



BOTSWANA NATIONAL HEALTH QUALITY STANDARDS FOR EMERGENCY MEDICAL SERVICES

Republic of Botswana

10. Patient Care

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:



BOTSWANA NATIONAL HEALTH QUALITY STANDARDS FOR EMERGENCY MEDICAL SERVICES

Republic of Botswana

10. Patient Care



BOTSWANA NATIONAL HEALTH QUALITY STANDARDS FOR EMERGENCY MEDICAL SERVICES

Republic of Botswana

10. Patient Care

10.1 Assessment Process

10.1.1 Standard

All patients cared for by the organisation have their healthcare needs identified through an established assessment process.

	Criterion	Comments Recommendations
Criterion 10.1.1.1 Critical: .. Catg: Basic Management + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	Organisation policy and procedure define the information to be obtained for different types of patients.	
Criterion 10.1.1.2 Critical: .. Catg: Basic Management + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	Priority categories are defined.	
Criterion 10.1.1.3 Critical: .. Catg: Basic Process + Patient Care Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	The patient is assessed in accordance with the relevant patient report form.	
Criterion 10.1.1.4 Critical: .. Catg: Basic Process + Patient Care Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Assessment findings are documented in the patient's record.	



BOTSWANA NATIONAL HEALTH QUALITY STANDARDS FOR EMERGENCY MEDICAL SERVICES

Republic of Botswana

10. Patient Care

Criterion 10.1.1.5	The initial assessment results in selecting the best setting and destination for the care (for example, burn unit or trauma unit).	
Critical: ..		
Catg: Basic Process + Patient Care		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		

10.1.2 Standard

All patients are reassessed at appropriate intervals to determine their response to treatment and to plan for continued treatment or release.

	Criterion	Comments Recommendations
Criterion 10.1.2.1	Only those individuals permitted by licensure, applicable laws and regulations or certification perform the assessments.	
Critical: D		
Catg: Basic Process + Legality		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		
Criterion 10.1.2.2	Patients are reassessed to determine their response to treatment.	
Critical: ..		
Catg: Basic Process + Patient Care		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		
Criterion 10.1.2.3	Patients are reassessed at intervals appropriate to their condition.	
Critical: ..		
Catg: Basic Process + Patient Care		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		
Criterion 10.1.2.4	Reassessments are documented in the patient's record.	
Critical: ..		
Catg: Basic Process + Patient Care		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		



BOTSWANA NATIONAL HEALTH QUALITY STANDARDS FOR EMERGENCY MEDICAL SERVICES

Republic of Botswana

10. Patient Care

10.2 Point of Care Testing

10.2.1 Standard

The medical transport organisation identifies any point of care (POC) testing that will be conducted and the extent to which such test results are used in patient care (definitive or used only as a screen).

Standard Intent: This standard refers to biochemical or haematological assessment which takes place outside the laboratory, for example glucose or haemoglobin testing.

	Criterion	Comments
		Recommendations
Criterion 10.2.1.1	The organisation identifies any point of care tests to be conducted.	
Critical: .. Catg: Basic Management + Efficiency Compliance NA NC PC C		
Default Severity for NC or PC = 3 Serious		
Criterion 10.2.1.2	The organisation identifies how the results will be used.	
Critical: .. Catg: Basic Management + Efficiency Compliance NA NC PC C		
Default Severity for NC or PC = 3 Serious		
Criterion 10.2.1.3	Staff members have had specific training in the tests they perform.	
Critical: .. Catg: Basic Process + Efficiency Compliance NA NC PC C		
Default Severity for NC or PC = 3 Serious		



BOTSWANA NATIONAL HEALTH QUALITY STANDARDS FOR EMERGENCY MEDICAL SERVICES

Republic of Botswana

10. Patient Care

Criterion 10.2.1.4 Critical: .. Catg: Basic Process + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	Staff members are oriented to the tests performed by the organisation.	
Criterion 10.2.1.5 Critical: .. Catg: Evaluation + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	Staff members have shown current competence in performing tests.	
Criterion 10.2.1.6 Critical: .. Catg: Evaluation + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	Staff skills are assessed at defined intervals.	

10.3 Delivery of Care for All Patients

10.3.1 Standard

Policies and procedures and applicable laws and regulations guide the uniform care of all patients.

	Criterion	Comments
		Recommendations
Criterion 10.3.1.1 Critical: .. Catg: Basic Process + Legality Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Policies and procedures guide uniform care and reflect relevant laws and regulations.	



BOTSWANA NATIONAL HEALTH QUALITY STANDARDS FOR EMERGENCY MEDICAL SERVICES

Republic of Botswana

10. Patient Care

Criterion 10.3.1.2 Critical: .. Catg: Evaluation + Efficiency Compliance NA NC PC C	Response times are monitored, using single or regularly synchronised clocks.	
Default Severity for NC or PC = 3 Serious		

Criterion 10.3.1.3 Critical: .. Catg: Basic Process + Patient Care Compliance NA NC PC C	There is a process to communicate patient assessments and other clinical data to hospital providers.	
Default Severity for NC or PC = 4 Very Serious		

10.3.2 Standard

Care is planned and documented in the patient's record.

Criterion	Comments	Recommendations
	Recommendations	
Criterion 10.3.2.1 Critical: .. Catg: Basic Process + Patient Care Compliance NA NC PC C	The care of each patient is planned.	
Default Severity for NC or PC = 3 Serious		
Criterion 10.3.2.2 Critical: .. Catg: Basic Process + Patient Care Compliance NA NC PC C	The patient's plan of care is modified as the patient's needs change.	
Default Severity for NC or PC = 3 Serious		
Criterion 10.3.2.3 Critical: .. Catg: Basic Process + Patient Care Compliance NA NC PC C	The care is documented in the patient's record.	
Default Severity for NC or PC = 4 Very Serious		



BOTSWANA NATIONAL HEALTH QUALITY STANDARDS FOR EMERGENCY MEDICAL SERVICES

Republic of Botswana

10. Patient Care

Criterion 10.3.2.4	The interventions performed are entered in the patient's record.	
Critical: ..		
Catg: Basic Process + Patient Care		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		

10.4 Sedation and Induced Paralysis

10.4.1 Standard

Sedation is provided by qualified individuals.

	Criterion	Comments Recommendations
Criterion 10.4.1.1	Individuals administering or causing sedation are trained to monitor patients carefully in order to maintain them at the desired level of sedation.	
Critical: ..		
Catg: Basic Process + Pat & Staff Safety		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		
Criterion 10.4.1.2	Individuals administering or causing sedation can demonstrate competence in the use of sedation and resuscitation equipment and monitoring vital signs (including heart and respiratory rates, pulse-oximetry [for all but minimal sedation] and blood pressure).	
Critical: ..		
Catg: Basic Process + Pat & Staff Safety		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		
Criterion 10.4.1.3	Sedative care provided to each patient is recorded in the patient's clinical record.	
Critical: ..		
Catg: Basic Process + Patient Care		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		



BOTSWANA NATIONAL HEALTH QUALITY STANDARDS FOR EMERGENCY MEDICAL SERVICES

Republic of Botswana

10. Patient Care

10.4.2 Standard

Each patient's physiological status is monitored during and following administration of sedation.

Criterion	Comments
	Recommendations
Criterion 10.4.2.1 Critical: .. Catg: Basic Management + Physical Struct Compliance NA NC PC C	Appropriate equipment for care and resuscitation is available for monitoring vital signs, including heart rate and rhythm, respiratory rate, capnography, and/or pulse oximetry. 6
Default Severity for NC or PC = 4 Very Serious	
Criterion 10.4.2.2 Critical: .. Catg: Basic Process + Patient Care Compliance NA NC PC C	Heart rate and rhythm and pulse oximetry (for all but minimal sedation) are continuously monitored.
Default Severity for NC or PC = 4 Very Serious	
Criterion 10.4.2.3 Critical: .. Catg: Basic Process + Patient Care Compliance NA NC PC C	Respiratory frequency and adequacy of pulmonary ventilation are continually monitored.
Default Severity for NC or PC = 4 Very Serious	
Criterion 10.4.2.4 Critical: .. Catg: Basic Process + Patient Care Compliance NA NC PC C	Blood pressure is measured in accordance with guidelines.
Default Severity for NC or PC = 4 Very Serious	



BOTSWANA NATIONAL HEALTH QUALITY STANDARDS FOR EMERGENCY MEDICAL SERVICES

Republic of Botswana

10. Patient Care

Criterion 10.4.2.5	The results of monitoring are documented.	
Critical: ..		
Catg: Basic Process + Efficiency		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		

10.5 Invasive Procedures

10.5.1 Standard

Invasive procedures are based on the results of a patient's assessment.

	Criterion	Comments Recommendations
Criterion 10.5.1.1	Patient assessment information is the basis for determining the need for invasive procedures.	
Critical: ..		
Catg: Basic Process + Patient Care		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		
Criterion 10.5.1.2	The patient's diagnosis is recorded in the patient's record.	
Critical: ..		
Catg: Basic Process + Patient Care		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		
Criterion 10.5.1.3	A description of the invasive procedure and any findings is recorded.	
Critical: ..		
Catg: Basic Process + Patient Care		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		



BOTSWANA NATIONAL HEALTH QUALITY STANDARDS FOR EMERGENCY MEDICAL SERVICES

Republic of Botswana

10. Patient Care

Criterion 10.5.1.4	The names of those performing or assisting the procedure are recorded.	
Critical: ..		
Catg: Basic Process + Efficiency		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		

10.5.2 Standard

Each patient's physiological status is continuously monitored during and immediately after the invasive procedure and written in the patient's record.

	Criterion	Comments Recommendations
Criterion 10.5.2.1	The patient's physiological status is monitored appropriately during the procedure.	
Critical: ..		
Catg: Basic Process + Patient Care		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		
Criterion 10.5.2.2	The patient's physiological status is monitored during the immediate post-procedure period.	
Critical: ..		
Catg: Basic Process + Patient Care		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		
Criterion 10.5.2.3	Findings are entered into the patient's record.	
Critical: ..		
Catg: Basic Process + Patient Care		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		
Criterion 10.5.2.4	Each patient's post-procedure care is planned.	
Critical: ..		
Catg: Basic Process + Patient Care		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		



Republic of Botswana

BOTSWANA NATIONAL HEALTH QUALITY STANDARDS FOR EMERGENCY MEDICAL SERVICES

10. Patient Care

Criterion 10.5.2.5	The care provided is documented in the patient's record.	
Critical: ..		
Catg: Basic Process + Patient Care		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		

10.6 Medication Use

10.6.1 Standard

Medications are properly stored, used and recalled when appropriate.

	Criterion	Comments Recommendations
Criterion 10.6.1.1	Medications are protected from loss, theft or damage.	
Critical: ..		
Catg: Basic Process + Pat & Staff Safety		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		
Criterion 10.6.1.2	Medication use complies with applicable laws and regulations.	
Critical: ..		
Catg: Basic Process + Legality		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		
Criterion 10.6.1.3	Only those permitted by the organisation and by relevant licensure, laws and regulations prescribe and administer medications.	
Critical: O		
Catg: Basic Process + Legality		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		



BOTSWANA NATIONAL HEALTH QUALITY STANDARDS FOR EMERGENCY MEDICAL SERVICES

Republic of Botswana

10. Patient Care

Criterion 10.6.1.4 Critical: .. Catg: Basic Process + Pat & Staff Safety Compliance <table border="1"><tr><td>NA</td><td>NC</td><td>PC</td><td>C</td></tr></table> Default Severity for NC or PC = 4 Very Serious	NA	NC	PC	C	Medications are labelled properly.	
NA	NC	PC	C			
Criterion 10.6.1.5 Critical: .. Catg: Basic Process + Legality Compliance <table border="1"><tr><td>NA</td><td>NC</td><td>PC</td><td>C</td></tr></table> Default Severity for NC or PC = 4 Very Serious	NA	NC	PC	C	Medication storage complies with laws, regulations and professional standards of practice.	
NA	NC	PC	C			
Criterion 10.6.1.6 Critical: .. Catg: Basic Process + Pat & Staff Safety Compliance <table border="1"><tr><td>NA</td><td>NC</td><td>PC</td><td>C</td></tr></table> Default Severity for NC or PC = 4 Very Serious	NA	NC	PC	C	There is a medication recall system in place.	
NA	NC	PC	C			
Criterion 10.6.1.7 Critical: .. Catg: Basic Process + Pat & Staff Safety Compliance <table border="1"><tr><td>NA</td><td>NC</td><td>PC</td><td>C</td></tr></table> Default Severity for NC or PC = 4 Very Serious	NA	NC	PC	C	Policies and procedures address any use of any known expired or out-dated medications.	
NA	NC	PC	C			
Criterion 10.6.1.8 Critical: .. Catg: Basic Process + Pat & Staff Safety Compliance <table border="1"><tr><td>NA</td><td>NC</td><td>PC</td><td>C</td></tr></table> Default Severity for NC or PC = 4 Very Serious	NA	NC	PC	C	Policies and procedures address the destruction of any known expired or out-dated medications.	
NA	NC	PC	C			



BOTSWANA NATIONAL HEALTH QUALITY STANDARDS FOR EMERGENCY MEDICAL SERVICES

Republic of Botswana

10. Patient Care

Criterion 10.6.1.9	Policies and procedures are implemented.	
Critical: ..		
Catg: Basic Process + Efficiency		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		

10.6.2 Standard

Medication effects on patients are monitored.

	Criterion	Comments
		Recommendations
Criterion 10.6.2.1	Medications prescribed and administered are written in the patient's record.	
Critical: ..		
Catg: Basic Process + Patient Care		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		
Criterion 10.6.2.2	Medication administration is recorded for each dose.	
Critical: ..		
Catg: Basic Process + Patient Care		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		
Criterion 10.6.2.3	Monitoring includes observing adverse medication effects.	
Critical: ..		
Catg: Basic Process + Patient Care		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		
Criterion 10.6.2.4	Adverse effects are documented in the patient's record.	
Critical: ..		
Catg: Basic Process + Patient Care		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		



BOTSWANA NATIONAL HEALTH QUALITY STANDARDS FOR EMERGENCY MEDICAL SERVICES

Republic of Botswana

10. Patient Care

Criterion 10.6.2.5	Adverse effects are reported as required.	
Critical: ..		
Catg: Basic Process + Patient Care		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		

10.7 Non-Treatment and Non-Transport

10.7.1 Standard

There is a process to treat and release patients.

	Criterion	Comments Recommendations
Criterion 10.7.1.1	There is a process to treat and release patients.	
Critical: ..		
Catg: Basic Process + Patient Care		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		
Criterion 10.7.1.2	The process addresses verification of the patient's mental competency.	
Critical: ..		
Catg: Basic Process + Patient Care		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		
Criterion 10.7.1.3	The process addresses criteria for transporting a patient against his or her will.	
Critical: ..		
Catg: Basic Process + Patient Care		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		



BOTSWANA NATIONAL HEALTH QUALITY STANDARDS FOR EMERGENCY MEDICAL SERVICES

Republic of Botswana

10. Patient Care

Criterion 10.7.1.4 Critical: .. Catg: Basic Process + Patient Care Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	The organisation informs patients about the consequences of their decisions.	
Criterion 10.7.1.5 Critical: .. Catg: Basic Process + Patient Care Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	The organisation informs patients and families about their responsibilities related to such decisions.	
Criterion 10.7.1.6 Critical: .. Catg: Basic Management + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Written criteria are used to determine when the medical transport provider can decline to treat or transport a patient.	
Criterion 10.7.1.7 Critical: .. Catg: Basic Process + Patient Care Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	When the medical transport provider decides not to treat or transport a patient, there is a process to ensure that the patient is physically and clinically safe.	
Criterion 10.7.1.8 Critical: .. Catg: Basic Process + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	Personnel are trained in all protocols and can verbalise the process to follow when these situations arise.	