Republic of Botswana

BOTSWANA NATIONAL HEALTH QUALITY STANDARDS FOR MORTUARIES/FORENSIC SERVICES

3.Risk Management

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

Documents Checked

Surveyor: .....

Surveyor: .....

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3.Risk Management

3.1 Risk Management

3.1.1 Standard

Risks are assessed and control measures introduced in order to minimise or eliminate risk.

Standard Intent: Management is accountable for integrating risk management into the everyday activities of the mortuary. Every employee should be trained in and be responsible for following sound risk management practices. These include:

- Identifying areas of risk within their areas of responsibility
- Contributing to policies and procedures to reduce risk
- Monitoring the implementation of preventive measures to reduce risk
- Ensuring the efficient and effective use of resources
- Safeguarding the company's assets, and
- Participating in internal auditing procedures.

	Criterion	Comments Recommendations
Criterion 3.1.1.1 Critical: .. Catg: Basic Management + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	There is a documented risk management plan for the mortuary.	
Criterion 3.1.1.2 Critical: .. Catg: Basic Process + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	Risk assessments are recorded and the results are made available to personnel.	
Criterion 3.1.1.3 Critical: .. Catg: Basic Process + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	There is a mechanism to ensure that personnel are aware of risks and their consequences.	

Criterion 3.1.1.4 Critical: .. Catg: Basic Management + Pat & Staff Safety **Compliance** **NA NC PC C** Default Severity for NC or PC = 3 Serious	The mortuary implements response plans to likely community emergencies, epidemics and natural or other disasters.	
Criterion 3.1.1.5 Critical: .. Catg: Basic Management + Pat & Staff Safety **Compliance** **NA NC PC C** Default Severity for NC or PC = 3 Serious	An internal incident and emergency plan is in place.	
Criterion 3.1.1.6 Critical: b Catg: Basic Management + Pat & Staff Safety **Compliance** **NA NC PC C** Default Severity for NC or PC = 4 Very Serious	A monitoring programme provides data on incidents, injuries and other events that support planning and further risk reduction.	

3.2 Safe Operating Practice

3.2.1 Standard

There is a process to ensure that safe operating practices are implemented.

	Criterion	Comments Recommendations
Criterion 3.2.1.1 Critical: .. Catg: Basic Process + Efficiency **Compliance** **NA NC PC C** Default Severity for NC or PC = 3 Serious	Policies and procedures are available relating to the handling and storage of bodies.	

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Criterion 3.2.1.2 Critical: .. Catg: Basic Process + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	Policies and procedures are available relating to the isolation of bodies suspected of harbouring infectious diseases.	
Criterion 3.2.1.3 Critical: .. Catg: Basic Process + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	Policies and procedures are available relating to the handling of infected linen.	
Criterion 3.2.1.4 Critical: .. Catg: Basic Process + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	Policies and procedures are available relating to the colour coding of bags for soiled and infected linen and their handling, processing and disposal.	
Criterion 3.2.1.5 Critical: .. Catg: Basic Process + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	There is a process to deal with used, discarded or contaminated protective clothing.	
Criterion 3.2.1.6 Critical: .. Catg: Basic Management + Physical Struct **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	First aid is available to provide immediate attention to all injuries.	

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Criterion 3.2.1.7 Critical: .. Catg: Basic Management + Physical Struct **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	An emergency shower or eye-wash facility is provided in the washroom area and where chemicals are stored or handled.	
Criterion 3.2.1.8 Critical: .. Catg: Basic Process + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	Counseling and treatment is available to personnel who have suffered a sharps injury.	
Criterion 3.2.1.9 Critical: .. Catg: Basic Management + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Processes for regular debriefing sessions for employees are in place.	

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3.3 Prevention and Control of Infection

3.3.1 Standard

The mortuary implements a coordinated programme to reduce the risks of infections.

Standard Intent: The goal of a mortuary's infection surveillance, prevention and control programme is to identify and reduce the risks of acquiring and/or transmitting infections.

The infection control programme may differ from mortuary to mortuary, depending on the mortuary's geographic location, patient volume, patient population served, type of clinical activities and number of employees.

	Criterion	Comments Recommendations
Criterion 3.3.1.1 Critical: .. Catg: Basic Management + Pat & Staff Safety **Compliance** **NA NC PC C** Default Severity for NC or PC = 4 Very Serious	There are processes to reduce the risk of infections.	
Criterion 3.3.1.2 Critical: .. Catg: Basic Management + Pat & Staff Safety **Compliance** **NA NC PC C** Default Severity for NC or PC = 4 Very Serious	The processes are appropriate to the size and geographic location of the mortuary, the services offered and the community served.	
Criterion 3.3.1.3 Critical: .. Catg: Basic Process + Pat & Staff Safety **Compliance** **NA NC PC C** Default Severity for NC or PC = 4 Very Serious	The infection control processes include prevention of the spread of blood-borne diseases (such as HIV and Hepatitis B/C) and focuses on processes that may lead to infection.	

Criterion 3.3.1.4 Critical: b Catg: Basic Process + Pat & Staff Safety **Compliance** **NA NC PC C** Default Severity for NC or PC = 4 Very Serious	All personnel, vehicles and other areas of the mortuary are included in the infection control processes.	
Criterion 3.3.1.5 Critical: .. Catg: Basic Process + Pat & Staff Safety **Compliance** **NA NC PC C** Default Severity for NC or PC = 4 Very Serious	The mortuary has established the processes associated with infection risk and developed procedures to reduce infection risk.	

3.3.2 Standard

Protective clothing, disinfectants and barrier techniques are available and are used correctly as required.

Standard Intent: Hand washing barrier techniques and disinfecting agents are fundamental to infection prevention and control. The mortuary identifies those situations in which the use of gowns, masks and gloves is required and provides training in their correct use. Soap and disinfectants are located in those areas where hand washing and disinfecting procedures are required. Personnel are educated in proper hand washing and disinfecting procedures.

	Criterion	**Comments** **Recommendations**
Criterion 3.3.2.1 Critical: .. Catg: Basic Management + Physical Struct **Compliance** **NA NC PC C** Default Severity for NC or PC = 3 Serious	The mortuary identifies those situations for which protective clothing is required.	
Criterion 3.3.2.2 Critical: .. Catg: Basic Process + Pat & Staff Safety **Compliance** **NA NC PC C** Default Severity for NC or PC = 4 Very Serious	Protective clothing is correctly used in those situations.	

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Criterion 3.3.2.3 Critical: .. Catg: Basic Management + Physical Struct **Compliance** **NA NC PC C** Default Severity for NC or PC = 3 Serious	The mortuary identifies those areas where hand washing and disinfecting procedures are required.	
Criterion 3.3.2.4 Critical: .. Catg: Basic Process + Pat & Staff Safety **Compliance** **NA NC PC C** Default Severity for NC or PC = 4 Very Serious	Hand washing and disinfecting procedures are used correctly in those areas.	
Criterion 3.3.2.5 Critical: .. Catg: Basic Management + Physical Struct **Compliance** **NA NC PC C** Default Severity for NC or PC = 4 Very Serious	Gloves, masks, soap and disinfectants are available and are used correctly when required.	

3.3.3 Standard

All areas within the mortuary are maintained in a safe clean and tidy condition.

	Criterion	Comments Recommendations
Criterion 3.3.3.1 Critical: .. Catg: Basic Management + Physical Struct **Compliance** **NA NC PC C** Default Severity for NC or PC = 3 Serious	Secure storage areas and well-maintained equipment are available to housekeeping personnel.	

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Criterion 3.3.3.2 Critical: b Catg: Basic Process + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	Chemicals for cleaning are safely stored.	
Criterion 3.3.3.3 Critical: .. Catg: Basic Process + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Mops and brooms are cleaned and dried before being stored.	
Criterion 3.3.3.4 Critical: .. Catg: Basic Management + Physical Struct **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Cleaning cupboards are adequately ventilated.	
Criterion 3.3.3.5 Critical: .. Catg: Basic Process + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	Access to entrances, exits and emergency equipment is kept free of obstruction.	
Criterion 3.3.3.6 Critical: .. Catg: Basic Process + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	Soiled linen is placed in bags designated for that purpose.	

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Criterion 3.3.3.7 Critical: .. Catg: Basic Process + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Linen is not stacked close to heating or cooling equipment, the vents of motors or air-conditioning units.	
Criterion 3.3.3.8 Critical: .. Catg: Basic Process + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Soiled linen is stored in a secure facility.	
Criterion 3.3.3.9 Critical: .. Catg: Basic Management + Physical Struct **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	A separate storage area is set aside for combustible refuse, waste paper and empty containers pending their removal from the premises.	
Criterion 3.3.3.10 Critical: .. Catg: Basic Process + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Pest control mechanisms are identified and implemented.	

3.4 Healthcare and other Waste Disposal

3.4.1 Standard

The mortuary implements processes for the handling, collection, transport, storage, segregation and disposal of health waste and other waste.

Standard Intent: Hazardous wastes are identified by the mortuary and are safely controlled according to a plan. Such materials and wastes include chemicals, household wastes, hazardous gases and vapours and other regulated medical and infectious wastes. All clinical waste is regarded as hazardous or potentially hazardous.

	Criterion	Comments Recommendations
Criterion 3.4.1.1 Critical: .. Catg: Basic Management + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	There is a plan for the inventory, handling, storage and use of clinical materials and the control and disposal of materials and waste.	
Criterion 3.4.1.2 Critical: .. Catg: Basic Process + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	Health waste is identified by the mortuary.	
Criterion 3.4.1.3 Critical: .. Catg: Basic Process + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	Health wastes are managed according to a plan.	
Criterion 3.4.1.4 Critical: .. Catg: Basic Process + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	The plan includes labeling of hazardous materials and wastes.	

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Criterion 3.4.1.5 Critical: b Catg: Basic Management + Legality **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	The plan identifies documentation requirements including any permits, licences or other regulatory requirements.	
Criterion 3.4.1.6 Critical: .. Catg: Basic Process + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	The plan includes the procedures to be adopted when a spill of a hazardous chemical or infectious material occurs.	
Criterion 3.4.1.7 Critical: .. Catg: Basic Process + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	The plan includes the proper disposal of health and other waste.	

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3.5 Fire Safety

3.5.1 Standard

The mortuary implements the fire safety plan to reduce evident fire risks.

Standard Intent: Fire is an ever present risk in a health organisation. Every organisation needs to plan how it will keep its occupants safe in case of fire or smoke. An organisation plans in particular for:

- The prevention of fire through the reduction of risks such as the safe storage and handling of potentially flammable materials
- Hazards related to any construction in or adjacent to the buildings
- Safe and unobstructed means of exit in the event of a fire
- Clearly depicted fire escape routes
- Early warning and detection systems such as fire patrols, smoke detectors or fire alarms
- Inspection reports from local fire departments, and
- Suppression mechanisms such as water hoses, chemical suppressants or sprinkler systems.

The mortuary's fire safety plan identifies the:

- Frequency of inspection, testing and maintenance of fire protection and safety systems, consistent with requirements
- Process for testing, at least twice a year, the plan for the safe evacuation of the facility in the event of a fire or smoke
- Necessary education of personnel to effectively protect and evacuate the facility when an emergency occurs
- Participation of each staff member in at least one emergency preparedness test per year.

	Criterion	Comments Recommendations
Criterion 3.5.1.1 Critical: .. Catg: Basic Management + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	There are structured systems and processes in place to ensure that all occupants of the mortuary are safe from fire and smoke emergencies or hazards.	
Criterion 3.5.1.2 Critical: b Catg: Basic Management + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	Documented certification is available from the relevant authority to show that the facility complies with applicable laws and regulations in relation to fire safety (e.g. fire clearance certificate).	

Criterion 3.5.1.3 Critical: .. Catg: Basic Process + Pat & Staff Safety **Compliance** **NA NC PC C** Default Severity for NC or PC = 4 Very Serious	Fire fighting equipment is regularly inspected and serviced at least annually and the date of the service is recorded on the apparatus.	
Criterion 3.5.1.4 Critical: .. Catg: Basic Process + Pat & Staff Safety **Compliance** **NA NC PC C** Default Severity for NC or PC = 3 Serious	A floor plan showing the location of fire fighting equipment, electrical distribution board, evacuation routes and emergency exits is displayed.	

3.6 Security

3.6.1 Standard

The organisation provides a security service that ensures the safeguarding and protection of buildings, personnel and visitors.

Standard Intent: The organisation has a responsibility to ensure that personnel and visitors are safe from attacks or theft by intruders. The health and safety committee identifies areas and groups that are vulnerable and require added security. The loss of organisation property must be prevented as far as possible through the implementation of security systems.

Security officers need to be aware of their powers and duties relating to the restriction of access to premises and the apprehension of intruders.

	Criterion	Comments Recommendations
Criterion 3.6.1.1 Critical: .. Catg: Basic Management + Pat & Staff Safety **Compliance** **NA NC PC C** Default Severity for NC or PC = 4 Very Serious	A 24-hour security system is maintained for the routine monitoring and safeguarding of the building, personnel and visitors.	

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Criterion 3.6.1.2 Critical: .. Catg: Basic Process + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	The powers and duties of security officers are clearly defined.	
Criterion 3.6.1.3 Critical: .. Catg: Basic Process + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Safety and security systems are developed with input from personnel.	
Criterion 3.6.1.4 Critical: .. Catg: Basic Process + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	Security systems include access control of defined protected areas.	
Criterion 3.6.1.5 Critical: .. Catg: Basic Management + Physical Struct **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	The building is evaluated to identify areas requiring security doors and locks.	

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3.7 Training in Health and Safety

3.7.1 Standard

The mortuary educates and trains all personnel about their roles in providing a safe and effective facility.

Standard Intent: The mortuaries' personnel need to be educated and trained to carry out their roles in identifying and reducing risks, protecting others and themselves and creating a safe and secure environment.

Each organisation must determine the type and level of training for personnel, and then carry out and document a programme for this training and education. The programme can include group instruction, printed education materials, a component of new personnel orientation, or some other mechanism that meets the needs of the organisation. The programme includes instruction on the processes for reporting potential risks, reporting incidents and injuries, and handling hazardous and other materials that pose risks to themselves and others.

The organisation plans a programme designed to periodically test personnel knowledge related to emergency procedures, including fire safety procedures, the response to hazards such as the spill of a hazardous material and the use of equipment that poses a risk to personnel. Knowledge can be tested through a variety of means such as individual or group demonstrations, the staging of mock events such as an epidemic in the community, the use of written or computer tests, or other means suitable to the knowledge being tested. The organisation documents who was tested and the results of the testing.

The organisation provides training to personnel to prepare them for their roles in external or internal emergencies.

	Criterion	Comments Recommendations
Criterion 3.7.1.1 Critical: .. Catg: Basic Management + Efficiency **Compliance** **NA NC PC C** Default Severity for NC or PC = 4 Very Serious	For each component of the mortuaries risk management programme, there is planned education to ensure that personnel can effectively carry out their responsibilities.	
Criterion 3.7.1.2 Critical: .. Catg: Basic Process + Pat & Staff Safety **Compliance** **NA NC PC C** Default Severity for NC or PC = 4 Very Serious	Personnel are trained and knowledgeable about their role in the company's plan for safety, security, hazardous materials and emergencies.	

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Criterion 3.7.1.3 Critical: .. Catg: Basic Process + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Personnel can describe and/or demonstrate their role in response to a fire.	
Criterion 3.7.1.4 Critical: .. Catg: Basic Process + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	Personnel can describe and/or demonstrate actions to eliminate, minimize or report safety, security and other risks.	
Criterion 3.7.1.5 Critical: .. Catg: Basic Process + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	Personnel can describe and/or demonstrate precautions, procedures and participation in the storage, handling, segregation and disposal of hazardous wastes and materials in related emergencies.	
Criterion 3.7.1.6 Critical: .. Catg: Basic Process + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Personnel can describe and/or demonstrate procedures and their role in internal and community emergencies and disasters.	
Criterion 3.7.1.7 Critical: .. Catg: Evaluation + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Personnel knowledge is tested regarding their role in maintaining a safe and effective facility.	

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Criterion 3.7.1.8 Critical: .. Catg: Basic Process + Efficiency **Compliance** **NA NC PC C** Default Severity for NC or PC = 3 Serious	Personnel training and testing is documented as to who was trained and tested, and the results.	