

QPR for FY 2021-22 for Provincial Institution of Health of location KwaZulu Natal as of (Tuesday, February 1, 2022 11:56:21 AM)

Frequency	Programme	Sub Programme	Indicator	Indicator Type	Output	MTSF Priority	Cluster	Audited outcome FY 2020 - 21	Quarter - 3				Annual Performance					
									Target Q3	Actual Output Q3	Reason for Deviation Q3	Corrective Action Q3	Annual Target	Aggregate Output				
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		
			Percentage of hospitals using the E-Health System	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster									50		
			Percent of Hospitals with stable ICT connectivity	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster									90		
			Percent of PHC facilities with stable ICT connectivity	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster									90		
	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				
	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			
			Covid - 19 Case Fatality Rate 60 years and older	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster								10			
			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		
		Still birth in Facility Rate - District hospital		Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster									16.4/1000		
		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			
	TB incidence	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster									350/100 000				

			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	Patience 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 Hospitals	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	95.50	Reminders are sent to the institutions on a monthly basis to pay suppliers within 30 days of receipt of invoice.		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	10 245	The total number of Community Health Workers (CHWs) has remained constant from Q2 due to budgetary constraints as well as natural attrition.	The department is awaiting a national directive to absorb CHWs and will then plan further to 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	26.86	Existing systems are manual and decentralized, which may negatively impact 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	0		
	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	57.4	Performance as a result of the focus and training on the Basic Mental Health screening tool, the recording of the screening and referral for further assessment conducted by the districts.		35	56.1		
			Clients accessing rehab services	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster	170000	181787	Achieved as a result of new clients and follow-up clients from the previous quarter who were seen for review and continuation of rehabilitation services.		680000	540578		
		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	90.9	Adherence by Districts to timelines stipulated on Guidelines for reporting PSIs within 24 hours.		68.8	89.6		
			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	21.2	COVID-19 impact on staff during the 4th wave, due to increased staff infections.	Increase Staff counseling support during COVID-19 pandemic.	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	31.2	Increased number of COVID-19 admissions and high staff infection rates contributed to increased work load when infected staff were either in quarantine or isolation.	Improve IPC Practices to prevent staff infections.	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	25.4	Staff failed to explain to patients the reasons for longer waiting times during the COVID-19 pandemic.	Increase 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	117	Umkhanyakude District hospitals contributed to the high number of healthcare associated infections with Mosvold reporting 40 HAIs, and Bethesda 10. Umzinyathi reported 30 HAIs. Most reported HAIs were device related, which occurs due to poor compliance to the implementation of IPC bundles of care; and lack of investigations into healthcare associated infections, to determine the root cause and prevent recurrence.	District capacity building to support and investigate increased number of healthcare associated infections. Surveillance training is planned for the 4th quarter to ensure correct reporting of healthcare associated infections.	47	280
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	69.4	Provincial loss to follow up at 12 months remains significantly high at 29%.	Five districts (Ilembe, Harry Gwala, Umgungundlovu, Zululand and Umzinyathi) have employed the district Treatment Care and Support Coordinators, who have been orientated by the Province. Monitor implementation of the adherence guidelines during health care facility support visits.	90	209.1
	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	80.3	High treatment defaulter rate among children and adolescent, as a result of inconsistent implementation of Paediatric and Adolescent Matrix of intervention linkage and retention strategies.	Monitor early missed appointment, late missed and unconfirmed lost to follow up list at nerve centre meetings and implement tracking and tracing strategies. Coordinate and support community based tracking and tracing by focusing on children and adolescent.	90	233
	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	11.2	Diversion of TB Resources (Teams and vehicles) to cover COVID-19 activities continues to affect tracing of TB/HIV patients who missed appointments.	Engagement on alignment of resources and integration of outreach services has been effected by SHP Directorate. Standard Operation Procedure on integrated programmes management has been developed and shared with Districts. Monitor implementation of adherence guidelines by districts.	7	34.9
	TB XDR treatment start rate	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster		92	100	All diagnosed patients were initiated on treatment.		98	280
	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		8112027	6016551	Poor implementation of screening guidelines.	Promote integrated screening and testing for TB, HIV, COVID-19, and non-communicable diseases. In-service training on screening guidelines to be provided in Districts performing poorly.	32429625	18125960
	number of HIV tests done - sum	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster		948827	902624	Impacted by the reduced headcount in December as clients are reluctant to visit health institutions during the festive season.	Continue with community driven approach with the assistance of all district partners.	3795315	2905316

	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		1637756	1496682	Provincial loss to follow up at 12 months remains significantly high at 29%.	Five districts (Ilembe, Harry Gwala, Umgungundlovu, Zululand and Umzimnyathi) have employed the district Treatment Care and Support Coordinators, who have been orientated by the Province. Monitor implementation of the adherence guidelines during health care facility support visits.	1686154	1496682
	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		46041	36922	Inconsistent implementation of Paediatric and Adolescent Matrix of intervention linkage and retention strategies.	Implement the Paediatric/Adolescent matrix SOP and monthly feedback reports to be strengthened. Monitor early missed, late missed and unconfirmed lost to follow up list specifically for clients between the age of 0-15 years at nerve centre meetings.	49640	36922
	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	35	Erratic condom supply as a result of the expiration of the national condom supplier contract. Poor uptake of STI prevention initiatives.	Facilitate the incorporation of condom usage education during Men's dialogue and Isibaya Samadoda in collaboration with the multi-stakeholders. Facilitate increase in condom distribution. 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	54.2	Low uptake of intra-uterine contraceptive devices (IUCD) due to the lack of confidence of Health Care Workers (HCW) in inserting IUCDs.	Conduct continuous training, support and mentoring to boost HCW confidence. Promote long-acting reversible contraception methods (LARCs) use given their high efficacy and continuation rates. Market the additional LARC option of levonorgestrel intra-uterine device that has been made available at all levels of care.	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	16.5	Societal issues like "child marriages" are still reported in districts like uThukela and Harry Gwala and contribute majorly to teenage delivery.	Dialogues planned for February 2022 to engage with relevant stakeholders i.e local municipalities, school governing bodies and parents.	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	73.9	Late ante-natal care booking by clients from other provinces. Poor implementation of in-facility pregnancy testing, resulting in clients not being identified early. Pregnant teenagers do not attend due to long waiting times at clinics and also because they hide the pregnancy.	Districts affected by cross borders to strengthen relationship with nearby provinces to correct such challenges. Strengthen and monitor in-facility pregnancy testing of women of child bearing age. Integration of services to prevent missed opportunity for testing, early booking and marketing of contraceptives. Educate teenagers during dialogues on the importance of attending ANC early.	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	77.9	Challenges in the linking of pregnant and post - delivery women to CHWs.	Strengthen antenatal and post-natal linkage to CHWs. Community education through radio or dialogues to raise awareness.	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	92.7	Implementation of immunisation catch-up drives by all districts.		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	84.7	High defaulter rate identified for this vaccine.	Intensify the involvement of community health care workers in the EPI programme to raise awareness of the importance of immunisation and to trace defaulters.	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	98.2	Achieved as a result of close monitoring of this indicator on the KZN Dashboard, identifying clients not linked to care and initiating them.		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	55.3	Implementation of Mother-Baby Friendly Initiative (MBFI) as well as postnatal support remains challenged due to staffing constraints and competing priorities.	MBFI implementation monitoring to be undertaken in quarter 4 through district visits.	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	54.4	Poor marketing of services to eligible clients.	Integration of services to include screening of women on chronic care. Raising community awareness on the importance of cervical cancer screening.	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	74	No deviation.		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		57.9	96.9	The emphasis on the correct implementation of the guideline, and the feedback given to districts by province on monthly reporting as well as efforts by districts to support those facilities with poor compliance resulted in the positive performance.		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	19.6	Loss of patient files, unavailability of medication and denying patient information are some of the influencing factors.	Provincial QA together with districts will develop strategies to address these challenges.	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	40	The increased numbers of nurses in quarantine or isolation led to long waiting times, as the nurse-patient ratio was skewed.	Provincial QA together with Districts to develop a strategy to re-allocate staff during periods where staff is depleted due to quarantine or isolation	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	24.5	Impolite and uncaring responses given to clients by health care workers.	Province will advise districts to in-service staff on the implementation of Batho Pele principles and a caring ethos.	19.9	25

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 of stay higher for Orthopaedic cases and mental health service users which negatively influences performance.	Facilities to implement 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	68.5	Increased COVID-19 cases in the 4th wave reduced patient activity. RK Khan Hospital internal medicine beds were reduced by 50% due to infrastructure renovation projects.	Implement COVID-19 recovery Plan and mainstream COVID-19 vaccination. Internal medicine inpatients are accommodated in Clairwood Field Hospital.	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 4042	Additional costs were increased by COVID-19 consumables and high utilization of 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		83.3	86.3	Adhering 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		23	35.8	Complaints related to lost files and therefore the medical history of the client.	Strengthen the training on document management of patient records.	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	13.4	Queue marshaling systems in place.		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	21.1	Districts reported bad attitudes from nurses which is linked to burnout due to grave shortage and sometimes sheer unprofessional behaviour.	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		1	258	Ventilator Associated Pneumonia HAIs were among the highest due to COVID-19 ventilated patients in ICUs. Surgical site HAIs and Peripheral infections had significant impact in increased number of HAIs due to poor compliance to IPC practices.	Surveillance SOP training planned for quarter 4. Engage districts on investigating all HAIs cases and to institute remedial actions.	5	624
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		85.7	46.7	Poor adherence to the reporting guidelines, which negatively influences performance.	The identified Districts will be engaged to improve implementation of the PSI guidelines.	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	57.1	Patients in Harry Gwala district were dissatisfied with the meals.	Provincial QA engaged the district on resolving the matter.	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	0	No waiting time related complaints received, possibly as a result of the implementation of queue marshaling.		3.8	0
	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		11.5	0	No complaints received in this category.		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	79	Mental Health service users contracted COVID-19 infections in facilities due to their inability to comply to COVID-19 IPC practices.	Engage NDoH/ WHO for support in developing a COVID-19 prevention strategy for Mental Health Service users or benchmark from other Provinces. Engage Council for Scientific and Industrial Research (CSIR) for support in conducting specific risk assessments for Psychiatric Hospitals in Q4.	8	79
	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	34 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	12.2	Changes in TB Management regimen. 100% beds at Richmond Hospital and 14 beds at Doris Goodwin Hospital were repurposed for COVID-19.	Review TB management platform in line with the hospital rationalization programme.	36.9	14.6
		Expenditure 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 18764	*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 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		100	0	No SAC1 incidents occurred.		98.4	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	0	No complaints on patient care received.		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	75	Patients unhappy with waiting for consultations with doctors and at the pharmacy.	Affected facilities to develop strategies to mitigate identified challenges.	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		14.3	25	A patient who was not attended to complained of the unprofessional manner of the nurse.	Nurse managers are to address nurses on maintaining a professional attitude at all times to all clients.	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		1	0	Poor surveillance system and reporting remains a challenge and contributory factor of 0 reported HAIs in TB hospitals.	Provincial training of the Surveillance SOP is planned for Qtr 4. Engage Districts to ensure all facilities are implementing the PSI guidelines.	5	0
	Programme 5: Central Hospital Services	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	9.6 days	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	54.7	Clinical disciplines dependent on the support of specialized Clinical Technologists e.g. Perfusionists are not operating optimally due to recruitment challenges.	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 11652	High expenditure per PDE is attributed to the high cost of personal protective equipment and the effects of low bed utilisation.	Monitor 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	96	Patients accessing services at central level should be strictly through referrals therefore this is a significant improvement in adherence with the referral pathway.		447	272
	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	25	Adherence to PSI 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	18	The Patient Care ethos approach that was implemented has yielded positive results.		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	No waiting time related complaints were received.		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	0	No staff attitude related complaints were received.		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	38	Device associated infections resulted in most of the HAIs reported which includes Ventilator Associated Pneumonia, CAUTI, PLABSI, CLABSI. HAIs are inherent risk in the use of indwelling devices which form part of specialised care in Central hospitals if non-adherence of specific IPC prevention bundles are not implemented.	Training on the Surveillance SOP is scheduled for Q4. Increase visibility by IPC to all affected units to guide and institute on-site training.	7	74
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	6.8 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	69.5	Greys Hospital - theatre availability was not reliable due to frequent the breakdown of the 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	R5316	Increased costs of HVAC maintenance for theatres at King Edward and Greys Hospital. Renal patients are issued with expensive Peritoneal dialysis (PD) packs at home, when these patient demise at home there is no feedback system to advise the hospital to stop issuing PD packs.	Replace HVAC system at Greys Hospital. Develop SOP to effect controls on issuing PD packs, patients to be assigned to the CHWs.	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		6798	7215	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 in King Edward VIII Hospital.	27191	19953
	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		83.3	100	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	20	Patients were dissatisfied with the handling of their complaints by some health care workers.	Provincial QA will encourage strengthening of supervision by Operational Managers and Assistant Managers Nursing, as	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	18.4	Patients were dissatisfied with waiting for doctors to start their consultations.	Provincial QA will propose that districts review schedules for doctors so that service delivery is not compromised.	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	18.4	Implementation of interventions to improve staff attitude, especially by roping in unit supervisors.		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	65	Most HIA's were device associated infections for COVID-19 patients requiring specialised care (which bears inherent risk for HAIs).	Training on the Surveillance SOP is scheduled for Q4. Increase visibility by IPC to all affected units to guide and institute on-site training.	10	406
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	26	<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 overtime to reduce soiled linen backlogs Submission for filling of laundry posts for approval by HoD. New linen procurement budget has already been shared with hospitals to increase on site linen stock. 	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	91	Pharmacies at Newcastle Provincial Hospital, Newcastle PHC Clinic, KwaMashu Community Health Centre, Umgeni Care & Rehabilitation Centre, Ladysmith Provincial Hospital, St Chads CHC, St Francis Hospital and Thulasizwe Hospital regressed to Grade C. Dr Pixley Ka Isaka Seme Memorial Hospital Pharmacy still has to be inspected following commissioning.	<ul style="list-style-type: none"> Monitor implementation of Improvement Plans of Grade C Pharmacies. All Grade C pharmacies to be re-inspected in Quarter 4 following addressing of the identified gaps. Self-assessment report of Dr Pixley Ka Isaka Seme Memorial Hospital Pharmacy indicates Grade B will be achieved. 	100	91
		Tracer Medicine Stock-out Rate at the Provincial Pharmaceutical Supply Depot (PPSD)	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster		<= 5%	6	<ul style="list-style-type: none"> 14 Items were out of stock at some point during Q3. Supply Constraints depleted stock holdings. Suppliers were not able to meet the demand as: <ul style="list-style-type: none"> Items were not on contract (no bids). Old suppliers depleted their stock at the end of their contract. 	<ul style="list-style-type: none"> Continue liaison with NDOH Affordable Medicines Directorate. Contract Management Unit through weekly meetings with NDOH. Continue procuring on quotation whatever is available to meet the needs with necessary approvals. Quotations above PPSD delegation are escalated for approval by the Accounting Officer. Demand Planning – Monthly Meetings with District Pharmacy Managers. 	<= 5%	-
		Tracer Medicine Stock-out Rate at facilities (hospitals, community health centres and clinics)	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster		<= 5%	2	PPSD issues all stock in short supply to facilities - rationing it to ensure all facilities are covered. Some items are on Direct Delivery.		<= 5%	-
Programme 8: Health Facilities Management	Health Facilities Management	Percentage of Preventative Maintenance Expenditure	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster		40	38	Category A expenditure is high due to major breakdowns reported. Facilities continue to capture some expenditure against the wrong maintenance categories.	Head Office continues to encourage institutions to service machinery and equipment regularly. Head office is also engaging facilities on the correct capturing of maintenance expenditure and journaling is in progress.	40	102

			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		5	2	Completion of Dr Pixley is anticipated in the fourth quarter. Delays in the completion of projects by the implementing agent.	Performance review meeting was held with the implementing agent where a commitment was made to complete projects prior to the financial year end.	25	5
			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		10	7	Projects were completed earlier than anticipated (over achievement in the previous quarters) hence the reduction in the current quarter.	No intervention required as the Department is on track to meet the annual target with a total of 27 projects completed to date.	30	25
			Number of renovation and refurbishment projects completed	Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster		5	3	Projects were completed earlier than anticipated (over achievement in the previous quarters) hence the reduction in the current quarter.	No intervention required as the Department is on track to meet the annual target with a total of 11 projects completed to date.	25	7
			Number of jobs created through the EPWP	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster		250	553	Improved capturing of EPWP contracts and awarding of capital projects.		3000	2788
			Percentage downtime on medical equipment	Non-Standardized	Not Applicable	Priority 3: Education, Skills And Health	The Social Protection, Community and Human Development cluster		35	12	Positive deviation due to the regular monitoring of activities with facilities.		35	40
Total:		212												

Feedback													
Quarter - 1				Quarter - 2			Quarter - 3			Quarter - 4			Audited Annual
Username Q1	Role Q1	Feedback Q1	Dated Q1	Username Q2	Role Q2	Feedback Q2	Feedback Q3	Dated Q3	Username Q4	Role Q4	Dated	Username	
				Nirvasha Moodley	Department Coordinator	Please find							
				Roanda Pretorius	National Oversight	Thank you for the							
				Lulama Sthembela Ndlazi	OTP Coordinator	Thank you for a very							
				Lulama Sthembela Ndlazi	OTP Coordinator	Thank you for a very							
				Nirvasha Moodley	Department Coordinator	Dear HoD. Please find							
				Dr Sandile Tshabalala	Accounting Officer	Approval Certificate:							
						Dear Colleagues. Please		#####					
						Thank you for a		#####					
						Dear HoD. Please accept		#####					
						Approval Certificate: Q3-		#####					
Dr Sandile Tshabalala	Accounting Officer	Approval Certificate: Q1- We hereby submit the Q1 report as per the Treasury Guidelines.	30/07/2021										
Lulama Sthembela Ndlazi	OTP Coordinator	Thank you for a comprehensive report. kindly ensure that corrective action statements are provided	28/07/2021										
Nirvasha Moodley	Department Coordinator	The Q1 Quarterly performance report is hereby submitted for your attention and consideration.	27/07/2021										
Nirvasha Moodley	Department Coordinator	Please find final QPR for Q1, as extracted from the webDHIS, with narratives from the M&E Unit.	30/07/2021										
Roanda Pretorius	National Oversight	Thank you	27/07/2021										