



# BOTSWANA NATIONAL HEALTH QUALITY STANDARDS FOR EMERGENCY MEDICAL SERVICES

Republic of Botswana

## 3. Administrative Support

These forms are designed to be used by both hospital personnel and external surveyors. The following information must be provided after each survey, before submitting the completed survey forms.

**1. NAME OF HOSPITAL/CLINIC/FACILITY:** \_\_\_\_\_

**2. BASELINE/INTERNAL SURVEY INFORMATION:**

Title and name of person who completed this document: \_\_\_\_\_

Post and position held: \_\_\_\_\_

Date of survey: \_\_\_\_\_

**3. EXTERNAL SURVEY INFORMATION:**

Name of external surveyor: \_\_\_\_\_

Date of external survey: \_\_\_\_\_

### GUIDE TO COMPLETION OF FORM

**N.B. Hospital staff are please to use BLACK ink at all times. The external surveyors are requested to use RED ink at all times.**

Please circle the rated compliance with the criterion, e.g. NA (Not applicable), NC (Non-compliant), PC (Partially compliant), C (Compliant).

The default category affected is designated on the form for each criterion as follows:

1. patient and staff safety
2. legality
3. patient care
4. efficiency
5. structure
6. basic management
7. basic process
8. evaluation

The seriousness of the default is designated on the form for each criterion as follows:

1. mild
2. moderate
3. serious
4. very serious

### Documents Checked

Surveyor: .....

Surveyor: .....



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### 3.1 Financial Management Support

#### 3.1.1 Standard

*Budgeting, reporting and auditing processes are consistent with statutory requirements and accepted standards.*

**Standard Intent:** Financial planning and management needs to be conducted by a person who is suitably qualified and experienced in all matters relating to the organisation's finances. Clinical and other leaders need to be included in planning their financial requirements. They also require information relating to the funds available to them for the management of their departments, and up-to-date statements of current expenditure. Sound accounting and auditing practices are implemented to ensure transparency. Financial managers improve their services through quality improvement methods.

	Criterion	Comments Recommendations
<b>Criterion 3.1.1.1</b>  Critical: ..  Catg: Basic Process + Efficiency Compliance  NA NC PC C	Financial managers ensure that policies and procedures are available to guide staff and that they are implemented.	
Default Severity for NC or PC = 4 Very Serious		
<b>Criterion 3.1.1.2</b>  Critical: ..  Catg: Basic Process + Efficiency Compliance  NA NC PC C	There is a mechanism for developing budgets (e.g. cost centres) with the participation of staff.	
Default Severity for NC or PC = 3 Serious		
<b>Criterion 3.1.1.3</b>  Critical: ..  Catg: Basic Process + Efficiency Compliance  NA NC PC C	A report is produced monthly for the organisation's management, setting out the financial position to date.	
Default Severity for NC or PC = 3 Serious		
<b>Criterion 3.1.1.4</b>  Critical: ..  Catg: Basic Process + Efficiency Compliance  NA NC PC C	There is a mechanism for establishing the reason for budget variation in either income or expenditure.	
Default Severity for NC or PC = 3 Serious		



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<b>Criterion 3.1.1.5</b> Critical: .. Catg: Basic Process + Efficiency <b>Compliance</b> NA NC PC C	There is a capital asset register, which is routinely maintained.	
<b>Criterion 3.1.1.6</b> Critical: .. Catg: Basic Process + Efficiency <b>Compliance</b> NA NC PC C	There is a capital asset replacement programme.	

## 3.2 Provisioning and Supplies

### 3.2.1 Standard

***There is a system to ensure that equipment and supplies are ordered, available, stored and distributed from a central point.***

**Standard Intent:** A competent and qualified person ensures the effective administration of the provisioning department. This includes timely ordering of equipment and supplies, safe storage, prevention and notification of losses, effective distribution to departments on request, and maintenance of information relating to ordering, receipt, storage and distribution of equipment and supplies. Managers need to be assured that all equipment and supplies needed by departments will be immediately available on request. Policies and procedures guide the processes of provisioning management.

The organisation's leaders need to ensure that finances are made available for the purchase of those items of equipment and supplies which have been identified as needed by clinical and managerial leaders. The provisioning managers therefore need to work closely with the financial manager.

	<b>Criterion</b>	<b>Comments</b>
		<b>Recommendations</b>
<b>Criterion 3.2.1.1</b> Critical: .. Catg: Basic Management + Efficiency <b>Compliance</b> NA NC PC C	A designated individual is responsible for the ordering, storage, distribution and control of equipment and supplies used in the facility.	



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<b>Criterion 3.2.1.2</b> Critical: .. Catg: Basic Process + Efficiency <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 3 Serious	Policies and procedures guide the ordering of supplies and equipment.	
<b>Criterion 3.2.1.3</b> Critical: .. Catg: Basic Process + Efficiency <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 3 Serious	Policies and procedures guide the payment for supplies and equipment received.	
<b>Criterion 3.2.1.4</b> Critical: .. Catg: Basic Process + Efficiency <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 3 Serious	Policies and procedures guide the safe storage of supplies and equipment.	
<b>Criterion 3.2.1.5</b> Critical: .. Catg: Basic Process + Efficiency <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 3 Serious	Policies and procedures guide the issue of supplies and equipment.	
<b>Criterion 3.2.1.6</b> Critical: .. Catg: Basic Process + Efficiency <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 3 Serious	Policies and procedures guide the condemning of equipment.	



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<b>Criterion 3.2.1.7</b>	Policies and procedures guide the security of order books and other face-value documents.	
Critical: ..		
Catg: Basic Process + Efficiency		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		

### 3.2.2 Standard

*There is an information system that collects, collates and analyses information relating to the receipt and distribution of equipment and supplies.*

**Standard Intent:** The high cost of medical supplies and equipment makes it essential that sound auditing practices are in place to ensure control of the financial aspects of provisioning. A management information system must track all inventory. Expenditure on equipment and supplies is transparent and all records must be monitored and available to managers and auditors for accounting.

Criterion	Comments	Recommendations
	Recommendations	
<b>Criterion 3.2.2.1</b>	A record is kept of goods received and goods issued.	
Critical: ..		
Catg: Basic Process + Efficiency		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		
<b>Criterion 3.2.2.2</b>	Records are audited.	
Critical: ..		
Catg: Evaluation + Efficiency		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		
<b>Criterion 3.2.2.3</b>	All losses are investigated, reported and recorded.	
Critical: ..		
Catg: Basic Process + Efficiency		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		



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<b>Criterion 3.2.2.4</b>	There is an inventory of all goods stored.	
Critical: ..		
Catg: Basic Process + Efficiency		
Compliance		
NA    NC    PC    C		
Default Severity for NC or PC = 3 Serious		

### 3.2.3 Standard

*All equipment and supplies are safely stored.*

**Standard Intent:** The storage of equipment and supplies must allow for security, ease of access and effective inventory taking. Acts and regulations, as well as policies and procedures, guide the storage of equipment and supplies.

The administrative support service ensures that supplies and provisions are ordered, received and timeously provided to departments to meet their needs.

Criterion	Comments	Recommendations
<b>Criterion 3.2.3.1</b>	Secure storage facilities are available.	
Critical: ..		
Catg: Basic Management + Physical Struct		
Compliance		
NA    NC    PC    C		
Default Severity for NC or PC = 3 Serious		
<b>Criterion 3.2.3.2</b>	Hazardous and flammable materials are stored in accordance with relevant regulations.	
Critical: b		
Catg: Basic Process + Legality		
Compliance		
NA    NC    PC    C		
Default Severity for NC or PC = 4 Very Serious		
<b>Criterion 3.2.3.3</b>	There is adequate storage space to enable rapid retrieval and removal of equipment when needed.	
Critical: ..		
Catg: Basic Management + Physical Struct		
Compliance		
NA    NC    PC    C		
Default Severity for NC or PC = 3 Serious		



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### 3.3 Health Record Maintenance

#### 3.3.1 Standard

*There is a system for storage of health records which meets the needs of confidentiality and safety.*

**Standard Intent:** Health record management must be implemented by a person with suitable training and experience. The manager controls the safe storage and retrieval of files. Files must be readily available each time the patient visits a health professional, and therefore must be filed in such a way that they are easily identified. Policies and procedures as well as managerial supervision ensure the safety and confidentiality of files. Loss of information may be through electronic failure, fire, flood or theft. The organisation develops and implements a policy that guides the retention of patient records and other data and information. Patient records and other data and information are retained for sufficient periods to comply with laws and regulations and support patient care, the management of the organisation, legal documentation, research and education. The retention policy is consistent with the confidentiality and security of such information. When the retention period is complete, patient records and other data and information are destroyed appropriately.

Criterion	Comments Recommendations
<b>Criterion 3.3.1.1</b>  Critical: ..  Catg: Basic Management + Efficiency  Compliance  NA NC PC C	A designated individual is responsible for the storage, maintenance and retrieval of health records.
Default Severity for NC or PC = 3 Serious	
<b>Criterion 3.3.1.2</b>  Critical: ..  Catg: Basic Process + Efficiency  Compliance  NA NC PC C	The health record manager ensures that policies and procedures are available to guide staff and that they are implemented.
Default Severity for NC or PC = 3 Serious	
<b>Criterion 3.3.1.3</b>  Critical: O  Catg: Basic Process + Efficiency  Compliance  NA NC PC C	Policies and procedures relate to the safeguarding of patient information against loss, damage, breach of confidentiality or use by unauthorised persons.
Default Severity for NC or PC = 4 Very Serious	



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<b>Criterion 3.3.1.4</b>	Policies and procedures are developed for health record destruction, specifying the criteria for selection and method of destruction of records.	
Critical: ..		
Catg: Basic Process + Efficiency  Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		