ASSOCIATION OF MEDICAL COUNCILS OF AFRICA

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AMCOA CAPACITY BUILDING WORKSHOP

INTEGRATED HEALTHCARE REGULATION AND LEADERSHIP IN BUILDING RESILIENT HEALTH SYSTEMS

REGISTRATION AND IMPORTANCE OF CREDENTIALING

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FOCUS AREA

- Key components of Registration
- Legislative requirements
- Primary source verification
- Registration processes and systems, and software to maintain high standards in Credentialing.

KEY COMPONENTS OF REGISTRATION

- Mandate
- Credentialing
- Data Governance
- Keeping of the register
- Maintenance of Registration

KEY COMPONENTS OF REGISTRATION

Mandate

- To protect the public by regulating and guiding health professionals.
- Registration of qualifying practitioners.
- Delegations matrix provides model of tasks / functions. Personnel assigned to Registrations have different levels of delegated functions.

Credentialing

- Prescribed **requirements for registrations**. These requirements are based on the set standards of education and training determined by the various Professional Boards.

KEY COMPONENTS OF REGISTRATION

Credentialing continued

- **Credible process of verifying** health professionals education, training and experience to ensure that they meet the requirements for registration.
- Define **Standard Operating Procedures** to ensure consistency and quality control.
- In the South African framework, Foreign Nationals must be endorsed by the Foreign Workforce Directorate of the National Department of Health.

KEY COMPONENTS OF REGISTRATION

Credentialing continued

- The foreign qualifications, internship training, licence to practice and any other related postgraduate qualifications held by the person wishing to be registered are subjected to source verification for authenticity.
- The regulator where the applicant is registered must issue a certificate of status indicating the professional status of the applicant.
- Accepted professional statuses are for those in good standing.

KEY COMPONENTS OF REGISTRATION

Credentialing continued

- Applicants with previous convictions, have a pending matter under consideration, declared unfit to practice due to ill health / impairment, are requested to provide further information for consideration by the Professional Board.
- A foreign qualified health practitioner course curriculum is assessed to determine the level of education and training against the set standards of determined by the Professional Boards.
- If the qualification is accepted, the applicant is subjected to an assessment by the Professional Board.

KEY COMPONENTS OF REGISTRATION

Keeping of registers

Correct data governance of registers kept with the Council.

- Enter the name of the registered person in an appropriate register, date of registration and category of such registration.
- Keep the registers correctly and in accordance with the provisions of **legal prescripts,** suspend / remove / close / expire / terminate, therefrom the names of all registered persons in terms of the provisions of the legal prescripts and make the necessary alterations to the entries.
- **Accessibility of the register** to members of the public.

KEY COMPONENTS OF REGISTRATION

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Keeping of registers continued

- The Registrar publishes the register on the website for ease of accessibility and verification by members of the public, employers and interested parties.
- The i-register is paperless and is updated real-time. Printed register is not reliable as changes to the register occur on a daily basis.

KEY COMPONENTS OF REGISTRATION

Maintenance of Registration

- **A certificate of registration** certifies that the bearer is a legally qualified health practitioner and is allowed to practice their profession in South Africa.
- A certificate of registration is evidence of registration for a period of one year only and thereafter an **annual practising certificate**, which shall be issued upon payment of the required annual fee and the submission of such information as may be required by the Council to enable it to keep accurate statistics on human resources in the health field, shall be regarded as proof of registration.

KEY COMPONENTS OF REGISTRATION

Maintenance of Registration continued

- Failure to renew registration leads to suspension in terms of section 19A(1)(b) of the Act.
- Effect of suspension, any registration certificate issued in terms of the HPA to the person concerned must be deemed to be suspended; and such person must immediately cease to practise the health profession in respect of which he or she is registered or to perform any act which he or she in his or her capacity as a registered person is entitled to perform, until such time as the suspension of his or her registration is lifted. (section 19(3)).

LEGISLATIVE REQUIREMENTS

- The Constitution of the Republic of South Africa, 1996.
- The Health Professions Act, Act 56 of 1974.
- Protection of Personal Information Act, 2013.
- Promotion of Administrative Justice Act 2 of 2000.
- Promotion of Access to Information Act, 2000.

LEGISLATIVE REQUIREMENTS

- Every SA citizen has the right to choose their trade, occupation or profession freely. The practice of a trade, occupation or profession may be regulated by law (Sec 22 of the Constitution).
- Registration is a pre-requisite for practicing a profession registrable in terms of the Act (Sec 17 of HPA).
- Practicing without active registration – constitutes criminal offence (Section 36 & 39 of the Health Professions Act, 1974).

LEGISLATIVE REQUIREMENTS

- In terms of section 39(1) of the HPA, no person shall perform any act deemed to be an act pertaining to any health profession as may be prescribed under this Act unless he or she-

(a) is registered in terms of this Act in respect of such profession;

(b) (i) is registered in terms of the HPA in respect of any other profession referred to in section 33 to which such act is also deemed to pertain; or

LEGISLATIVE REQUIREMENTS

(ii) practises a health profession in respect of which the registrar in terms of the HPA keeps a register and such act is deemed to be an act which also pertains to such profession;

(e) is registered or enrolled as a nurse under the Nursing Act, 1978 (Act No. 50 of 1978), and such act is an act which also pertains to the profession of a nurse. In terms of section 39(2) of the HPA a person who contravenes subsection (1) shall be guilty of an offence and on conviction is liable to a fine or to imprisonment, or to both a fine and such imprisonment.

LEGISLATIVE REQUIREMENTS

In terms of section 40 of the HPA, any person who is not registered in respect of any health profession, but-

(a) pretends to be so registered in respect of such profession; or

(b) uses any name, title, description or symbol indicating, or calculated to lead persons to infer that he or she is the holder of any qualification which by rule under this Act is recognized by the relevant professional board as acceptable for registration in respect

c) uses any name declared by regulation to be a name which may not be used, shall be guilty of an offence and on conviction liable to a fine or to imprisonment for a period not exceeding five years, or to both a fine and such imprisonment.

PRIMARY SOURCE VERIFICATION

Undergraduate SA Student Registration

- The university admin personnel provide the HPCSA with a list of students admitted to the program accompanied by the duly signed official letter signed by the HOD and Dean of the faculty confirming the program.
- The list also has compulsory contact information in the form of mobile numbers, email addresses and physical addresses

PRIMARY SOURCE VERIFICATION

Practitioner Registration, Prescribed Qualifications

- Verification of work integrated learning is conducted by a Committee of the Board.
- Confirmation of training is signed off by the trainers. Trainees are in the appropriate register and allocated post numebrs.
- The university admin personnel provide the HPCSA with a list of students admitted to the program accompanied by the duly signed official letter signed by the HOD and Dean of the faculty confirming the program.
- The list also has compulsory contact information in the form of mobile numbers, email addresses and physical addresses

PRIMARY SOURCE VERIFICATION

Registered Practitioners

- Regulatory Bodies verify the registered practitioners' credentials, by submitting verification forms issued by the HPCSA. The verification includes confirmation of the scope of profession in line with the registered profession and category of registration.
- Department of International Relations and Corporations and Embassies verify medical reports issued by health practitioners for issuance of VISA.

REGISTRATION PROCESSES

- **Business Processes Re-engineering** is a necessary pain.
- The brown paper exercise helps business to focus on the **granular process** and enables one to identify gaps and opportunities for improvement.
- Map clearly defined **end-to-end business processes**. Process determine the operating system that should be utilised for registrations.

REGISTRATION PROCESSES

- Process of registering graduates' entails loading a file containing the list of names. Each file is sorted per Professional Board, Register and category of registration.
- The graduate file includes the qualifications and category of registration.
- HPCSA uses 2 operating systems which has defined business processes with embedded workflows.
- Business conducted a base line of the various processes of registration to determine the **turnaround times**.
- Implement transparent processes

REGISTRATION SYSTEMS

Database

- Create a **database** of prescribed qualifications and link them per university and per profession.
- Classify the qualification under basic or additional qualification.
- Administrators access back-end of the admin system to input, modify data.
- Conduct **regular data clean-ups** to ensure a credible database.
- Design the system in a way that personnel should have limited data capturing to reduce the risk of human errors.

REGISTRATION SYSTEMS

Password protected access

- Allocate unique usernames.
- Prompt users to update their password regularly to avoid fraudulent activities.
- Mitigate the **risk of fraudulent registrations** by creating an audit log that indicates date and time user processed an application.
- Load the rights of the users in line with the delegation's matrix.

HPCSA REGISTRATION SYSTEM / SOFTWARE

- HPCSA has invested in an **Enterprise Business Solution**. A case management system that manages the progression of the registration in various categories.
- The platform has capability of **electronic document management**. The practitioner's application is archived against their profile upon receipt by the Council, its accessible to all personnel and cannot be deleted. Images are stored on the **content server** that is back-up daily.
- The case management system has a built-in notifications platform that sends short message system (sms) to the practitioner at various stages of the process of registration, category change and or restoration.

HPCSA REGISTRATION SYSTEM / SOFTWARE

- The **Online platform** enables practitioners to log service requests. The platform provides transparency in that practitioners note who the incidents is assigned to, view all stages of their incidents as their being processed and communicate through the incidents which generates emails.
- The platform has a **dashboard** which provides Management with a complete view of incidents received, who they have been assigned to, the status of the incidents and better management of **turnaround times**.
- The system has an **audit log** that provides a log of all the tasks concluded per case. The log provides for date, time, official name. The log is not editable.

HPCSA REGISTRATION SYSTEM / SOFTWARE

- Officials conduct a desktop assessment through the show documents that retrieves documents that are scanned against the case and process a compliant application.
- The **tools of trade** enable officials to work remotely, and they can access the database by logging in the virtual private network.
- **Define business rules** that determine the process flow. An official cannot process a registration from end-to-end. The rules engine provides for various lines of tasks and is linked to the delegation's matrix.

HPCSA REGISTRATION SYSTEM / SOFTWARE

- The deployed solution of the online platform has enabled registration to improve the turnaround times for registration of students and graduates to 3.5 working days.
- The applicant has control over their registration once it has been logged through the file upload.
- The applicant receives an email with a link that enables them to proceed with their registration, accept a declaration which leads to an invoice being generated.

HPCSA REGISTRATION SYSTEM / SOFTWARE

- The **unique registration number** is generated once the invoice has been paid in full.
- Registration numbers are derived from a built-in algorithm that ensures that the same numbers does not duplicate.
- The practitioner has access to their registration certificate and a practicing card.
- The practicing certificate has a **QR code** which when scanned provides for real-time connection to the register and provides the registration status, qualifications and categories registered.

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