



BOTSWANA NATIONAL HEALTH QUALITY STANDARDS FOR EMERGENCY MEDICAL SERVICES

Republic of Botswana

4. Access to Services

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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4.1 Access to Services

4.1.1 Standard

The organisation provides information to the community served on how to appropriately contact the organisation and access its medical transport services.

	Criterion	Comments
		Recommendations
Criterion 4.1.1.1	The organisation provides access information to the community.	
Critical: .. Catg: Basic Management + Efficiency Compliance NA NC PC C		
Default Severity for NC or PC = 3 Serious		
Criterion 4.1.1.2	The information is available to potential service users in a manner they can understand and easily use.	
Critical: .. Catg: Basic Management + Patient Care Compliance NA NC PC C		
Default Severity for NC or PC = 3 Serious		
Criterion 4.1.1.3	The information includes any service limitations and/or alternative emergency access points, when appropriate.	
Critical: .. Catg: Basic Management + Efficiency Compliance NA NC PC C		
Default Severity for NC or PC = 3 Serious		



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4.1.2 Standard

The organisation has established processes to respond to enquiries from customers and the media.

Criterion	Comments
	Recommendations
Criterion 4.1.2.1 Critical: .. Catg: Basic Management + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 2 Moderate	The organisation has a public relations access system.
Criterion 4.1.2.2 Critical: .. Catg: Basic Process + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 2 Moderate	The access system is made available to potential users.
Criterion 4.1.2.3 Critical: .. Catg: Basic Process + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	The process respects patient confidentiality.

4.1.3 Standard

The organisation seeks to reduce physical, language, cultural, financial and other barriers to access and delivery of services.

Criterion	Comments
	Recommendations
Criterion 4.1.3.1 Critical: .. Catg: Basic Management + Patient Care Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	The organisation has identified the barriers in its patient population.



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Criterion 4.1.3.2	There is a process to overcome or limit barriers during the entry process.	
Critical: ..		
Catg: Basic Process + Patient Care		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		
Criterion 4.1.3.3	There is process to limit the impact of barriers on the delivery of services.	
Critical: ..		
Catg: Basic Process + Patient Care		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		
Criterion 4.1.3.4	There is process for working with other community agencies to limit the impact of financial barriers on the delivery of services.	
Critical: ..		
Catg: Basic Process + Patient Care		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		

4.2 Dispatch and Communication

4.2.1 Standard

The dispatch plan includes a process for prioritising requests for transport services.

	Criterion	Comments
		Recommendations
Criterion 4.2.1.1	The organisation has a prioritisation process for medical transport requests.	
Critical: ..		
Catg: Basic Management + Efficiency		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		



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Criterion 4.2.1.2	The prioritisation process uses written guidelines that determine both response level and urgency.	
Critical: ..		
Catg: Basic Process + Efficiency		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		
Criterion 4.2.1.3	The process is monitored for compliance to protocol.	
Critical: ..		
Catg: Basic Process + Efficiency		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		
Criterion 4.2.1.4	The guidelines are approved by the organisation's medical direction leaders.	
Critical: ..		
Catg: Basic Process + Efficiency		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		

4.2.2 Standard

There is direct communication capability between the caller and the dispatch centre and the dispatch centre and the rescue/vehicle staff at all times.

	Criterion	Comments
		Recommendations
Criterion 4.2.2.1	Direct, immediate communication is maintained between the dispatch centre and the caller at all times.	
Critical: ..		
Catg: Basic Management + Physical Struct		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		



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Criterion 4.2.2.2 Critical: .. Catg: Basic Management + Physical Struct Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Direct, immediate communication is maintained between the dispatch centre and the rescue/vehicle staff at all times.	
Criterion 4.2.2.3 Critical: .. Catg: Basic Management + Physical Struct Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	The system includes call routing capability.	
Criterion 4.2.2.4 Critical: .. Catg: Evaluation + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	Call waiting times are monitored.	
Criterion 4.2.2.5 Critical: .. Catg: Basic Process + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	Process to manage overflow or peak times and multiple calls for the same incident are implemented.	



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4.3 Transfer between Facilities

4.3.1 Standard

There is a process for the transfer of patients between organisations to meet their continuing care needs.

	Criterion	Comments
		Recommendations
Criterion 4.3.1.1 Critical: .. Catg: Basic Management + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	There is a process to transfer patients between facilities.	
Criterion 4.3.1.2 Critical: .. Catg: Basic Management + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	The process addresses situations in which transfer is not possible.	
Criterion 4.3.1.3 Critical: .. Catg: Basic Management + Patient Care Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	The process addresses the patient's medical needs during transfer	
Criterion 4.3.1.4 Critical: .. Catg: Basic Process + Patient Care Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	During transfer, a qualified, licensed staff member monitors the patient's condition.	



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4.3.2 Standard

The transfer process is documented in the patient's record.

	Criterion	Comments Recommendations
Criterion 4.3.2.1 Critical: .. Catg: Basic Process + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	The records of transferred patients note the healthcare organisation and the name of the individual agreeing to receive the patient.	
Criterion 4.3.2.2 Critical: .. Catg: Basic Process + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	The records of transferred patients contain notes as required by the policy of the transferring and receiving organisations.	
Criterion 4.3.2.3 Critical: .. Catg: Basic Process + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	The records of transferred patients note the reason(s) for transfer.	
Criterion 4.3.2.4 Critical: .. Catg: Basic Process + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	The records of transferred patients note any special conditions or requirements related to transfer.	
Criterion 4.3.2.5 Critical: .. Catg: Basic Process + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	The patient's condition at start and end of transfer is noted in the record or summary.	



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Criterion 4.3.2.6	The records of transferred patients note any change of patient's condition or status during transfer.	
Critical: ..		
Catg: Basic Process + Efficiency		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		