

QPR for FY 2021-22 for Provincial Institution of Health of location KwaZulu Natal as of (Wednesday, May 4, 2022 1:12:20 PM)

Frequency	Programme	Sub Programme	Indicator	Indicator Type	Output	MTSF Priority	Cluster	Quarter - 4				Annual Performance					
								Target Q4	Actual Output Q4	Reason for Deviation Q4	Corrective Action Q4	Annual Target	Aggregate Output	Pre-Audited Annual Performance	Reason for Deviation	Corrective Action	
Annually	Programme 1: Administration	Administration	UHC service index	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster					72.5					
			Audit opinion of Provincial DoH	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						21 Bn				
			Percentage of facilities certified by OHSC	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						69.4				
			Percentage of PHC facilities with functional Clinic committees	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						89.9				
			Percentage of hospitals with functional hospital boards	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						100				
			Professional nurses with 100 000 population	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						152.5/100 000				
			Medical officers per 100 000 population	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						27.4/100 000				
			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				
			Percent of initiated/ instituted disciplinary cases finalised	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						90				
	Programme 2: District Health Services	Disease Prevention and Control	malaria case fatality rate	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						0.33				
			Malaria incidence per 1000 population at risk	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						0/1000 pop at risk				
			Hypertension incidence	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						26/1000				
			Diabetes incidence	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						3/1000				
			Dental extraction to restoration ratio	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						14:01				
			Covid - 19 Testing Coverage	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						12688/100 000				
			Covid - 19 Positivity rate	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						10				
			Covid - 19 Case Fatality Rate; Total	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						2.3				
			Covid - 19 Case Fatality Rate 5 - 60 years	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						0.8				
			Covid - 19 Case Fatality Rate; under 5 years	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						0.4				
	District Hospitals	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						94.9					
		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						82.6					
		Maternal Mortality in facility ratio - District Hospital	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						52.3/100 000					
		Death in facility under 5 years rate - District Hospital	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						4					
		Death under 5 years against live births - District Hospital	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						1.4					
		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						1.9					
		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						1.8					
		Severe acute malnutrition death under 5 years rate	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						5.1					
		Child under 5 years Severe Acute Malnutrition case fatality rate - District Hospital	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						5.8					
		Death in facility under 1 year rate - District Hospital	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						4.6					
	HIV, AIDS, STI, TB CONTROL (HAST)	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						75					
		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						75.1					
		All DS-TB client death rate	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						6.5					
		All DS-TB client treatment success rate	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						83					
		Adult Viral load suppressed rate at 12 months	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						95					
		ART Child viral load suppressed rate at 12 months	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						95					
		HIV positive 15 - 24 year olds (excl ANC) rate	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						2.9					
		ART client remain on ART end of the month - total	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						1698883					
		HIV incidence	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						0.5					
		HIV prevalence among 15 - 24 year old pregnant women	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						24.9					
	Maternal, Neonatal, Child & Women's Health & Nutrition	Maternal Mortality in facility Ratio - Total	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						80.9/100 000					
		Neonatal death in facility rate - Total	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						11.1/1000					
		Live Birth under 2500g in facility rate - Total	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						11.7					
		Infant PCR test positive at birth rate	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						0.32					
		Infant PCR test positive around 10 weeks rate	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						0.5					
		Death in facility under 5 years rate - total	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						4					
		Death under 5 years against live birth rate - Total	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						1.4					
		Child under 5 years diarrhoea case fatality rate - total	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						1.9					
		Child under 5 years Pneumonia case fatality rate - total	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						2.1					

			Severe acute malnutrition death under 5 years rate	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						3.5					
			Children < 5 who are stunted	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						20.7					
			Children under 5 years Severe acute malnutrition case fatality rate - total	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						5.7					
			Infant Mortality Rate	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						28.5/1000					
			Under 5 mortality rate	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						39.5/1000					
			Still Birth in Facility Rate - total	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						20.5/1000					
			Early Neonatal death Rate - Total	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						8.3/1000					
			Death in facility under 1 year rate (annualised) - Total	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						4.9					
			Child under 5 years Diarrhoea incidence	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						7/1000					
			Child under 5 years Pneumonia incidence	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						35/1000					
			Child under 5 years severe acute malnutrition incidence	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						2/1000					
		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 Safety Incident (PSI) case closure rate - PHC	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						88.6					
			Patient Experience of Care satisfaction rate - PHC	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						69.4					
Programme 4: Provincial Hospital Services	Chronic/Sub-Acute Hospitals		Patient Experience of Care Satisfaction rate - Chronic/Sub-acute Hospital	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						80.9					
			Patient Safety Incident (PSI) case closure rate - Chronic/Sub-acute Hospital	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						97.1					
	Regional Hospitals		Patient Experience of Care Satisfaction rate - Regional Hospitals	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						82.6					
			Patient Safety Incident (PSI) case closure rate - Regional Hospitals	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						89					
			Maternal Mortality in facility ratio - Regional Hospitals	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						95.5/100 000					
			Death in facility under 5 years rate - Regional Hospital	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						4.5					
			Death under 5 years against live births - Regional Hospital	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						1.8					
			Child under 5 years diarrhoea case fatality rate - Regional Hospital	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						1.8					
			Child under 5 years pneumonia case fatality rate - Regional Hospital	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						2.3					
			Severe acute malnutrition death under 5 years rate	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						3.1					
			Child under 5 years Severe Acute Malnutrition case fatality rate - Regional Hospital	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						5.8					
			Death in facility under 1 year rate - Regional Hospital	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						5.1					
			Still birth in Facility Rate - Regional hospital	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						25.0/1000					
	Specialised Psychiatric Hospital		Patient Experience of care satisfaction rate - Psychiatric Hospital	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						89.8					
			Patient Safety Incident (PSI) case closure rate - Psychiatric Hospital	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						95.5					
	Specialised TB Hospitals		Patient Experience of care satisfaction rate - TB Hospital	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 - TB Hospital	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						90					
Programme 5: Central Hospital Services	Central Hospital		Patient Experience of Care satisfaction rate - Central Hospital	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						91.8					
			Patient Safety Incident (PSI) case closure rate - Central Hospital	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						100					
			Maternal Mortality in facility ratio - Central Hospital	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						1110/100 000					
			Death in facility under 5 years rate - Central Hospital	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 - Central Hospital	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						41.3					
			Child under 5 years pneumonia case fatality rate - Central Hospital	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						5.2					
			Severe acute malnutrition death under 5 years rate - Central Hospital	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						1.1					
			Child under 5 years Severe acute malnutrition case fatality rate - Central Hospital	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						14.3					
			Death in facility under 1 year - Central Hospital	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						8.6					
			Still birth in Facility Rate - Central Hospital	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						28.1/1000					
	Tertiary Hospitals		Patient Experience of Care satisfaction rate - Tertiary Hospitals	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						75.6					
			Patient Safety Incident (PSI) case closure rate - Tertiary Hospital	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						74.6					
			Maternal Mortality in facility ratio - Tertiary Hospitals	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						338/100 000					
			Death in facility under 5 years rate - Tertiary Hospitals	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						3.3					
			Death under 5 years against live birth rate - Tertiary Hospitals	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						3.0					
			Child under 5 years diarrhoea - Tertiary Hospitals	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						1.5					
			Child under 5 years pneumonia - Tertiary Hospitals	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						1.6					
			Severe acute malnutrition death under 5 years rate - Tertiary Hospital	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						1.3					
			Child under 5 years Severe acute malnutrition case fatality rate - Tertiary Hospitals	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						3.3					
			Death in facility under 1 year - Tertiary Hospitals	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						3.8					
			Still Birth in Facility Rate - Tertiary Hospitals	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						26.9/1000					
Programme 6: Health Sciences and Training	Health Sciences and Training		Number of Bursaries awarded to first year 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 nursing students	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						1					
			Number of nurses training on Post Graduate Nurse Specialist Programmes	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						100					
			Number of officials training through the EMS college	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						542					
			Number of employees trained through the Regional Training Center	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					
Programme 8: Health Facilities Management	Health Facilities Management		Percentage of the population within a 5km radius of a health service	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster						>= 84%					
Quarterly	Programme 1: Administration	Administration	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	90		95.75	Improved investigation and mitigation of delays in payments, resulted in the positive performance.		90	190.2				

		Number of CHWs contracted into the Health system	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	10481	10245	The total number of Community Health Workers (CHWs) has remained constant due to budgetary constraints as well as natural attrition. The department is awaiting a national directive to absorb CHWs.	Once the directive is received, the Department will implement the necessary structure.	10481	10245			
		% Procurement spent on women owned businesses	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	30	2.6	Existing systems are manual and decentralized, which may negatively impact on the integrity of the data.	The department is in the process of developing and implementing an electronic system that will permit proper collation and monitoring of this information.	30	29.46			
Programme 2: District Health Services	Disease Prevention and Control	Mental disorders Screening Rate	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	35	59.9	Positive performance as a result of effective monitoring by the programme at various levels and ongoing quality improvement where challenges are identified.		35	228.10000000000002			
		Clients accessing rehab services	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	170000	198750	Positive performance as a result of new clients who were identified and treated, as well as follow-up clients from the previous quarters who were seen for review and continuation of rehabilitation services.		680000	739328			
	District Hospitals	Severity assessment code (SAC) 1 incident reported within 24 hours rate - District Hospital	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	68.8	81.9	Adherence by Districts to timelines stipulated on guidelines for reporting Patient Safety Incidents (PSIs) within 24 hours.		68.8	274.79999999999995			
		Percentage of Complaints on staff Attitudes - District Hospitals	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	15.5	23.9	Absence of Batho Pele or Complaints Champions to effectively manage complaints. No evidence that consequence management is practiced.	Reorientation of QA and PRO's on complaints handling and plans for roll-out in facilities	15.5	21			
		Percentage of Complaints on patient care - District Hospital	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	21.2	31.6	Clinical audits not conducted in order to identify and plan accordingly for challenges contributing to patient care related complaints.	The Provincial QA Office to finalize the Monitoring system on Clinical Governance and ensure that appropriate action plans are implemented and monitored.	21.2	31			
		Percentage of Complaints on waiting Times - District Hospital	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	16.5	19.8	Clients unhappy with longer waiting times due to the COVID-19 screening procedures.	Improve communication to patients, explaining reasons for longer waiting times.	16.5				
		Number of 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	179	Infections were device related and surgical site infections. Districts reporting the highest rate of infections were Zululand, followed by UMkhanyakude and UMkungundlovu. Above target performance as a result of improved reporting on healthcare associated infections (HAIs) due to training conducted on surveillance and reporting.	Train IPC Champions in all Districts with high infections on monitoring surveillance and implementation of strategies to reduce healthcare associated infections (HAIs).	47	459			
	HIV, AIDS, STI, TB CONTROL (HAST)	ART adult remain in care rate at 12 months	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	90	70.90	Clients defaulting on treatment continue to negatively impact on performance.	Enhance the implementation of retention strategies and the implementation of the Sprint acceleration operation. Province to provide Train-the-trainer Adherence Guidelines and treatment literacy training to all 11 districts.	90	280			
		ART child remain in care rate at 12 months	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	90	78.40	High defaulter rates noted among male children in the age group of 10-14 years followed by females in the same age band.	Identify and nominate district paediatric and adolescent champion to coordinate and monitor district specific intervention plans.	90	311.4			

All DS-TB lost to follow up rate	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	7	11.8	High Loss to follow is due to poor updating of outcomes on Tier.net especially in Hospitals, CHCs and high volume PHC facilities. Three districts (Ehethwin, UGU and Ilembe) have highest numbers of patients loss to follow.	Facilitate implementation of monthly data clean-up; tracking and tracing of patient and community awareness on importance of early presentation and adherence to treatment. Continue to monitor implementation of Adherence Guidelines.	7	46.7			
TB XDR treatment start rate	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	100	44	Duplicate files identified and corrected.	Follow up with National Institute for Communicable	98	324			
number of patients screened for TB symptoms	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	8120958	6567175	Some patients are missed as a result of changes in the flow of patients with COVID-19 restrictions.	Promote integrated screening and testing for TB, HIV, COVID-19, and non-communicable diseases.	32429625	24693135			
number of HIV tests done - sum	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	948826	1030506	Community Testing by DoH and Partners. Operation Phuthuma Sprint has also contributed to these numbers as the upwards trend has been noted in the last two months.		3795315	3935822			
ART adult remain on ART end of period	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	1686154	1505731	Lost to follow up still contributes to the target not being met, with the highest number of defaulters being both male and female clients in the 20-29 year age group.	Districts to continue with retention strategies and the implementation of the Sprint acceleration operation. Targeting testing and linkage to care for males and females in the 20-29 age band.	1686154	1505731			
ART child under 15 years remain on ART end of period	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	49640	35280	High defaulter rates among male children in the age group of 10-14 years followed by females in the same age band.	Identify and nominate district pediatric and adolescent champion to coordinate and monitor districts specific intervention plans.	49640	35280			
Male Urethritis Syndrome incidence	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	28.3/1000	40.6	Challenges include delays in the finalisation of the condom contract resulting in shortages; and slow progression on government General Practitioner contracts, which is negatively impacting on HIV prevention strategies such as voluntary medical circumcisions.	Facilitate increase in condom distribution. Facilitate the incorporation of condom usage education during Men's dialogue and Isibaya Samadoda in collaboration with the multi-stakeholders. Facilitate the strengthening of a comprehensive STI prevention package.	28.3/1000				
Maternal, Neonatal, Child & Women's Health & Nutrition													
Couple year protection rate	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	58	62.2	Community awareness on the importance of using contraceptives especially Long Acting Reversible contraceptives. Seven districts achieved a CYPR above the 58% target, with UMKhanyakhude the highest.		58	58.1			
Delivery 10 to 19 years in facility rate	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	15.8	16.3	Societal issues like child marriages, substance abuse and child headed households that are not dealt with in communities including families continue to contribute to the challenge.	Convene consultative meetings to engage stakeholders, local partners, community structures and other departments including School Governing Bodies and Institutions of Higher Learning to activate strategies to de-normalize teenage pregnancy. Reinforce uptake of Long Acting Reversible Contraceptives (LARCs) among sexually active teenagers and Dual Protection campaigns.	15.8	16.8			

	Antenatal 1st visit before 20 weeks rate	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	75.9	72.2	Women choosing to present late for antenatal care remains a challenge.	Continue with household pregnancy testing and facilitate that DCSTs and MCWH coordinators monitor that women who tested positive are linked to PHC for initiation of antenatal care. Facilitate that pregnancy tests for child bearing age women who are not on contraceptives, visiting health facilities for any other reason is done and channeled to ANC immediately.	75.9	74				
	Mother postnatal visit within 6 days rate	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	78	80.7	Linkage of pregnant and post-delivery women to CHWs.		78	80				
	Immunisation under 1 year coverage	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	90	102.8	Implementation of EPI catch-up drive by the districts to reach every child due for immunisation, in the community.		90	92.5				
	Measles 2nd dose coverage	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	94	100.1	Implementation of EPI catch-up drive by the districts to reach every child due for immunisation, in the community.		94	87.9				
	ANC clients initiated on ART rate	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	98.3	95.8	EThekweni, King Cetshwayo, Ugu and Umkhanyakude Districts have identified facilities that have not corrected data errors.	Facilitate close monitoring of this indicator on the KZN dashboard by districts and facilities, and correct data errors timeously.	98.3	96.4				
	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	59	55.7	Inappropriate marketing of breast-milk substitutes and continued poor implementation of Mother-baby Friendly Initiative (MBFI) principles impact negatively on routine infant feeding counselling and support in facilities.	Continue with MBFI Monitoring and support. Complete Advocacy on the Regulations relating to foodstuffs for infants and children among healthcare professionals.	59	57.8				
	Cervical cancer screening coverage	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	75	73.3	These results can be attributed to the lack of community awareness and knowledge among eligible women.	Raise community awareness about the importance of cervical cancer screening. Implement campaigns like Pink Drive.	75	51.2				
	Vitamin A dose 12-59 months coverage	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	74	83.3	Community Outreach activities continue to contribute to reaching the target.		74	74.9				
Primary Health Care	Severity assessment code (SAC) 1 incident reported within 24 hours rate - PHC	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	63.2	42.6	Connectivity challenges impacted negatively on timeous reporting by some facilities.	Districts to notify the Provincial Office of challenges timeously so that contingency measures can be implemented.	59.2	260.1				
	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	15.7	22.2	Clinical audits not conducted in order to identify and plan accordingly for challenges contributing to patient care related complaints.	The Provincial QA Office to finalise the Monitoring system on Clinical Governance and ensure that appropriate action plans are implemented and monitored.	15.7	23				
	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	36.5	34.6	Implementation of Queue marshalling systems.		36.5	38				
	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	19.9	30	No Batho Pele / Complaints champions in the facilities and there is no evidence that consequence management is practiced.	Reorientation of QA and PRO's on Batho Pele Principles and Complaints handling.	19.9	25				

		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	Zero healthcare associated infections reported at PHC level as patients are not admitted to enable monitoring of HAI acquired after 48 hours of admission.	Indicator removed for 2022/23 financial year.	8	1			
Programme 3: Emergency Medical Services	Emergency Medical Services	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	69.1	40.9	Performance negatively influenced by the continuous increase in urban area cases as well as inter-facility transfers which is placing a demand on available emergency vehicles.	Provincial Vehicle management service provider has been engaged to increase the pool of service providers and increase supervision of fleet matters, to increase the number of available ambulances.	69.1	87.1			
		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	56	48.3	Performance negatively influenced by the continuous increase in urban area cases as well as inter-facility transfers which is placing a demand on available emergency vehicles.	Provincial Vehicle management service provider has been engaged to increase the pool of service providers and increase supervision of fleet matters, to increase the number of available ambulances.	56.3	104.3			
		Average number of daily operational ambulances	Non-Standardized	Average	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	187	201	EMS procured additional ambulances and employed contract staff using the COVID-19 grant, thereby increasing available resources.		188	196.25			
Programme 4: Provincial Hospital Services	Chronic/Sub-Acute Hospitals	Average length of stay - Chronic/Sub-acute Hospital	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	45 days	75.9 days	Results are driven by Hillcrest Hospital which provides long term chronic care.	Reclassify Clairwood Hospital to District Hospital and commission district services. Revise targets accordingly Hospital.	45 days	-			
		Inpatient bed utilisation rate - Chronic/Sub-acute Hospital	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	51.9	34.4	Clairwood Hospital was identified as a COVID-19 facility. Since the reduction in cases, there have been fewer admissions.	Clairwood Hospital to be utilised as a step-down facility until it's reclassification as a District Hospital.	51.9	27.1			
		Expenditure per PDE - Chronic/Sub-acute Hospital	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	R 3116	R 4625.50	Low utilisation at Clairwood Hospital as a result of the reduced admissions.	Clairwood Hospital to be utilised as a step-down facility until it's reclassification as a District Hospital.	R 3116	-			
		Severity Assessment Code (SAC) 1 incident reported within 24 hours rate - Chronic/Sub-acute Hospital	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	100	0	No SAC1 incidents occurred.		100	200			
		Percentage of complaints on patient care - Chronic/Sub-acute Hospital	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	43.5	0	Implementation of Batho Pele principles.		40.7	7.1			
		Percentage of complaints on waiting Times - Chronic/Sub-acute Hospital	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	13.0	6.7	Implementation of queue management systems.		12.1	0			
		Percentage of complaints on staff Attitudes - Chronic/Sub-acute Hospital	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	21.7	10	Achieved through the implementation of in-service training on Batho Pele.		18.7	7.1			
		Number of Health Care Associated Infections - Chronic/Sub-acute Hospital	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	1	1	No deviation.		4	9			
	Regional Hospitals	Average length of stay - Regional Hospital	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	6.2 days	6.3 days	Average stay higher for Orthopaedic cases and mental health care service users which negatively influences performance.	Address challenges impacting on theatre waiting time. Facilities to implement a multi-disciplinary approach in managing Mental Health Users.	6.2 days	-			

	Inpatient bed utilization rate - Regional Hospital	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	73.5	69.5	BK Khan Hospital internal medicine services were reduced due to infrastructure renovation projects.	Restoration of services and implementation of catch up plans to address the backlogs.	73.5	65.1		
	Expenditure per PDE - Regional Hospital	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	R3379.3	R 3736.05	Costs were increased by COVID-19 consumables and high utilization of Personal Protective Equipment (PPE).	Implement cost containment strategy adopted by the department.	R3379	-		
	Severity Assessment code (SAC) 1 incident reported within 24 hours rate - Regional Hospital	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	85.4	98.1	Adherence to guidelines and prescripts has enabled reporting of SAC1 incidents timeously.		83.9	76.4		
	Percentage of Complaints on patient care - Regional Hospital	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	22.6	24	Clinical audits not conducted in order to identify and plan accordingly for challenges contributing to patient care related complaints.	The Provincial QA Office to finalise the Monitoring system on Clinical Governance and ensure that appropriate action plans are implemented and monitored.	22.9	22		
	Percentage of Complaints on waiting Times - Regional Hospital	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	26.1	13	Implementation of queue management systems.		26.2	13		
	Percentage of Complaints on staff Attitudes - Regional Hospital	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	13.5	21	Absence of Batho Pele or Complaint Champions. No evidence of consequence management.	Districts to conduct quarterly training on Batho Pele as well as appointing Batho Pele champions to model and re-enforce principles.	13.4	20.4		
	Number of Health Care Associated Infections - Regional Hospital	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	2	236	Device related infections are an inherent risk for the medical care in Regional hospitals characterised by indwelling catheters and the clinical condition for patients admitted. Some of the HAIs are unavoidable.	Reinforce adherence and implementation of IPC bundles to prevent avoidable infections.	5	860		
Specialised Psychiatric Hospital	Severity Assessment Code (SAC) 1 incident reported with in 24 hours rate - Psychiatric Hospital	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	87.5	88.9	Adherence to guidelines and prescripts has enabled reporting of SAC1 incidents timeously.		86.7	100		
	Percentage of Complaints on patient care - Psychiatric Hospital	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	42.3	30	Implementation of Batho Pele principles.		42.3	80		
	Percentage of Complaints on waiting Times - Psychiatric Hospital	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	3.8	10	Only 1 complaint was received (1/10).	Educate clients on patient flow and screening processes.	3.8	10		
	Percentage of Complaints on staff Attitudes - Psychiatric Hospital	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	15.4	0	No complaints received in this category. Implementation of Batho Pele principles.		12.5	0		
	Number of Health Care Associated Infections - Psychiatric Hospital	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	2	80	UMgungundlovu District reported 76 HAIs at UMgeni Hospital of which only two were COVID-19 related, with the other infections being a combination of skin infections and minor colds and flu which is common in long term facilities. 2 COVID-19 related HAIs were reported by EThekweni District Ekhuleni Hospital.	Monitor implementation of the recommendations by the Council for Scientific and Industrial Research (CSIR) to prevent HAIs following risk assessments conducted during the 4th quarter. Facilitate Training specific to Psychiatric facilities on surveillance and prevention strategies for HAIs.	8	159		
Specialised TB Hospitals	Average length of stay - TB Hospital	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	60 days	25.4 days	The current TB regimen advocates for community based care, thereby reducing the number of days patients are hospitalised.		60 days	-		
	Inpatient bed utilisation rate - TB Hospital	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	36.9	13.3	Changes in TB Management regimen which advocates for community based care.	Review TB management platform in line with the hospital rationalization programme.	36.9	14.6		

		Evidence per PDE - TB Hospital	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	R 6252	R 13633.08	100% beds at Richmond Hospital and 14 beds at Doris Goodwin Hospital were repurposed for COVID-19. These changes impacted negatively on patient activity and expenditure per patient day equivalent (PDE).	Revise future targets in line with implementation of the Hospital Rationalisation Plan.	R 6252						
		Severity assessment code (SAC) 1 incident reported within 24 hours rate - TB Hospital	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	96.9	0	No SAC1 incidents occurred.		96.4	71					
		Percentage of Complaints on patient care - TB Hospital	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	5	9.7	Clinical audits not conducted in order to identify and plan accordingly for challenges contributing to patient care related complaints.	The Provincial QA Office to finalise the Monitoring system on Clinical Governance and ensure that appropriate action plans are implemented and progress monitored.	5	33.3					
		Percentage of Complaints on waiting Times - TB Hospital	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	39	9.7	Implementation of queue marshaling systems.		39	75					
		Percentage of Complaints on staff Attitudes - TB Hospital	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	14	32.3	No Batho Pele / Complaints champions in the facilities and there is no evidence that consequence management is practiced.	Reorientation of QA and PRO's on Batho Pele Principles and Complaints handling.	13.8	33.3					
		Number of Health Care Associated Infections - TB Hospital	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	2	0	Poor reporting of HAIs remained a challenge by TB hospitals due to poor surveillance system.	Increase focus of training and support to TB specialised facilities to intensify surveillance of HAIs.	5	0					
Programme 5: Central Hospital Services	Central Hospital	Average length of stay - Central Hospital	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	8.5 days	10.2	Clinical disciplines are dependent on the support of specialized clinical technologists which are in short supply, thereby negatively impacting on treatment times.	Investigate all challenges relating to patient activities and implement remedial action.	8.5 days	-					
		Inpatient bed utilisation rate - Central Hospital	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	67.8	54.4	Services are being restored in a phased approach. Some clinical disciplines experienced high staff resignations.	Investigate all challenges relating to patient activities and implement remedial action.	67.8	53.4					
		Expenditure per PDE - Central Hospital	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	R 9456	R 11383.32	High expenditure per PDE is attributed to the high cost of personal protective equipment and the effects of low bed utilisation.	Implementation of cost containment measures.	R 9456	-					
		OPD headcount new cases not referred - Central Hospital	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	112	163	Patients were referred directly to doctors at Inkosi Albert Luthuli Hospital using WhatsApp or SMS without the correct referral letter.	Management has addressed this through clinical management meeting.	447	435					
		Severity assessment code (SAC) 1 incident reported within 24 hours rate - Central Hospital	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	21.4	100	Adherence to PSI reporting guidelines.		21.4	100					
		Percentage of Complaints on patient care - Central Hospital	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	21	30.8	Clinical audits not conducted in order to identify and plan accordingly for challenges contributing to patient care related complaints.	The Provincial QA Office to finalise the Monitoring system on Clinical Governance and ensure that appropriate action plans are implemented and progress monitored.	21	37.5					
		Percentage of Complaints on waiting Times - Central Hospital	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	21	0	Implementation of queue marshaling system.		21	0					
		Percentage of Complaints on staff Attitudes - Central Hospital	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	19.4	46.2	Absence of Batho Pele or complaints champion in the facilities and there is no evidence that consequence management is practiced.	Reorientation of QA and PRO's on complaints handling.	19.4	12.5					
		Number of Health Care associated Infections - Central Hospital	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	2	46	Most reported HAIs were device related due to indwelling catheters used as part of medical care in Central facilities which are inherent risk for acquiring HAIs.	All reported HAIs were investigated and action plans were developed to improve implementation of multi-modal strategy for IPC and the bundles of care to reduce device related HAIs.	7	120					

Tertiary Hospitals	Average length of stay - Tertiary Hospital	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	7.3 days	6.9 days	Implementation of Morbidity and Mortality reviews quality improvement actions.		7.3 days				
	Inpatient bed utilisation rate - Tertiary Hospital	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	75.1	72.2	Theatre availability at Greys Hospital was not reliable due to the frequent breakdown of the Heating, ventilation, and air conditioning (HVAC).	Project to install the new HVAC system will commence soon; however this will render 50% of theatres non-functional for 6 months. A contingency plan to be developed for this period.	75.1	70.9			
	Expenditure per PDE - Tertiary Hospital	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	R 4438	R 4946.80	Increased costs of HVAC maintenance for theatres at King Edward and Greys Hospital.	Replace HVAC system at Greys Hospital.	R 4438				
	OPD head count new cases not referred - Tertiary Hospital	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	6797	7466	King Edward VIII Hospital and Ngwelezana Hospitals contribute significantly as these hospitals also provide district level services.	Phase out district level services whilst increasing tertiary level package of services at King Edward VIII Hospital.	27191	27419			
	Severity Assessment Code (SAC) 1 incident reported within 24 hours rate - Tertiary Hospital	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	85.7	88.5	Implementation of the PSI Management system.		84.6	248			
	Percentage of complaints on patient care - Tertiary Hospital	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	18.9	40	Clinical audits not conducted in order to identify and plan accordingly for challenges contributing to patient care related complaints.	The Provincial QA Office to finalise the Monitoring system on Clinical Governance and ensure that appropriate action plans are implemented and progress monitored.	19.2	16.2			
	Percentage of complaints on waiting Times - Tertiary Hospital	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	15.1	12.2	Implementation of queue marshaling system.		15.5	16.2			
	Percentage of complaints on staff Attitudes - Tertiary Hospital	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	22.6	1.1	Implementation of Batho Pele principles.		22.5	19			
	Number of Health Care Associated Infections - Tertiary Hospital	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	3	133	Most reported HAIs were device related due to indwelling catheters used as part of medical care in Tertiary facilities which are inherent risk for acquiring HAIs.	Monitor and reinforce use of IPC bundles to prevent avoidable HAIs.	10	539			
Programme 7: Health Care Support Services	Laundry Services	Percentage of facilities reporting clean linen stock outs	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	20.3	25	<ul style="list-style-type: none"> •Inadequate in-house capacity (i.e. Staffing and machinery) •Inadequate stock of clean and new linen at facility. 	<ul style="list-style-type: none"> •Optimise existing resourcing through remunerated overtime to reduce soiled linen backlogs •SCM has secured a 3 year period contract with strategic partners to assist 'as and when required'. 	20.3	0		
	Pharmacy	Percentage of pharmacies with either Grade A or Grade B Status with the South African Pharmacy council (SAPC)	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	100	92	Newcastle PHC Clinic Pharmacy has infrastructural shortcomings to be addressed. Newcastle Provincial Hospital, KeaMashu Community Health Centre, Umgeni Care & Rehabilitation Centre, St Chads CHC, St Francis Hospital and Thulasizwe Hospital pharmacies awaiting reassessment in 2022/23.	<ul style="list-style-type: none"> •Monitor implementation of Improvement Plans of Grade C Pharmacies. •Follow up on the infrastructural interventions that were recommended. •All Grade C pharmacies to be re-assessed in Quarters 1 and 2 of 2022/23 following addressing of the identified gaps. 	100	92		

