

# GAUTENG HEALTH & HUMAN RESOURCES

**Operational Compliance and Performance**



**GAUTENG PROVINCE**  
HEALTH  
REPUBLIC OF SOUTH AFRICA



**IMPEC**

Partners in Progress & Performance

# AGENDA

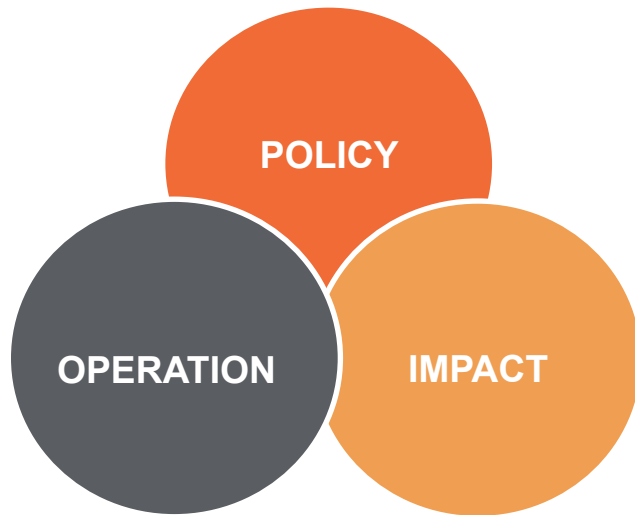
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- **About IMPEC**
- **Methodology**
- **Technology**
- **Added value for professionals**
- **Application Human Resource**
- **Questions**



# ABOUT IMPEC

- **Established in 2010**
- **Headoffice in the cloud**
- **Customers in public and private sector (Africa and Europe)**
- **Focus on continuous improvement (compliance and performance)**



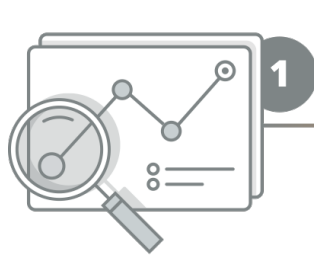
LEVEL 1	Non-compliance with legal/ regulatory requirements
LEVEL 2	Partial compliance with legal/ regulatory requirements
LEVEL 3	Full compliance with legal/ regulatory requirements
LEVEL 4	Full compliance and doing things smartly

# METHODOLOGY

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**IMPEC provides management and staff with an online tool that assists professionals to improve operational compliance and performance.**

- **Evaluation : Where do we stand with our operations?**
- **Goals : Where do we want to go with our operations?**
- **Results : How do we assist professional to improve operations?**



Where are we now?



Where do we want to go?



How to get there.

# TECHNOLOGY

FIND YOUR GOALS AND ROUTES HERE: [GO TO DASHBOARD](#)

STATUS | Where are we now?

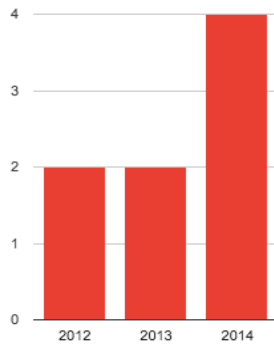
Department:

KPA:

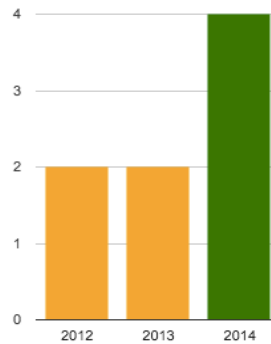
Standard:

## CHOOSE REPORTS TO SHOW

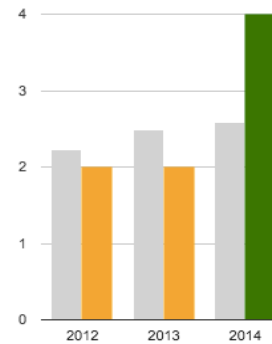
My overall score over time  
Average



Scores over time per departments and per standards



My score compared with national result



Primary & secondary data  
Quarterly and annual reviews  
**Self-Assessment**  
Patient experience survey  
Baseline studies  
Frontline service delivery

LATEST FORUM POSTS

NEW CONTENT

UPCOMING EVENTS























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# GOALS & ROUTES

GOALS | Where do we want to go? ^

Goal	Action	Status
Strengthen Primary Health Care re-engineering	 	0%
Introduce the "90 days sprint"	 	13%
Adopt the 10 pillar program	 	35%
<b>Increase capacity and skills</b>	 	40%
Promote healthy life styles	 	55%
Improve financial and operational management	 	50%
Refurbish and develop Health Infrastructure	 	77%
Transform the health economy	 	80%
Improve patient experience at our facilities	 	100%
Add a new goal	 	100%







Previous 1 Next

Search:

ROUTES | How do we get there? ^

## Increase capacity and skills

40% complete

Route	Progress	Action
Clear Job Description	●●	 
Celebrate achievement	●●●	 
<b>Relevant Training</b>	●●●●●	 

Previous 1 Next

- “ Standard definitions
- ⚖️ Legislative framework
- 👤 Handling perspectives
- ⚙️ Operational procedures
- 🎓 Training and workshops
- 📖 Curriculum and manuals
- 💡 Case studies & Good Examples

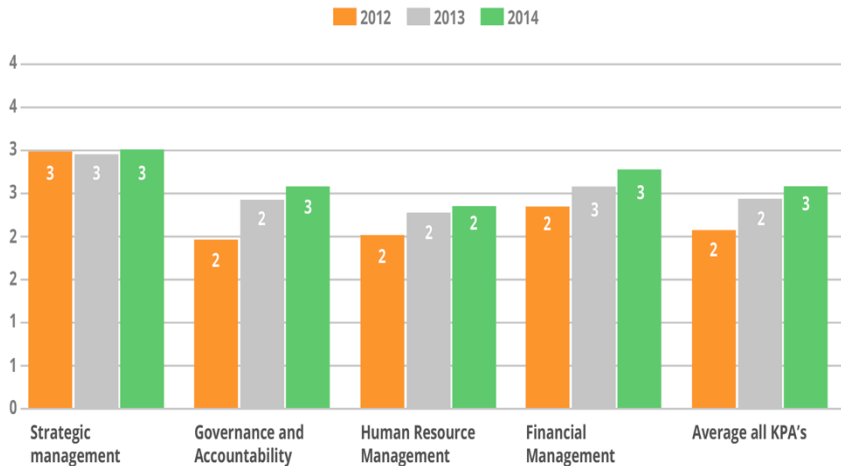


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# SHARE CONTENT-results

MPAT 1.6 trends for Gauteng Health Department



Rate this content: ★☆☆☆

Average rating: 3/4 | 149 reads

I HAVE COVERED THIS CONTENT:

VIEW, MANAGE AND RATE CONTENT



JOHN SMITH | | Posts: 14 | Joined: 1 month ago

Message Title

14:40 | MKit route: [The Promotion of Access to Information Act 2, 2000 explained](#)

Lorem ipsum dolor sit amet, ex nec lorem voluptatum dissentiunt. Ut est unum reque clita, nibh recusabo constituto no est. Modo simul posidonium ut mea, dico soluta legimus ius ad. Oblique



JANE DOE | Posts: 14 | Joined: 1 month ago

Message Title

25 JAN | MKit goal: [Issue section 15 notice and voluntary disclose information and automatically make records available](#)

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[READ MORE](#)

SHARE AND DISCUSS CONTENT



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# SHARE CONTENT-documents

## Vacancy Rate Gauteng Health

0-5% 5-10% >10%

Type of Service	Vacancy rates (2013/14)		Rate of change of vacancies (2009/10–2013/14)	
	Non-clinical	Clinical	Non-clinical	Clinical
Central Hospital	9%	15%	-7%	3%
District Hospital	8%	11%	-19%	-12%
District Services	9%	14%	-24%	-21%
Oral and Dental	7%	9%	-22%	-14%
PHC Services	5%	9%	-28%	-17%
Regional Hospital	7%	11%	-20%	-5%
Specialised Hospital	5%	15%	-21%	25%
Specialised Services	6%	5%	-24%	-26%
Support Services	11%	3%	-13%	-39%
Tertiary	10%	10%	-9%	-19%
<b>Total</b>	<b>9%</b>	<b>10%</b>	<b>-18%</b>	<b>-16%</b>

Rate this content: ☆☆☆

Average rating: 3/4 | 149 reads

I HAVE COVERED THIS CONTENT:

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JOHN SMITH | Posts: 14 | Joined: 1 month ago

Message Title

Colleagues, after looking at vacancy rate, I would like to understand what causes this trend?



JANE DOE | Posts: 14 | Joined: 1 month ago

Message Title

Dear John, I found an overview of key reasons for personell leaving the workforce:

- Conflict with managers
- Retirement of personell
- High workloads
- Frustrations around insufficient resources
- Inability to adapt to the working environment


SHARE AND DISCUSS CONTENT




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# SHARE CONTENT-videos

Nurse Training 



Rate this content: ★☆☆☆ Average rating: 3/4 | 149 reads

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VIEW, MANAGE AND RATE CONTENT

 JOHN SMITH | | Posts: 14 | Joined: 1 month ago

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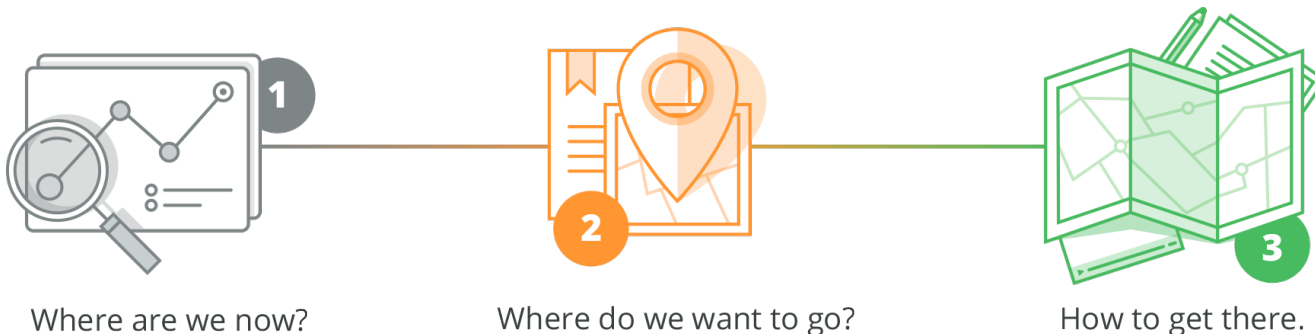
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[READ MORE](#)

SHARE AND DISCUSS CONTENT

# ADDED VALUE FOR PROFESSIONALS

- **Policy:** operational input for developing new evidence based policy
- **Operation:** provide hands-on solutions for professionals to improve operational compliance and performance
- **Impact:** evidence based policy and operational excellence, results in improved service delivery and therefore impacts patients and professionals



Involve professionals  
from the institutions to  
secure operational succes



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**Carlo Bakker**

*Founder*

**QUESTIONS?**



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