Services, Operations, Registrations and Service Delivery

Presented by

Marella O’Reilly
Acting Registrar and CEO

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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
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.
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
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.
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 HPCS A and external stakeholders viz. DOH, BHF and SAQA
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.
38% of applications are non-compliant!
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Non-compliant documents filed until practitioner responds with correct documentation

Main challenges

- Practitioner address not updated and mail sent to incorrect address
- Delays in registering practitioners

Consequences

- Delay in registering practitioner
- Unnecessary burden on call centre
- Unnecessary costs incurred by return to sender mail
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.
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
Practitioners apply through Foreign Workforce Management

Letter of Endorsement
DOH

Registered for Public Service

Foreign Qualified Specialists

How to review?
- Annually.
- 6month – 1 year probation
- Practitioners need compliance with emigration act.

Non-Exam Practitioners

Exam Track

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

Meet criteria of adaptation assessment after 6-12 mths

Register as MP within Public Service 1 yr probation

If complies with accreditation criteria

May register as a Specialist

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

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

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

Bar chart showing the growth of registers on different boards from 2005 to 2010.
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

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<td>Explanations Noted and Cases Withdrawn</td>
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<td>719</td>
<td>631</td>
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Systems – Legal processes

PUBLIC

OMBUDSMAN FOR CONCILIATORY RESOLUTION

Matter resolved

COMPLAINT RECEIVED

• Request add
• Consult
• Refer to inspection
• Note explanation

LEGAL DEPARTMENT

Request explanation

Refer to Committee of Preliminary Inquiry

Draw up Charge sheet

Conduct Formal Inquiry
Hearing

Hearing finding

Guilty
Not Guilty

Admit Guilt, pay a fine
## Matters finalised at Formal Hearing stage

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<th>Description</th>
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<th>2008/2009 (12 months)</th>
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<td>Matters Referred to Prelim for Noting</td>
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<td><strong>TOTAL</strong></td>
<td><strong>173</strong></td>
<td><strong>190</strong></td>
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HPCSA Structure
(Political Level)

PRESIDENT

HPCSA
32 Members

Department of Education

Department of Health

Department of Correctional Services

Dental Therapy & Oral Hygiene

Dietetics & Nutrition

Emergency Care

Environmental Health Practitioners

Medical & Dental

Medical Technology

Occupational Therapy & Medical Orthotics and Prosthetics & Arts Therapy

Optometry & Dispensing Opticians

Physiotherapy, Podiatry & Biokinetics

Radiography & Clinical Technology

Speech, Language & Hearing Professions

VERSED IN LAW

Community Rep.

Community Rep.

Community Rep.

Community Rep.

Community Rep.

Community Rep.

Community Rep.

Community Rep.

Community Rep.

Community Rep.

Community Rep.

Community Rep.
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
- 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

- HPCS A clients:
  - Public and healthcare practitioners

- High-level investigation conducted – service in HPCS A
  - 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?