

QPR for FY 2020-21 for Provincial Institution of Health of location KwaZulu Natal as of (Monday, November 2, 2020 9:21:54 AM)

Frequency	Programme	Sub Programme	Indicator	Indicator Type	Output	MTEF Priority	Cluster	Quarter - 2				Annual Performance						
								Target Q2	Actual Output Q2	Reason for Deviation Q2	Corrective Action Q2	Annual Target	Aggregate Output					
Annually	Programme 1: Administration	Administration	Audit opinion of Provincial DOH	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						unqualified					
			Contingent liability of medico-legal cases	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							822 Bn				
			Medical Officers per 100 000 population	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							77.4				
			Number of CHW's contracted into the Health System	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							10100				
			Number of new ambulances disposed	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							49				
			Number of new ambulances purchased	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							100				
			Number of new vehicles disposed	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							200				
			Number of new vehicles purchased	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							270				
			Percent ambulances that are operational	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							70				
			Percent of achievement on improvement plans on HR functionality	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							0				
			Percent of achievement on improvement plans on Leadership and Governance	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							100				
			Percent of hospitals with a stable ICT connectivity	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							80.60				
			Percent of initiated/instituted disciplinary cases finalized	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							90				
			Percent of PHC facilities with a stable ICT connectivity	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							80				
			Percent of vehicles that are operational	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							90				
			Percentage of facilities certified by OHS	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							68.7				
			Percentage of hospitals compliant with Occupational Health and Safety	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							100				
			Percentage of hospitals with functional hospital boards	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							100				
			Percentage of PHC facilities with functional clinic committees	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							80				
			Percentage of SMS and CEOs with annual EPMDs assessments signed off by due dates	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							100				
			Percentage of supplier invoices paid within 30 days	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							85				
			Percentage of the population with private medical cover	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							Monitor Trends				
			Percentage over and under expenditure	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							0				
			Percentage of Hospitals electronically recording clinical codes for their patient visits	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							2.80				
			Professional nurses per 100 000 population	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							152.5				
			SMS and CEOs with annual EPMDs Assessments signed off by due dates	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							100				
			UHC service Index 5	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							72.0				
			Programme 2: District Health Services	Disease Prevention and Control	Disease Prevention and Control	Diabetes incidence	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						2.8		
						Hypertension incidence	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							28	
						Malaria case fatality rate	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							0.4	
						Malaria incident per 1000 population at risk	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							Zero new local infections	
				District Hospitals	District Hospitals	District Hospitals	Child under 5 years diarrhoea case fatality rate - District Hospital	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						2.0	
							Child under 5 years pneumonia case fatality rate - District Hospital	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							1.7
							Child under 5 years severe acute malnutrition case fatality rate - District Hospital	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							6
							Deaths in facility under 7 years rate - District Hospital	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							4.9
							Deaths in facility under 5 years rate - District Hospital	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							4.2
							Deaths under 5 years against live birth rate - District Hospital	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							1.2
							Maternal Mortality in facility rate - District Hospital	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							55.2
							Neonatal death in facility rate - District Hospital	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							9.0
							Patient Experience of Care satisfaction rate - District Hospital	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							81.8
	Patient Safety Incident (PSI) case closure rate - District Hospital	Standardized					Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							93.6		
	Percentage of Outpatient Presentations - District Hospitals	Non-Standardized					Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							21.8		
	Percentage of Complaints on Staff Attributes - District Hospitals	Non-Standardized					Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							15.9		
	Percentage of Complaints on waiting times - District Hospitals	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							22.5						
	Still birth in facility - District Hospitals	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							17.5						
	HIV, AIDS, STI & TB Control	HIV, AIDS, STI & TB Control	HIV, AIDS, STI & TB Control	Adult Viral load suppressed rate	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						90				
				All DS-TB client death rate	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							0			
				All DS-TB client treatment success rate	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							81			
				ART adult death rate	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							1.1			
				ART child death rate	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							1.2			
				ART child viral load suppressed rate	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							90			
				ART death rate	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							1.15			
				HIV incidence	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							0.52			
				HIV positive 15 - 24 years (excl ANC) rate	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster										
				HIV prevalence among 15 - 24 year old pregnant women (AWG10)	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster										
				HIV prevalence among 15-24 years olds (excl ANC)	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							Baseline to be established			
				TB incidence	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							400			
				TB Rifampicin resistant/MDR/pre-XDR treatment success rate - long	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							60			
				TB Rifampicin resistant/MDR/pre-XDR treatment success rate - short	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							71			

Maternal, Neonatal, Child & Women's Health & Nutrition	Child under 5 years diarrhoea case fatality rate	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						2		
	Child under 5 years diarrhoea incidence	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						7		
	Child under 5 years pneumonia case fatality rate	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						2.2		
	Child under 5 years pneumonia incident	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						38		
	Child under 5 years Severe acute malnutrition case fatality rate	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						6		
	Child under 5 years severe acute malnutrition incident	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						1.7		
	Death in facility under 5 years - total	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						4.2		
	Death under 1 year rate (annualized) - total	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						5		
	Death under 5 years against live birth rate	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						1.8		
	Early Neonatal death rate	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						8.5		
	Infant Mortality Rate	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						29		
	Infant PCS test positive around 30 weeks rate	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						0.5		
	Live Birth under 2500 g in facility rate	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						11.5		
	Maternal Mortality In facility ratio - Total	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						85		
	Neonatal death in facility rate	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						11.9		
	Still birth in facility rate	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						21		
	Under 5 mortality rate	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						40		
	Primary Health Care												
	Ideal clinic status obtained rate	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							100	
	Patient Experience of Care satisfaction rate - PHC	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							88.7	
	Patient Safety Incident (PSI) case closure rate - PHC facility	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							87.3	
	Percentage of complaints on patient care - PHC	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							16.3	
	Percentage of complaints on staff attitude - PHC	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							20.7	
	Percentage of complaints on waiting times - PHC	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							37.5	
Programme 3: Emergency Medical Services													
Emergency Medical Services													
EMS P1 rural response under 60 minutes rate	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster									
EMS P1 urban response under 30 minutes rate	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster									
Programme 4: Provincial Hospital Services													
Chronic/ Sub-Acute Hospitals													
Patient Experience of Care satisfaction rate	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							79.5		
Patient Safety Incident (PSI) case closure rate	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							96.5		
Regional Hospitals													
Child under 5 years Severe Acute Malnutrition case fatality rate	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							7		
Child under 5 years diarrhoea case fatality rate	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							2.1		
Child under 5 years pneumonia case fatality rate	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							2.1		
Death in facility under 5 years	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							4.8		
Death in facility under one year	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							5.2		
Death under 5 years against live birth rate	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							1.9		
Maternal Mortality in facility ratio	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							101.5		
Neonatal death in facility rate	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							16.1		
Patient Experience of Care Satisfaction rate	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							81.8		
Patient Safety Incident (PSI) case closure rate	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							87.3		
still birth in facility rate	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							26.9		
Specialized TB Hospitals													
Patient Experience of Care satisfaction rate	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							93.7		
Patient Safety Incident (PSI) case closure rate	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							89.8		
Specialized Psychiatric Hospitals													
Patient Experience of Care satisfaction rate	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							88.7		
Patient Safety Incident (PSI) case closure rate	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							96.5		
Programme 5: Central Hospital Services													
Central Hospitals													
Child under 5 years pneumonia case fatality rate	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							14.6		
Child under 5 years Severe Acute Malnutrition case fatality rate	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							20		
Death in facility under 1 year	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							8.9		
Death in facility under 5 years rate	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							5.4		
Death under 5 years against live birth rate	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							42.2		
Maternal Mortality in facility ratio	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							1216		
Neonatal death in facility rate - Central Hospital	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							136		
Patient Experience of Care satisfaction rate	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							93.8		
Patient Safety Incident (PSI) case closure rate	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							100		
still birth in facility rate	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							28.3		
Tertiary Hospitals													
Child under 5 years pneumonia case fatality rate	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							0.6		
Child under 5 years Severe Acute Malnutrition case fatality rate	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Economic Sectors, Employment and Infrastructure Development cluster							4		
Death in facility under 5 years rate	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Economic Sectors, Employment and Infrastructure Development cluster							3.7		
Death in the facility under 1 year	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Economic Sectors, Employment and Infrastructure Development cluster							3.7		
Death under 5 years against live birth rate	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							2.6		
Death under 5 years diarrhoea case fatality rate	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							1.7		
Maternal Mortality in facility ratio	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							334.9		
Neonatal death in facility rate	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							22.6		
Patient Experience of Care satisfaction rate	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							74.8		
Patient Safety Incident (PSI) case closure rate	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							73.2		
still birth in facility rate	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Economic Sectors, Employment and Infrastructure Development cluster							28.9		
Programme 6: Health Sciences and Training													
Health, Science and Training													
Number of Bursaries awarded to first year medicine students	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster							22		

			Number of Bursaries awarded to first year other health professions students	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster					30	
			Number of Bursaries awarded to first year other health professions students	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster					33	
			Number of Emergency Medicine Specialists in training	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster					0	
			Number of employees trained through the Regional Training Centre	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster					500	
			Number of Internal employees awarded bursaries	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster					100	
			Number of officials training through EMS college	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster					405	
			Percentage of the population within a 5 km radius of a health service	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster					Mapping Done	
Quarterly	Programme 1: Administration	Administration	Percent ambulances that are operational	Non-Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	70				70	18
			Percent vehicle that are operational	Non-Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	90	91.28	The improvement is due to the delivery of vehicles procured in the last financial year, together with the move to lower levels of lock down which improved the turn-around time of vehicle repairs and maintenance.		90	90.14
	Programme 2: District Health Services	Course, Prevention and Control	Case Fatality Rate for covid-19: 5 - 60 years	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	Monitor Trends	1.3%			Monitor Trends	
			Clients accessing rehab services	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	17000	130945	The lock down due to COVID-19 negatively affected clients accessing disability and rehabilitation services.	Programme will continue monitoring the situation at operational level and relevant recovery strategies will be implemented.	68000	240195
			Covid-19 Positivity Rate	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	Monitor Trends	21.2%			Monitor Trends	
			Covid-19 Testing Coverage	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	Monitor Trends	4347/100k			Monitor Trends	
			Mental Disorders Screening	Non-Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	35	51.4	Target has been met. SOP training on Basic Mental Health done. All districts commenced with the use of the standardised tool.		35	25.7
			Mental Health Screening	Non-Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	0	0	This indicator has been updated as per the revised and approved APP.		35	25.1
		District Hospitals	Health Care Associated Infections - District Hospitals	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	12	95	This is due to increased reporting which are generally caused by poor hand hygiene and implementation of personal protective equipment	Healthcare associated infection can be avoidable or unavoidable. Unavoidable infections can be prevented by adherence to IPC guidelines. NDOH guidelines have been approved this year. KZN guideline will be reviewed with a view to align, followed by a multimodal approach for implementation	48	95
			Severity assessment code 1 incident reported within 24 hours rate - District Hospitals	Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	0	0	This indicator has been reviewed as per the revised and approved APP		67.9	31.4
			Severity assessment code 1 incident reported within 24 hours rate - District Hospital	Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	68	94	Target met due to implementation of clinical governance		68	47
		HIV, AIDS, STI & TB Control	All DS-TB lost to follow-up	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	8	12.5	Limited resources (Human and material) to retrieve and action patient line list in health facilities, to update and also trace lost to follow up patients. There is also a challenge of duplicates where patients initiated at a hospital level is re-registered at PHC.	The implementation of the recovery plan is monitored during nerve centre meeting and facility visits. Additional resources (linkage officers and TB Outreach teams have been recruited in all districts and the process will be finalized by 30.12.2020) Follow up monthly on the progress of employment of staff in seven remaining districts.	8	12.5
			ART adult remain in care rate	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	75	65.5	Target was not met due to loss to follow up especially during the first 6 months of treatment initiation.	Facilitate actioning of all line lists by all facilities. Facilitate implementation of adherence guidelines to improve adherence and to prepare patients psychologically for treatment. Facilitate linkage to care through NHLS Results for Action Dashboards. Facilitate community Based Initiations for adolescents and Community Based Adherence Clubs.	80	65.5
			ART adult remain on ART end of period	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	1541812	1438948	Target was not met due to loss to follow up especially during the first 6 months of treatment initiation. Not all patients diagnosed are initiated on treatment.	Facilitate implementation of adherence guidelines to improve adherence and to prepare patients psychologically for treatment. Facilitate linkage to care through NHLS Results for Action Dashboards. Facilitate community Based Initiations for adolescents and Community Based Adherence Clubs. Facilitate capturing of PRE ART module on tier.	1633626	1438948

ART child remain in care rate	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	77	75.5	Target was not met as a result of high loss to follow up. Systemic challenges within the service delivery platforms.	Facilitate tracking and tracing of all missing children by all facilities. Facilitate and strengthen the Pediatric Case Management model in districts. Advocate for Pediatric Advocates at all levels of care. Facilitate stakeholder identification and engagement of community structures. Advocate and market the inclusion of children on ART indicators on monitoring and evaluation platforms. Facilitate training of clinicians on advanced clinical care and continuous mentoring on NIMART. Fast track EAC and psychological step up adherence counseling training and mentoring for both facility and community structures. Expand the implementation of the IMCI innovative project to other districts within the province. Expand community ART adherence.	80	75.5
ART child under 15 years remain on ART end of period	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	57354	42122	Target was not met as a result of high loss to follow up. Systemic challenges within the service delivery platforms.	Facilitate tracking and tracing of all missing children by all facilities. Facilitate and strengthen the Pediatric Case Management model in districts. Advocate for Pediatric Advocates at all levels of care. Facilitate stakeholder identification and engagement of community structures. Advocate and market the inclusion of children on ART indicators on monitoring and evaluation platforms. Facilitate training of clinicians on advanced clinical care and continuous mentoring on NIMART. Fast track EAC and psychological adherence counseling training and mentoring for both facility and community structures. Expand the implementation of the Integrated Management of Childhood Illness (IMCI) innovative project to other districts within the province. Expand community ART adherence.	68068	42122
ART client remain on ART end of month - total	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	159430	148370	Target was not met due to loss to follow up especially during the first 6 months of treatment initiation. Not all patients registered are included in treatment.	Continue implementation of adherence packages to increase adherence and to promote patient proactively to care through strict adherence to return strategies. Facilitate community based education for adherence and Community Based Adherence Clubs. Facilitate capturing of ART ART results on time.	170494	148370
ART client remain on ART end of month - total	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	1599168	0	This indicator target has been updated as per the revised and approved KPI.		1701694	0
ART first dose - sum	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	775000	0	This indicator target has been updated as per the revised and approved KPI.		1100000	768287
ART first dose - sum	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	829000	888284	Removal of community tracing by districts and DAs has increased the number of testing from the catchment. Districts are encouraged to closely monitor their targets and identify interventions within the facility to conduct the testing e.g. at the facility gates.		800000	855284
High prevalence tuberculosis incident	Non-Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	25	25.7	Lack of proper implementation of the TB screening both at entry points in the facilities. Early initiation of the TB treatment by DAs/NAs.	Facilitate the implementation and completion of TB screening both at entry points in the facilities. Early initiation of treatment by DAs/NAs. Facilitate the use of TB testing services. Facilitate the capture of TB results on national systems.	28	24.1
MCH incidence	Non-Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	28	29	This indicator target has been updated as per the revised and approved KPI.		28	32.4
Retention for TB treatment	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	1002295	1045292	The target for TB retention in the ART care facilities was not met as a result of high loss to follow up. Although the total target decreased during COVID-19 but there is still an impact on the retention of patients who are not on ART. Loss of patients were observed for TB.		1000000	1064292

	Tb XDR treatment start rate	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	92	0	The laboratory data is provisional. Some patients who were started on treatment were diagnosed at private laboratories and outside the province, resulting in the data not being available to correctly calculate the rate.	NDOH is in a process of accessing data from private laboratories by province so that it can be incorporated into the diagnosed patients (denominator) and correct the treatment initiation rate.	96	0
Maternal, Neonatal, Child & Women's Health & Nutrition	ANC clients initiated on ART rate	Not Applicable	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	98	97.2	Data errors in Ethekezi and Amajuba districts. Poor monitoring of dashboard indicators in Ethekezi as District Coordinators are focusing on COVID-19.	Data errors to be corrected at facility level in Ethekezi and Amajuba districts. District Coordinators in these two districts to prioritize PMTCT activities. Promote comprehensive management of pregnant women. Monitor staff performance as per set ART initiation targets at facility level.	98	93.95
	Antenatal 1st visit before 20 weeks rate	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	74.5	75.8	Target is met. Antenatal care services continued even during lock-down and even though community pregnancy testing was not being conducted.		75.9	75.8
	Antenatal first visit before 30 weeks first visit rate	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	0	0	This indicator has been updated as per the revised and approved APP.		75	0
	Cervical cancer screening	Non-Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	0	0	This indicator has been updated as per the revised and approved APP.		65	16.4
	Cervical cancer screening coverage	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	To be determined	34%			To be determined	
	Couple year protection rate	Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	60	48.4	Poor monitoring of data. Poor marketing of Long Acting Reversible Contraceptive (LARC) by the health care workers through community awareness. Myths around LARCs in the community at large. Poor integration of Sexual Reproductive Health (SRH)/HIV/TB.	The ongoing issues with data quality in a number of districts need to be addressed for monitoring of this indicator effectively. Community awareness on contraceptives must be conducted. All female wards including TB/HIV wards must provide contraceptive services to all women admitted.	60	44.3
	Delivery 30-39 years in facility rate	Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	15.6	17.5	Target not met. Previous stock-out of contraceptives especially LARC was experienced by districts.	Robust marketing of LARC in communities and schools. Districts with high teenage deliveries have been identified and a strategic plan is being implemented.	16.8	17.5
	Immunisation under 1 year coverage	Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	88	83	Target not met due to unprecedented spread of the COVID-19 pandemic and lock-down that has disrupted the provision of routine immunisation services in the facilities and worsened the immunisation coverage.	Implementation of planned catch-up drive activities in the districts parallel with ongoing routine services to improve immunisation coverage and to ensure that communities remain protected as disruption of immunisation services can result in disease outbreaks.	88	81.7
	Infant exclusively breastfed at DTAP-IPV-Hib	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	0	0	This indicator has been updated as per the revised and approved APP.		63	0
	Infant exclusively breastfed at DTAP-IPV-Hib HBV 3rd dose	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	62	56.8	The rate under-performed due to historical poor infant feeding counselling in antenatal period and support in postnatal period. Advocacy during world breastfeeding week was implemented and increases have been seen in five out of 11 districts (Umzimyathi, Ugu, King Cetshwayo, Harry Gwala, Ethekezi, Amajuba). However 6 remained the same or decreased. It is of note that Zululani, Umkhanyakude and Hlabisa districts displayed a decrease in rates that are concerning. This correlates with the malnutrition findings. The implementation of Mother Baby Friendly Initiative (MBFI) remained halted during Quarter two.	Peer-to-peer review of MBFI practices to commence in level 1 restrictions within districts. Training WBOTs to provide household support for infant feeding in the antenatal and post-natal period.	63	56.8
Measles 2nd dose coverage	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	87	78.8	Target not met due to unprecedented spread of the COVID-19 pandemic and lock-down that has disrupted the provision of routine immunisation services in the facilities and worsened the immunisation coverage. Discrepancies in data in the source registers and failure to monitor data by the managers for action.	Intensify routine immunisation during catchup drive by providing all vaccine antigens to children who missed eligible doses to improve immunisation coverage and ensure that communities remain protected from vaccine preventable diseases. Engage health care data validation and monitoring by managers.	93	78.8	
Mother postnatal visit within 6 days rate	Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	77	76.8	Target not met. Poor linkage of care of pregnant women to CCGs and post-delivery.	Strengthen linkage of care to CCGs of pregnant women and continue post delivery.	77	76.85	
Vitamin A dose 12-59 months coverage	Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	72	60.5	Poor reach of children was due to the fact that some Early Childhood Development centres had not opened in Q2. Further, PHC attendance remains a challenge in this age group.	Vitamin A will be included in the established Pregnancy and Reproductive Health (PRH) networks with an emphasis on the 12-59 months age group.	72	47.45	
Primary Health Care	Number of health care associated infections	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	0	0	This indicator has been updated as per the revised and approved APP.		8	0

		Number of health care associated infections - PHC	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	2	0	Healthcare associated infection occur 48 hours post admission. PHC do not hold patients for this time. The infections that can be expected in PHC is Surgical Site Infection (SSI) only.	Strengthen surveillance of SSI and reporting from PHC	8	0
		Number of Ward Based Outreach Teams (cumulative)	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	200	372	Funding was made available for Districts to recruit outreach teams. Posts were advertised and filled.		217	372
		Severity assessment code (SAC) 1 incident reported within 24 hours rate - PHC facility	Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	0	50	This indicator has been updated as per the revised and approved APP.		57.9	68.1
		Severity assessment code 1 incident reported within 24 hours rate - PHC	Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	57.9	50	Target not met as a result of data not being captured due to COVID-19 pandemic issues	Provincial QA support visit to districts will attend to among others, PSI and CSS management during the month of November 2020	57.9	25
Programme 3: Emergency Medical Services	Emergency Medical Services	Average number of daily operational ambulances	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	200	188	Over 50% of ambulances in EMS have over 150 000 km on the odometer and require replacement. These contribute to a higher downtime for repairs and maintenance which reduces the number of operational ambulances.	A total of 95 new ambulances were issued to districts during the 2nd quarter. These are for replacement of old scrapped ambulances. The downtime of vehicles will also be reduced which will have a positive impact on the number of operational ambulances.	210	188
Programme 4: Provincial Hospital Services	Chronic/Sub-Acute Hospitals	Average length of stay	Non-Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	45.9	463.2	Excludes Clairwood Hospital which was repurposed for COVID-19. Wilkes hospital is a long-stay facility.		45	1830.1
		Expenditure per PDE	Non-Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	3195.7	2528	Excludes Clairwood Hospital which was repurposed for COVID-19		3195.7	2266.5
		Health Care Associated Infections	Non-Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	2	0	Under reporting at this level.	Strengthen Surveillance and use of the Patient Safety Incident (PSI) tool	7	0
		Inpatient bed utilization rate	Non-Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	53.2	63.8	Excludes Clairwood Hospital which was repurposed for COVID-19. Wilkes hospital is a long-stay facility.		51.9	67.75
		Percentage of complaints on patient care	Non-Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	21.4	16	Pain classification of ambulances	PRO to guide team on classification of complaints	21.4	41.5
		Percentage of complaints on staff attitudes	Non-Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	21.4	8	Reduced clinical workload resulted in clinicians relating better with patients.		21.4	4
		Percentage of complaints on waiting times	Non-Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	0	0	This indicator target has been updated as per the revised and approved APP.		16.6	0
		Percentage of Complaints on waiting Times	Non-Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	16.7	0	No statements for this category		16.7	0
		Severity assessment Code (SAC) 1 incident reported within 24 hours rate	Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	0	0	This indicator has been updated as per the revised and approved APP.		0	0
		Severity assessment code 1 incident reported within 24 hours rate	Non-Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	0	25	Adherence to reporting guidelines.		0	37.5
	Regional Hospital	% Complaints on patient care	Non-Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	0	0	This indicator has been updated following the revised and approved APP.		42.1	10.2
		% Complaints on staff attitudes	Non-Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	0	0	This indicator has been updated following the revised and approved APP.		15.1	7.25
		% Complaints on waiting time	Non-Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	0	0	This indicator has been updated following the revised and approved APP.		11.8	10
		Average Length of stay	Non-Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	6.3	5.8	During the COVID-19 peak period, the admission and discharge criteria had to be relaxed to ensure safety of patients and decant hospitals to allow space for more highly COVID-19 positive patients. Whilst this performance better than the targeted performance, it is also confounded by the fact that during this period there were COVID positive patients admitted who have a different average length of stay compared to other patients normally managed at this level of care	As hospitals have reverted back to the pre-COVID state of services, this indicator is expected to improve and be more valid as there will be less COVID positive patients who act as a confounder to the reported performance	6.3	5.8
		Expenditure per PDE	Non-Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	3399.9	4213	Decreased BUR which is attributed to the curtailing of services due to COVID 19 resulted in increased expenditure per PDE.	Reinstate services	3220	4650
		Health Care Associated Infections	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	6	35	The high numbers is due to historical challenges in terms of reporting being resolved.	Healthcare associated infection can be avoidable or unavoidable. Unavoidable infections can be prevented by adherence to IPC guidelines. NOSH guidelines have been approved this year. KZN guideline will be reviewed with a view to align, followed by a multimodal approach for implementation.	12	57
		Health Care associated with infections	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	3	0	This indicator has been updated following the revised and approved APP.		11	22
		Inpatient (enable) bed utilization rates	Non-Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	75.4	58.5	In Quarter 1 and 2 institutions scaled down elective operations and focused on emergency interventions due to COVID 19. As a result of the different levels of lock-down regulations, there was a general decline in the movements of community members including attendance at health facilities and therefore resulting in less patients being seen and admitted.	With the COVID 19 Positive cases declining, hospitals are reverting back to pre-COVID functionality stage. Specialist clinics have been re-opened and operations have recommenced. The situation will be monitored.	73.4	29.25

		Inpatient bed utilization rate	Non-Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	0	0	This indicator has been updated following the revised and approved APP		73.4	27.25
		Percentage of Complaints on patient care	Non-Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	42.1	58	The response of clinicians to patients is a challenge due to their high workload	Provincial and district office to conduct in-service training to all clinicians on professionalism and Batho Pele	42.1	29
		Percentage of Complaints on staff Attitudes	Non-Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	15.1	75	The response of clinicians to patients is a challenge due to their high workload	Reinforce professionalism and customer care to all clinicians	15.1	37.5
		Percentage of Complaints on waiting Times	Non-Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	11.8	34	Patients are delayed due to COVID 19 screening at the entry point	Educate patients on new regulations/ protocols as a result of COVID-19	11.8	17
		Severity assessments code 1 incident reported within 24 hours rate	Non-Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	76.2	97	Timeliness reporting of SAC 1 incidents is closely monitored by the senior managers		76.2	48.5
		Severity assessment code (SAC) 1 incident reported within 24 hours rate	Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	0	0	This indicator has been updated following the revised and approved APP		76.2	49.3
Specialised Psychiatric Hospitals		Health Care Associated Infections	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	7	0	Under-reporting identified for this level of care	Strengthen use of Patient Safety Incident (PSI) tool and reporting of COVID inpatient cases.	28	0
		Percentage of Complaints on patient care	Non-Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	0	96	Patients at Fort Napier Hospital complained about access to a radio, money and tobacco	The facility to re-orientate patients on practices / behaviour allowed/ not allowed and explain reasons behind the decisions	24.1	63.5
		Percentage of Complaints on staff attitudes	Non-Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	5.2	0	No complaints received for this category		5.2	0
		Percentage of Complaints on waiting times	Non-Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	4.2	0	This indicator has been updated following the revised and approved APP		4.2	0
		Percentage of Complaints on waiting Times	Non-Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	8.6	0	No complaints received for this category		8.6	0
		Severity assessment Code (SAC) 1 incident reported within 24 hours rate	Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	0	0	This indicator has been updated following the revised and approved APP		64.3	3.35
		Severity assessment code 1 incident reported within 24 hours rate	Non-Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	64.3	70	Adherence to reporting guidelines.		64.3	35
Specialised TB Hospitals		Average length of stay	Non-Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	60.1	30.3	Within the norm. This indicator will be monitored as performance could have been impacted by COVID-19. During the peak, community services were strengthened to reduce travelling of patients and flocking of patients to facilities whilst some TB Specialized hospitals were repurposed to COVID-19 Hospitals.	Implement clinical effectiveness improvement interventions. This indicator will be monitored as performance could have been impacted by COVID-19.	60	33.65
		Expenditure per PDE	Non-Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	6220.7	18778	Curtailing of services due to COVID 19 Epidemic resulted in increased operational costs.	Reinstate services progressively and implement rationalization plan.	6220.7	16325.5
		Health Care Associated with infections	Non-Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	1	0	Under-reporting for this level of care	Strengthen use of Patient Safety Incident (PSI) as a reporting tool	2	0
		Inpatient (usable) beds utilisation rates	Non-Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	37	11.5	Curtailing of services due to COVID 19, 100% beds at Richmond Hospital and 14 beds at Doris Goodwin Hospital were repurposed for COVID-19.	Reinstate services progressively and implement rationalization plan.	36.9	5.75
		Inpatient bed utilization rate	Non-Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	0	0	This indicator has been updated following the revised and approved APP		36.9	9
		Percentage of Complaints on patient care	Non-Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	11.1	0	No complaints received for this category		11.1	0
		Percentage of Complaints on staff attitudes	Non-Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	17	0	No complaints received for this category		17	0
		Percentage of Complaints on waiting times	Non-Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	17.9	0	No complaints received for this category		17.9	0
		Severity assessment code (SAC) 1 incident reported within 24 hours rate	Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	0	0	This indicator has been updated following the revised and approved APP		88.9	50
		Severity assessment code 1 incident reported within 24 hours rate	Non-Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	88.9	0	No incidents to report		88.9	0
Programme 5: Central Hospital Services	Central Hospitals	Average length of stay	Non-Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	8.8	10.4	COVID 19 operational changes, resulted in a continued to this indicator as they had to be longer waiting to receive	The indicator performance will be monitored as services are gradually returning to normal	8.6	10.85
		Expenditure per PDE	Non-Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	9539	16263	This was due to low IUR as services were curtailed as well as costs of PPE and other related to COVID-19	Reinstate services to pre-COVID state	9411.7	1592.5
		Health Care Associated Infections	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	0	0	This indicator has been updated following the revised and approved APP		3	0
		Health Care Associated infections - Central Hospitals	Non-Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	1	0	Under-reporting noted for this level of care	Strengthen surveillance and use of Patient Safety Incident (PSI) tool	3	0
		Inpatient bed utilization rate	Non-Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	68.6	37	Curtailing of services due to COVID 19. Elective services were curtailed and elective appointments postponed.	Reinstate services	65.8	40.35
		Percentage of complaints on patient care	Non-Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	22	50	On investigation it was noted that the complaint was not related to patient care but access i.e incorrectly categorised.	District communication and facility PRO to guide the team on proper classification which will inform accurate reporting	21.8	25
		Percentage of Complaints on patient care	Non-Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	0	0	This indicator has been updated following the revised and approved APP		22	20
		Percentage of Complaints on staff Attitudes	Non-Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	20.2	67	Poor communication with patients noted especially in the Outpatient unit	Reinforce professionalism and customer care to all clinicians especially those in the Outpatient unit	20.2	43.5

		Percentage of Complaints on waiting times	Non-Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	26.6	0	No complaints received in this category.	26.6	10	
		Severity assessment code (SAC) 1 incident reported within 24 hours rate	Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	0	0	This indicator has been updated following the revised and approved APP.	20	0	
		Severity assessment code 1 incident reported within 24 hours rate	Non-Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	20	100	Adherence to reporting guidelines	20	50	
Tertiary Hospitals		Average length of stay	Non-Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	8.8	7.4	Curtailing of services due to COVID-19. Elective surgery was suspended to create more space and more focus and resources towards COVID-19	Indicator will be monitored as these hospitals were more busier with COVID-19 positive patients in need of higher levels of care	8.4	7.30000000000001
		Expenditure per PDE	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	4280.80	6556	Low BUI and costs for Personal Protective Equipment (PPE) as well as related IPC materials led to this high expenditure	With reinstatement of services, this indicator is expected to improve and will be monitored.	4239.50	6556
		Expenditure per PDE	Non-Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	0	0	This indicator target has been updated following the revised and approved APP.		4240	3219
		Health Care Associated Infections	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	0	0	This indicator has been updated following the revised and approved APP.		16	0
		Health Care Associated Infections - Tertiary Hospital	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	4	0	Under-reporting noted at this level of care	Strengthen surveillance and use of Patient Safety Incident (PSI) tools	16	0
		Inpatient bed utilization rate	Non-Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	79.7	54.1	Discharge criteria was relaxed in preparation for COVID-19 surge in hospitals. Many patients were decanted to community level care to mitigate the risk of infection at hospital level.	Indicator will be monitored as these hospitals were busier with COVID-19 positive patients in need of higher levels of care	72.4	53.45
		OPD headcount new cases not referred	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	7549	4965	Curtailing of services due to COVID-19. The lockdown rules as well as the state of disaster in the country led to less movements of community members and therefore reduced OPD headcounts including not referred cases especially non-emergency cases.	Adhere to correct referral protocols	29477	9623
		Percentage of complaints on patient care	Non-Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	25	37	The response of clinicians to patients is a challenge due to their workload	Provincial and district office to conduct in-service training to all clinicians on professionalism and Batho Pele	25	33.2
		Percentage of complaints on staff attitudes	Non-Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	19	16	Fewer complaints were received as a result of reduced patient activity.		19	25.5
		Percentage of complaints on waiting times	Non-Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	13.8	21	Long waiting times are due to screening of patients and missing patient records	Relevant manager to monitor the number of staff in the screening points and improve management of patients records	13.8	23.75
		Severity assessment code (SAC) 1 incident reported within 24 hours rate	Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	0	0	This indicator has been updated following the revised and approved APP.		84.6	46.65
		Severity assessment code 1 incident reported within 24 hours rate	Non-Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	84.6	100	Observation of guidelines		84.6	50
Programme 7: Health Care Support Services	Health Care and Support Services	Percentages of facilities reporting clean linen stock outs	Non-Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	28	27.1	Some hospitals (Richmond, Edendale and Grey's) did not submit data	Continue to work with Data Management on non-submission by some hospitals	25	24.85
		Percentages of pharmacies with either Grade A or Grade B Status with the South African Pharmacy (SAPC)	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	98	97	Doris Goodwin Hospital is attending to infrastructural deficiencies that were identified by the SAPC inspectors. Dr. Shaboy & Jaha Senior Memorial Hospital is attending to required finishes and awaiting the SAPC inspection. Polokwane & Hll registered to Grade C as they did not meet some of the non-negotiable criteria as per the new Grading Methodology of SAPC.	Collate and monitor implementation of improvement Plans.	100	97
		Tracer Medicine Stock-Out Rate at facilities (hospital, community health centres and clinics)	Non-Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	5	2	Lower Tracer Medicine Stock-out Rate is attributed to improved supply of some products		5	2.5
		Tracer Medicine Stock-Out Rate at the Provincial Pharmaceutical Supply Depot (PPSD)	Non-Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	5	3	Lower Tracer Medicine Stock-out Rate is attributed to improved supply of some products.		5	4.5
Programme 8: Health Facilities Management	Health Facilities Management	Number of jobs created through EPWP	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	400	2102	Positive deviation is due to the unanticipated job opportunities created through COVID-19 projects.		3000	3217
		Number of new and replacement projects completed	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	2	2	No deviation		15	0
		Number of renovation and refurbishment projects completed	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	0	3	The project was due for completion in the previous quarter.		14	4
		Number of upgrade and addition projects completed	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	0	16	Positive deviation is due to the completion of COVID-19 projects which were not part of the plan.		7	24
		Percentage downtime on medical equipment	Non-Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	35	14	Positive deviation is due to the regular monitoring of the repairs.		35	13
		Percentage downtime on radiology equipment	Non-Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	11	31	Deviation is due to facility SCM processes and COVID-19 pandemic that caused delays in obtaining spare parts from suppliers based abroad.	Facilities to ensure purchase orders are timely issued for radiology repairs	10	29

			Percentage of Preventative Maintenance expenditure	Non-Standardised	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	40	78.8	1.The use of emergency delegation makes it easy for institutions to replace equipment compared to scheduled servicing. 2. The delays in the finalisation of 3-year SIA's.	3 year maintenance and service contracts (SIAs) are being finalised and some are already in place. There is also a Replacement Programme for critical engineering equipment. Institutions with abnormally high day-to-day maintenance expenditures have been placed under investigation.	40	29.445
Total:													

Feedback

Quarter - 1				Quarter - 2			Quarter - 3			Quarter - 4	Audited Annual
Username Q1	Role Q1	Feedback Q1	Dated Q1	Username Q2	Role Q2	Username Q3	Role Q3	Feedback Q3	Dated	Username	
				Nirvasha Moodley	Department Coordinator						
				Ricarda Pretorius	National Oversight						
				Lulama Sthembele Ndazi	OTP Coordinator						
				Lulama Sthembele Ndazi	OTP Coordinator						
				Nirvasha Moodley	Department Coordinator						
				Dr Sandile Tshabalala	Accounting Officer						
Dr Sandile Tshabalala	Accounting Officer	Approval Certificate Q2 submitted for your consideration. Thank you.	31/07/2020								
Lulama Sthembele Ndazi	OTP Coordinator	Thank you for the report. Please note the following:	28/07/2020								
Nirvasha Moodley	Department Coordinator	This report is populated with standardised and non-standardised quarterly performance information that is	27/07/2020								
Nirvasha Moodley	Department Coordinator	Dr Tshabalala, Please find the submission for Quarter 1 of the non financial performance report. There is	31/07/2020								
Ricarda Pretorius	National Oversight	There are some indicators missing, child malnutrition; pneumonia etc also and mortality indicators e.g.	28/07/2020								