



Chris Bloem



Petro de Beer



Ingrid Oerson



Riel le Roux



Dirkie van Jaarsveld



Grissel Ncedana
Cell: 083 625 8084

Working with you

COHSASA has worked with 463 healthcare facilities in South Africa in both the public and private sector, including the Medi-Clinic Group, one of the largest private health groups in South Africa. Each hospital that COHSASA is currently working with has either entered a facilitated accreditation programme or conventional accreditation programme. For those hospitals and clinics that have opted for a facilitated accreditation and are still in the project management phase, these are your facilitators. If you need guidance, questions answered or a new direction to follow please contact your facilitator directly. He / she will be happy to help. In order to streamline the communication, it will be best if you appoint one person from your hospital or clinic to deal with the queries for your facilitator. For those hospitals that have opted for a conventional accreditation programme without the facilitation component (not listed here) please call COHSASA in Cape Town on 021 531 4225/6/7 if you have any special enquiries. Good Luck!!!

PRIVATE HOSPITALS	FACILITATOR	CONTACT NUMBER
Jwangeng Hospital	Chris Bloem	082 820 6666
Kleinsee Private Hospital	Petro de Beer	082 9224956

PUBLIC HOSPITALS	FACILITATOR	CONTACT NUMBER
FREE STATE		
Dr J.S. Moroka District Hospital	Riel le Roux	082 921 9500
Embekweni District Hospital		
Itemoheng District Hospital		
John Daniel Newberry District Hospital		
Katleho District Hospital		
Mantsopa District Hospital		
Metsimaholo District Hospital		
Mohau District Hospital		
National Hospital		
Nketoana District Hospital		
Parys District Hospital		
Phekolong District Hospital		
Phumelela District Hospital		
Stoffel Coetzee District Hospital		
Thebe District Hospital		
Thusanong District Hospital		
Tokollo District Hospital		
Winburg District Hospital		

For a complete list of hospitals that have been accredited or evaluated according to the Graded Accreditation Programme, please go to www.cohsasa.co.za

KZN	FACILITATOR	CONTACT NUMBER
Edendale Hospital	Dirkie van Jaarsveld	082 562 4195
Grey's Hospital	Dirkie van Jaarsveld	082 562 4195
King Edward Hospital	Ingrid Oerson	082 222 0242
Ladysmith Hospital	Dirkie van Jaarsveld	082 562 4195
Lower Umfolozi Hospital	Ingrid Oerson	082 222 0242
Madadeni Hospital	Dirkie van Jaarsveld	082 562 4195
Mahatma Gandhi Hospital	Dirkie van Jaarsveld	082 562 4195
Newcastle Hospital	Dirkie van Jaarsveld	082 562 4195
Ngwelezana Hospital	Ingrid Oerson	082 222 0242
Port Shepstone Hospital	Dirkie van Jaarsveld	082 562 4195
Prince Mshiyeni Hospital	Ingrid Oerson	082 222 0242
R.K. Khan Hospital	Dirkie van Jaarsveld	082 562 4195
Stanger Hospital	Dirkie van Jaarsveld	082 562 4195

LIMPOPO	FACILITATOR	CONTACT NUMBER
Delakong Hospital	Chris Bloem and Ingrid Oerson	082 820 6666 082 222 0242
Jane Furse Hospital		
Lebowakgomo Hospital		
Letaba Hospital		
Maphutha Malatji Hospital		
Zeerust Hospital		

PUBLIC HOSPITALS	FACILITATOR	CONTACT NUMBER
MPUMALANGA		
Amajuba Memorial Hospital	Petro de Beer	082 9224956
Barberton Hospital	Chris Bloem	082 820 6666
Bernice Samuel Hospital	Petro de Beer	082 9224956
Bethal Hospital	Petro de Beer	082 9224956
Bongani Hospital	Chris Bloem	082 820 6666
Carolina Hospital	Chris Bloem	082 820 6666
Elsie Ballot Hospital	Petro de Beer	082 9224956
Embhuleni Hospital	Chris Bloem	082 820 6666
Ermelo Hospital	Chris Bloem	082 820 6666
Evander Hospital	Petro de Beer	082 9224956
Groblersdal Hospital	Petro de Beer	082 9224956
Impungwe Hospital	Petro de Beer	082 9224956
Kwamhlanga Hospital	Petro de Beer	082 9224956
Lydenberg Hospital	Chris Bloem	082 820 6666
Matibidi Hospital	Chris Bloem	082 820 6666
Middelburg Hospital	Petro de Beer	082 9224956
Mmamethake Hospital	Petro de Beer	082 9224956
Philadelphia Hospital	Petro de Beer	082 9224956
Piet Retief Hospital	Petro de Beer	082 9224956
Rob Ferreira Hospital	Chris Bloem	082 820 6666
Sabie Hospital	Chris Bloem	082 820 6666
Shongwe Hospital	Chris Bloem	082 820 6666
Standerton Hospital	Petro de Beer	082 9224956
Themba Hospital	Chris Bloem	082 820 6666
Tonga Hospital	Chris Bloem	082 820 6666
Witbank Hospitals	Petro de Beer	082 9224956

What you say about us

Norma Jordaen, CEO of the Nala, Thusanong and Mohau Hospital Complex in the Free State.

"We have found the COHSASA programme to be excellent. It has been a groundbreaking experience to be exposed to the standards required at an international level and peer-reviewed by an independent body. The programme has shown us how to manage our resources in the most cost-effective way, how to maintain and use our technology properly and how to place the customer first."

The Cohsasa Newsletter

The Council for Health Service Accreditation of Southern Africa



Cohsasa

MAY 2005

Clean care is safe care

As part of a World Health Organisation (WHO) initiative aimed at promoting the interests of patient safety at healthcare facilities around the world, a regional conference was held in Durban earlier this year.

The purpose of the conference was to raise awareness of the circumstances surrounding patient safety and improve the quality of healthcare in the country.

Professor Didier Pittet, Director of the Infection Control Programme at the University of Geneva Hospital in Switzerland and a member of the division of Investigative Science at Imperial College, London, is spearheading the World Alliance's work on combating healthcare infections, particularly the 'clean hands' initiative.

"Infections are responsible for thousands of deaths every year in healthcare facilities in developed countries," he says. "Studies in the 1970s showed that, over a five year period, infections dropped by 32% in facilities that had an infection control programme, but rose by 18% in those that did not."

"Between 30% and 50% of all infections are associated with unhygienic practices, the use of urinary catheters, the use and care of vascular access lines, surgical wound infections and respiratory infections," he says. "As far back as Florence Nightingale, the importance of clean hospitals has been directly related to the levels of infections. Studies have shown that education-based prevention in basic hygiene resulted in a 30% decrease in infections, while education in technical aspects reduced these by 60% to 80%."

He says that studies at the University of Geneva showed that simply by practicing basic hygiene procedures and regularly washing hands, significant reductions in infection rates were achieved.

"But hand washing in healthcare facilities is time-consuming and belongs in the past, as alcohol-based hand rub is replacing hand wash as the standard of hygiene in healthcare facilities," he says. "As it is fast, effective and convenient, a behavioural change is required, something which can be accomplished by using walls and posters to communicate the importance of total hygiene."



DON'T FORGET TO WASH THOSE HANDS!
Sir Liam Donaldson, Chief Medical Officer of the United Kingdom and Chairperson of the World Alliance for Patient Safety (left) and Professor Didier Pittet, Director of the Infection Control Programme, University of Geneva Hospitals, Switzerland, use alcohol rub to clean their hands at the bedside of a Prince Mshiyeni Hospital patient as part of the Alliance's campaign, Clean Care is Safer Care.

- The Challenge will focus on five areas:**
- Clean hands
 - Clean practices
 - Clean environment
 - Clean equipment
 - Clean products

"COHSASA supports the WHO drive to raise awareness of adverse effects and the impact it has on the lives of patients," said Dr Stuart Whittaker, CEO of the Council for Health Services Accreditation of Southern Africa. "National and provincial governments are very interested and have shown commitment and enthusiasm for the idea. We are currently working in five of the nine provinces, including hospitals in KwaZulu-Natal, the Free State, Mpumalanga, Limpopo and the North West."

COHSASA - Helping you improve the care you provide to patients

The Council for Health Service Accreditation of Southern Africa (COHSASA), based in Cape Town, has been working behind the scenes for the past ten years to help improve standards in Southern African hospitals and the quality of medical service delivery in both the public and private sector.

Quality medical care is more than the "hotel" component of a hospital: it is about patient safety and creating an environment where properly trained doctors, nurses and health workers attend

to patients with the correct systems in place using resources in the best possible manner for a better outcome.

COHSASA is a not-for-profit Section 21 company which has been operating in the SADEC region (but principally in South Africa) in over 463 healthcare facilities, conferring accreditation on those facilities that comply with standards, which have been ratified by representative professional bodies. The Council itself has been accredited by the International Society for Quality in Healthcare (ISQua).

COHSASA has developed standards and accreditation programmes for hospitals, sub-acute care facilities, psychiatric facilities, primary health clinics, home healthcare services and general practitioners.

What is accreditation?
Accreditation is a formal process by which a recognised body, usually a non-governmental organisation, assesses and recognises that a healthcare organisation meets applicable, predetermined and published standards.

What is the graded accreditation system?
The Graded Accreditation Programme has been introduced to reward and recognise achievements by hospitals that do not initially achieve accreditation, but have made significant strides from a starting position. Certificates are awarded on two levels, namely Entry and Intermediate levels.

What is facilitated accreditation?
Because many health facilities in South Africa operate in resource-constrained environments, COHSASA has pioneered several methods and strategies to assist the facilities achieve compliance with standards. One of these developments has been the creation of the Facilitated Accreditation Programme (FAP), which includes an empowerment aspect that helps staff to bring about improvements and meet norms and standards through their own efforts.



Universitas Academic Hospital celebrates its Accreditation

Report by Linda Strydom, Quality Assurance Co-ordinator - Universitas Academic Hospital

CONGRATULATIONS!

New COHSASA accreditations lead to safer healthcare

Following a meeting of the Technical Committee of the Council for Health Service Accreditation of Southern Africa (COHSASA) on March 18, 2005, five hospitals and a clinic in South Africa have been accredited by the organisation.

The addition of public-sector facilities Mafube Hospital in Free State, Addington Hospital in Durban, and the Klerksdorp-Tshepong Hospital Complex in the North West Province; private sector hospitals, Elim Clinic and the Hermanus MediClinic; and the Seawinds City Council Clinic in Cape Town brings to 130 the number of hospitals, clinics, rehabilitation centres and nursing agencies in South Africa to be accredited by COHSASA in its 10 years of operation. Klerksdorp-Tshepong Hospital, Addington Hospital, Elim Clinic and Seawinds have all been accredited before.

A further eight hospitals have been awarded certificates in terms of COHSASA's Graded Accreditation Programme, which means that although they have not achieved accreditation, they have made substantial progress towards meeting standards and as such, are being recognised for this improvement! WELL DONE!

A total of 463 healthcare facilities have entered COHSASA's programme. While many of them do not achieve full accreditation status, they have been awarded pre-accreditation awards in Entry and Intermediate categories. •

The Universitas Academic Hospital in Bloemfontein celebrated its newly acquired accreditation status in February, marking the event with an ox-braai for 2000 people. The hospital received an accreditation certificate (valid for two years from November 2004) and is the first academic complex in South Africa to raise its standards to this internationally accepted status at first attempt.

Reverend Moshe Musapelo, CEO of Universitas Hospital, decided to mark the event with a big moketi (feast) and ox-braai, with 130 prizes to thank all those who had put in so much hard work over the past three years.

Rain threatened to wash out the braai and wash away the tents festooned with streamers and balloons, but the planning committee switched to Plan B and 1800 staff members had a sumptuous feast in the spacious nurses' hall in House Idahlia instead.

The Grey College Boere Orkes started the day on a festive note with the audience hanging on each note that the scholars produced with such style. Traditional dancers from Mangaung had the audience screaming in delight and ended the festivities on an upbeat note.

Rev Musapelo handed out trophies for the following categories:

- For driving the accreditation process: Sylvia Lithakanyane
- Most improved service element: Technical Services
- The Floating Trophy for excellent quality and best Service Element: Obstetrics and Maternity Care
- The most deserving medical practitioner: Dr A Sheriff of Oncotherapy
- Most innovative service elements: Medical and Surgical Care •



CONGRATULATIONS: Rev Moshe Musapelo, CEO of Universitas Hospital (left), with members of staff of the Universitas Hospital in Bloemfontein who received special trophies for their contribution towards the hospital's achievement of a two-year accreditation from COHSASA. From left to right (back row): HC van Pletzen, L van Turha, L Strydom, AM Augustyn, EE Laing, MA Mabandl. In the front row (left to right): Rev MM Musapelo, M Taljaard, BE Mekwa, J Phalane, Dr A Sheriff and S Lithakanyane. Picture: Linda Strydom

What you say about us

According to Ms Kathy Wiebe-Randeree, Hospital Manager of the 875-bed Klerksdorp-Tshepong Complex in the North-West Province, the process of accreditation is an extremely positive one.

"The programme left the institution in a better place than when we started. It has brought a great deal of team-work to the organisation and assisted top management because middle-management was empowered to understand their roles, take responsibility and be accountable for their actions. Planning and co-ordination of a quality improvement programme as comprehensive as COHSASA's was quite a task - particularly with the hospital complex being in different locations and with a staff complement of 1600 people.

New Chief Facilitator appointed



Ms Grissel Ncedana, formerly the Deputy Director of Nursing Services at the Klerksdorp/Tshepong Hospital Complex and COHSASA's Technical Adviser for Hospital Nursing Services, has been appointed as COHSASA's Chief Facilitator.

Ms Ncedana will be working with a team of ten full-time and seven part-time facilitators deployed in facilities in five of the nine provinces of South Africa. Her duties will include providing provincial and other governing authorities with feedback about the progress of hospitals in the COHSASA programme.

A qualified general nurse with diplomas in Midwifery and Intensive Nursing Science, Ms Ncedana has a BA Cur, with majors in Nursing Administration and Community Health Nursing Science.

From 1990 to 1993 Ms Ncedana was the Nursing Service Manager at provincial head office in Pretoria and transferred to Tshepong Hospital in June 1993 to serve as the Senior Nursing Service Manager. In 1996 she became the Deputy Director: Nursing for the Klerksdorp/Tshepong Hospital Complex, a position she held until her retirement in December 2004.

She served in the Provincial Bargaining Council from 1996 to 1998 and was a member of - and chairperson from 1999 to 2000 - of the North West Provincial Clinical Investigating Committee.

Remember to introduce yourself to her when she stops by your hospital for a visit. She is looking forward to making your acquaintance! •



What you say about us

Pieter Lotz, Hospital Manager of the Hermanus Medi-Clinic, said the process highlighted the need for them to strengthen areas of health and safety for personnel.

"We are a small hospital in a small town and one forgets that security risks are present. This was a big learning curve for us. The systems that are now in place will facilitate better management of the hospital, and I now have a set of tools at my disposal. It is also comforting to know that our hospital is up to scratch. The preparation was hard, and it took two or three months of solid work requiring buy-in from all levels of staff, but the effort was worthwhile in the end. Our challenge is now to keep it alive. We have done all the hard work in getting the systems into place and now need to make sure that systems are adhered to and followed by all working in the hospital."

HIV-AIDS District Evaluation Tool Gains Momentum

COHSASA's pilot programmes for the composite managements of HIV/AIDS services within a district are nearing completion. The aims of this programme have been to develop organisational standards and indicators to evaluate the performance of organisations within a district that manage HIV patients according to national and international norms and standards. Known as the HIV and AIDS District Evaluation Tool (HIV-DET), the programme is to include the development and implementation of a quality improvement programme across a representative group of facilities within a district to assist health providers to meet standards.

WELCOME ON BOARD!

COHSASA is pleased to welcome Dr Morris Mathebula as the Operations Manager of the HIV and Aids District Evaluation Tool Programme and Dr Fikile Sithole as a COHSASA surveyor. They have been tasked with driving the HIV-AIDS district Evaluation Tool in South Africa.

These standards, which measure the efficacy of district HIV and AIDS services, have been developed and tested by COHSASA over the past year with the input of clinicians experienced in the management of HIV and AIDS, international literature, government guidelines - including the National Department of Health's accreditation tool - and the World Health Organisation's standards for the management of HIV patients across the continuum of care. •

Health's accreditation tool - and the World Health Organisation's standards for the management of HIV patients across the continuum of care. •

For more information on this programme go to: www.cohsasa.co.za.

keep in touch!

The COHSASA newsletter is designed to keep you up to date with developments at the Council and the work we are doing to assist the South African authorities and the private hospital sector to improve the quality of healthcare services. We hope that you will give us feedback on what you would like to see in the newsletter. Please let us know what you think about the newsletter as a means of keeping you in touch with COHSASA and issues about quality in health care.

You can contact me directly:

