BOTSWANA NATIONAL HEALTH QUALITY STANDARDS FOR MORTUARIES/FORENSIC SERVICES

Republic of Botswana

4.Management of Information

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: ....

4.1 Planning

4.1.1 Standard

The mortuary management implements processes to meet the information needs of those who manage the organisation, and those outside the organisation who require data and information from the organisation.

	Criterion	Comments
		Recommendations
Criterion 4.1.1.1 Critical: `··` Catg: Basic Management + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	The organisation has a plan to meet information needs, based on an assessment of the needs of those within and outside the organisation.	
Criterion 4.1.1.2 Critical: `··` Catg: Basic Management + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	The information needs of those who provide pathology services are considered in the planning process.	
Criterion 4.1.1.3 Critical: `··` Catg: Basic Management + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	The information needs and requirements of individuals and agencies outside the organisation are considered in the planning process.	
Criterion 4.1.1.4 Critical: b Catg: Basic Management + Legality **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	The information plan includes how the confidentiality, security and integrity of data and information will be maintained.	

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Criterion 4.1.1.5 Critical: `..` Catg: Basic Process + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	Security and confidentiality of deceased person's data and information are maintained.	
Criterion 4.1.1.6 Critical: `..` Catg: Basic Management + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	The mortuary has a process to aggregate data and has determined what data and information are to be regularly aggregated to meet the needs of the organisation.	
Criterion 4.1.1.7 Critical: `..` Catg: Basic Process + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Aggregate data and information is to support organisation management.	
Criterion 4.1.1.8 Critical: `..` Catg: Basic Process + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Aggregate data and information is to support the quality management programme.	

4.1.2 Standard

Organisation policy identifies those authorised to make entries in the record of the deceased and determines the record's content and format.

	Criterion	Comments
		Recommendations
Criterion 4.1.2.1 Critical: ·· Catg: Basic Management + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	The specific content of records has been determined by the organisation.	
Criterion 4.1.2.2 Critical: ·· Catg: Basic Management + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Those prescribed to make entries in the record are identified in organisation policy.	
Criterion 4.1.2.3 Critical: ·· Catg: Basic Management + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	The format and location of entries are determined by organisation policy.	
Criterion 4.1.2.4 Critical: ·· Catg: Basic Process + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	There is a process to ensure that only authorised individuals make entries in records.	

4.1.3 Standard

The organisation has a policy on the retention time of records, data and information.

Standard Intent: Dispatch records, recorded calls, deceased records and other data are retained for a sufficient period to comply with laws and regulations and then destroyed in a manner that retains confidentiality.

	Criterion	Comments
		Recommendations
Criterion 4.1.3.1 Critical: Catg: Basic Management + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	The organisation has a policy on the retention of records and other data and information.	
Criterion 4.1.3.2 Critical: Catg: Basic Management + Legality **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	The retention process provides expected confidentiality and security.	
Criterion 4.1.3.3 Critical: ᵱ Catg: Basic Process + Legality **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	Records, data and information are retained according to policy or laws and regulations.	
Criterion 4.1.3.4 Critical: Catg: Basic Process + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Records, data and information are destroyed appropriately.	