

Cluster: Hospital Services and Tertiary Health Services

National Quality Improvement Program (NQIP)

Directorate: Quality Assurance & Improvement

Date: 20 November 2025



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PRESCRIPTS



CONFRONTING THE RIGHT TO ETHICAL AND ACCOUNTABLE QUALITY HEALTH CARE IN SOUTH AFRICA

A Consensus Report of the South African Lancet National Commission
2019

Strengthening
the South African health system
towards an integrated and
unified health system



PRESIDENTIAL
HEALTH
SUMMIT
2018
COMPACT



Accelerating Health System
Strengthening and National Health
Insurance (NHI) Implementation



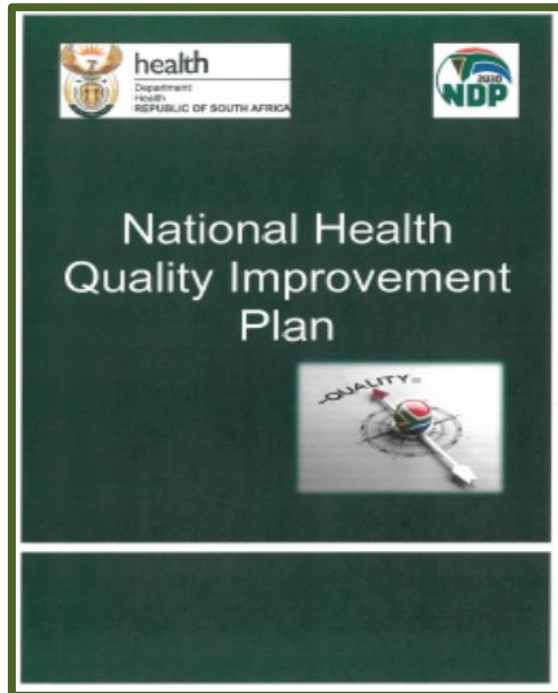
2nd
PRESIDENTIAL
HEALTH
COMPACT
2024-2029



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NQIP



The NQIP provides a **quality improvement approach** of empowering the health establishments to **achieve quality accreditation and to develop a systematic improvement program** within the context of the National Quality Framework. It is established to build a **culture of continuous quality improvement** within the health establishments and ultimately **build capacity for improvement** in preparation for National Health Insurance(NHI) accreditation.

Signed by the Director General: Health 07 July 2020

NDOH Strategic plan 2020/21 - 2024/25: MTSF Priority 3, Impact B _
Intervention- Roll-out a quality health improvement programme in public health facilities to ensure that they meet the quality standards required for certification and accreditation for NHI.

Quality Improvement Mentorship



- ✓ Provide guidance and oversight of each step of the Quality Improvement (QI) to ensure successful implementation of quality improvement methodology.
- ✓ Identify gaps on ideal self-assessments and Office of Health Standards Compliance(OHSC) inspection results.
- ✓ Provide one-to-one mentoring on quality improvement plan and management to quality management structures within the health delivery system.
- ✓ Facilitate and integrate service delivery and between all health establishments in the QLCs for the purpose of continuous improvement.
- ✓ Guide in the implementation of a coordinated approach for the provision of quality patient care.
- ✓ Provide in service training and workshops, as necessary.



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Mentors



Mentor	Province supported
VUYISWA MELK	LIMPOPO, GAUTENG & NORTH-WEST
PHIWOKUHLE MSIBI	EASTERN CAPE & KZN
LETHABO MOTHOGAGAE	MPUMALANGA, NORTHERN CAPE, FREESTATE



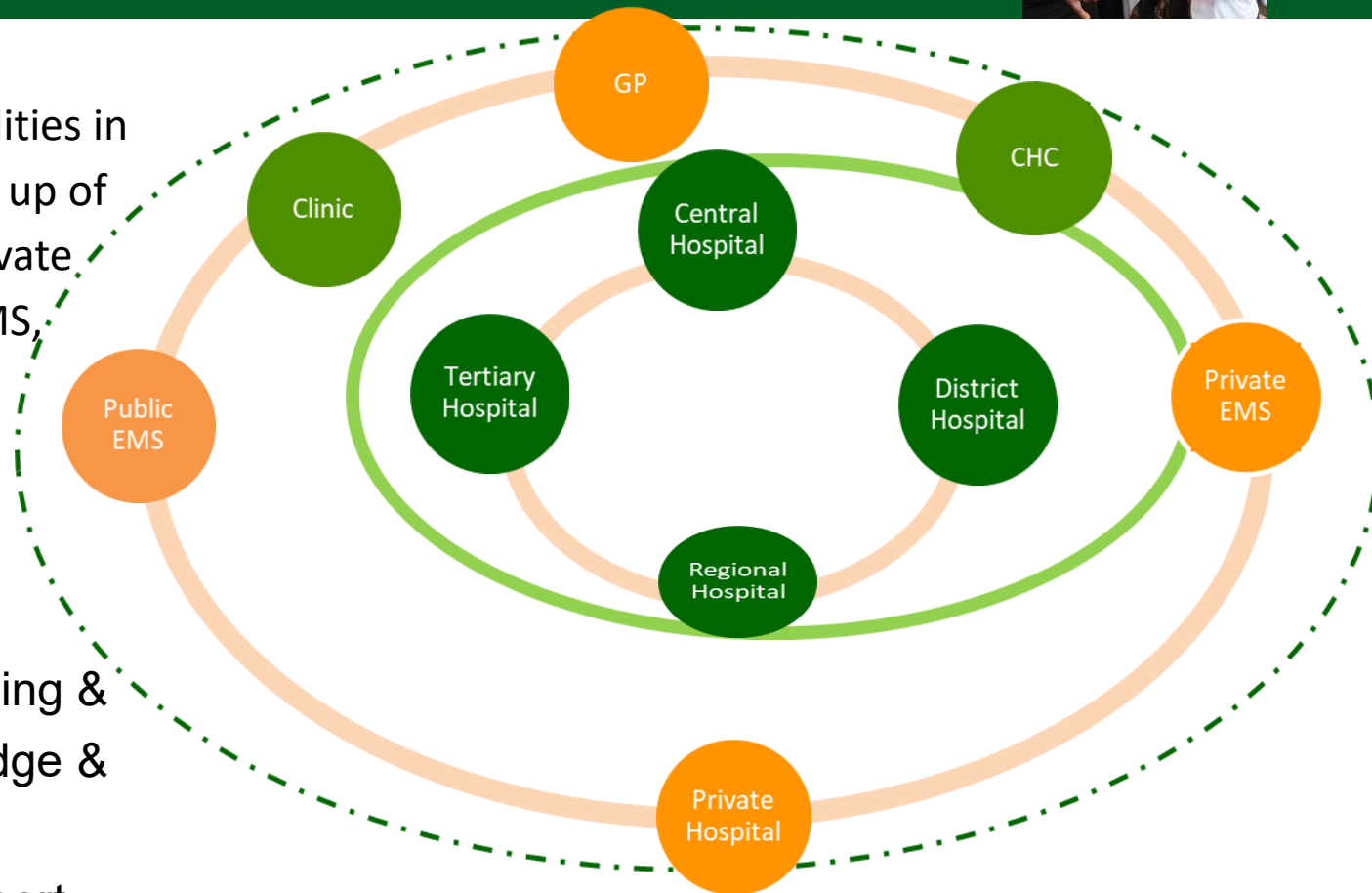
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QUALITY LEARNING CENTRES (QLCs)



A QLC is a cluster of facilities in a geographic area made up of hospitals, PHC, EMS, private hospitals and private EMS, and GP.



It is the focus for learning & disseminating knowledge & skills, sharing of best practice and Peer support.



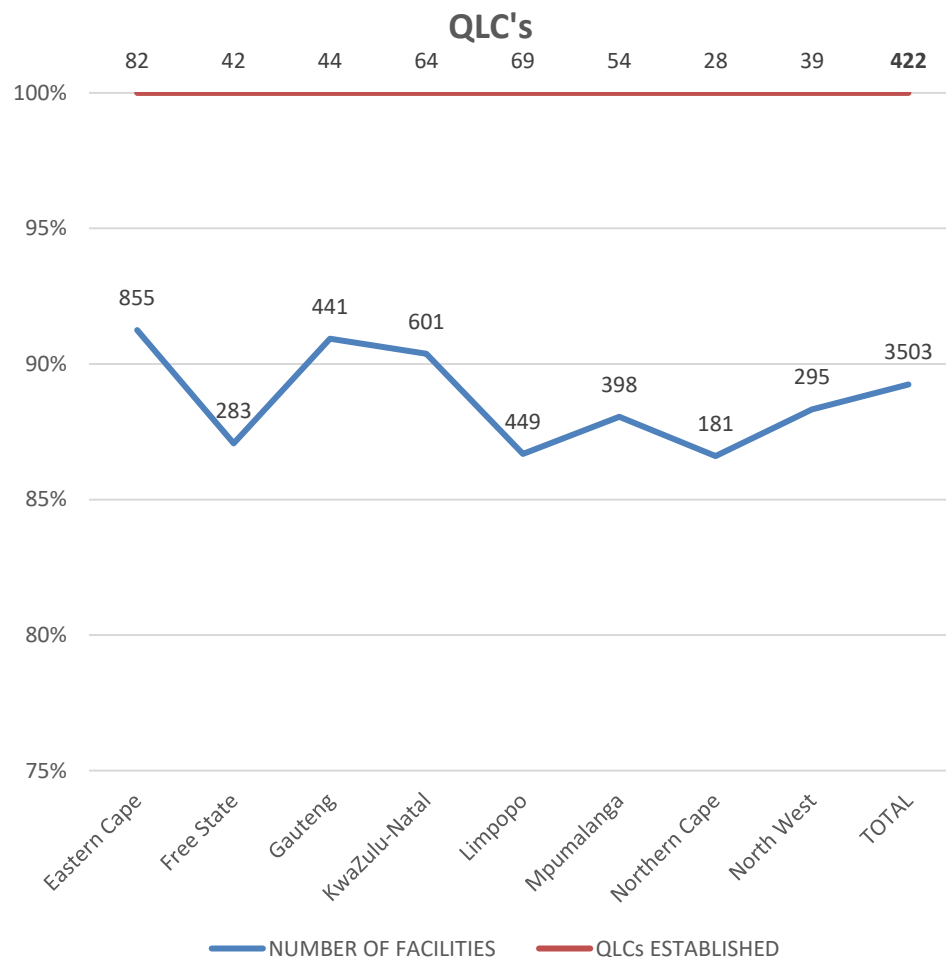
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QLCs Established



PROVINCES	NUMBER OF FACILITIES	QLCs ESTABLISHED
Eastern Cape	855	82
Free State	283	42
Gauteng	441	44
KwaZulu-Natal	601	64
Limpopo	449	69
Mpumalanga	398	54
Northern Cape	181	28
North West	295	39
TOTAL	3503	422



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NQIP ACHIEVEMENTS



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OHSC Compliance Improvement

(FY 2020/21 - FY 2024/25)



Facility Type	FY2020/21			FY2021/22			FY2022/23			FY 2023/24			FY 2024/25			Cumulative No. of HEs		
																(FY 2020/21 - FY 2024/25)		
	Inspected	Compliant	Compliance Rate (%)	Inspected	Compliant	Compliance Rate (%)	Inspected	Compliant	Compliance Rate (%)	Inspected	Compliant	Compliance Rate (%)	Inspected	Compliant	Compliance Rate (%)	Inspected	Compliant	Compliance Rate (%)
Clinics	387	80	21%	473	165	35%	614	254	41%	600	479	80%	576	522	91%	2650	1500	57%
CHCs	-	-	-	40	10	25%	84	33	39%	103	78	76%	52	47	90%	279	168	60%
Community Day Centres													16	15	94%	16	15	94%
District Hospitals	-	-	-	19	0	0%	72	11	15%	27	12	44%	42	26	62%	160	49	31%
Regional Hospitals	-	-	-	12	3	25%	11	4	36%	3	2	67%	10	9	90%	36	18	50%
Provincial Tertiary Hospitals													10	8	80%	10	8	80%
National Central Hospitals													9	9	100%	9	9	100%
Private Acute Hospitals	-	-	-	-	-	-	51	44	86%	60	54	90%	97	97	100%	208	195	94%
Total Inspected	387	80	21%	544	178	33%	832	346	42%	793	625	79%	812	733	90%	3368	1962	58%

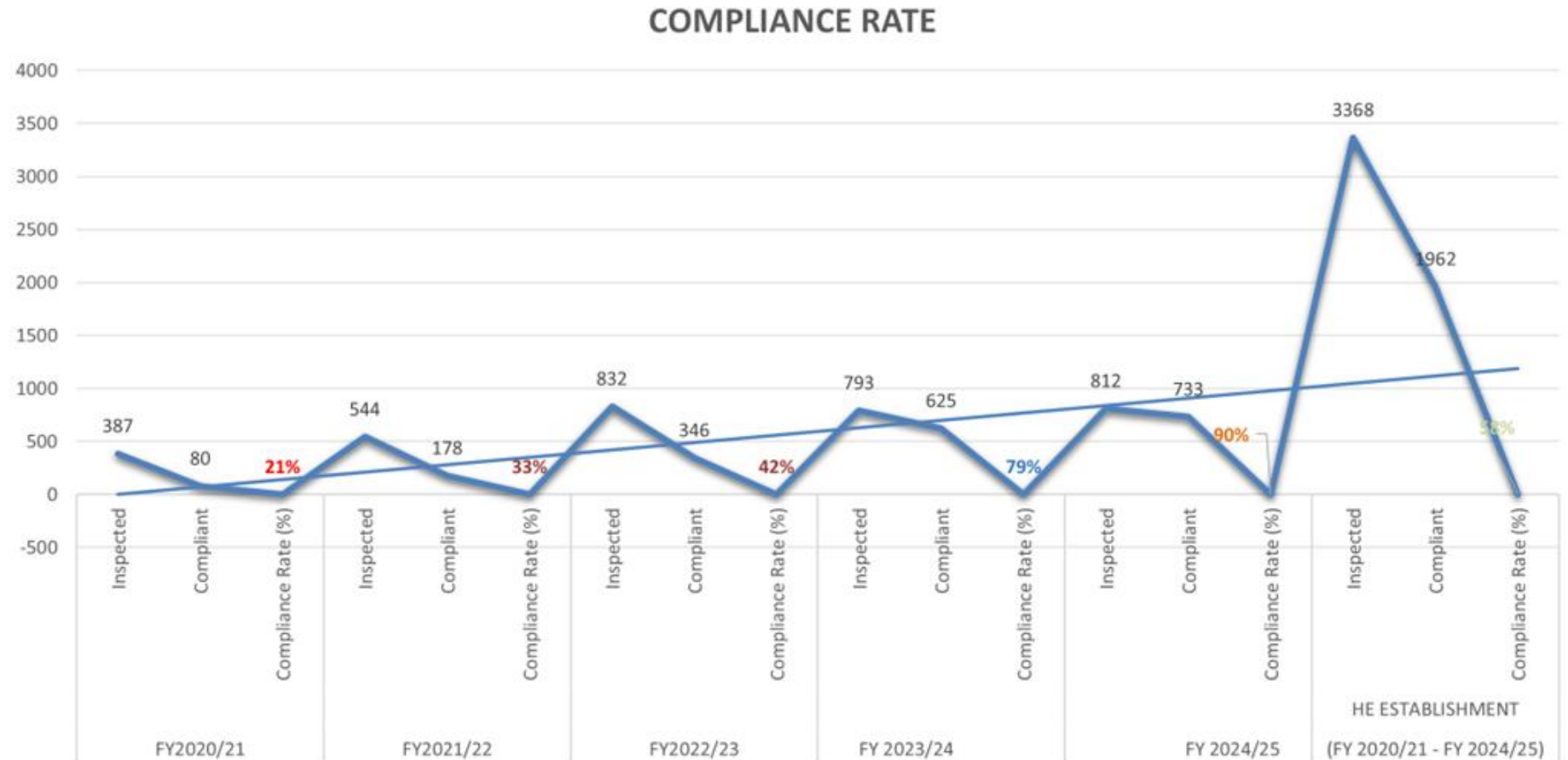


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OHSC COMPLIANCE IMPROVEMENT(FY 2020/21 - FY 2024/25)



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Challenges experienced during NHQIP implementation



- ✓ **Inconsistent Leadership and management** across organizations. Leadership and governance: Leadership buy in, engagement and accountability.
- ✓ **Malicious compliance** to self-assessments.
- ✓ Misunderstanding/misinterpretation of the **OHSC compliance inspection measures and Ideal elements**.
- ✓ **Poorly developed QIPs** and limited abilities to address identified performance gaps.
- ✓ **Infrastructure and maintenance gaps paired with inadequate maintenance and repair service**.
- ✓ **Prolonged Supply chain management processes** leading to extended open-ended, month to month outsourced service contracts
- ✓ **Poor Records management practices**: Clinical care and Management practices
- ✓ **Poor Infection prevention and control standards practices** in clinical care

Recommendations to address challenges



- ✓ Continuous mentorship to conduct regular performance evaluation and pairing strong leaders with developing managers.
- ✓ Regularly conduct quality improvement workshops to train leaders and managers on the context of self assessments and regulatory compliance.
- ✓ Continuous guidance on the development of QIP and regular follow-up reviews to track progress.
- ✓ Guide on the implementation and monitoring of maintenance schedules that is centralized to facility management.
- ✓ Guide on the SLAs performance monitoring for supplier evaluation.
- ✓ Strengthen IT governance and cyber security policies and guidelines.
- ✓ Establish clear reporting structures with defined roles and responsibilities that are integrated.
- ✓ Conduct regular in-service training on all clinical practices that will enforce consequences for non- performance.

NQIP SUSTAINABILITY



Mentorship is a critical strategy to strengthen clinical governance, Improve service delivery and Support staff development within South African healthcare facilities.

It provides a systematic approach to assess, plan, implement, monitor, and continuously improve practices that are aligned to the National Department(NDoH) priorities, Regulated Norms and Standards(OHSC), Ideal Clinic Realisation and Maintenance programme(ICRM) and Ideal Hospital Realisation programme(IHRM).



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Questions?

Thank you!



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