



MINISTRY
PUBLIC SERVICE AND ADMINISTRATION
REPUBLIC OF SOUTH AFRICA

NATIONAL BATHO PELE AND INNOVATION AWARDS 2024 PROFILE SUMMARIES

1. Replication and Adaptation of an Innovative Solution

- The **Speedy-Q system** was implemented at Edenvale Hospital Outpatients Pharmacy to reduce patient waiting times. The system, which focuses on housekeeping and patient categorization, has reduced waiting times by 73%. The system, which includes a pharmacist and assistant team operating each window, has been successful in reducing waiting times by 73%. The system has been easily replicable and has significantly improved service delivery in the pharmacy.
- The **Physiotherapy Peer Review project** in Gauteng aimed to improve the efficiency and effectiveness of physiotherapy services. The project involved standardizing documents, improving communication, and implementing standard operation procedures (SOPs) within the cluster. The project also introduced ICU experiential learning to cover community placements in hospitals without ICUs. The project resulted in the development of 15 SOPs and ICU experiential learning for all 20 facilities.
- The **Triage clinic**, established in 2018, aimed to help patients and their families navigate a complex referral system. The clinic provided interdisciplinary screening services for children at risk of hearing, communication, and feeding disorders, reducing waiting times and improving service delivery. The triage service increased access to 7276 paediatric patients and reduced referrals of children with normal hearing into the paediatric diagnostic clinic.

2. Citizen Focused Innovation Harnessing non- ICT Solutions

- The **Road Accident Fund (RAF) Driver Wellness Programme**, a mobile clinic, offers free eye and general health checks to long-distance taxis, trucks, and bus drivers in high accident spots. It supports the National Road Safety Strategy and reduces accidents in targeted areas.
- **Broselow Paediatric Emergency Reference Tape Inspired Resuscitation Boxes for Primary Healthcare Facilities:** Mitchells Plain community health center developed Broselow Paediatric Emergency Reference Tape Inspired Resuscitation Boxes for primary healthcare facilities. The boxes use Broselow sleeve/tape to assess a child's weight and have a checklist for equipment. The shift leader ensures the equipment is replaced and sealed after resuscitation. This innovative solution reduces anxiety during resuscitations, shortens the time from start to intubation, and prevents fatalities and morbidity.
- **Quality Improvement projection triaging & fast-tracking maternity patients – Mpumalanga:** The project in Mpumalanga aims to improve maternal care by triaging and fast-tracking maternity patients. It creates a standardized system for assessing and prioritizing urgency, improving immediate diagnosis and management, and reducing bottlenecks in obstetric emergencies.
- **eThekwini Mobile App – Kwazulu-Natal:** The eThekwini Municipality has redesigned its mobile app to improve customer engagement and service quality. With over 300,000 registered users, the app offers a technology-driven platform, reducing contact center calls and foot traffic.

3. Innovation Harnessing Technology (ICT & Other frontier Technologies)

- **TeleICU - Saving lives from a distance – Western Cape:** George Regional Hospital and Groote Schuur Hospital have implemented a telehealth service using robotics to improve healthcare delivery in underdeveloped and rural areas. The service allows real-time consultations between specialists, enhancing patient care, facilitating multidisciplinary collaboration, and improving staff satisfaction. The initiative serves as a model for sustainable healthcare innovation, promoting patient-centered care and staff development.
- **Disaster Damage Rapid Assessment App – Western Cape:** The Western Cape department has implemented a Disaster Damage Rapid Assessment App using ArcGIS Survey123 and PowerBI for data collection and analysis. This innovative tool has proven useful during multiple flood events, providing detailed information and aiding response efforts, avoiding new expenses and maintaining minimal financial impact.

- **Overberg Education District Learner Transport Scheme APP- Western Cape:** The Overberg Education District Learner Transport Scheme APP in the Western Cape is a user-friendly, accessible, and cost-effective tool for schools. It streamlines processes, improves communication, and enhances decision-making, benefiting school administration and learners' safety. The app reduces waiting times for information and resources, allowing schools to focus on more important aspects of education delivery.
- **Court Watching Brief – Western Cape:** The Court Watching Brief – Western Cape has developed an automated tool to capture data from court records, ensuring quality and accuracy. The system uses a QR Code and uploads data to a central database for analysis. This shift improves efficiency, allows for better case tracking, and aids informed decision-making.

4. Best General of the Year

- **Gauteng Dept of Health, Tara Hospital: Adolphine Molokoane**, a cleaner and housekeeper at Tara Hospital, is a champion in quality assurance. She ensures nurses' homes are clean, provides advice, and adheres to protocols. She has implemented a weekly walkabout schedule to monitor the hospital's state, leading to significant improvements in the department. Patients are now enjoying the benefits of these changes, and audit results show a higher standard of cleaning. Molokoane consults patients and staff before introducing new ways of doing work, ensuring services are rendered and providing redress and support if services do not meet standard.
- **Riverpark Clinic: Martha Maboko**, a dedicated and meticulous general worker at Riverpark Clinic, is a standout in the Gauteng Dept of Health. She maintains high cleaning standards, consistently delivers exceptional results, and has received outstanding PEC results for cleanliness. Maboko's leadership and efficient use of cleaning supplies have contributed to the clinic's outstanding cleanliness and budget-friendly operations.

5. Best Frontline Employee of the Year

- **Dr. Roland Kroukamp**, a Family Physician at the Mitchells Plain CHC, is known for his infectious energy, knowledge, and caring attitude. He treats everyone equally and takes the lead in achieving service delivery goals. Kroukamp addresses complaints promptly and embodies Batho Pele principles in his daily duties. During the COVID pandemic, he was resilient, agile, and dependable, providing technical support to various institutions. He led the implementation of guidelines, ensuring services were delivered in communities and reorganizing care around community needs. He also provided talks at religious institutions and civil society groups to address vaccine hesitancy and promote vaccine uptake. Kroukamp assists the department with social media messaging, conducts job training for staff, and encourages staff wellness activities and overall wellbeing. He

was the Western Cape Government's Gold winner for the Best Frontline Service Delivery Employee in 2023.

- **Mr. Deon Terry**, a resident of a volatile area with frequent gang violence, works closely with community members to ensure access to emergency care. He has trained hundreds of Emergency First Aid Responders (EFARS) and built strong partnerships with volunteer ambulance services. He worked with False Bay Hospital to convert an old storage room into a satellite ambulance station, allowing an ambulance station closer to Ocean View and Masiphumelele. Deon has been training EFARs for years and has taken the EFAR program to the next level by starting a Community First Responder (CFAR) Program in Oceanview and Masiphumelele. The CFAR program builds on training and prioritizes community organizing and network building. Deon has arranged extra lessons for CFARs to improve their Matric marks and is working to secure bursaries for study and paramedic training. His wife reminds him that their home is not the hospital or ambulance, and he provides transport while off duty.

6. Best Institution of the Year

- **Michael Maponya Clinic in Soweto**, with 23 professional nurses and 1 doctor, serves 58,789 residents and handles 153,259 patient visits annually. The clinic aims for equitable, accessible health care and promotes health awareness and community participation. Achieving Platinum Ideal Clinic Status, it excels in patient experience, cleanliness, and medicine availability. The clinic's positive leadership and annual surveys reflect continuous progress. Campaigns for Mother and Child Services have increased antenatal visits and family planning. Staff adhere to the public service code of conduct, and the Clinic Committee ensures transparency. The clinic has received numerous awards, including Platinum Status in 2023, Patient Experience of Care Award, and Best Performance in Clinical Governance.
- **The Free State Department of Sports, Arts, Culture & Recreation (FSSSI) and SA Sport Association for athletes with physical disabilities (SASAPD)** provide services and programs to provincial and national athletes at schools and clubs. They support athletes with highly qualified staff and HP services. In 2023/2024, athletes won 520 medals at Provincial/National Championships, 16 at Continental (Africa) Level, and 18 at International Level. The FSSSI created a link on the FS Academy of Sport's website for athletes to access HP services and share information through social media.
- The **Western Cape Government Contact Centre (WCG-CC)** was established in 2003 under the Department of the Premier and the Directorate e-Government for Citizens. It serves as the first point of contact for citizens to log queries, complaints, or request government services. The centre has achieved excellence in service delivery, innovation, and impact, maintaining a 97% resolution rate and a Net Promoter Score of +10. Its innovative cloud-based connectivity solution and CAN-DO attitude have resulted in excellent citizen feedback and improved service

delivery. The centre embodies Batho Pele principles through citizen-centric services, accessibility, and responsiveness, ensuring that citizens are prioritized and their needs are met.

7. Best Implemented Project of the Year

- The **Western Cape Department of Environmental Affairs** is implementing a community-driven circular economy initiative called "Green Up". The initiative aims to create efficient operational value chains for collecting, separating, and processing recyclable waste, focusing on returnable and crushed glass, in informal and rural communities. The initiative also aims to generate economic impact by fostering job creation and supporting local businesses and entrepreneurs. The social impact includes skills development, inclusivity, safety, and empowerment. The economic impact includes job creation, income, and environmental impact, with over 200 collectors benefiting from the initiative.
- The Soshanguve Automotive School of Specialisation (SOS) has successfully completed an electric car project, showcased green technology innovation and enhanced employability. The project involved students designing and constructing a functional, eco-friendly car powered by lithium-iron phosphate batteries. The project aimed to prepare students for the automotive industry's evolving demands and promote sustainability in the industry. The project has also raised awareness of the importance of green technology and renewable energy, promoting sustainable practices that benefit both the economy and the environment.
- The **Western Cape Education Department's Rapid School Build (RSB)** programme has completed Saxonsea Junior High School and Fisherhaven JHS in 65 and 71 days respectively, resulting in 18 schools in 18 months. The initiative aims to create more accessible and resilient spaces for learning and play in underserved communities.

Awards Ceremony Details:

Date: 29 November 2024

Venue: Radisson Blue Hotel and Conference OR Tambo International Airport

Time: 15H00 for 16H00

Zoom link: https://zoom.us/webinar/register/WN_ta3GW4FyQaq1Sfsa3FF7Zw

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