure

15:15

Save & Close

Save & Add New

Close



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# Patient Waiting Time (PWT) Module Alignment with National Guideline



## Create New Record

Patient's File Number

Has Appointment

☐

Date of Appointment

Time of Appointment

Service Area

Time of Arrival

Triage

Registry(File)

Vital Signs Arrival

Vital Signs Departure

1st Service Area Arrival

1st Service Area Departure

2nd Service Area Arrival

2nd Service Area Departure

3rd Service Area Arrival

3rd Service Area Departure

Transfer Out

Pharmacy Arrival

Pharmacy Departure

Save & Close

Save & Add New

Close

											1st Service Area		2nd Service Area		3rd Service Area			
Patient No	Service Area Description	Patient File Number	Has Appointment	Date Of Appointment	Time Of Appointment	Time Of Arrival	Triage	Registry(File)	Vital Signs Arrival	Vital Signs Departure	Arrival	Departure	Arrival	Departure	Arrival	Departure	Transfer Out	Ph Arr
1	24 Hour Emergency Unit	test123	1	2024-03-19	09:00	10:00	11:00	12:00	12:15	12:25	14:00	14:15						15:00



**The end**

**Thank you!**

<https://www.idealhealthfacility.org.za/>



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