



THE COUNCIL FOR  
HEALTH SERVICE  
ACCREDITATION  
OF SOUTHERN AFRICA  
C O H S A S A

*Quality Improvement in Health Care*



## Why use COHSASA?

### INTERNATIONAL CREDIBILITY

- COHSASA is one of only 32 healthcare accrediting bodies in the world that holds a current IAP (International Accreditation Programme) award from the International Society for Quality in Health Care (ISQua) as a competent health accrediting body.
- This is its fourth successive accreditation from ISQua with the current award valid until 2018. The award confers credibility through formal worldwide recognition that COHSASA meets agreed international standards; specifically developed and tested for healthcare external evaluation bodies.
- International links and collaboration create a network-based legitimacy and expert partnerships.
- COHSASA's Surveyor Training Programme has been accredited by ISQua until 2018 which means that surveyors trained by COHSASA meet international standards set by this global body.

### NOT FOR PROFIT

- COHSASA is a not-for-profit company – as opposed to an activist or advocacy organisation.
- It is an impartial, independent, non-political body.
- It has neither shareholders nor executive directors.
- It seeks to ensure that all patients have access to safe, quality health care.

### TRACK RECORD

- COHSASA has 22 years of experience in over 600 facilities in South Africa, Namibia, Botswana, Rwanda, Swaziland, Lesotho, Nigeria and Tanzania.
- The Council has a proven track record in both public and private healthcare facilities.
- COHSASA has been the quality improvement and accreditation service provider of choice to Mediclinic in South Africa and Mediclinic has extended its contract into the future.
- It has developed quality improvement and accreditation programmes for a variety of facilities including hospitals, clinics, hospices, sub-acute care, emergency services and general and family practitioners.
- In addition to accreditation programmes, COHSASA offers skills development in quality improvement methodology, monitoring and evaluation and adverse event management, monitoring and reporting systems to measure impact.
- To ensure that facilities sustain their standards after being accredited, COHSASA offers a standards maintenance programme. This requires hospitals to undergo a mini-survey of key and high-risk areas.
- COHSASA consistently monitors and evaluates its own internal performance to improve its service to clients.

### STANDARDS

- The Council's standards have been developed and are based on international best practice.
- ISQua has consistently accredited COHSASA's standards over the past decade.
- Representative professional bodies such as the Society of Surgeons, the Society of Anesthesiologists, the Democratic Nursing Association of South Africa, the Infection Control Society of South Africa, several GP associations and many others have helped to develop and refine COHSASA's standards.



## INFORMATION SYSTEM

- COHSASA has developed the COHSASA Quality Information System (CoQIS), a web-based information system that enables licensed users, via a secure login, to view and query data and access objective information about levels of compliance with professional standards, including progress reports on healthcare facilities in the quality improvement programme.
- Ongoing access to current data enables management at all levels – national, regional and at facility level – to make informed decisions, to respond to triggers demanding immediate action and, in this way, to bring about continuous quality improvements, ongoing monitoring and evaluation.
- Users can navigate through CoQIS, review data and monitor progress of individual facilities and/or a group of facilities in the programme at an overview level or down to the most granular level of compliance.
- Data can be interrogated using query tools which provide comprehensive details of the situation in all the systems - managerial, clinical, technical and support.
- CoQIS enables clients to capture their own self-evaluation data. This improves ownership of the programme and embeds quality improvement as a regular process.
- COHSASA's web-based system is a secure on-line data warehouse and can become a valuable repository of the chronological and historical progress of facilities in the client organisation as they move towards compliance with standards.
- Endemic weaknesses within a facility or across a region can be identified and acted upon.
- Client organisations are able to use the CoQIS system to make informed decisions about the allocation of finances to address deficiencies according to COHSASA's standards which are a blueprint of how to provide safe and quality care.
- Client organisations that use CoQIS as part of the self-evaluation improvement programme are able to sustain their quality programme at the highest level, thus avoiding excessive workloads to maintain their accreditation status over time.

## CAPACITY BUILDING, SKILLS DEVELOPMENT AND EMPOWERMENT

- The programme is designed to empower staff through their own efforts.
- COHSASA pays particular attention to improving institutional capacity – particularly in quality improvement methods, problem solving and audit skills.
- Managers are guided on how to manage their facilities better by making practical use of the detailed information in CoQIS.
- Managers and staff are given quality improvement projects to complete based on actual deficiencies identified against the standards within the hospitals. Support is given to help develop practical skills to carry out quality improvement projects.
- COHSASA provides regular skills development workshops.

## PatSIS - Patient Safety Reporting and Monitoring System

In 2012 COHSASA developed an incident safety reporting and monitoring system to support patient safety programmes PatSIS enables staff to monitor and manage adverse events and near misses occurring in healthcare facilities more quickly and thus reduce the risk of recurrence. This system, PatSIS, has the potential to reduce litigation, improve patient safety and the quality of care, increase patient satisfaction, reduce the number of complaints and boost staff morale.

For more information, please see <http://www.cohsasa.co.za/patsis>

