

20140820PCHEALTH

# ***Annual Performance Plan of the Office of Health Standards Compliance***

***Presentation to the Health Portfolio Committee  
20<sup>th</sup> August 2014***



**Office of Health Standards Compliance**  
Ensuring quality and safety in health care

## **Situational analysis**

- **No updating is required as Strategic plan and APP were submitted**
- **The key challenge is the phasing in of delivery and expenditure and reconciling this with expected functionality and coverage**

# Expenditure estimates 2014-2017

Medium term estimates	2014/15	2015/16	2016/17
<b>CURRENT PAYMENTS</b>			
<b>Compensation of employees</b>	<b>31,174,291</b>	<b>53,427,462</b>	<b>56,365,972</b>
Salaries and wages	29,975,280	51,372,560	54,198,050
Social contributions	1,199,011	2,054,902	2,167,922
<b>Goods and services</b>	<b>36,572,376</b>	<b>34,087,414</b>	<b>37,151,510</b>
Advertising	1,532,000	1,864,728	1,963,559
Advertising (recruitment)	1,680,000	500,000	254,000
Assets < than the threshold (currently R5000)	788,690	650,497	555,825
Audit cost: External	500,000	3,000,000	3,159,000
Bursaries (employees)	750,000	750,000	789,750
Board and expert panel remuneration	1,002,000	1,056,108	1,312,082
Catering: Departmental activities	219,500	231,113	255,836
Communication	1,808,511	2,253,674	2,373,119
Computer services	2,850,550	2,108,757	4,066,035
Consultants and professional service: Business and advisory service	4,887,400	1,919,620	2,021,359
Consultants and professional service: Legal cost	680,000	750,000	789,750
Agency and support / outsourced services	762,000	303,148	319,215
Inventory: Other consumables	461,948	443,804	467,326
Inventory: Stationery and printing	600,000	632,400	665,917
Operating leases (Printing Machinery)	294,000	309,876	326,299
Operating leases ( Property)	3,224,000	3,398,096	3,578,195
Office refurbishment	1,800,000	897,200	448,600
Travel and subsistence	9,549,445	10,314,719	10,472,948
Travel and subsistence- Overseas	350,000	368,900	388,452
Training and development	751,682	1,093,054	1,181,504
Publications	1,440,000	1,190,500	983,371
Venues and facilities	640,650	670,120	721,602
<b>Total current payments</b>	<b>67,746,667</b>	<b>87,514,876</b>	<b>93,517,481</b>
<b>PAYMENTS FOR CAPITAL ASSETS</b>			
<b>Machinery and equipment</b>	<b>6,162,333</b>	<b>2,972,123</b>	<b>3,121,975</b>
Machinery and equipment	3,444,000	107,000	105,000
Software and other intangible assets	2,718,333	2,865,123	3,016,975
<b>Office Furniture</b>	<b>3,044,000</b>	<b>48,000</b>	<b>50,544</b>
<b>Total payments for capital assets</b>	<b>9,206,333</b>	<b>3,020,123</b>	<b>3,172,519</b>
<b>TOTAL PAYMENTS</b>	<b>76,953,000</b>	<b>90,535,000</b>	<b>96,690,000</b>

# ***Expenditure to outcomes***

- ***No data on expenditure is as yet available as this is a new entity.***

# ***CEOs office***

## **1. *Purpose***

To provide the leadership, communication and regulatory functions required to carry out the mandate and functions of the OHSC as per legislative requirements

## **2. *Strategic objective annual targets for 2014/17***

## **3. *Programme performance indicators and annual targets for 2014/17***

## **4. *Quarterly targets for 2014/15***

## **5. *Reconciling performance targets with the Budget and MTEF***

- Expenditure estimates
- Performance and expenditure trends

# Strategic objective annual targets for 2014 to 2017

Strategic objectives	2014/15	2015/16	2016/17
1.5 Certification of compliant HES following inspection	N/A	80%	90%
1.6 Enforcement action taken for persistent non-compliance	N/A	80%	90%
3.1 Memoranda of Agreement to further the mandate and objectives of the OHSC signed with relevant regulators or other organisations	4 MOA Signed with relevant regulatory organisations	4 MOA Signed with relevant regulatory organisations	4 MOA Signed with relevant regulatory organisations
3.2 Platform for information sharing and coordination with stakeholders is established	4 Stakeholder engagements/workshops with each stakeholder group	4 Stakeholder engagements/workshops with each stakeholder group	4 Stakeholder engagements/workshops with each stakeholder group
3.3 Coordinated activities and enforcement of norms and standards with other role players formalised	Coordinated inspections, enforcement and investigations monitored through MOAs	Coordinated inspections, enforcement and investigations monitored through MOAs	Coordinated inspections, enforcement and investigations monitored through MOAs
4.5 Public and provider awareness on roles and powers of OHSC created	Coordinated channels of communication employed to cover all	Coordinated channels of communication employed to cover all	Coordinated channels of communication employed to cover all

# Programme performance indicators and annual targets for 2014 to 2017

Programme performance indicator	2014/15	2015/16	2016/17	
1.5	Certification of compliance issued to HEs following inspection	N/A	80%	90%
1.6	Enforcement action taken for persistent non-compliance	N/A	80%	90%
3.1	Signed approved Memorandum of understanding	4 MOA Signed with relevant regulatory organisations	4 MOA Signed with relevant regulatory organisations	4 MOA Signed with relevant regulatory organisations
3.2	Number of communication channels employed to develop public recognition	4 variety of channels of communication employed	8 variety of channels of communication employed	12 variety of channels of communication employed
3.3	Annual and Detailed reports produced to maintain transparency	1 Annual and Detailed reports produced	1 Annual and Detailed reports produced	1 Annual and Detailed reports produced
4.5	Number of media and communication activities carried out annually	Coordinated core messages augmented in different languages via different media	Coordinated core messages augmented in different languages via different media	Coordinated core messages augmented in different languages via different media

# Quarterly targets for 2014 to 2015

Performance indicator	Report period	Annual target	1st quarter	2nd quarter	3rd quarter	4th quarter
1.5 Certification of compliance issued to HES following inspection	Annual	N/A				N/A
1.6 Enforcement action taken for persistent non-compliance	Annual	N/A				N/A
3.1 Signed approved Memorandum of understanding	Annual	4 MOA Signed with relevant regulatory organisations				Annual target (4 MOAs signed with relevant regulatory organisations)
3.2 Number of communication channels employed to develop public recognition	Annual	4 variety of channels of communication employed				4 channel of communication employed
3.3 Annual and Detailed reports produced to maintain transparency	Annual	1 Annual and Detailed reports produced				Quarterly and Detailed reports produced to maintain transparency
4.5 Number of media and communication activities carried out annually	Annual	Coordinated core messages augmented in different languages via different media				Coordinated core messages augmented in different languages and reviewed on quarterly basis



# Expenditure estimates 2014 to 2017

Medium term estimates	2014/15	2015/16	2016/17
<b>CURRENT PAYMENTS</b>			
<b>Compensation of employees</b>	<b>2,596,679</b>	<b>6,574,795</b>	<b>6,936,408</b>
Salaries and wages	2,496,807	6,321,918	6,669,623
Social contributions	99,872	252,877	266,785
<b>Goods and services</b>	<b>4,604,954</b>	<b>4,892,236</b>	<b>5,351,525</b>
Advertising (Communication)	1,500,000	1,581,000	1,664,793
Advertising (recruitment)	-	-	-
Assets < than the threshold (currently R5000)	50,000	52,700	55,493
Board and expert panel remuneration	1,002,000	1,056,108	1,312,082
Catering: Departmental activities	28,000	29,484	31,047
Communication (telephones, 3Gs)	91,900	444,366	467,917
Computer services	159,000	167,586	176,468
Consultants and professional service: Communication	278,000	293,012	308,542
Inventory: Other consumables	201,600	212,486	223,748
Publications	290,000		
Travel and subsistence	604,454	637,094	670,860
Training and development			-
Venues and facilities	400,000	418,400	440,575
<b>Total current payments</b>	<b>7,201,633</b>	<b>11,467,031</b>	<b>12,287,933</b>
<b>PAYMENTS FOR CAPITAL ASSETS</b>			
<b>Total payments for capital assets</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>TOTAL PAYMENTS</b>	<b>7,201,633</b>	<b>11,467,031</b>	<b>12,287,933</b>

# **Corporate services**

- 1. Purpose**
  - To provide the financial, human resources, IT and administrative support necessary for the OHSC to deliver on its mandate and comply with all relevant legislative requirements.
- 2. Strategic objective annual targets for 2014/17**
- 3. Programme performance indicators and annual targets for 2014/17**
- 4. Quarterly targets for 2014/15**
- 5. Reconciling performance targets with the Budget and MTEF**
  - Expenditure estimates
  - Performance and expenditure trends

# ***Objectives for Corporate services***

- ***Objectives have been developed:***
  - 4.1 A fully functional Office is set-up and suitably staffed in accordance with the mandate and goals of the OHSC
  - 4.2 Staff training and development is implemented including inspectors' accreditation
  - 4.3 Financial management and PFMA requirements are complied with
  - 4.4 A customised IT system is implemented

- ***Given the fact that no staff has yet been appointed for this area of work it was felt to be more appropriate to develop this section in the near future***

# Expenditure estimates 2014 to 2017

Medium term estimates	2014/15	2015/16	2016/17
<b>CURRENT PAYMENTS</b>			
Compensation of employees	3,612,759	9,147,686	9,650,808
Salaries and wages	3,473,807	8,795,852	9,279,623
Social contributions	138,952	351,834	371,185
<b>Goods and services</b>	<b>17,006,466</b>	<b>15,030,876</b>	<b>17,225,745</b>
Advertising (recruitment)	1,680,000	250,000	254,000
Assets < than the threshold (currently R5000)	112,320	118,385	124,660
Audit cost: External	500,000	3,000,000	3,159,000
Bursaries (employees)	750,000	750,000	789,750
Catering: Departmental activities	28,500	30,039	31,631
Communication (telephone, 3Gs, etc)	1,716,611	1,809,308	1,905,201
Computer services	2,041,550	1,941,171	3,889,567
Consultants and professional service: Business and advisory service	2,509,400	414,508	436,477
Consultants and professional service: Legal cost	680,000	750,000	789,750
Agency and support / outsourced services	762,000	303,148	319,215
Inventory: Other consumables	140,000	147,420	155,233
Inventory: Stationery and printing	600,000	632,400	665,917
Operating lease (Printing Machinery)	294,000	309,876	326,299
Operating leases (including leasing property)	3,224,000	3,398,096	3,635,963
Office refurbishment	1,800,000	897,200	448,600
Travel and subsistence	37,758	39,760	41,867
Training and development	69,476	175,917	185,592
Total current payments	20,619,225	24,178,562	26,876,553
<b>PAYMENTS FOR CAPITAL ASSETS</b>			
Machinery and equipment	6,162,333	2,972,123	3,121,975
Other machinery and equipment	3,444,000	107,000	105,000
Software and other intangible assets	2,718,333	2,865,123	3,016,975
Office furniture	3,044,000	48,000	50,544
Total payments for capital assets	9,206,333	3,020,123	3,172,519
<b>TOTAL PAYMENTS</b>	<b>29,825,558</b>	<b>27,198,686</b>	<b>30,049,071</b>

# ***Compliance inspectorate***

## **1. Purpose**

- To inspect health establishment in order to monitor compliance with prescribed norms and standards

## **2. Strategic objective annual targets for 2014/17**

## **3. Programme performance indicators and annual targets for 2014/17**

## **4. Quarterly targets for 2014/15**

## **5. Reconciling performance targets with the Budget and MTEF**

- Expenditure estimates
- Performance and expenditure trends

# Strategic objective annual targets for 2014 to 2017

Strategic objectives				2014/15	2015/16	2016/17
1.3	Guidance is provided on compliance with norms and standards for regulated Health Establishments	As applicable	As applicable	As applicable	As applicable	As applicable
1.4	Compliance with quality standards in regulated health establishments is monitored and inspected at least every 4 years and relevant action is taken	10%	10%	10%	10%	10%
1.5	Health Establishments found to be compliant with prescribed norms and standards are certified	N/A	50%	50%	50%	50%
1.6	Enforcement action is taken with respect to persistently non-compliant health establishments	As applicable	As applicable	As applicable	As applicable	As applicable
2.5	Inspections are conducted according to indicators of serious risks	As applicable	As applicable	As applicable	As applicable	As applicable
3.3	Coordinated inspections are carried out with other regulators	As applicable	As applicable	As applicable	As applicable	As applicable
4.2	Staff training and development is implemented including inspectors' accreditation	100%	100%	100%	100%	100%

# Programme performance indicators and annual targets for 2014 to 2017

Programme performance indicator		2014/15	2015/16	2016/17
1.3	% non compliant Health Establishments for which corrective action plan is available	As applicable	As applicable	As applicable
1.4	% of public Health Establishments inspected	10%	10%	10%
	% of private Health Establishments inspected	0%	10%	10%
1.5	Establishments found to be to be compliant issued with a certificate within 60 days	As applicable	As applicable	As applicable
1.6	% non-complaint Health Establishments re-assessed within 180 days	N/A	50%	50%
	% non-compliant Health Establishments inspected for which written warning is issued	As applicable	As applicable	As applicable
2.5	% Health Establishments defined as high risk	As applicable	As applicable	As applicable
3.3	Proportion of MOUs signed with other regulators that include enhanced enforcement	As applicable	As applicable	As applicable
4.2	% of inspectors accredited as competent	100%	100%	100%

# Quarterly targets for 2014 to 2015

Performance indicator	Reporting period	Annual target	1 <sup>st</sup> quarter	2 <sup>nd</sup> quarter	3 <sup>rd</sup> quarter	4 <sup>th</sup> quarter
1.3 % non compliant Health Establishments for which corrective action plan is available	Quarterly	As applicable	As applicable	As applicable	As applicable	As applicable
1.4 % of public Health Establishments inspected	Quarterly	10%	2%	2%	2%	4%
% of private Health Establishments inspected	Quarterly	0%	0%	0%	0%	0%
1.5 Establishments found to be to be compliant issued with a certificate within 60 days	Annual	As applicable	As applicable			
1.6 % non-complaint Health Establishments re-assessed within 180 days	Quarterly	N/A				
% non-compliant Health Establishments inspected for which written warning is issued	Quarterly	As applicable	As applicable	As applicable	As applicable	As applicable
2.5 % Health Establishments defined as high risk that are inspected	Quarterly	As applicable	As applicable	As applicable	As applicable	As applicable
3.3 Proportion of MOUs signed with other regulators that include enhanced enforcement	Annual	As applicable	As applicable			
4.2 % of inspectors accredited as competent	Annual	100%	100%			



# *Expenditure estimates 2014 to 2017*

Medium term estimates	2014/15	2015/16	2016/17
<b>CURRENT PAYMENTS</b>			
<b>Compensation of employees</b>	<b>18,916,906</b>	<b>24,435,071</b>	<b>25,779,001</b>
Salaries and wages	18,189,333	23,495,261	24,787,501
Inconvenience Allowance	727,573	939,810	991,500
<b>Goods and services</b>	<b>9,868,750</b>	<b>10,073,724</b>	<b>10,588,282</b>
Assets < than the threshold (currently R5000)	379,850	277,572	214,329
Catering: Departmental activities	55,000	57,770	73,305
Inventory: Other consumables	46,495	49,006	51,603
Travel and subsistence	8,422,910	8,615,787	9,072,424
Travel and subsistence- overseas	350,000	368,900	388,452
Training and development	450,495	533,145	591,567
Venues and facilities	164,000	171,544	196,602
<b>Total current payments</b>	<b>28,785,656</b>	<b>34,508,795</b>	<b>36,367,283</b>
<b>PAYMENTS FOR CAPITAL ASSETS</b>			
<b>Total payments for capital assets</b>	-	-	-
<b>TOTAL PAYMENTS</b>	<b>28,785,656</b>	<b>34,508,795</b>	<b>36,367,283</b>

# Complaints and Ombud

1. **Purpose**
  - To consider, investigate and dispose of complaints relating to non-compliance with prescribed norms and standards.
2. **Strategic objective annual targets for 2014/17**
3. **Programme performance indicators and annual targets for 2014/17**
4. **Quarterly targets for 2014/15**
5. **Reconciling performance targets with the Budget and MTEF**
  - Expenditure estimates
  - Performance and expenditure trends

# Strategic objective annual targets for 2014 to 2017

Strategic objectives		2014/15	2015/16	2016/17
2.1	Establish an accessible mechanism by which Complaints can be lodged	New (N/A)	Baseline measured in 14/15+ 10%	Baseline measured in 14/15+ 20%
		Established	Functional	Functional
2.2	Complaints are effectively managed and disposed of	As applicable	As applicable	As applicable
		N/A	80%	90%
2.3	Provide findings and recommendations relating to complaints	N/A	80%	90%
3.3	Coordinated investigations are carried out with other regulators	As applicable	As applicable	As applicable

# Programme performance indicators and annual targets for 2014 to 2017

Programme performance indicator				2014/15	2015/16	2016/17
2.1	Satisfaction rate of users on the accessibility of the Ombuds Office	N/A	Baseline measured in	14/15+ 10%	14/15+ 20%	Baseline measured in
	Establish functional Call centre	Established	Functional	Functional	Functional	Functional
2.2	Complaints accepted for investigation	As applicable	As applicable	As applicable	As applicable	As applicable
	Complainants informed within 15 working days on decision whether their complaint will be investigated or not	N/A	80%	90%		
2.3	Investigations closed within 6 months	N/A	80%	90%		
	Provide findings and recommendations issued for investigations conducted	N/A	80%	90%		
	Reports submitted to Minister on investigations not closed within 2 years	N/A	80%	90%		
3.3	Reports received on complaints referred to other regulatory bodies	As applicable	As applicable	As applicable	As applicable	As applicable

# Quarterly targets for 2014 to 2015

Performance indicator		Reporting period	Annual target	1 <sup>st</sup> quarter	2 <sup>nd</sup> quarter	3 <sup>rd</sup> quarter	4 <sup>th</sup> quarter
2.1	Satisfaction rate of users on the accessibility of the Ombuds Office	Quarterly	N/A	N/A	N/A	N/A	N/A
	Establish Functional Call centre	Annual	Established		Established		
2.2	Complaints accepted for investigation	Quarterly	As applicable	As applicable	As applicable	As applicable	As applicable
	Complainants informed within 15 working days on decision whether their complaint will be investigated or not	Quarterly	N/A	N/A	N/A	N/A	N/A
2.3	Investigations closed within 6 months	Quarterly	N/A	N/A	N/A	N/A	N/A
	Provide findings and recommendations issued for investigations conducted	Quarterly	N/A	N/A	N/A	N/A	N/A
	Reports submitted to Minister on investigations not closed within 2 years	Annual	N/A			N/A	
3.3	Reports received on complaints referred to other regulatory bodies	Quarterly	As applicable	N/A	N/A	N/A	N/A

# Expenditure estimates 2014 to 2017

Medium term estimates	2014/15	2015/16	2016/17
<b>CURRENT PAYMENTS</b>			
Compensation of employees	3,852,006	8,320,069	8,777,672
Salaries and wages	3,703,852	8,000,066	8,440,070
Social contributions	148,154	320,003	337,603
Goods and services	1,027,486	1,175,485	1,114,822
Advertising	32,000	283,728	298,766
Assets < than the threshold (currently R5000)	155,000	105,378	59,769
Catering: Departmental activities	86,000	90,632	95,435
Consultants and professional service:			
Business and advisory service:	100,000	105,400	110,986
Inventory: Other consumables	33,358	34,892	36,741
Publications ( Training procedure manuals)	150,000	-	-
Travel and subsistence	333,123	350,779	369,370
Training and development ( plus training on	122,206	188,150	126,352
Venues and facilities	15,800	16,527	17,403
Total current payments	4,879,492	9,495,554	9,892,494
<b>PAYMENTS FOR CAPITAL ASSETS</b>			
Total payments for capital assets	-	-	-
<b>TOTAL PAYMENTS</b>	<b>4,879,492</b>	<b>9,495,554</b>	<b>9,892,494</b>

# ***Health Standards design, analysis and support***

## **1. Purpose**

- *To provide support to the work of the Office in relation to the development and analysis of norms and standards and their dissemination*

## **2. Strategic objective annual targets for 2014/17**

## **3. Programme performance indicators and annual targets for 2014/17**

## **4. Quarterly targets for 2014/15**

## **5. Reconciling performance targets with the Budget and MTEF**

- Expenditure estimates
- Performance and expenditure trends

# Strategic objective annual targets for 2014 to 2017

Strategic objectives		2014/15	2015/16	2016/17
1.1	Norms and standards for different types of Health establishments are developed and/or revised	Public and private hospitals	Emergency Medical Response services & private PHCs	Mobile services & Social Care services
1.2	Regulated Health establishments are registered annually	N/A	60%	80%
1.3	Guidance provided for regulated Health establishments	25%	50%	75%
1.5	Indicators of risks are monitored for scheduling of inspections	N/A	System tested/15%	System defined 40%



# ***Programme performance indicators and annual targets for 2014 to 2017***

<b>Programme performance indicator</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>
1.1 Norms and standards for public health establishments	Submitted	Implemented	Implemented
Norms and standards for private hospitals	Submitted	Implemented	Implemented
Norms and standards for public mobile services	N/A	Submitted	Submitted
Norms and standards for private "PHC"	Submitted	Submitted	Submitted
Norms and standards for EMR Response services	N/A	Submitted	Submitted
Norms and standards for social care health services	N/A	N/A	Developed
1.2 Health establishments registered with the OHSC	N/A	60%	80%
1.3 Guidance to health establishments to comply with norms and standards	25%	50%	75%
1.5 % of health establishments with risk profile	N/A	15%	40%

# Quarterly targets for 2014 to 2015

Performance indicator	Reporting period	Annual target	1 <sup>st</sup> quarter	2 <sup>nd</sup> quarter	3 <sup>rd</sup> quarter	4 <sup>th</sup> quarter
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1.1	Norms and standards for public health establishments	Annually	Submitted		Submitted	
	Norms and standards for private hospitals	Annually	Submitted		Submitted	
	Norms and standards for public mobile services	Annually	N/A		N/A	
	Norms and standards for private "PHC"	Annually	Submitted		Submitted	
	Norms and standards for EMR Response services	Annually	N/A		N/A	
	Norms and standards for social care health services	Annually	N/A		N/A	
1.2	HES registered with the OHSC	Annually	N/A		N/A	
1.3	Guidance to HES to comply with norms and standards	Annually	25%		25%	
1.5	% of HES with risk profile	Annually	N/A		N/A	

# ***Expenditure estimates***

<b>CURRENT PAYMENTS</b>			
<b>Compensation of employees</b>	<b>2,195,940</b>	<b>4,949,842</b>	<b>5,222,082</b>
Salaries and wages	2,111,481	4,759,463	5,021,233
Social contributions	84,459	190,379	200,849
<b>Goods and services</b>	<b>4,064,720</b>	<b>2,983,250</b>	<b>2,871,136</b>
Assets < than the threshold (currently R5000)	91,520	96,462	101,575
Catering: Departmental activities	22,000	23,188	24,417
Computer services	650,000	-	-
Consultants and professional service: Business and advisory service	2,000,000	1,106,700	1,165,355
Travel and subsistence	151,200	302,400	318,427
Training and development	150,000	264,000	277,992
Publications	1,000,000	1,190,500	983,371
<b>Total current payments</b>	<b>6,260,660</b>	<b>7,933,092</b>	<b>8,093,219</b>
<b>PAYMENTS FOR CAPITAL ASSETS</b>			
<b>Total payments for capital assets</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>TOTAL PAYMENTS</b>	<b>6,260,660</b>	<b>7,933,092</b>	<b>8,093,219</b>

## **Concluding remarks**

- **This plan starts the process of fleshing out the operational implementation of the Strategic plan, in the context of the evolution of this new entity and the regulations that will give effect to its powers, to the benefit of all South Africans.**

012 395 8236 - leoto