

Services, Operations, Registrations and Service Delivery

Presented by

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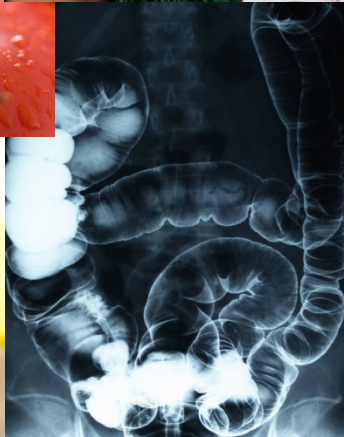
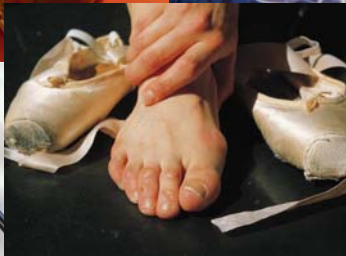
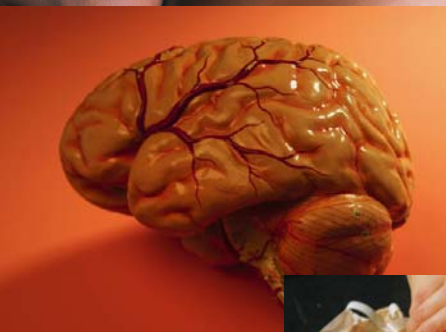
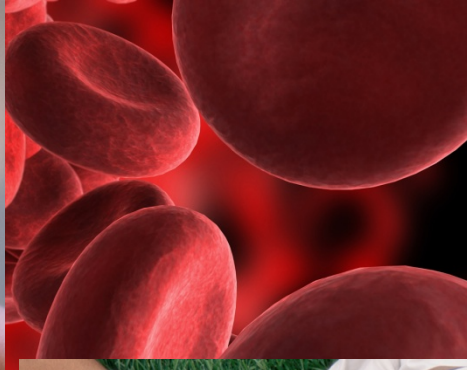
Presentation Overview

1. Services

2. Operations

- **Systems**

1. **Oracle Implement Slide (Rationale for Oracle)**
2. **Registrations**
3. **Legal Department**
 - **Legal Processes**
4. **Professional Boards**



SERVICES

About the HPCSA

- **Statutory body established in terms of the Health Professions Act (Act No.56 of 1974) as amended**
- **Protecting the public and guiding approximately 180 000 healthcare practitioners**
- **Founded for the protection and guidance of patients and healthcare practitioners**
- **We are committed to:**
 - **Promoting the health of South Africa's population**
 - **Determining standards of professional education and training**
 - **Setting and maintaining fair standards of professional practice**

Mandate

- **HPCSA regulate the health professions in aspects pertaining to:**
 - **Registration**
 - **Education and training**
 - **Professional conduct and ethical behaviour**
 - **Ensuring continuing professional development**
 - **Fostering compliance with healthcare standards**
- **Registration with HPCSA is a prerequisite for professional practice**
- **Practitioners are legally required to keep all personal details up to date**
- **An Annual Fee is payable - failure to pay this fee could result in erasure from the Register**
- **HPCSA is an entirely autonomous organisation - receives no grants or subsidies from government or any other source – funded by healthcare professionals**

Corporate Governance

- **Top priority and is evident in our principles and values**
- **Serves as an everyday guide in all levels of the organisation**
- **As a new requirement of the King III Report, we have made great strides in the following areas:**
 - **Internal and External audit requirements are met and exceeded**
 - **Environmental Footprint – moving from a paper-based to electronic system**
 - **Social Responsibility – actively involved in local communities**
 - **Transparency in financial dealings with clear policies and procedures governing all financial transactions**

Corporate Governance cont.

- IT's strategic role has also been highlighted with the implementation of the new Oracle system
 - ❖ Records and data are securely and effectively controlled and managed
 - ❖ Departments are not operating in silos
 - ❖ New system will result in operational efficiency and business continuity

OPERATIONS ORACLE

Rationale for ORACLE

- Ageing information system could no longer support the operational needs
- Various systems were investigated to support current needs and projected future growth
- Required an integrated system which could host interaction of HPCSA and external stakeholders viz. DOH, BHF and SAQA

OPERATIONS ORACLE

Rationale for ORACLE cont.

- Oracle system implemented November 2009
- Old system ran concurrently with Oracle for 4 months to ensure validation of data and efficiencies in implementation
- Experienced some initial teething problems with new system which resulted in the annual fee reminders and practicing cards being sent to practitioners late
- An sms and email campaign was launched to inform practitioners of this delay

Why Register?

- **Registration of healthcare practitioners with HPCSA pre-requisite for professional practice**
- **Legal requirement to keep personal details current (failure to comply could lead to erasure in terms of the Act)**
- **Practicing without current registration – constitutes criminal offence (Section 39 of the Health Professions Act, 1974)**
- **Registration is dependent on compliance with all criteria (including validation of qualification), in certain professions include board examination**

Why Register?

- **Conferral of professional status to the practitioner, inclusive of the right to practice the profession that he/she is qualified for,**
- **The assurance that no unqualified person may practice these professions, and**
- **Credibility as a competent practitioner who may command a reward for his/her services**

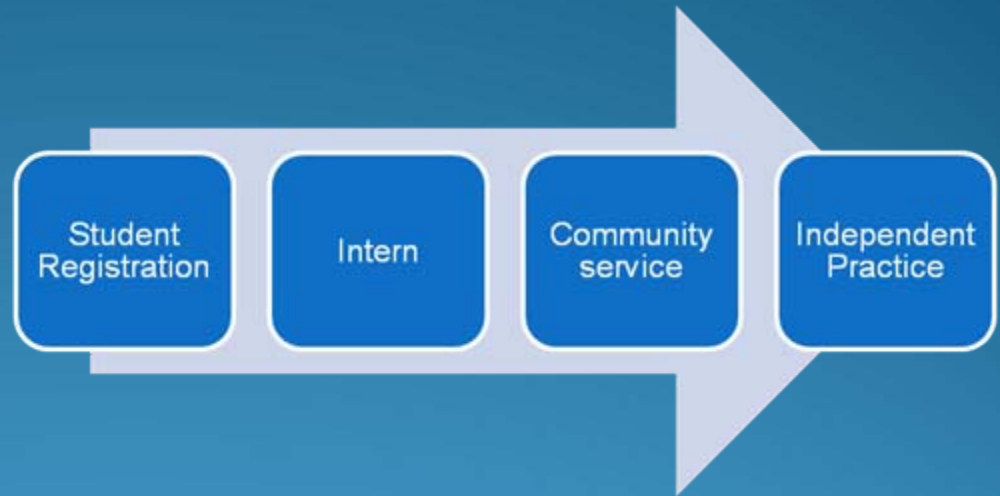
Categories of Registration

➤ **Student Registration**

➤ **Intern**

➤ **Community service**

➤ **Independent Practice**

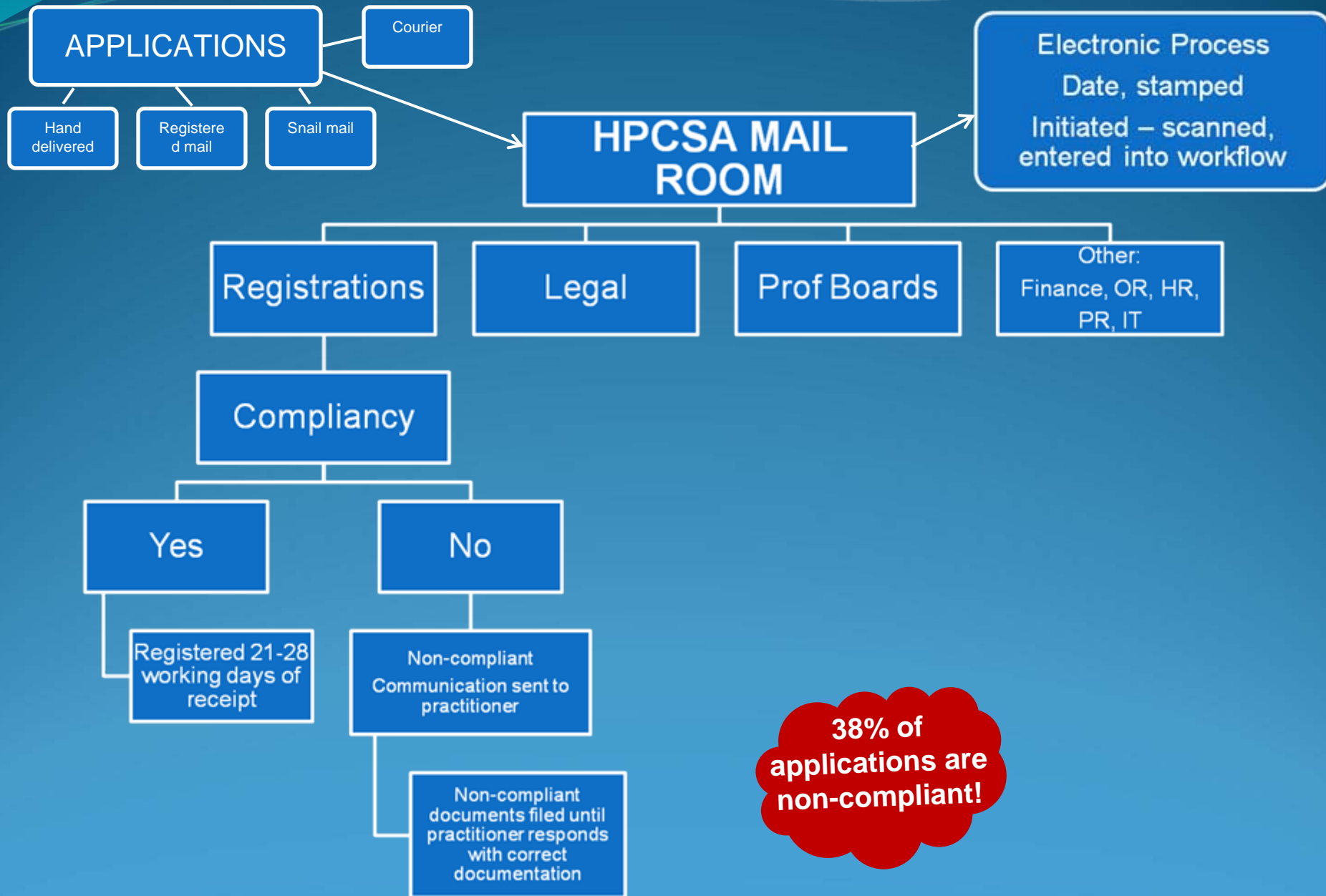


➤ **Other categories for temporary or restricted registration include:**

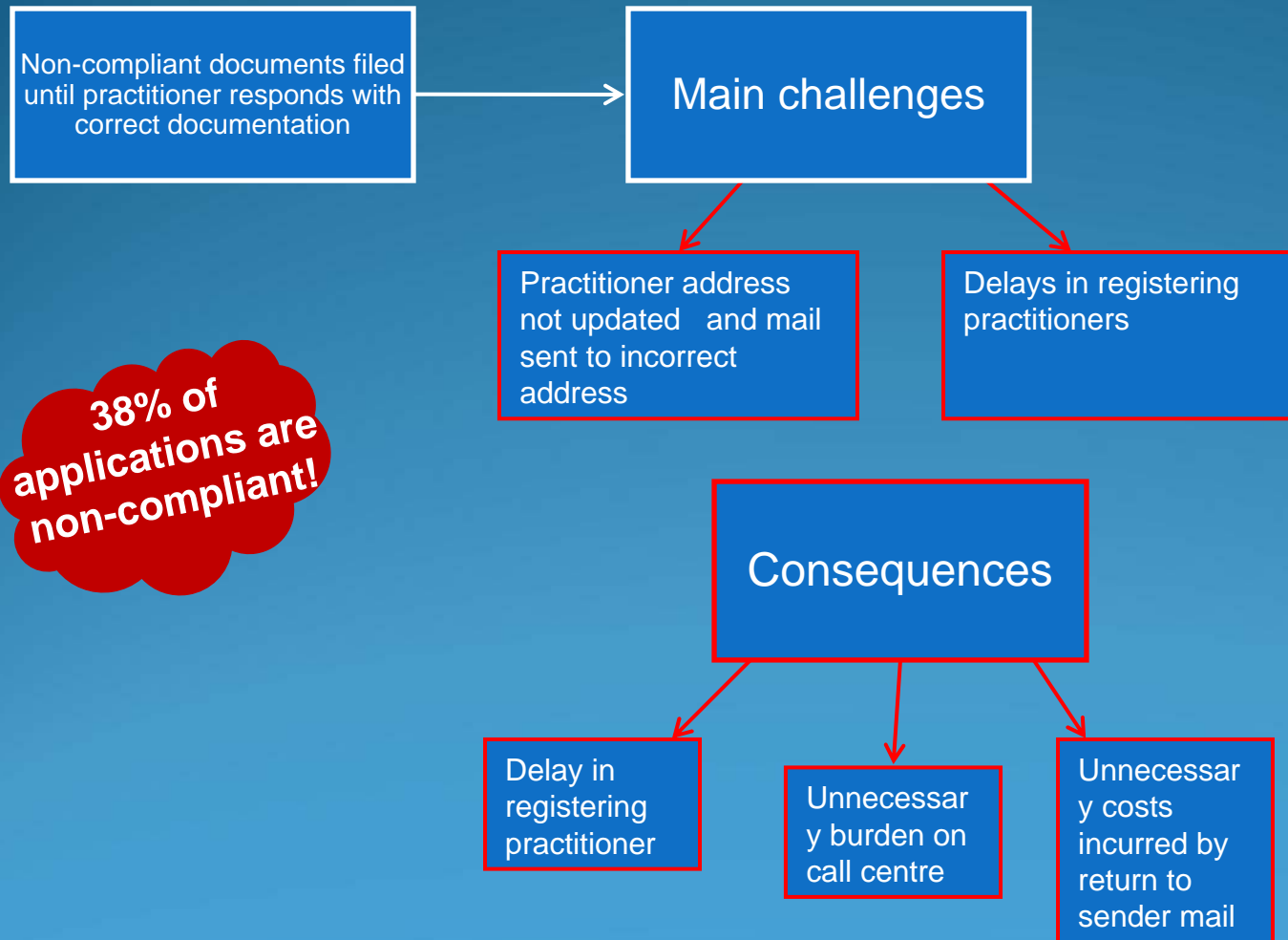
- Education
- Post Graduate
- Volunteer

➤ **After completing the requirements of each of the registration categories, the onus is on the individual to *formally apply* for registration in the next category**

Workflow - Registrations



Workflow – Registrations non-compliance



Foreign Qualified practitioners - Criteria

- New applicants who are non-South Africans – Letter of Endorsement – DOH before applying to the HPCSA
- DOH – does not encourage recruitment – citizens – developing countries
- Registered – Public Service – must comply with minimum requirements
- Registered Public Service – only on successful completion of registered intern training programme (new applicants)

Foreign Qualified practitioners – Criteria cont.

- Internship in South Africa is dependant on employment as an intern by the Department of Health
- If, therefore, you have not completed an accredited intern training programme, you will not qualify for registration with the HPCSA unless you apply for internship allocation and secure a written job offer to that effect from the Department of Health

Note: In special circumstances, based solely on the discretion of the Board, applicants with identified qualifications, which were assessed by the Board, may be exempted from the Examination of the Board.

Criteria for Independent Practice for Foreign Qualified practitioners

- Serve in public service for a minimum period (probation) of one year (12 months) with two reports submitted after every six (6) months signed by the clinical manager at the hospital
- Apply to the Board to sit the final university examination conducted by a recognized South African university;
- If agreed to by the Board, pass the final university examination; and register in the category independent practice.

Two ways for an application - Exam Track

- Non-Exam Track

Foreign Qualified Practitioners

**Practitioners
apply through
Foreign Workforce
Management**

Letter of
Endorsement
DOH

Registered for Public Service

How to review?

- Annually.
- 6month – 1 year probation
- Practitioners need compliance with emigration act.

Non-Exam
Practitioners

Foreign Qualified
Specialists

Exam Track

Enter as MP and register
within Public Service as
specialist for 1 year

Meet criteria of adaptation
assessment after 6-12 mnths

✓
May apply for
independent practice if
practitioner has
attained SA citizenship
or permanent
residence.

✗
• Repeat
• 3 yr time limit
• Irrespective of
citizenship or
permanent
residence.

Register as MP within Public
Service 1 yr probation

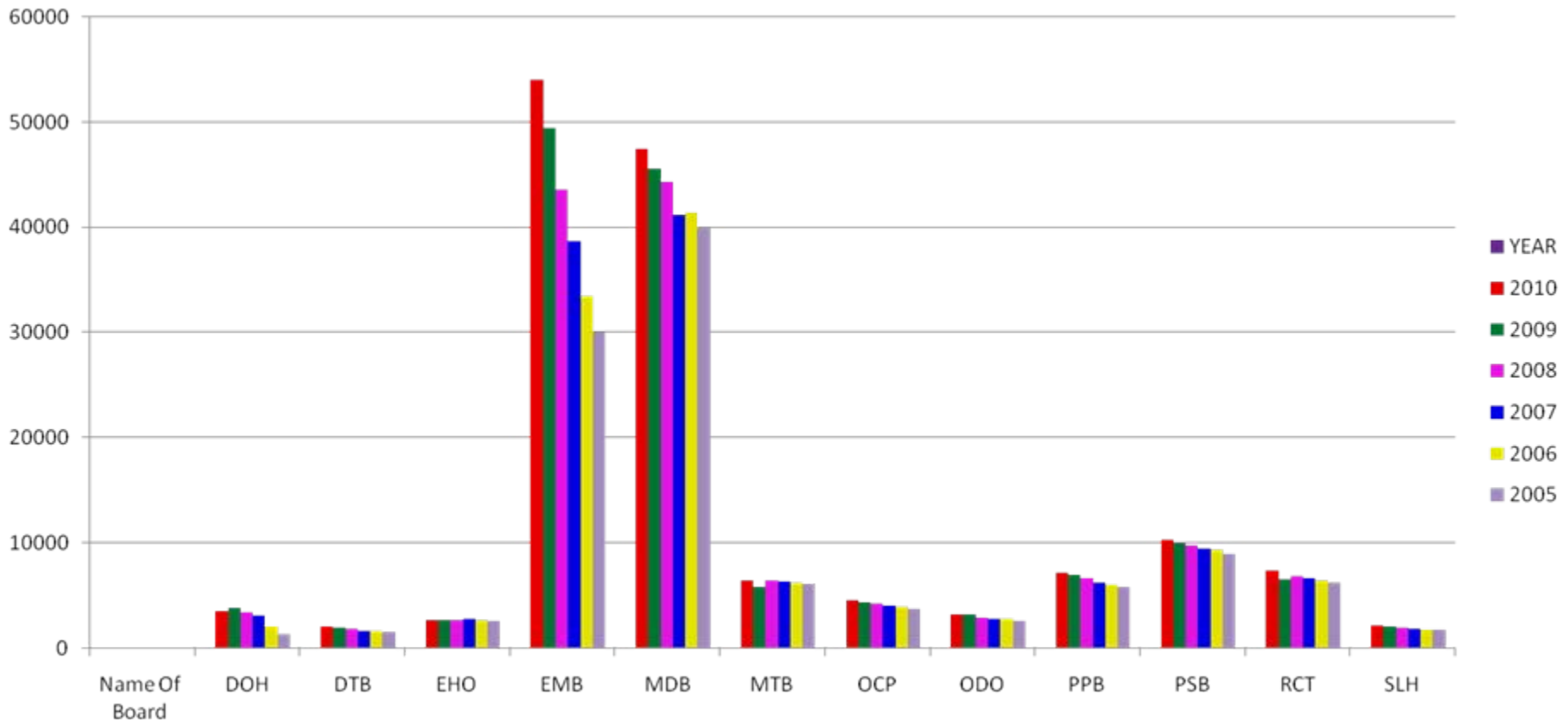
If complies with
accreditation criteria

May register as a
Specialist

For independent practice – pass
Colleges of Medicine CMSA
Examination

Registers 2005-2010

- **Growth of Registers on some Boards by 50% over the last five years – Emergency Care 30 087 (2005) to 54 054 (2010)**
- **Regulating the Board Courses**



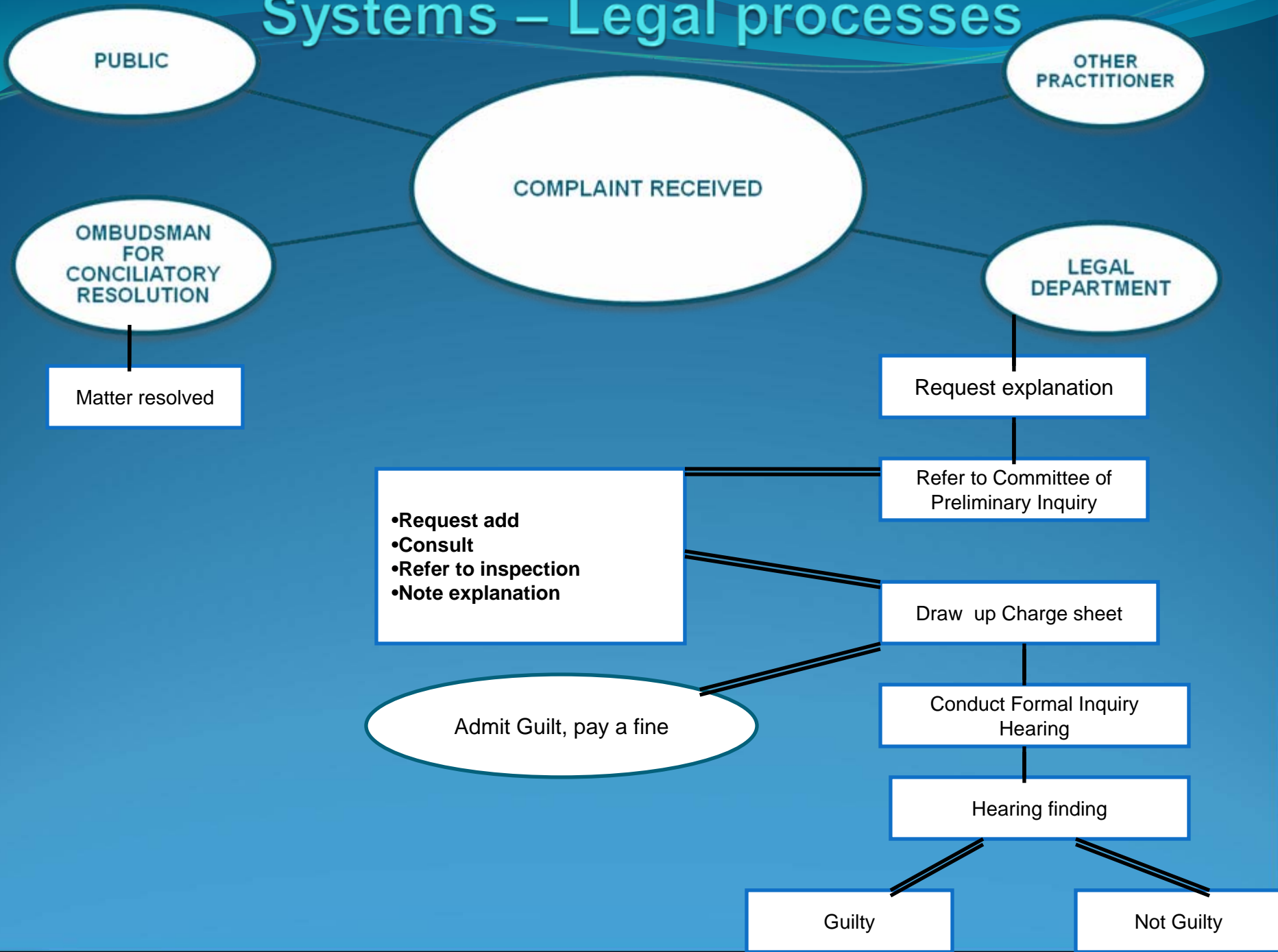
Systems – Legal processes

- Increase in legal complaints - from 2310 complaints in 2008/2009 to 2703 complaints in 2009/2010
- 491 referred to the Office of the Ombudsman

Matters Finalised by Committees of Preliminary Inquiry

Description	2007/2008	2008/2009	2009/2010
Explanations Noted and Cases Withdrawn	652	719	631

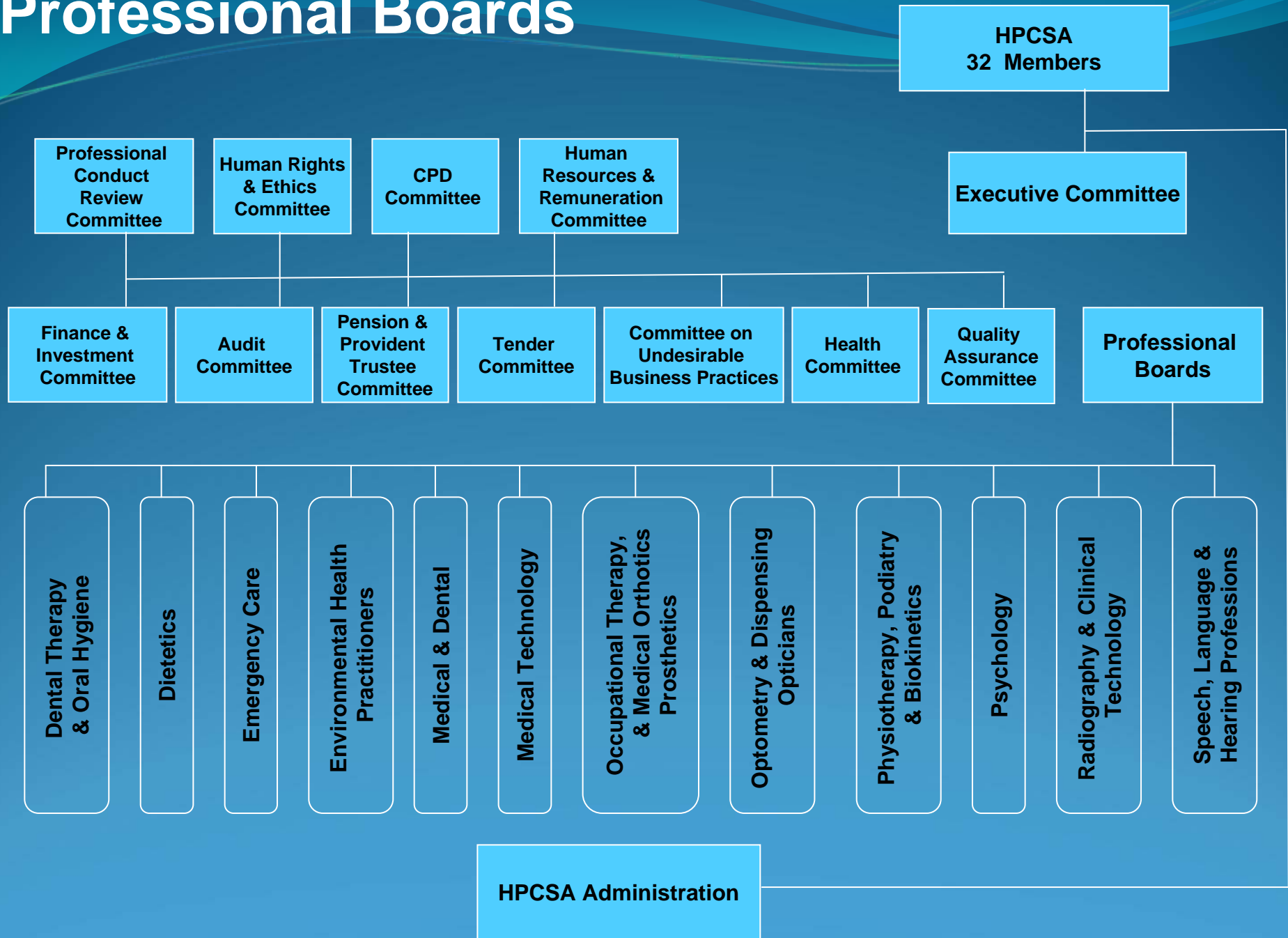
Systems – Legal processes



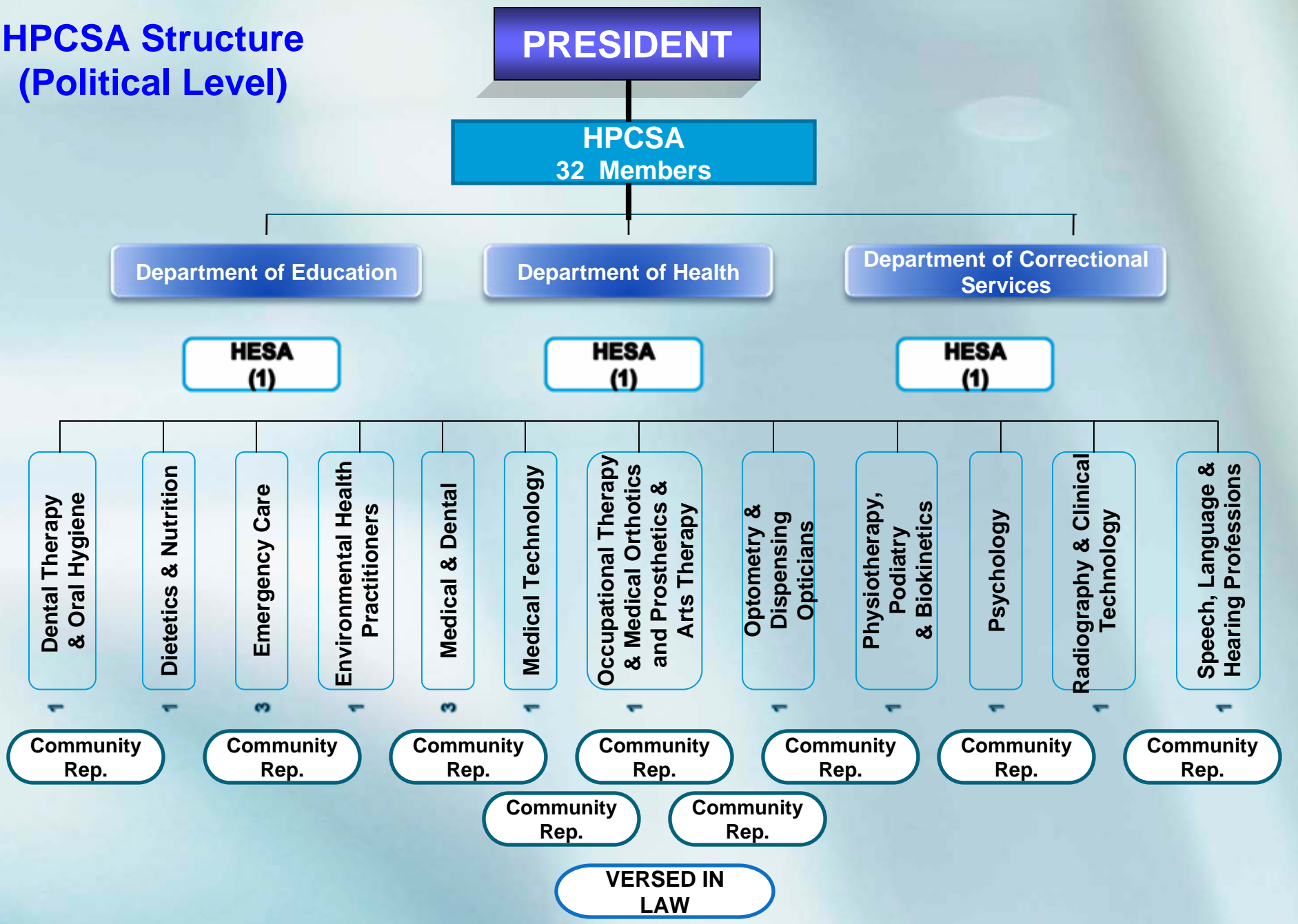
Matters finalised at Formal Hearing stage

Description	2007/2008 (12 months)	2008/2009 (12 months)	2009/2010 (12 months)
Fines	76	71	64
Acquitted	30	16	27
Suspensions	42	45	47
Erasures	9	4	3
Caution and Reprimand	9	6	9
Defence Objections Upheld			1
Matters Referred to Prelim for Noting		48	48
TOTAL	173	190	199

Professional Boards



**HPCSA Structure
(Political Level)**



Professional Boards

- **HPCSA has 12 Professional Boards operating under its auspices**
- **The Professional Boards control the professions within their ambit under the overarching coordination and guidance of the HPCSA**
- **Operate as Standards Generating Body (SGB), developing education and training outcomes**
- **Develop professional practice framework**

Professional Boards cont.

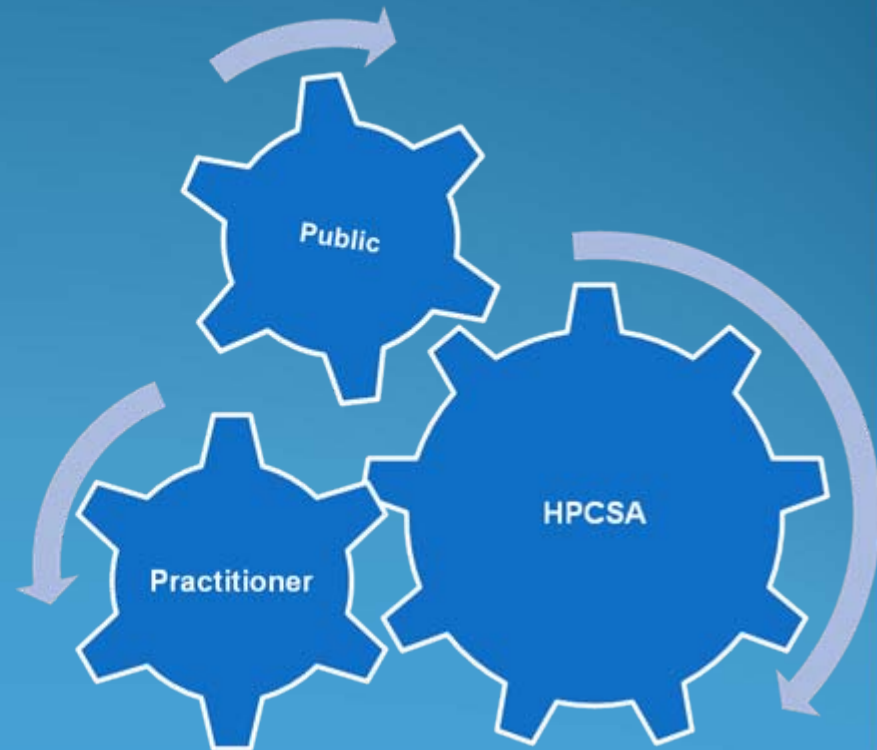
- Develop national strategy and action plans on training, supervision and career path development (including Internship)
- Evaluate registration applications
- Exercise Education, Training and Quality Assurance (ETQA) functions on behalf of HPCSA
- Evaluate education and training courses and academic facilities

Professional Boards cont.

- **Recognise courses for registration and additional qualifications purposes**
- **Develop policy documents to guide professions**
- **Conduct preliminary & professional conduct inquiries**
- **Formulate regulations and rules of conduct and professional practice**
- **Assess non-compliant applications for registration, including foreign application**

Service Delivery

- **HPCSA clients:**
 - Public and healthcare practitioners
- **High-level investigation conducted – service in HPCSA**
 - Successful implementation of Service Delivery initiatives

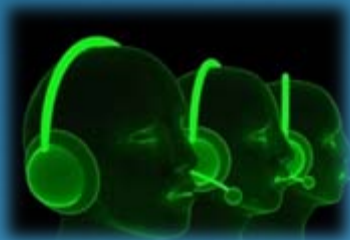


Contact points



Email

1 agent : 11 250 practitioners



Call Centre

1 agent : 11 250 practitioners



Client walk-in Centre

Finance - 1 agent : 22 500 practitioners

Registrations – 1 agent : 5 000 practitioners

Proactive initiatives



- Customer Service Officer for critical complaints management
- Defined escalation process – 24-hours turn around time
- Intensive complaints procedure for service delivery
- Subscription to Hellopeter.com for escalative complaints resolution
- Initiatives to encourage electronic communication with practitioners
 - ☐ Website
 - ☐ Email
 - ☐ Newsletters
 - ☐ Special information campaigns – i.e. annual fees
- Streamlining processes and procedures, making experience more simpler and efficient

Thank You

Questions?