



**planning, monitoring
& evaluation**

Department:
Planning, Monitoring and Evaluation
REPUBLIC OF SOUTH AFRICA

FM Health Staff Monitoring Tool
2018/2019



Department of Planning, Monitoring and Evaluation		Province:
Details of the Monitoring Site		
Name of the Organisation		
District		
Municipality		
Street Address		
Date of the visit		
Details of the Interviewee		
Name and Surname		
Contact Details	Telephone	
	E-mail	
	Other	
Details of the Monitor		
Name and Surname		
Contact Details	Telephone	
	E-mail	
	Other	

Signature of Monitor

Date

CONTENT	QUESTIONS
Background of the Hospital	Is this a regional or provincial hospital?
	When was it established?
	What is the area/municipal population size?
	What are the type of services offered by this hospital?
	From the services the hospital is meant to provide to the targeted communities, which of those are you not able to provide and why?
Organogram of the organization	How many staff members are in the full establishment of the facility?
	How many positions are filled? Approved organogram to be submitted as evidence)
	If all posts are not filled, what is the reason?
Management of staff members	How many people in management?
	How often does the management meet?
	How often does the management meet the staff members?
Targeted Communities	Who are the targeted communities supposed to be catered for by the hospital?
	To what extent does the hospital cover the targeted areas?

	If there are areas that are not covered as expected, what would be the reason?
Budget and any source of funding	What is the primary source of the hospital's budget?
	How much is the annual budget?
	If there is any additional annual income received, please specify: Source: Amount:
	If there has been any donation received in the current financial year, please specify: The nature: Source: Amount:
Hospital Performance Indicators	Explain the hospital performance with regards to In-hospital bed utilisation rate
	How is the hospital performing with regards to the Average length of stay (ALOS)
	How is the hospital performing with regards to decreasing the Maternal mortality rate?

	Highlight key areas of achievement for 2017/18?
	Highlight key areas of achievement for 2018/19?
	What are the challenges experienced?
	What are the measures identified to address the challenges?
Infrastructure	Extract from the FSDM current tool
Safety	Exctract from the FSDM tool
Redress Mechanism/s	What are the mechanisms for handling complaints from the members of the public?
	How does the facility handle complaints and grievances from internal stakeholders?
Evaluation and Analysis	

Recommendations:
Improvement Plan