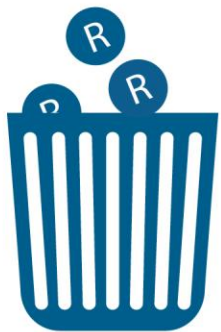


CODES OF GOOD PRACTICE: HEALTHCARE PROVIDER'S PERSPECTIVE

Dr Munyadziwa Kwindu
Ombudsman & Acting Registrar/CEO, Health Professions Council of South Africa



FRAUD, WASTE & ABUSE
WEBINAR

11 & 18 MARCH 2021



IN ASSOCIATION WITH
HPCSA
Health Professions Council of South Africa

INTRODUCTION



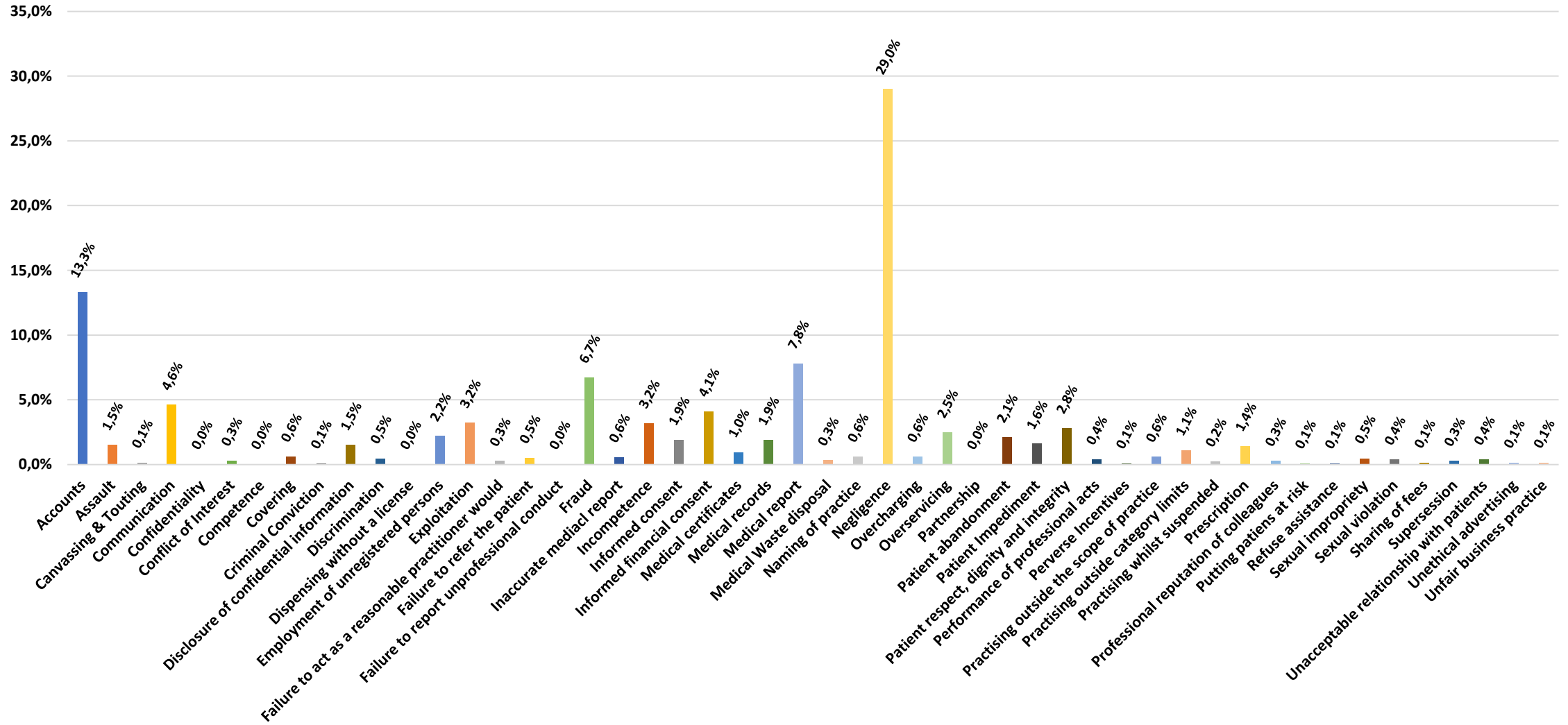
- Mankind was never created to rule over each other.
- Unfortunately, we have more consumers than producers.
- Consumers always look at the world through the lens of what they can get from it, instead of what they can give to it.
- Producers always look at the world through the lens of what they can give to it, instead of what they can get from it: they strive to make something valuable to others...including themselves



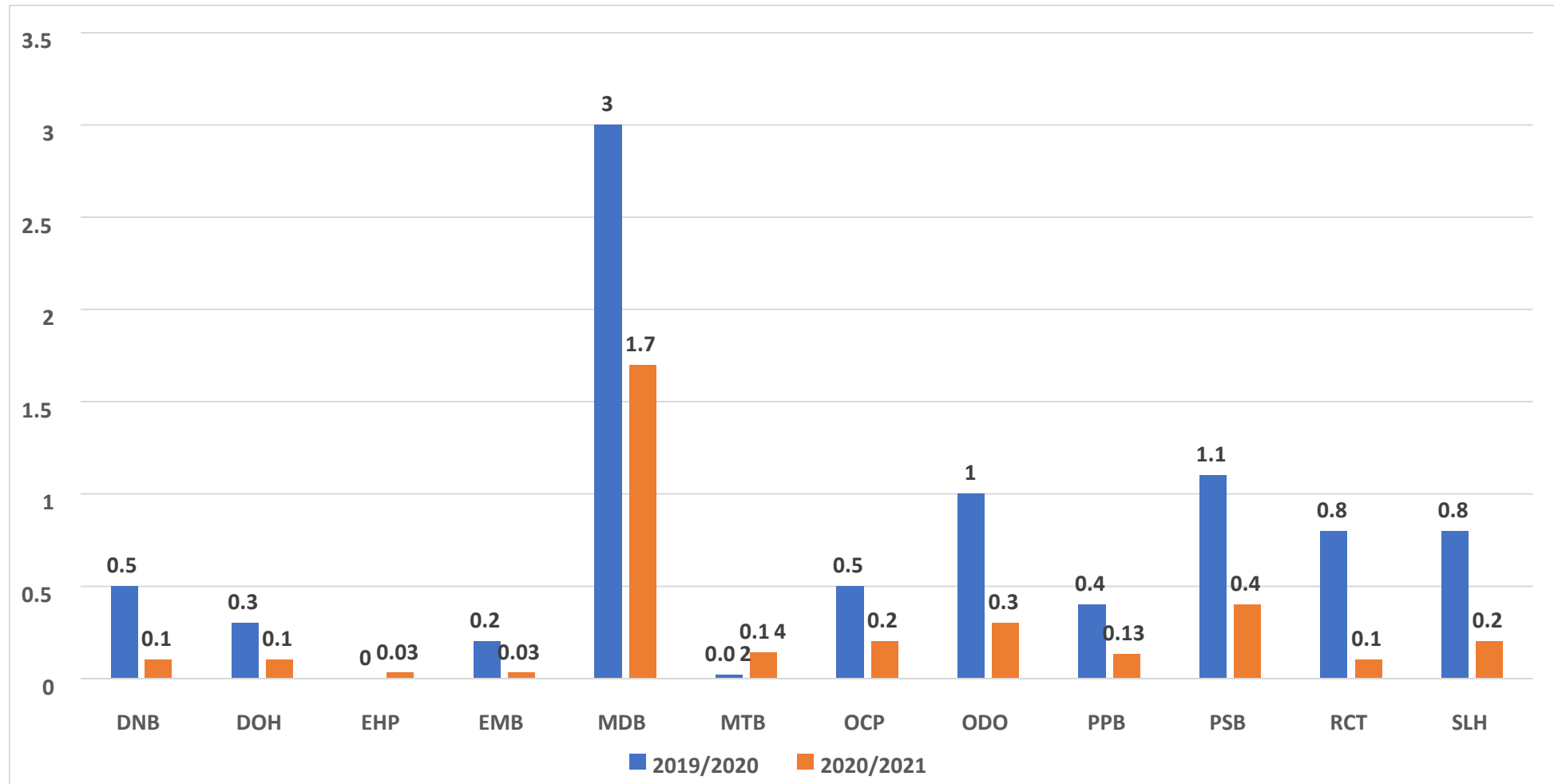
HPCSA COMPLAINTS STATISTICS



NATURE OF COMPLAINTS



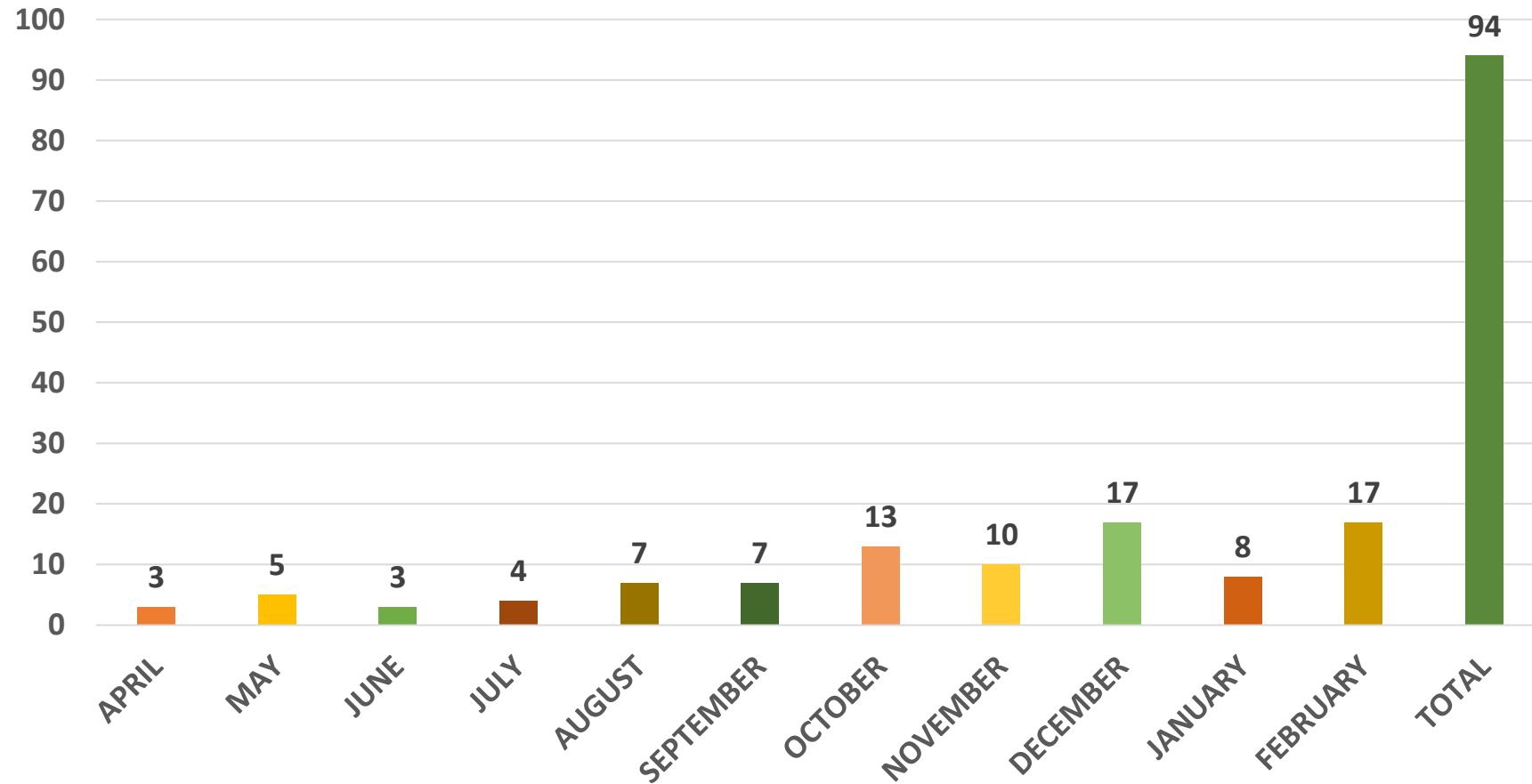
PROPORTIONAL DISTRIBUTION OF COMPLAINTS PER BOARD



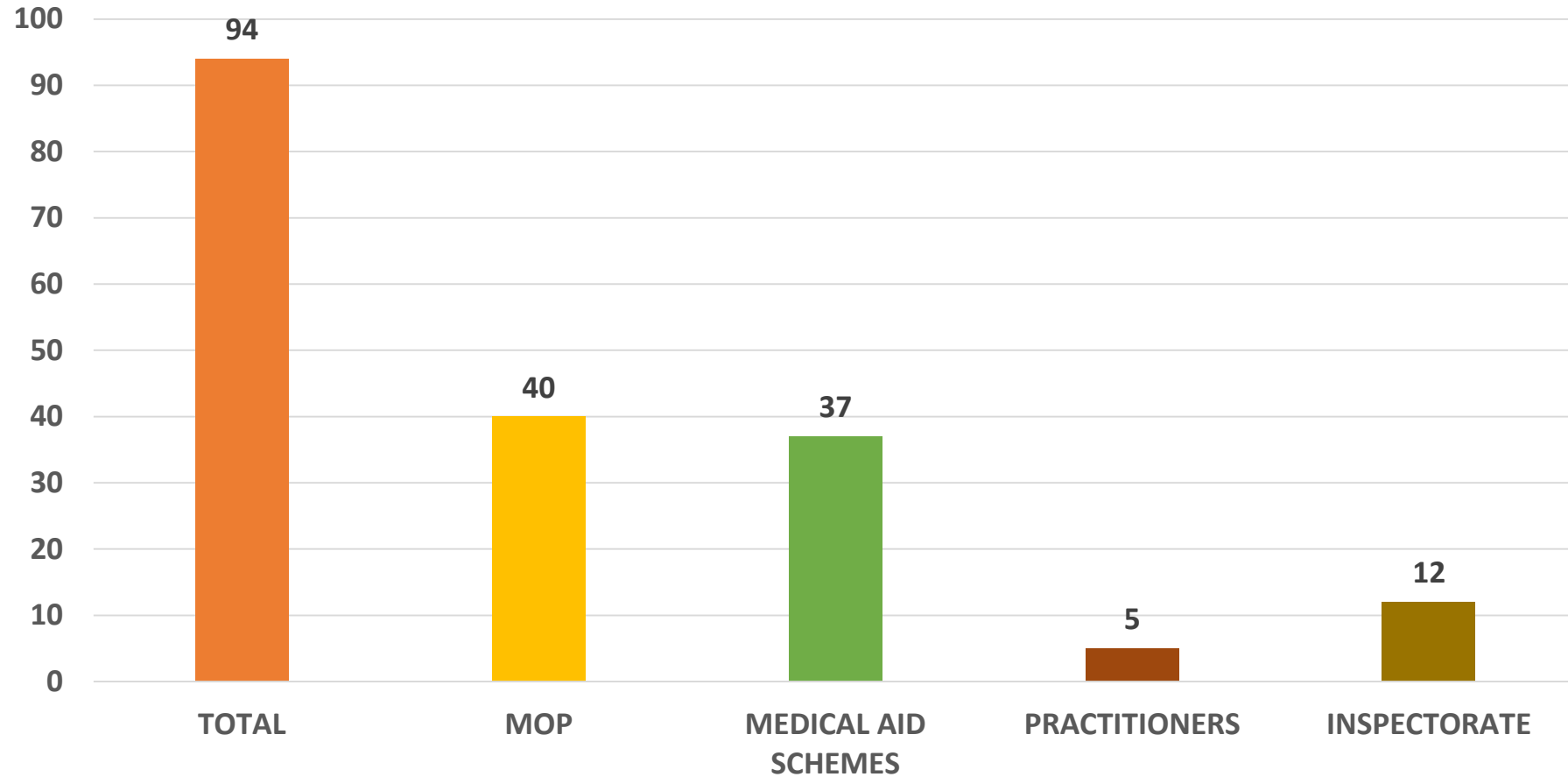
FRAUD RELATED COMPLAINTS: APRIL 2020 – FEBRUARY 2021



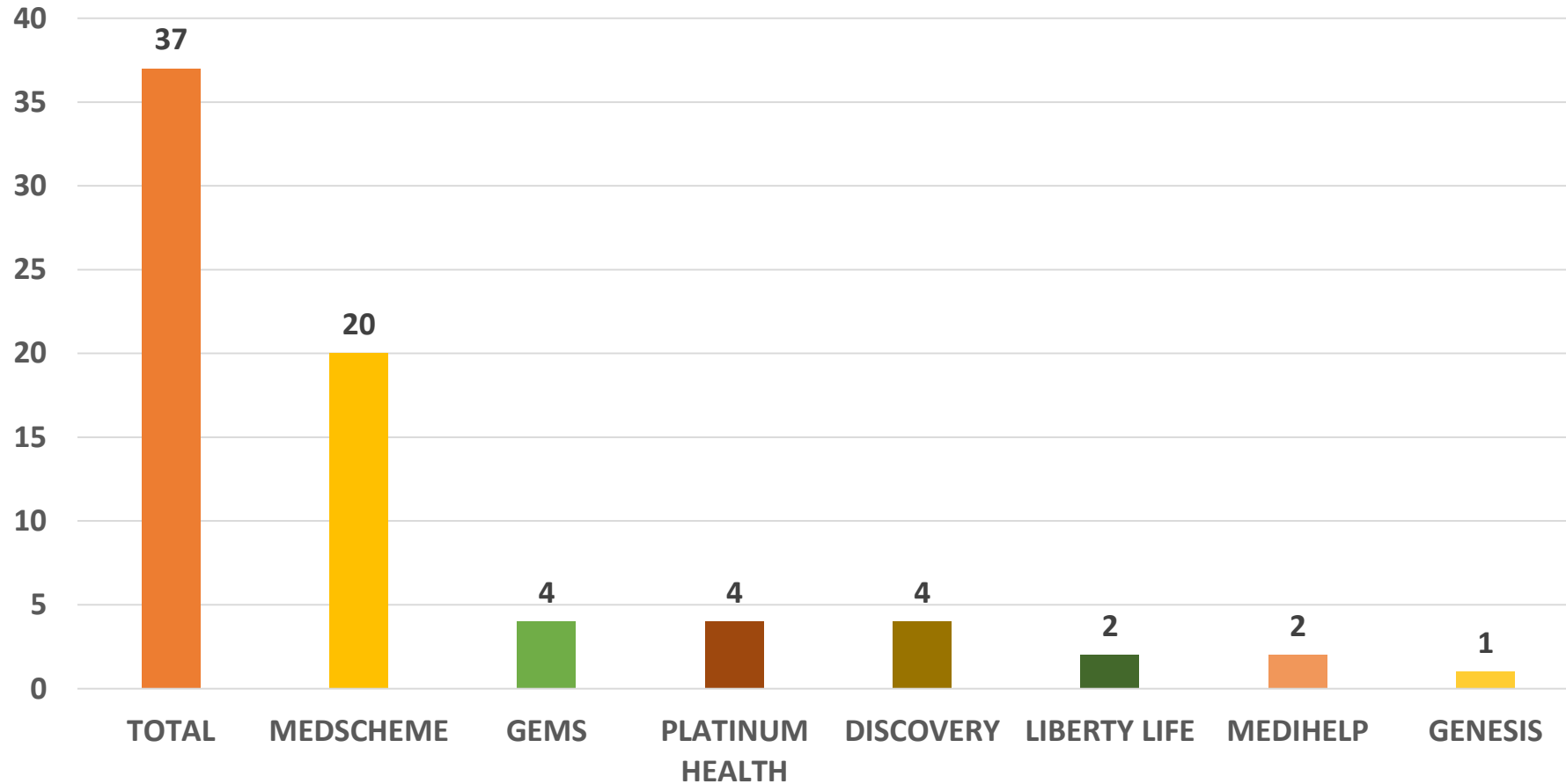
OF FRAUD CASES RECEIVED



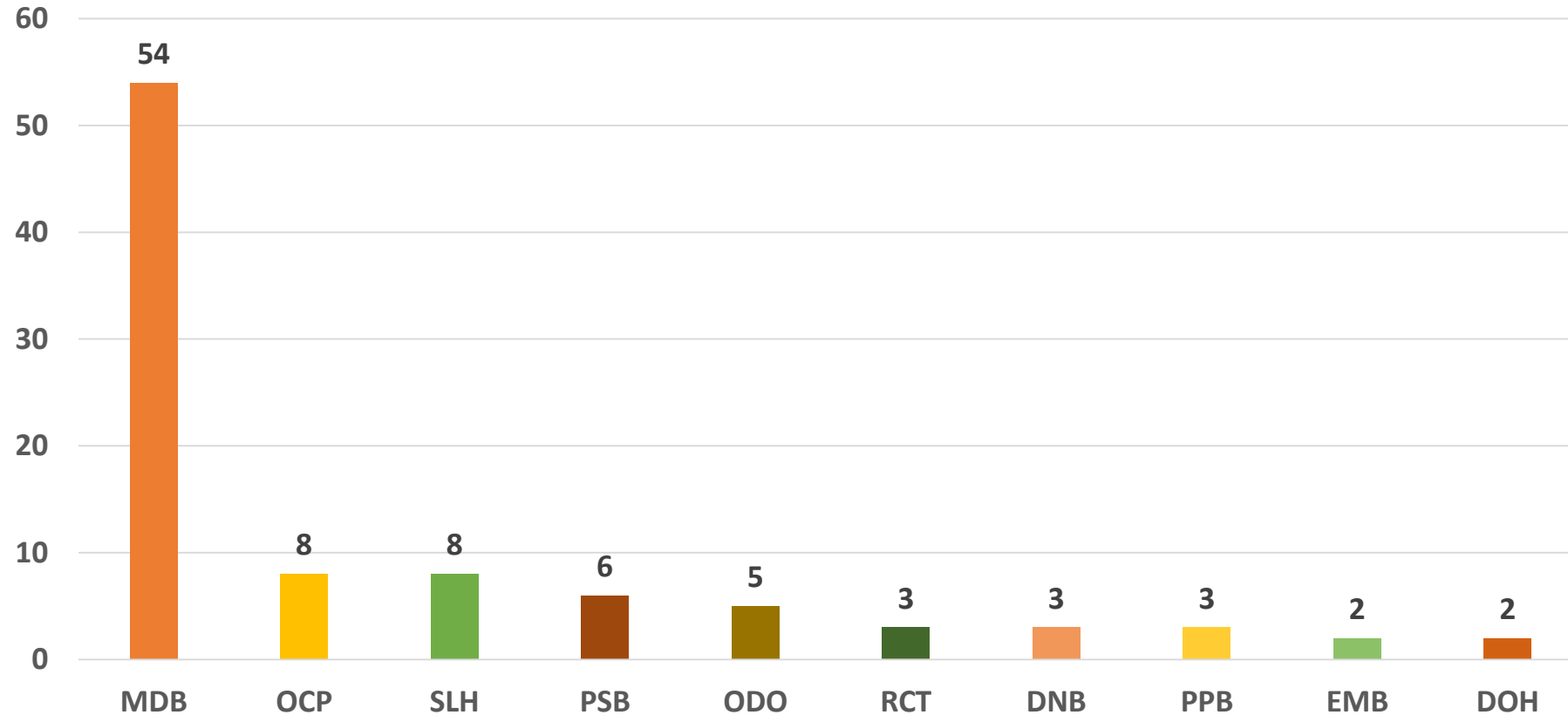
OF COMPLAINTS RECEIVED PER COMPLAINT SOURCE



DISTRIBUTION OF FRAUD CASES PER MEDICAL AID SCHEME



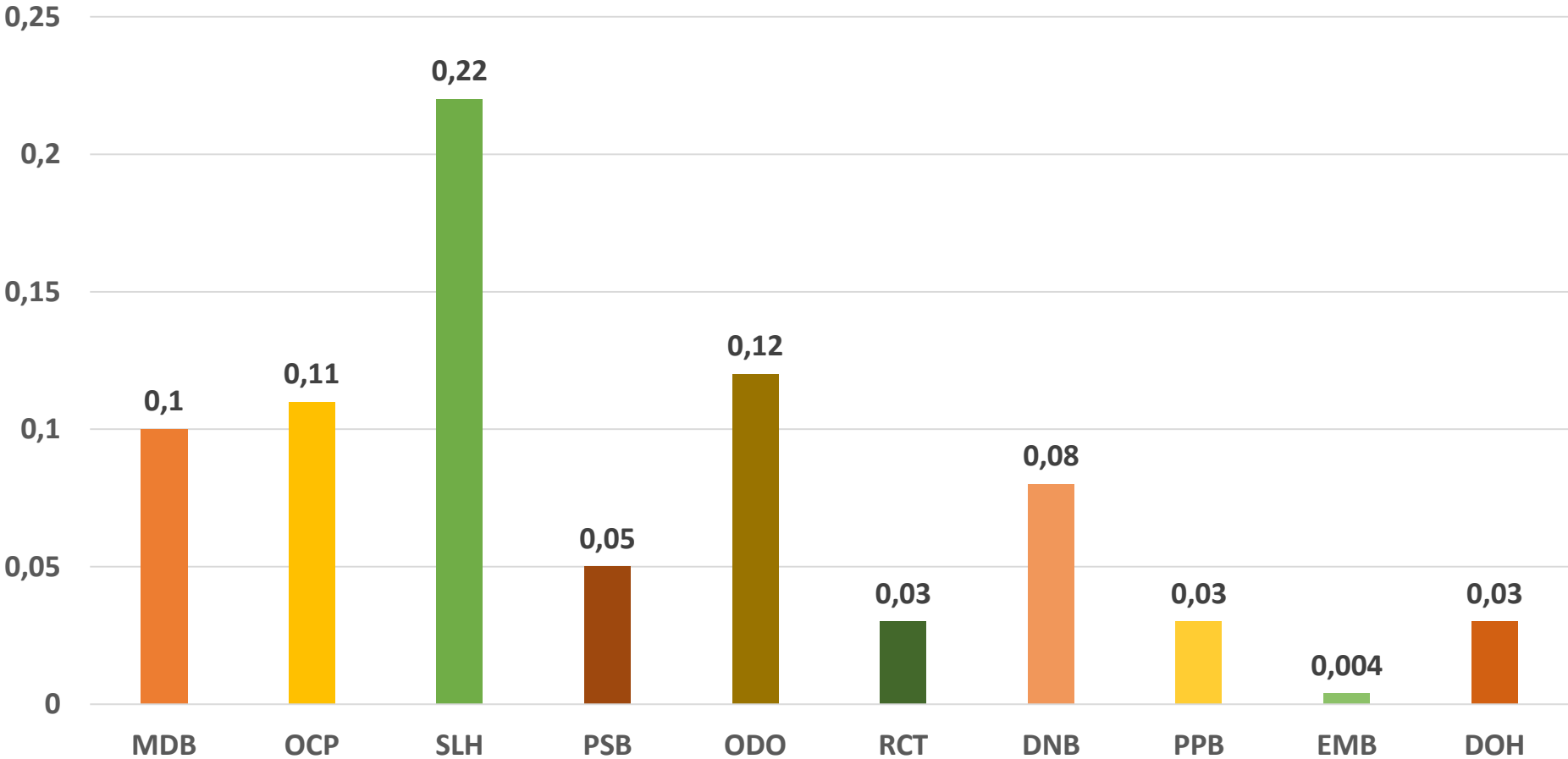
DISTRIBUTION OF FRAUD CASES PER BOARD



PROPORTION OF FRAUD CASES PER BOARD DISTRIBUTION



Chart Title



CODES OF GOOD PRACTICE

- The first booklet on general ethical guidelines contains value-oriented principles and express **the most honorable ideals** to which members of the health profession should subscribe in terms of their conduct.
- Hence the Health Professions Act defines “**unprofessional conduct**” as **improper** or **disgraceful** or **dishonourable** or **unworthy conduct** or conduct which, when regard is had to the profession of a person who is registered in terms of this Act, is improper or disgraceful or dishonourable or unworthy
- Everything ethically required of a professional to maintain good professional practice is grounded in core ethical values and standards
- The core ethical values and standards include the following: Respect for persons, Beneficence, Non-Maleficence, Integrity, truthfulness, compassion, justice, etc.



INTEGRITY

- In terms of ethical rule 27A(c) of the ethical and professional rules, a practitioner **shall at all times** maintain **the highest standards** of **personal conduct** and **integrity**.
- **Integrity** includes:
 - Attributes such as **honesty, truthfulness, straightforwardness**
 - **Absence of lying, cheating, theft**
 - Holding oneself to **consistent** moral and **ethical standards**.



MANAGING POTENTIAL CONFLICTS OF INTERESTS(Clause 5.8)

Health care practitioners should:

- Always seek to give priority to the investigation and treatment of patients solely on the basis of clinical need
- Avoid over-servicing: they should recommend or refer patients for necessary investigations and treatment only, and should prescribe only treatment, drugs or appliances that serve the needs of their patients
- Declare to their patients – verbally and by a displayed notice – any financial interest they may have in institutions, diagnostic equipment, or the like to which they make referrals.
- Refrain from coercing patients or their family members to provide them with gifts or any other undue benefit



OVERSERVICING

Health care practitioners shall not:

- Provide a service or perform or direct certain procedures to be performed on a patient that are neither indicated nor scientific or have been shown to be ineffective, harmful or inappropriate through evidence-based review
- Refer a patient to another health care practitioner for a service or a procedure that is neither indicated nor scientific or have been shown to be ineffective, harmful or inappropriate through evidence-based review

Overservicing by ordering or providing more tests, procedures or care than is strictly necessary, is a common problem in modern healthcare and health care practitioners must therefore not engage in any act that would constitute overservicing of patients



CONCLUSION



“DO UNTO OTHERS WHAT YOU LIKE THEM DO UNTO YOU”



THE END

- THANK YOU
- DR KWINDA M.A
- Tel: 012 338 9388
- Cell: 0820523580
- Email: MunyadziwaK@hpcs.co.za

