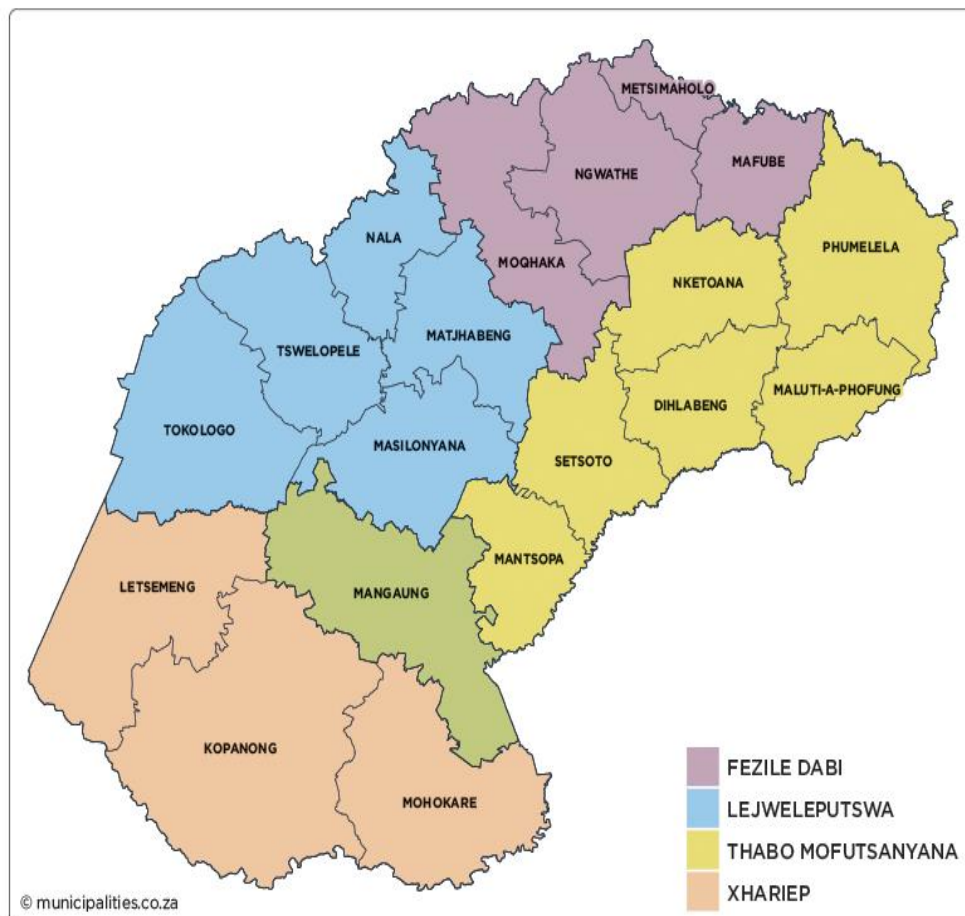




RELECTION ON THE SUCCESS , FAILURE AND FUTURE PLANS OF ICRM IN FREE STATE

*Chief Director District Health Services & Programs: Dr. GM London
24 November 2021*



- Free State Province has five Districts consisting of 221 PHC rendering services to 2.3 million uninsured population out of the 2.9 million total population.
- Life expectancy of 55.1 among men and 61.3 years among females
- PHC facilities are distributed as follows in all five District:
 - Thabo Mofutsanyana (73)
 - Mangaung Metro (46)
 - Lejweleputswa (44)
 - Fezile Dabi (42)
 - Xhariep (17)

FS SD Performance in Percentages from 2015/16 - 2016/17.



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<i>District</i>	<i>No. of Facilities</i>	<i>No. of Facilities Assessed</i>	<i>Not Achieved</i>	<i>Total ideal 2015/16</i>	<i>No. of Facilities Assessed</i>	<i>Not Achieved</i>	<i>Total Ideal Clinic 2016/17</i>
<i>Fezile Dabi</i>	42	38	37	1	39	30	9
<i>Lejweleputswa</i>	44	22	19	3	44	34	10
<i>Mangaung Metro</i>	46	24	23	1	46	36	11
<i>Thabo Mofutsanyana</i>	73	56	46	10	72	37	35
<i>Xhariep</i>	17	9	2	7	17	3	14
<i>Free State</i>	222	149	127	22 (15 %)	219	140	79 (36 %)

FS SD Performance in Percentages from 2019-2021.



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District	# of Facilities	# of IC 2018/2019	Total IC in %	# of IC 2019/2020	Total IC in %	# of IC 2020/2021	Total IC in %	# of PPTICRM SD IC 2021/2022	Total PPTICRM SD IC in %
FD	42	29	69%	17	40%	7	17%	8	19%
LEJWE	43	27	61.4%	30	68%	21	48%	3	7%
MM	46	35	76.1%	28	61%	12	26%	21	47%
TM	73	71	97.3%	63	86%	47	65%	40	56%
XHA	17	17	100%	15	88%	7	41%	11	65%
Free State	218	179	81%	153	69%	94	43%	83	38%

FS Range of Scores Obtained

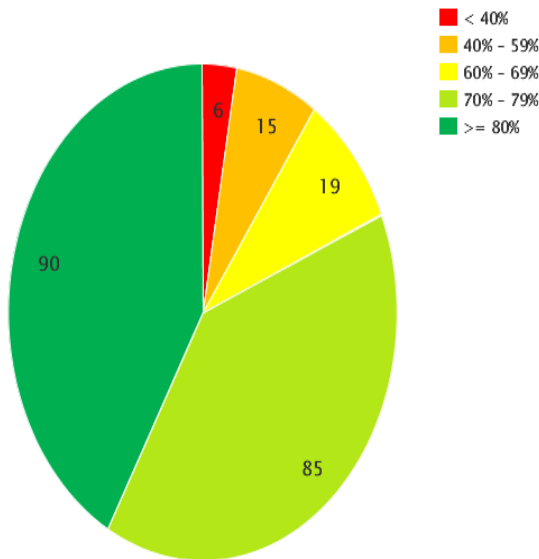


2019/20

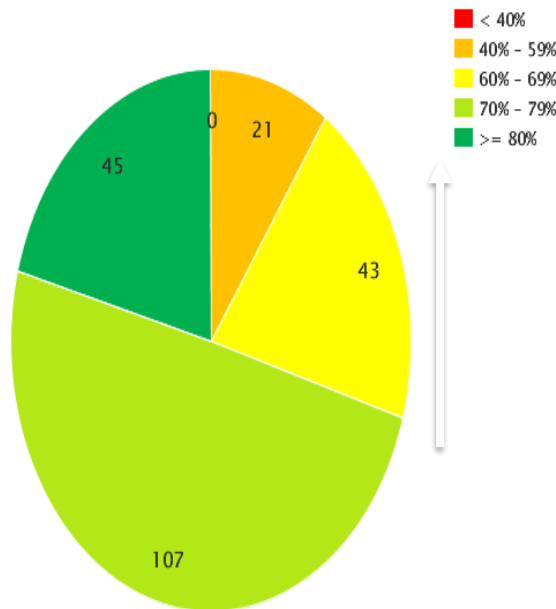
2020/21

2021/22

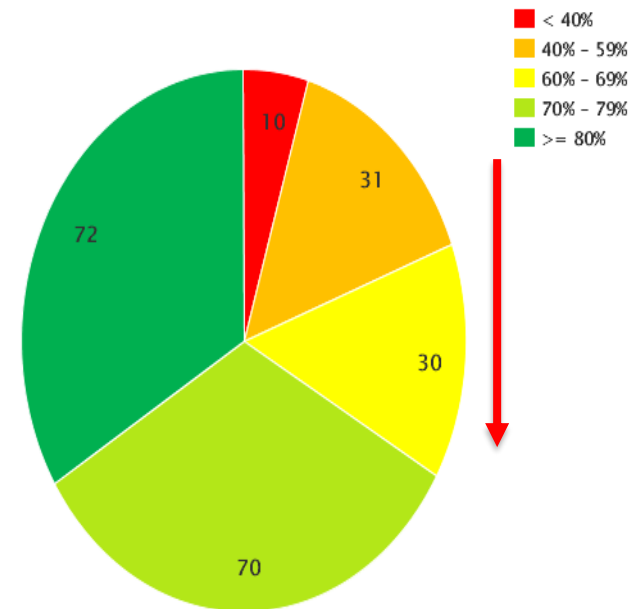
Range for % scores obtained



Range for % scores obtained



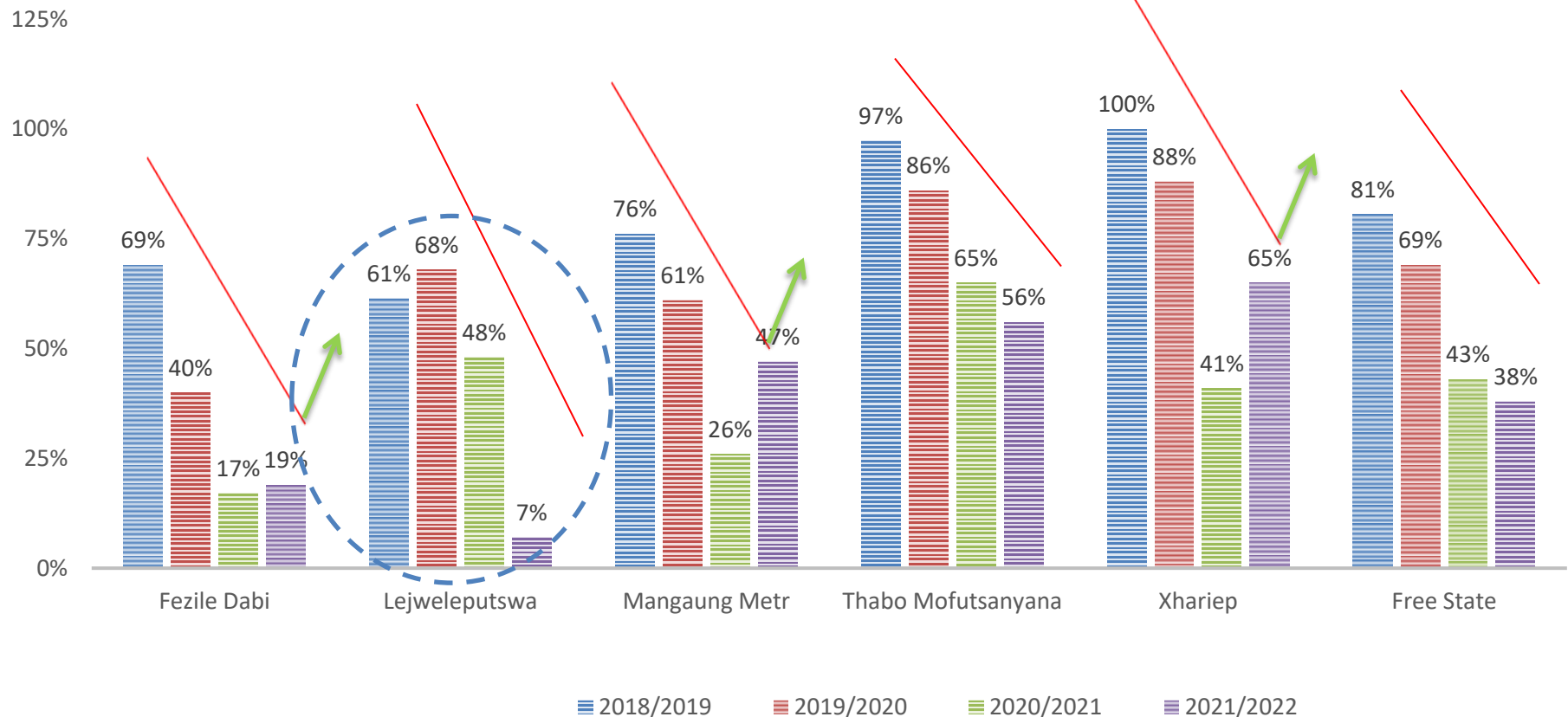
Range for % scores obtained



FS Ideal Clinic Status report from 2018 - 2021



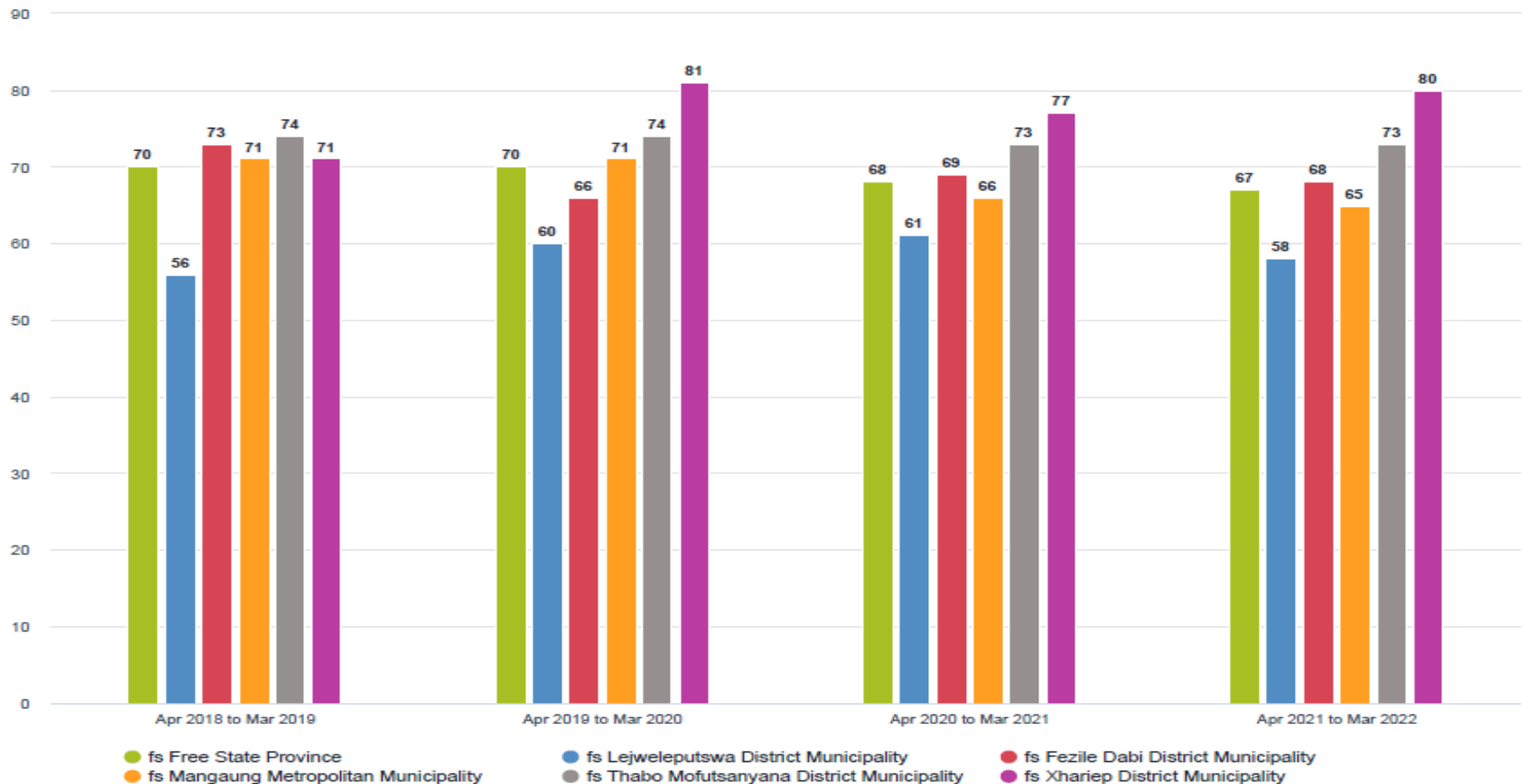
Ideal Clinic Realization and Maintenance Progress Report from 2018 – 2021.



FS PEC RESULTS PER YEAR



Patient Experience of Care satisfaction rate



PEC RESULTS PERB INDICATOR PER DISTRICT



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External Survey PDoH, Internal Survey, External Survey NDoH

Organisation unit	Data / Period	Apr 2018 to Mar 2019	Apr 2019 to Mar 2020	Apr 2020 to Mar 2021	Apr 2021 to Mar 2022
fs Free State Province	Patient safety OP	66,7	67,3	68,2	63,6
	Availability of medicines OP	84,9	83,9	88,3	86,1
fs Fezile Dabi District Municipality	Values and attitudes OP	74,9	68,8	73,4	74,8
	Waiting times OP	66,7	54,2	66,4	64,3
	Cleanliness OP	72,2	67,8	73,6	71,9
	Patient safety OP	70,6	61	72,9	53,1
	Availability of medicines OP	85,4	80,3	89,5	88,9
fs Lejweleputswa District Municipality	Values and attitudes OP	60,6	66,3	67,9	66,2
	Waiting times OP	41,4	46,2	52	42
	Cleanliness OP	53,3	57,7	61,3	59,2
	Patient safety OP	50,6	65,3	60,8	63,6
	Availability of medicines OP	78,4	80,1	83,9	83,3
fs Mangaung Metropolitan Municipality	Values and attitudes OP	71,1	72,6	71,2	70,8
	Waiting times OP	60,5	62,8	58,2	58,3
	Cleanliness OP	70,1	70,1	67,1	65,7
	Patient safety OP	72,9	69,2	64	59,6
	Availability of medicines OP	85,4	84,5	90,1	81,5
fs Thabo Mofutsanyana District Municipality	Values and attitudes OP	77,7	79,6	81	77,8
	Waiting times OP	69,9	71,6	76,3	73,5
	Cleanliness OP	73,2	71,2	74,8	75,4
	Patient safety OP	68,6	68,5	72,6	70,5
	Availability of medicines OP	87	85,9	88,7	89,5
fs Xhariep District Municipality	Values and attitudes OP	72,3	81,1	84,8	85
	Waiting times OP	55	73,3	74,2	79,1
	Cleanliness OP	72,2	81,2	79,9	83,5
	Patient safety OP	68,6	78,7	76,8	76,6
	Availability of medicines OP	86	91,1	87,8	91,4

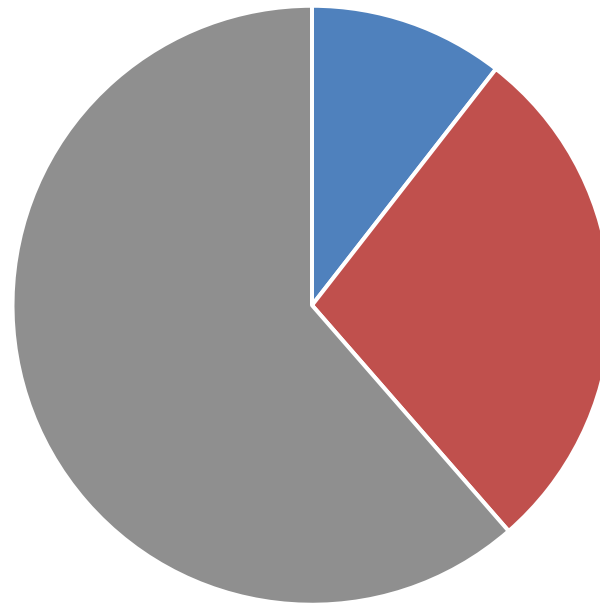
Analysis of the status of ideal clinic with PEC

- The Xhariep and TM district had the most number of ideal clinics collating to scoring the highest in value and attitude scoring between 81 and 79 respectively
- Improvement on the waiting time from average of 57 in 2018 to > 72 in 2021 in both districts
- However, poor performing district on the ideal clinic programme also reflected lower scorers on value and attitude and overall patient waiting time scoring below 60
- Overall the province was performing poor on patient safety, which also one of the most failed elements on the ideal clinic
- Correlation of PEC results and ideal clinic performance allow proper analysis and targeted interventions

Analysis of the status of ideal clinic with PEC




failed elements



- facilities without OPM
- Cleaness

- facilities non compliant with Infrastructure
- MOU

Challenges	Strategies address the challenges	Progress to date
<p>Support services :</p> <p>1.HR facilities without Operational Manager, pharmacy assistants, cleaners and data clerks, security s which affected Maintance of the ideal clinic . Most facilities don't have security which affect patient safety</p> <p>2.Slow SCM processes Ineffective contract management (cleaning eqipmement , poor quality of equipment</p> <p>3</p>	<p>1. HR formed a task team to priotize list of post to be filled by January 2021</p> <p>SCM</p> <p>2. SCM to reevaluate contracts</p> <p>3. Bulk procurement of essential equipment</p> <p>4. HR formed a task team to prioritize list of post to be filled</p>	 <p>Department of Health FREE STATE PROVINCE</p> <p>1.PN , pharmacy assistants and data clerks appointed to be appointed under conditional grant (process ongoing</p> <p>Bulk procurement of ideal clinic is underway (medical equipment's , signage's , bulk fillers)</p>
<p>TRAINING:</p> <p>Professional Nurses not trained on BLS.</p> <p>Delayed training due to capacité and COVID19 limitations</p>	<p>RTC plans to train additional PN</p>	<p>• RTC has sent additional personnel to be trained on BLS to increase capacity</p>

Challenges	Strategies address the challenges	Future plans and progress
<p>External signage's</p> <p>Majority of facilities failed NNV (Lejweleputswa being the most affected with 0% ideal clinic end pf Q2)</p>	<p>Dedicated budget to install directional signage's , challenges with municipality to provide sites</p> <p>Action plans have being developed for facilities with NNV performing >70 % to 100% by 30 November 2021</p> <p>Plans have being developed for 5 facilities with 0 % NNV to drastical improve by end November</p>	<ul style="list-style-type: none"> Infrastructure to assign person to liase with municipality to fast track accreditation of sites <p>Falities with NNV above 70 % should reach score of 100 % by 30 November</p> <p>Facilities with NNV at 67 % should reach 100 % by 15 December 2021</p> <ul style="list-style-type: none"> 3 of the facilities have already turned ideal
<p>IMPLEMENTING PARTNERS AND STAKEHOLDERS : Lack of MOU and policies</p>	<p>MOU between Department of Education and Social Development were crafted and submitted for adoption</p>	<ul style="list-style-type: none"> MOU for Education has been signed and circulated to facilities . Social Development MOU outstanding

Successes

- Implementation of new patient records linked to HPRS enable quick file retrieval leading to improved patient waiting time
- Department prioritized procurement of high density cabinets to improve on patient records filling and retrieval-12 clinics received – in Mangaung
- Fezile Dabi- 17 facilities received cabinets
- Provincial Archives Records Management certificated training was conducted together with the Provincial team for 3 Districts, namely; Thabo Mofutsanyana, Mangaung Metro and Xhariep to understand the processes of patient health record archiving
- Dedicated budget to ideal ideal clinic improved availability of equipments at PHC and facilities attaining the status

Proposal for elements to review



- WISN good concept but might not be practical with current fiscal challenges.
- Some elements 144 should be reviewed (model of funding does not allow facility to have dedicated budget)
- Infrastructure grant should reinstate ICRM budget from National department of health ,
- Review the member of PPTICRM for continuation of ideal clinic



THANK YOU

