



# BOTSWANA NATIONAL HEALTH QUALITY STANDARDS FOR MORTUARIES/FORENSIC SERVICES

Republic of Botswana

## 2. Facilities and Equipment

These forms are designed to be used by both hospital personnel and external surveyors. The following information must be provided after each survey, before submitting the completed survey forms.

**1. NAME OF HOSPITAL/CLINIC/FACILITY:** \_\_\_\_\_

**2. BASELINE/INTERNAL SURVEY INFORMATION:**

Title and name of person who completed this document: \_\_\_\_\_

Post and position held: \_\_\_\_\_

Date of survey: \_\_\_\_\_

**3. EXTERNAL SURVEY INFORMATION:**

Name of external surveyor: \_\_\_\_\_

Date of external survey: \_\_\_\_\_

**GUIDE TO COMPLETION OF FORM**

**N.B. Hospital staff are please to use BLACK ink at all times. The external surveyors are requested to use RED ink at all times.**

Please circle the rated compliance with the criterion, e.g. NA (Not applicable), NC (Non-compliant), PC (Partially compliant), C (Compliant).

The default category affected is designated on the form for each criterion as follows:

1. patient and staff safety
2. legality
3. patient care
4. efficiency
5. structure
6. basic management
7. basic process
8. evaluation

The seriousness of the default is designated on the form for each criterion as follows:

1. mild
2. moderate
3. serious
4. very serious

<b><u>Documents Checked</u></b>
Surveyor: .....
Surveyor: .....



# BOTSWANA NATIONAL HEALTH QUALITY STANDARDS FOR MORTUARIES/FORENSIC SERVICES

## 2. Facilities and Equipment

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# BOTSWANA NATIONAL HEALTH QUALITY STANDARDS FOR MORTUARIES/FORENSIC SERVICES

## 2. Facilities and Equipment

### 2.1 Facilities and Equipment

#### 2.1.1 Standard

*The facilities and equipment are adequate to provide an effective and safe mortuary service.*

**Standard Intent:** Management must ensure that resources are adequate to meet statutory requirements and the needs of clients. Mortuary managers/supervisors keep organisation managers informed of facilities which are inadequate, additional equipment requirements, and the current state of facilities and equipment.

	Criterion	Comments
		Recommendations
<b>Criterion 2.1.1.1</b> Critical: <input type="checkbox"/> Catg: Basic Management + Legality <b>Compliance</b> NA    NC    PC    C Default Severity for NC or PC = 4 Very Serious	There is evidence that permits required by the local authority for the carrying out of mortuary operation are current.	
<b>Criterion 2.1.1.2</b> Critical: <input type="checkbox"/> Catg: Basic Process + Legality <b>Compliance</b> NA    NC    PC    C Default Severity for NC or PC = 4 Very Serious	Facilities and equipment are maintained to provide clean and safe working conditions which comply with relevant legislation.	
<b>Criterion 2.1.1.3</b> Critical: <input type="checkbox"/> Catg: Basic Process + Legality <b>Compliance</b> NA    NC    PC    C Default Severity for NC or PC = 4 Very Serious	Mortuary vehicles comply with specifications applicable to the transport of human bodies.	
<b>Criterion 2.1.1.4</b> Critical: <input type="checkbox"/> Catg: Basic Management + Physical Struct <b>Compliance</b> NA    NC    PC    C Default Severity for NC or PC = 3 Serious	All areas are provided with adequate lighting and ventilation.	



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<b>Criterion 2.1.1.5</b> Critical: .. Catg: Basic Management + Physical Struct <b>Compliance</b> NA    NC    PC    C Default Severity for NC or PC = 3 Serious	Washing facilities (showers and hand-wash basins with hot and cold water) are provided.	
<b>Criterion 2.1.1.6</b> Critical: .. Catg: Basic Management + Physical Struct <b>Compliance</b> NA    NC    PC    C Default Severity for NC or PC = 3 Serious	Lockers for storing personal clothing and property are provided away from work areas and are not used to store work clothing and personal protective equipment.	
<b>Criterion 2.1.1.7</b> Critical: .. Catg: Basic Process + Pat & Staff Safety <b>Compliance</b> NA    NC    PC    C Default Severity for NC or PC = 3 Serious	Personnel who use equipment are trained on its use.	
<b>Criterion 2.1.1.8</b> Critical: .. Catg: Basic Process + Efficiency <b>Compliance</b> NA    NC    PC    C Default Severity for NC or PC = 3 Serious	Records of equipment maintenance are available.	



# BOTSWANA NATIONAL HEALTH QUALITY STANDARDS FOR MORTUARIES/FORENSIC SERVICES

## 2. Facilities and Equipment

### 2.1.2 Standard

*All equipment and supplies are safely stored.*

**Standard Intent:** The storage of equipment and supplies must allow for security, ease of access and effective inventory taking. Acts and regulations as well as policies and procedures guide the storage of equipment and supplies.

	Criterion	Comments
		Recommendations
<b>Criterion 2.1.2.1</b> Critical: .. Catg: Basic Management + Physical Struct <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 3 Serious	Secure storage facilities are available.	
<b>Criterion 2.1.2.2</b> Critical: .. Catg: Basic Process + Efficiency <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 3 Serious	Records of stocks of chemicals, cleaning agents and detergents are maintained.	
<b>Criterion 2.1.2.3</b> Critical: 0 Catg: Basic Process + Legality <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 4 Very Serious	Hazardous and flammable materials are stored in accordance with relevant regulations.	
<b>Criterion 2.1.2.4</b> Critical: .. Catg: Basic Management + Physical Struct <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 4 Very Serious	Arrangements, including lockable doors, are used to provide security for the mortuary.	



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## 2. Facilities and Equipment

<b>Criterion 2.1.2.5</b>	There is adequate storage space to enable rapid retrieval and removal of equipment when needed.	
Critical: ..		
Catg: Basic Management + Physical Struct		
<b>Compliance</b>		
NA    NC    PC    C		
Default Severity for NC or PC = 3 Serious		

### 2.1.3 Standard

*A refrigerated facility is used to store all bodies in accordance with prescribed procedures.*

**Standard Intent:** A body storage facility should provide refrigeration adequate for the mortuary workload and maintained at approximately 0°C. In larger facilities, where longer term storage may be required, storage with a freezing temperature of -20°C must be provided.

	Criterion	Comments
		Recommendations
<b>Criterion 2.1.3.1</b>	Policies and procedures guiding the storage of bodies in the mortuary are available.	
Critical: ..		
Catg: Basic Management + Efficiency		
<b>Compliance</b>		
NA    NC    PC    C		
Default Severity for NC or PC = 3 Serious		
<b>Criterion 2.1.3.2</b>	Bodies known or suspected of harbouring infectious diseases are contained within a body bag of approved specifications.	
Critical: 0		
Catg: Basic Process + Pat & Staff Safety		
<b>Compliance</b>		
NA    NC    PC    C		
Default Severity for NC or PC = 4 Very Serious		
<b>Criterion 2.1.3.3</b>	Bodies are stored at a prescribed temperature.	
Critical: ..		
Catg: Basic Process + Efficiency		
<b>Compliance</b>		
NA    NC    PC    C		
Default Severity for NC or PC = 3 Serious		



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<b>Criterion 2.1.3.4</b> Critical: '' Catg: Basic Process + Efficiency <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 3 Serious	The temperature of each refrigerator is checked and recorded twice daily.	
<b>Criterion 2.1.3.5</b> Critical: '' Catg: Basic Management + Physical Struct <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 4 Very Serious	Emergency power is available for the refrigerators.	
<b>Criterion 2.1.3.6</b> Critical: '' Catg: Basic Process + Efficiency <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 4 Very Serious	Access to the refrigerators is controlled.	
<b>Criterion 2.1.3.7</b> Critical: '' Catg: Basic Management + Physical Struct <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 3 Serious	Manual lifting of bodies is minimised by the provision of hoists and/or elevating trolleys.	
<b>Criterion 2.1.3.8</b> Critical: <input type="checkbox"/> Catg: Basic Process + Legality <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 4 Very Serious	There is documented evidence of approval for the removal of bodies.	



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<b>Criterion 2.1.3.9</b>	A register is kept for the storage and removal of bodies	
Critical: ..		
Catg: Basic Process + Efficiency		
<b>Compliance</b>		
<b>NA NC PC C</b>		
Default Severity for NC or PC = 4 Very Serious		

### 2.1.4 Standard

*The post-mortem/autopsy theatre is equipped with dissection facilities that meet the needs of the anatomical pathology service.*

	Criterion	Comments
		Recommendations
<b>Criterion 2.1.4.1</b>	The autopsy table and dissection bench is provided with shadow-free lighting.	
Critical: ..		
Catg: Basic Management + Physical Struct		
<b>Compliance</b>		
<b>NA NC PC C</b>		
Default Severity for NC or PC = 3 Serious		
<b>Criterion 2.1.4.2</b>	Adequate ventilation is provided for dissection benches where formalin fixed organs and tissues are handled.	
Critical: ..		
Catg: Basic Management + Physical Struct		
<b>Compliance</b>		
<b>NA NC PC C</b>		
Default Severity for NC or PC = 3 Serious		
<b>Criterion 2.1.4.3</b>	The floor surface is impervious, easy to clean, sealed at the edges and provided with drains which have filtered traps.	
Critical: ..		
Catg: Basic Management + Physical Struct		
<b>Compliance</b>		
<b>NA NC PC C</b>		
Default Severity for NC or PC = 3 Serious		





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<b>Criterion 2.1.4.4</b> Critical: '' Catg: Basic Management + Physical Struct <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 3 Serious	There is adequate storage for equipment and instruments.	
<b>Criterion 2.1.4.5</b> Critical: '' Catg: Basic Management + Physical Struct <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 3 Serious	Working bays are large enough to enable personnel to work without being crowded.	
<b>Criterion 2.1.4.6</b> Critical: '' Catg: Basic Management + Physical Struct <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 3 Serious	Instruments and other equipment required for an autopsy are readily accessible to each working bay.	
<b>Criterion 2.1.4.7</b> Critical: '' Catg: Basic Management + Physical Struct <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 3 Serious	Instruments and other equipment required for an autopsy are readily accessible to each working bay.	
<b>Criterion 2.1.4.8</b> Critical: '' Catg: Basic Management + Physical Struct <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 2 Moderate	The mortuary theatre has facilities for photographic evidence collection.	



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### 2.1.5 Standard

*There is a viewing area where relatives or other relevant persons can identify the body.*

**Standard Intent:** The mortuary must implement processes that prevent unauthorised persons, including relatives, from having access to dissecting rooms. Exposure to infectious agents by visitors to the mortuary must also be prevented. Precautions must be implemented to prevent the trauma of viewing un-shrouded, possibly mutilated, bodies.

Control access is also essential to prevent the removal of bodies or body parts.

	Criterion	Comments
		Recommendations
<b>Criterion 2.1.5.1</b> Critical: '' Catg: Basic Management + Physical Struct <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 3 Serious	There is a designated viewing area separated from the body storage section.	
<b>Criterion 2.1.5.2</b> Critical: '' Catg: Basic Management + Physical Struct <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 2 Moderate	The waiting room of the viewing area is suitably furnished.	
<b>Criterion 2.1.5.3</b> Critical: '' Catg: Basic Management + Physical Struct <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 3 Serious	There is sufficient space for seating and a mortuary trolley in the viewing area.	



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<b>Criterion 2.1.5.4</b> Critical: '' Catg: Basic Management + Physical Struct <b>Compliance</b> NA    NC    PC    C Default Severity for NC or PC = 2 Moderate	Toilet facilities are available within easy access of the viewing area.	
<b>Criterion 2.1.5.5</b> Critical: '' Catg: Basic Process + Patient Care <b>Compliance</b> NA    NC    PC    C Default Severity for NC or PC = 3 Serious	The mortuary manager/supervisor ensures that the mortuary personnel demonstrate respect for the deceased.	
<b>Criterion 2.1.5.6</b> Critical: '' Catg: Basic Process + Patient Care <b>Compliance</b> NA    NC    PC    C Default Severity for NC or PC = 3 Serious	The personnel are courteous and display respect towards the deceased and their families at all times.	