

2. BACKGROUND

- 2.1 The Office of Health Standards Compliance was established by section 77(1) of the National Health Act, 2003 (Act No. 61 of 2003), which recognised the need to foster good quality health services. The rationale behind the establishment of the Office was to put in place institutional mechanisms, to advise on how to improve quality of care, monitor, enforce and report on non-compliance with the prescribed norms and standards.
- 2.2 The norms and standards for different types of health establishments were developed to ensure that users receive health services at the acceptable standard.
- 2.3 The following are some of the activities that the Office is enjoined to perform as part of its responsibilities—
- a. Inspect health establishments to ensure compliance with the prescribed norms and standards;
 - b. Certify health establishments found to be compliant with the prescribed norms and standards;
 - c. Enforce compliance with the prescribed norms and standards;
 - d. Provide guidance and support on the interpretation and application of the prescribed norms and standards; and
 - e. Investigate complaints relating to the breaches of the prescribed norms and standards.

3. THE PURPOSE OF THE ENFORCEMENT POLICY

- 3.1 The purpose of the Enforcement Policy is to set out the approach to be followed by the Office in enforcing compliance by health establishments with the prescribed norms and standards to guide its employees, the Board as well as the categories of health establishments to whom the prescribed norms and standards apply.
- 3.2 This Enforcement Policy also sets out the roles and responsibilities of the stakeholders.