



GUIDE TO CAPTURE PATIENT WAITING TIME AND GENERATE REPORTS FOR PHC FACILITIES

May 2024



health

Department:
Health
REPUBLIC OF SOUTH AFRICA

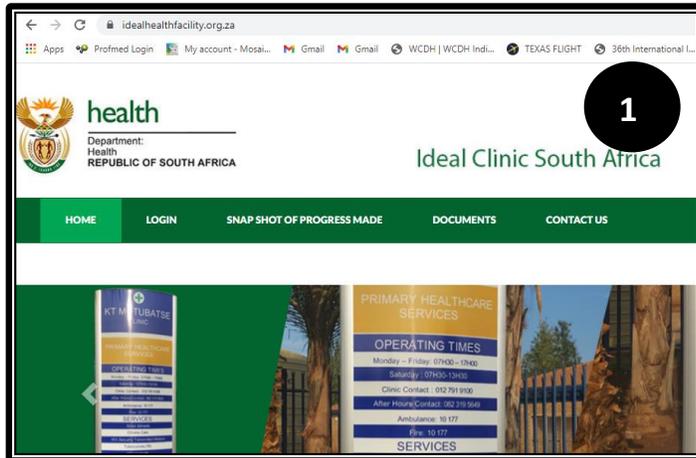
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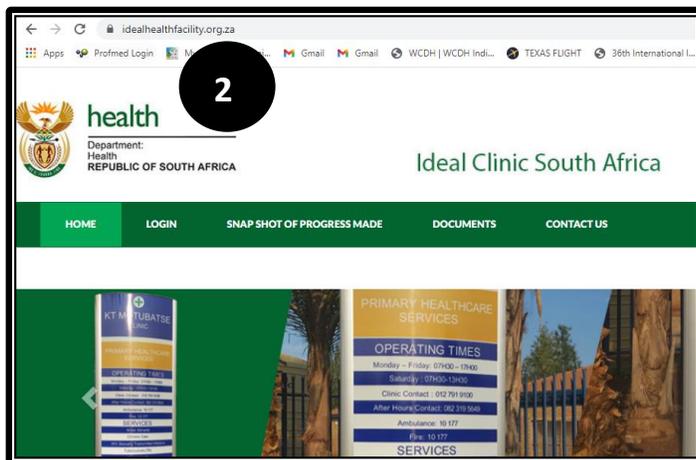
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1. Log onto the web-based Ideal Health Facility software



1. Go to the Department of Health's website <https://www.health.gov.za>, there is link at the bottom of the home page for 'Services and Links' where you will find a link for Ideal Health Facility which will redirect you to the Ideal Health Facility website or you can access the site directly at <https://www.idealhealthfacility.org.za>



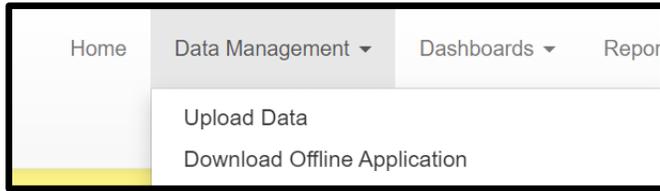
2. Select the 'LOGIN' tab



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

Note: Your account must have the role for Patient Waiting Time to enable you to access the Patient Waiting Time module.

2. Capture Patient Waiting Time (PWT) online



Clinic Patient Waiting **1**

A screenshot of a table displaying Patient Waiting Time (PWT) capture forms. The table has columns for District, Facility, Period, Status, Submission Date, Import Mode, and Actions. A 'New' button is located at the top left, and a search bar is at the top right. A magnifying glass icon is also present. The table contains several rows of data, with the second row highlighted. A '2' is circled in the second row, and a '4' is circled in the Status column of the first row.

District	Facility	Period	Status	Submission Date	Import Mode	Actions
Pixley ka Seme DM	Richmond CHC	2023 Q3 (Oct - Dec)	Saved	5 Oct 2023	Manual Entry	
Pixley ka Seme DM	Richmond CHC	2024 Q1 (Apr - June)	Saved	15 Apr 2024	Manual Entry	
Sarah Baartman DM	Addo Clinic	2024 Q1 (Apr - June)	Saved	11 Apr 2024	Manual Entry	
Cape Town MM	Du Noon CDC	2024 Q1 (Apr - June)	Saved	9 Apr 2024	Manual Entry	
Cape Winelands DM	TC Newman CDC	2024 Q1 (Apr - June)	Saved	9 Apr 2024	Manual Entry	
Cape Winelands DM	TC Newman CDC	2023 Q4 (Jan - Mar)	Submitted	5 Mar 2024	Manual Entry	
Amatjuba DM	Dumacal Clinic	2024 Q1 (Apr - June)	Saved	3 Apr 2024	Manual Entry	

1. Go to the Data Management tab and select 'Clinic Patient Waiting Times' option.
2. A list of facilities that have already captured PWTs will appear (if any).
3. Click on the 'New' button at the left top corner of the page to create a new PWT capture form.
4. If you want to complete capturing for an existing PWT capture form, select the magnifying glass or click on the PWT form itself.

Note: The system will not allow you to create a new form if there is already an existing form for a specific quarter.

Facility
Emthonjeni Clinic (Msuka) 5

Date Waiting Time Survey Conducted
2024-04-17 6

Number of patients surveyed
7

Staff conducting survey
8

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

Area	Quarterly Head Count	Daily Head Count	Sample Size
8 Hours	3000 9	34 10	28
24 Hour Emergency	Quarterly Headcount 24 Hour Emergen	0	0
24 Hour MOU	Quarterly Headcount 24 Hour MOU	0	0
Health Support Services	Health Support Services	0	0
Total	3000	34	28 13

Show Summary 11

12 save the form in order to load records.

+ Add Row

Save Submit Close

5. Once you have selected the “New” button, click on the drop-down list to select the facility name that you want to capture PWT data for. Note that only the facilities that you have access rights for on your user account will appear.
6. Enter the date the measurement of PWT is conducted. The system will auto select the quarter for the measurement according to the date that was selected.
7. The number of records captured will be auto calculated according to the number of rows added.
8. The field for “Staff conducting survey” isn’t compulsory but can be filled.
9. Enter the **quarterly head count** for every area at the facility. If the Facility doesn’t have a 24 hour Emergency unit/MOU or Health Support services, just leave the fields blank and only complete the quarterly headcount for the 8 hour service. The total quarterly head is auto calculated according to the individual areas that are entered.
10. The system auto calculates the daily headcount and the sample size according to the quarterly head count that was entered for every area. The automated total sample size is calculated according to the guidance set out in the *National Guideline on management of PWT in clinics, community health centers and outpatient departments of public hospitals in South Africa*. The system counts the records captured and display the total number under the ‘Number of patients surveyed’ field. The system also calculates the daily headcount and sample size for every area according to the quarterly headcount that was captured at the opening of the capturing form.
11. Select the “Show summary” at “OPD Progress” to view the progress made with the number of records to be captured for every area.
12. Once the quarterly headcounts were completed, first ‘Save’ the form. Once the form is saved, the “Add Row” button will become active.
13. Select the ‘Add Row’ button to open a form to complete a PWT capture for a patient.

Instruction to complete the PWT form:

14. Complete the fields according to the PWT collection tool that was completed by entering a time in the fields.

15. To save and add another record, select the 'Save & Add New', to save and close, select 'Save & Close'.

It is important to understand how PWT and service time is calculated by the information system to ensure that correct times are recorded when noting down the times on the PWT collection tool, see Annexure A. The PWT is the time between service areas. E.g. in the example above, the PWT between Registry and Vital times is one hour as the patient left the Registry at 11h00 and arrived at the Vital times as 12h00. The service time for Vital signs is 15 minutes as the patient arrived at 12h00 and left at 12h15. The Total time spend in the facility is the sum of the sub PWT and sub service times.

Note that there are two fields which are required, the 'Time of arrival' and the 'Registry'. If it isn't completed an error message will display. You will only be able to save the form once the fields with the error messages have been completed.

16. If one of the three fields for appointment has been filled, the system will require you to complete all three fields.

Radiology Arrival

Radiology Departure

Pharmacy Arrival

Pharmacy Departure

Save & Close Save & Add New Close

17

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	1st Service Area		2nd Service Area	
											Arrival	Departure	Arrival	Departure
1	Minor Ailments - Adults	Test123	1	2024-04-22	09:00	09:00	10:00	11:00	12:00	12:15	13:00	13:30		
2	Audiology	Test567	0			10:00		12:00			13:00	14:00		

Save Submit Close

17. Once the record is saved, the record will be added in the table below the form. To edit a record in the table, just click on the record in the table, the form will open to enable you to edit the record.

18. The system will only allow you to submit the assessment once the sample size for every area has been met. If you select the ‘Submit’ button without having captured the required sample size, an error message will appear.

Please add at least 28 8-Hour-MOU records

19. To view how many records were captured for every areas, select the ‘Show Summary’ button.

Show Summary
19
+ Add Row

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	1st Service Area		2nd Service Area	
											Arrival	Departure	Arrival	Departure
1	Minor Ailments - Adults	Test123	1	2024-04-22	09:00	09:00	10:00	11:00	12:00	12:15	13:00	13:30		
2	Audiology	Test567	0			10:00		12:00			13:00	14:00		

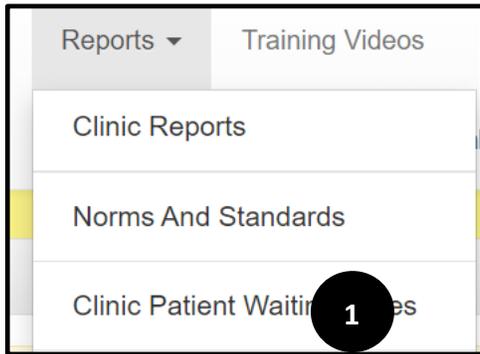
20. A table will appear that display the progress made with capturing

Category	Sample Size	Total Entries
8 Hour Mou	28	1
24 Hour Mou	0	0
24 Hour Emergency	0	0
Health Support Services	0	1

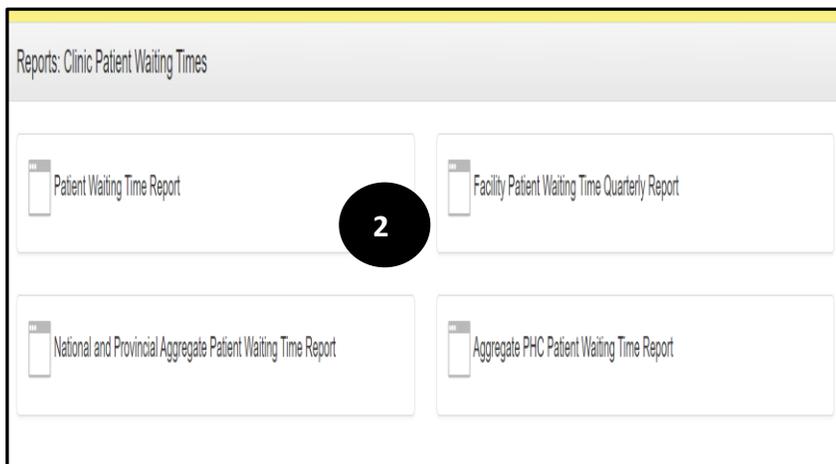
21. Once the 'Submit' button has been selected the capturing cannot be edited anymore and it will have a 'Submitted' status

District	Facility	Period	Status	Assessment Date	Import Mode	Actions
G Sibande DM	Emthonjeni Clinic (Msuka)	2024 Q1 (Apr - June)	Saved	17 Apr 2024	Manual Entry	
Pixley ka Seme DM	Richmond CHC	2023 Q3 (Oct - Dec)	Saved	5 Oct 2023	Manual Entry	
Pixley ka Seme DM	Richmond CHC	2024 Q1 (Apr - June)	Saved	15 Apr 2024	Manual Entry	
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Cape Winelands DM	TC Newman CDC	2024 Q1 (Apr - June)	Saved	9 Apr 2024	Manual Entry	
Cape Winelands DM	TC Newman CDC	2023 Q4 (Jan - May)	Submitted	5 Mar 2024	Manual Entry	

3. How to generate reports



1. To generate report for PWT, go to the 'Report' tab and select 'Clinic Patient Waiting times'.



2. Select a report you want to generate by clicking on the report name.

There are 4 reports:

- a. PWT report (facility report) – Generate a detailed report for the facility showing every record that was captured with averages for PWT for a specific quarter.
- b. Facility PWT Quarterly Report (facility report) – Generates a summary of the facility's average PWTs for all four quarters and the financial year.
- c. National & Provincial PWT Report (aggregate report) – Generates the average PWT per type/category of hospital at provincial level.
- d. Aggregated PHC PWT Report (aggregate report) – Generates a summary for every hospital that includes the average PWT.

National and Provincial Aggregate Patient Waiting Time Report

Home Reset

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

Facility Type: All NHI District: All Ownership: All Population: All

Year When Ideal (2015): All Ideal Year Priority: All Year When Ideal (2016): All Year Ideal Status achieved: All

Minister priorities 2023: All Year When Ideal (2017): All Year When Ideal (2018): All Year When Ideal (2019): All

Year When Ideal (2020): All Year When Ideal (2021): All Year When Ideal (2022): All Year When Ideal (2023): All

PEPFAR districts: -- All --

Financial Period: 2023

Close Generate Report

Scheduled Reports

Delete Refresh

Records 1 to 4 of 4

<input type="checkbox"/>	Scheduled Date	Start Date	Complete Date	File
<input type="checkbox"/>	15 May 2024 20:43	15 May 2024 20:43	15 May 2024 20:43	National & Provincial Aggregated PHC Patient Waiting Time Report 15 May 2024 Download

3. All reports have filters that allows the user to generate reports for a specific 'Province', 'District', 'Facility type', 'Financial year', 'Quarter' and 'Sub district'. Note: for the two facility reports (thus excluding the aggregated reports), the name of the facility must be selected.

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

5. The report will schedule at the bottom of the page. The report takes a few minutes to generate, therefore wait a few minutes and select the 'Refresh' button.

6. Once the report has downloaded, it will show as 'Downloaded' under the heading named 'Action'.

Annexure A: PWT collection tool

INSTRUCTION FOR COMPLETION OF THE FORM

OPD Clinic name: _____

NB! The numbering used in this tool is in line with the generic flow of patient visit

Please capture relevant information in all grey shaded areas

Please circle if the patient had or did not have an appointment

Patient's folder/file number				
Date of patient's visit				
Has appointment	YES	NO		
Date of appointment				
Time of appointment				
Time of arrival & triage ¹				
Triage ²				
Registry (for file/records) ³				
Vital Signs ⁴				
Clinical service areas			Return to same service area	
		Service area ⁵	Arrival:	Arrival:
			Departure:	Departure:
	OR	Service area ⁶	Arrival:	Arrival:
			Departure:	Departure:
	OR	Service area ⁷	Arrival:	Arrival:
			Departure:	Departure:
	OR	Service area ⁸	Arrival:	Arrival:
			Departure:	Departure:
	OR	Service area ⁹	Arrival:	Arrival:
			Departure:	Departure:
	OR	Service area ¹⁰	Arrival:	Arrival:
			Departure:	Departure:
	OR	Service area ¹¹	Arrival:	Arrival:
			Departure:	Departure:
OR	Service area ¹²	Arrival:	Arrival:	
		Departure:	Departure:	
		Departure to ward/transfer out ¹³	Departure:	Departure:
Pharmacy ¹⁴			Arrival:	Arrival:
			Departure	Departure