CIRCULAR H 119/2012 (REVISED VERSION OF CIRCULAR H74/2011)

TO: ALL HEADS OF CHIEF DIRECTORATES/DIRECTORATES/REGIONS/DISTRICTS/INSTITUTIONS/NURSING MANAGERS

IMPLEMENTATION AND TRAINING PROCEDURES OF THE NURSING INFORMATION MANAGEMENT SYSTEMS (NIMS)

1. **BACKGROUND**

   Currently there is no standardization of the procurement process of agency nursing staff within the Department. In addition the current system is a manual process which involves telephone calls, emails and faxes between the respective health facilities and the nursing agencies.

   The Department therefore embarked on a process to standardize the booking of agency nurses using a computerized procurement system, namely, NIMS

2. **FUTURE SITUATION**

   NIMS will automate the Agency Nursing staff procurement process thereby streamlining the process and thus reducing the usage of telephone calls and faxes as a means of communication.

   2.1 The following components have been identified in the proposed Agency Nursing staff procurement process:

   2.1.1 Request for agency staff will be done electronically via NIMS by the designated staff

   2.1.2 Electronic approval of requests will be the responsibility of the Deputy Nursing Manager:

   2.1.3 <u>Standardized booking system</u>: once requests are electronically approved they will be immediately available on the internet for the nursing agencies to nominate against:

   2.1.4 <u>Evaluation and monitor Bids</u>: The bids will be evaluated against the rates the agencies charge, the qualifications of the nursing staff, the quality performance history, current South African Nursing Council (SANC) registration. Upon verification of the above the Deputy Nursing Managers will endorse the closing of the requests

   2.1.5 <u>Orders</u>: The Deputy Nursing Managers will be able to order staff electronically via NIMS. Nursing Agency attendance schedules will be generated which can be used for monitoring of attendance:

   2.1.6 <u>Agency staff verification</u>: The SANC receipt and proof of identity of the nursing staff is a requirement and must be adhered to at all times

   2.1.7 <u>Agency staff management</u>: The Department will request agency staff information which will be captured on NIMS

   2.1.8 <u>Monitoring attendance</u>: Agency staff attendance reports will be available via NIMS upon request

   2.1.9 <u>Invoicing and Requisitions</u>: Information on the system will be used to verify invoices and requisitions

   2.1.10 <u>Management reports</u>: will be available via NIMS upon request

   2.1.11 <u>Quality management</u>: Records will be kept on staff quality performance issues and will be available to any health facility that captures/requests on NIMS

   2.1.12 A Provincial Nursing Information Management System Coordinator has been appointed and in conjunction with CE-Innovation will provide training to the identified agency clerks of the respective Health Facilities.

3. ROLES AND RESPONSIBILITIES

3.1. The system will enable the following:

3.1.1 monitoring and control of Nursing Agency utilization and expenditure:

3.1.2 Generate monthly reports on Nursing Agencies who are under performing

3.1.3 The nursing Agencies to capture and continually update their Nurses' details:

3.1.4 Record attendance and absenteeism of agency staff:

3.1.5 Nursing Management Finance Reports (NMFR) as required:

3.2 The Directorate Nursing Services will be responsible for the following:

3.2.1 Set up Quarterly meetings with the Nursing Agencies and Nursing Managers:

3.2.2 Liaise with the NIMS application support staff

3.2.3 Receive any correspondence / queries related to NIMS and provide on-going support;

3.2.4 Train staff at Nursing Agencies and at other facilities on NIMS

3.2.5 Provide a Training Manual and Standard Operating Procedure w.r.t. the NIMS Systems;

3.2.6 Monitor data quality;

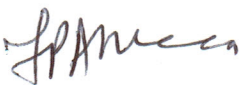3.2.7 Monitor and evaluate the implementation of the system;

3.3 Nursing managers responsibility includes ensuring the following:

3.3.1 The Circular 185/2010 dated 21 December 2010 regarding overtime management and Performance of Remuneration Work Outside the Public Services (RWOPS) registers / databases be adhered to at all times;

3.3.2 Agency staff has the necessary competencies within their scope of practice required for the specific services.

4. PROCEDURE FOR THE TRAINING AND IMPLEMENTATION OF THE NURSING INFORMATION MANAGEMENT SYSTEM

Refer to attached annexure A, Standard Operating Procedure (SOP)

5. IMPLEMENTATION PROCESS

The department has approved the implementation of NIMS to procure nursing agency services. For this reason **ALL** facilities where the system has been implemented must ensure maximal utilization of the system with immediate effect. With the continued roll-out of NIMS the same will apply as from activation date. Kindly note, that this system replaces the manual system of contacting the nursing agencies directly.

FLORENCE AFRICA
DIRECTOR: DIRECTORATE NURSING SERVICES
DATE: 14/08/2012

NIMS (NURSING INFORMATION MANAGEMENT SYSTEM) Computerized procurement system for WC DOH facilities and Nursing Agencies	Reference No:Contract Notice 82/2009 and SCM Bid No. WCDOH 65/2009 NIMS Framework

Start

STAKEHOLDERS:
1. Western Cape Provincial Department of Health (WC DOH) facilities/hospitals
2. Nursing Agencies on current Tender with WC DOH until December 2011
3. Supply Chain Management SCM prescripts and PFMA regulations apply

REQUIREMENTS:
1. For the WC DOH facilities, the requirements include access to Intranet and link to NIMS for the WC DOH, demonstration of NIMS computerized booking system and a step-by-step Training Manual
2. For the Nursing Agencies the requirements include access to the Internet, desktop computers and or laptops, a link to the NIMS, demonstration of NIMS and a step-by-step manual, supplying Minimum data of their nurses on NIMS

Step 1: WC DOH health facilities place a Request either Planned or Emergency for Agency staff on NIMS and send/post the request via NIMS which will inform Nursing Agencies via email.

Step 2: These requests are approved by the Ward Sister in Charge and the process is overseen by the Deputy Nursing Manager

Step 3. The For the WC DOH facilities, the requirements include access to Intranet and link to NIMS for the WC DOH, demonstration of NIMS computerized booking system and a step-by-step Training Manual.
For the Nursing Agencies the requirements include access to the Internet, desktop computers and or laptops, a link to the NIMS, demonstration of NIMS and a step-by-step manual and supplying Minimum

Step 4. The health facilities do the selection of the received nurses and confirm orders to the successful Agency via NIMS

Step 5. Requirements Include that Nursing Agencies must ensure that Nurses wear their Identification badges with the SANC no. whilst on duty at the WC DOH facilities and that these nurses sign in and out on the Attendance Registers

Step 6. The Attendance of staff is recorded on NIMS for future reference and also enables the computerized system to calculate cost/s and generate an Invoice for reference purposes

Step 7. The process of this request is completed when the Nursing Agency Invoice is submitted the WC DOH facility

Monitoring & Evaluation
M&E will be on an on-going basis done via visits and meetings.
Quality Management Reports will also be completed for relevant negative incidents pertaining to Nursing Agency nurses