



ANNUAL
REPORT

2019

“Promoting Compliance to Healthcare and Training Standards.”



2019 **Annual Report**

“Promoting Compliance to Healthcare
and Training Standards”



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1. OUR PROFILE

(a) Our Mandate

The Council is established under the Health Professions Act No. 24 of 2009 which continues the existence of the Medical Council of Zambia and renames it as the Health Professions Council of Zambia (HPCZ). HPCZ is a regulatory body established under the Health Professions Act No. 24 of 2009 to regulate both the health sector and health professions in Zambia. HPCZ's principal functions include the following:

- Registration of health practitioners and regulation of their professional conduct (Except Nurses & Midwives);
- Licensing of health facilities;
- Accreditation of healthcare services;
- Recognition and approval of training programmes for health practitioners and

(b) Our Shared Vision

"To be a leading regulator of healthcare and training services for public protection."

(c) Our Shared Mission

"To safeguard the quality of healthcare services by regulating and monitoring the professional conduct of health practitioners, health facilities and training institutions."

(d) Our Shared Core Values

- Innovation
- Service Delivery
- Accountability
- Excellence
- Fairness
- Integrity

(e) Our Contact Details

THE REGISTRAR/ CEO – HEAD OFFICE

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Plot 8/1330, Enock Kavu Road
Rhodespark, LUSAKA

Mobile: +260 770 023 6241
Email: info@hpcz.org.zm
Website: www.hpcz.org.zm
Facebook: Health Professions Council of Zambia

REGIONAL OFFICES

NDOLA REGIONAL OFFICE
No. 6 Kenya Road Northrise, NDOLA
Landline: +260 212 272520
Mobile: +260 963 544729

KASAMA REGIONAL OFFICE
Plot 2247, Off Mwamba Road Central Town
KASAMA
Mobile: +260 0974 567777
+260 0979 407172

LIVINGSTONE REGIONAL OFFICE
No. 82 John Hunt Way Road, Central Business District
LIVINGSTONE
Mobile: +260 963 708840
+260 979 407172

2. ACRONYMS AND ABBREVIATIONS

AMCOA	–	Association of Medical Councils of Africa
ART	–	Anti-Retroviral Therapy
ARVs	–	Anti-Retroviral
CAP	–	Chapter
COG	–	Clinical Officer General
COO	–	Clinical Officer Ophthalmology
COA	–	Clinical Officer Anesthesia
CPD	–	Continuing Professional Development
FAMS	–	Financial Accounting Management System
CIDRZ	–	Centre for Infectious Disease Research in Zambia
CHAZ	–	Churches Health Association of Zambia
CHAI	–	Clinton Health Access Initiative
HEA	–	Higher Education Authority
IMS	–	Information Management System
ICT	–	Information Communication Technology
IAMRA	–	International Association of Medical Regulatory Authorities
MC	–	Male Circumcision
MoH	–	Ministry of Health
MoJ	–	Ministry of Justice
NAC	–	National AIDS Council
NMCZ	–	Nursing and Midwifery Council of Zambia
NRDC	–	Natural Resources Development College
HPCZ	–	Health Professions Council of Zambia
GRZ	–	Government of the Republic of Zambia
HIV	–	Human Immunodeficiency Virus
IT	–	Information Technology
SPRO	–	Senior Public Relations Officer
QTR	–	Quarter
RMC	–	Resource Mobilization Committee
RO	–	Registration Officer
UN	–	United Nations
UTH	–	University Teaching Hospital
UNZA	–	University of Zambia
WHO	–	World Health Organisation
ZDFMS	–	Zambia Defence Force Medical Services
ZISSP	–	Zambia Integrated Systems Strengthening Program
ZMA	–	Zambia Medical Association

3. DEFINITION OF TERMINOLOGIES

Accreditation	-	The approval granted by the Council to a licensed health facility to provide one or more medical services relating to the preventive, diagnostic or treatment techniques of a particular disease or organ class.
Health Facility	-	Any site, fixed or mobile, providing services for the prevention, diagnosis and treatment of disease or illness and includes a diagnostic centre, hospice and a hospital.
Health Practitioner	-	A person registered as a health practitioner under section eight (8) of the Health Professions Act.
Specialist	-	A person registered as a specialist under section twelve (12) of the Health Professions Act.
Training Institutions	-	Institutions recognised under the Health Professions Act No. 24 of 2009 of the Laws of Zambia.

4. ACKNOWLEDGMENT

Sincere thanks and deep gratitude goes to the Health Professions Council Zambia (HPCZ) Director – Corporate Services Mr. Innocent Mulenga Kolala for the continued support, encouragement, leadership, and team player he extended, his whole hearted co-operation and guidance to ensure completion of the HPCZ 2019 Annual Report in record time.

With profound regard, HPCZ gratefully acknowledges the Senior Public Relations Officer, Mr. Terry Musonda's effort for facilitating the receipt of Departmental/ Unit submissions, compiling, editing and final production of the HPCZ 2019 Annual Report.

The successful completion of the HPCZ 2019 Annual Report would not have been possible without the support of the following: Director Finance & Planning – Mr. Charles Mafumo, Director Registration – Dr. Kawa Mmembe, Director Inspectorate – Dr. Muchenelah Chibasa, Human Resources and Administration Officer – Mr. Manase Keith Chipako, Manager Licensing and Accreditation – Mr. Fyatilani Chirwa, Training Officer – Mrs. Nandipa Kalenje, Assistant Public Relations Officer – Ms. Mwaka Namfukwe, Personal Assistant to the Registrar – Ms. Liseli Konoso Mwiinga, Information and Technology Officer – Mr. Suwilanji Mwelwa, Training Officer – Mr. Moses Chimfwembe and Public Relations Intern – Ms. Kabesa Mushingi. Special thanks to all for exhibiting team spirit during the production of the 2019 HPCZ Annual Report.

A handwritten signature in black ink, appearing to read "B. Bwalya".

Mr. Bwembya B. Bwalya
REGISTRAR/ CHIEF EXECUTIVE OFFICER
HEALTH PROFESSIONS COUNCIL OF ZAMBIA

5. COUNCIL CHAIRPERSON'S STATEMENT



Dear valued stakeholders and the general public, on behalf of the Third (3rd) Council (Board of Directors) of the Health Professions Council of Zambia (HPCZ), it gives me great pleasure and honour to present to you the 2019 HPCZ Annual Report, a record of achievements as well as lessons.

During the year 2019, the 3rd Council continued to direct policy implementation aimed at regulating the health sector for compliance to the set healthcare and training standards.

This report is inspired by a “Transformative Agenda in Regulating the Health Sector” as prescribed by the Health Professions Council of Zambia 2018-2021 Strategic Plan and executed under the 2019-2021 Action Plan.

The Council continued to roll out a decentralised execution model and organisational restructuring for operational strength and effectiveness. It was done in a bid to supplement efforts by the Government of the Republic of Zambia to take healthcare services as close to the people as possible.

We take note of the massive infrastructural development facilitated by Government in the health sector, which inspired the Council to embark on the construction of a modern three-storey office building in Olympia Extension. The project is expected to complete in 2020.

Special recognition goes to members of the 3rd Council for their steadfast involvement in collectively directing affairs of the Health Professions Council of Zambia.

I wish to commend the Registrar and Chief Executive Officer, Management and Staff of the Health Professions Council of Zambia for the commitment and hard work exhibited during the year 2019.



Dr. Kennedy Malama
CHAIRPERSON OF THE 3RD COUNCIL
HEALTH PROFESSIONS COUNCIL OF ZAMBIA

6. REGISTRAR/ CHIEF EXECUTIVE OFFICER'S STATEMENT



The Health Professions Council of Zambia (HPCZ) is delighted to have produced and circulated the 2019 Annual Report wherein, an analytical overview of its work in the health sector is highlighted.

This Annual Report records successes and challenges faced by the Institution in implementing the planned activities as contained in the 2019-2021 Action Plan.

HPCZ is motivated by the dedication of all stakeholders including Health Practitioners, Health Facilities, Training Institutions and the General Public, a collaboration to which we attribute the more than 50% compliance rate recorded in the year 2019.

The invaluable support of the Government of the Republic of Zambia through the Ministry of Health has continued to provide policy direction, in order to sharpen the Council to improve the attainment of its regulatory mandate of providing the promotion of compliance to healthcare and training standards.

Successes and lessons of the year 2019 in a nutshell took the Health Professions Council of Zambia (HPCZ) a step closer to the vision of being the “leading regulator of health care and training services.”

I now cordially invite you to read the HPCZ 2019 Annual Report and hope you will find the information contained herein both useful and insightful. Do not hesitate to provide feedback to help us continue to improve our service provision.

Mr. Bwembya B. Bwalya
REGISTRAR/ CHIEF EXECUTIVE OFFICER
HEALTH PROFESSIONS COUNCIL OF ZAMBIA

7. MEMBERS OF THE 3RD COUNCIL OF THE HEALTH PROFESSIONS COUNCIL OF ZAMBIA



Dr. Kennedy Malama
Chairperson
Member of the Public



Dr. Elizabeth Chizema Kawesha
Vice Chairperson
Ministry of Health



Dr. Clarence Chiluba
UTH – Adult



Dr. Shailen Desai
Faculty of General Practitioners



Mrs. Bernice C. Mwale
**Zambia Medicine and
Regulatory Authority**



Mrs. Caroline L.C.M. Yeta
**Pharmaceutical Society
of Zambia**



Dr. Abidan Chansa
Zambia Medical Association



Dr. Lonia Mwape
**General Nursing Council
of Zambia**



Dr. Christopher Kapeshi
**Dental Association
of Zambia**



Mrs. Diana M. Shamabobo
Attorney General (MoJ)



Mr. James Kapesa
Member of the Public



Ms. Jane M Chinkusu
Ministry of Higher Education



Prof. Charles Michelo
School of Medicine – UNZA



Brig. Gen. Dr. Mwinga Sheyo
Defence Forces Medical Services



Mr. Robby Makwelele
**Clinical Officers Association
of Zambia**



Ms. Rosemary Zimba
**Churches Health Association
of Zambia**



Mr. Bwembya B. Bwalya
**HPCZ Registrar/ CEO
Secretary**

8. SENIOR MANAGEMENT TEAM

The Senior Management Team of Health Professions Council of Zambia comprises the Registrar who is also the Chief Executive Officer and other Senior Staff. The Senior Management Team runs the day to day operations of the Council and oversees and manages the Council.

During the year under review some changes occurred at Senior Management level. At the time of production of the Annual Report, members of the Senior Management team comprised the following:



Mr. Bwembya B. Bwalya
**Registrar/ CEO
Secretary**



Dr. Kawa Mmembe
Director – Registration



Dr. Muchenelah Chibasa
Director – Inspectorate



Mr. Innocent M. Kolala
**Director –
Corporate Services**



Ms. Mulemwa Muwunei
Manager – Internal Audit



Mr. Charles Mafumo
**Director –
Finance and Planning**

9. CORPORATE GOVERNANCE

HPCZ 2018 - 2021 STRATEGIC PLAN

During the year under consideration, the policy guidance continued to be based on the Health Professions Council of Zambia's 2018-2021 Strategic Plan. It offered a clear direction for the Council's short and long term approaches to strategically execute its mandated as enshrined in the Health Professions Act No. 24 of 2009. The Strategic Plan is aligned to the Seventh National Development Plan (7NDP) of 2017-2021 whose theme is: "Accelerating development efforts towards Vision 2030 without leaving anyone behind."

a. THE COUNCIL (BOARD OF DIRECTORS)

The HPCZ has continued to operate within the tenets of good corporate governance.

The various functions of the Council (Board of Directors), Management and Staff are well spelt out and distinct. As outlined in the Health Professions Act No 24 of 2009 of the Laws of Zambia to avoid any possible conflict of interest.



Minister of Health Hon. Dr. Chitalu Chilufya, MP, MCC

HPCZ comprises the Council (Board of Directors) and the Secretariat. The Council is appointed by the Minister of Health as provided for under **Section 4 (3) Part I Subsection 1 (1) of Health Professions Act No. 24 of 2009 of the Laws of Zambia**. The Council members provide policy direction and guidance and is composed of sixteen (16) members and the Registrar as the Secretary to the Council and to all its various Committees.

c. THE COUNCIL (BOARD OF DIRECTORS) 'S MEETINGS

The first Schedule, Section 4 (2) of the Health Professions Act No. 24 of 2009 of the Laws of Zambia stipulates "The Council shall meet for the transaction at least twice in every three months at such places and times as the Council may determine."

During the year under consideration, the Council (Board of Directors) met four (4) times and attendance is as reflected below:

Table 1: SUMMARY OF ATTENDANCE BY COUNCIL (BOARD) MEMBERS TO MEETINGS HELD DURING THE YEAR 2019

No.	Name	Institution	Position	Jun	July	Oct	Nov	Total Attendance
1	Dr. Kennedy Malama	Member of the Public	Chairperson		✓	✓	✓	03
2	Dr. Elizabeth Chizema Kawesha	Ministry of Health	Vice-Chairperson	✓	✓	✓	✓	04
3	Dr. Shainlen Desai	Faculty of General Practitioners	Member			✓	✓	02
4	Mrs. Caroline Yeta	Pharmaceutical Society of Zambia	Member	✓	✓	✓		03
5	Mr. Robby Makwelele	Clinical Officers Association	Member	✓	✓		✓	03
6	Dr. Christopher Kapesi	Dental Association of Zambia	Member		✓			01
7	Ms. Diana Shamabobo	Attorney General Ministry of Justice	Member	✓	✓	✓	✓	04
8	Mrs. Bernice Mwale	Zambia Medicines Regulatory Authority	Member	✓	✓			02
9	Dr. Abidan Chansa	Zambia Medical Association	Member	✓	✓	✓		03
10	Brig. Gen. Dr. Mwinga Sheyo	Defence Forces Medical Services	Member	✓	✓		✓	03
11	Mr. James Kapesa	Member of the Public	Member	✓	✓	✓	✓	04
12	Mrs. Rosemary Zimba	Churches Health Association of Zambia	Member		✓	✓	✓	03
13	Mrs. Jane Chinkusu	Ministry of Higher Education	Member	✓	✓	✓		03
14	Prof. Lonia Mwape	Nurses & Midwifery Council of Zambia	Member	✓				01
15	Dr. Clarence Chiluba	UTH – Adult	Member		✓	✓		02
16	Prof. Charles Michelo	School of Public Health	Member	✓	✓	✓		03
17	Mr. Bwembya B. Bwalya	Health Professions Council of Zambia	Secretary	✓	✓	✓	✓	04
			Total Quorum	12	15	12	09	48

c. COMMITTEES OF THE COUNCIL

First Schedule, Section 5 (1) of the Health Professions Act No. 24 of 2009 of the Laws of Zambia stipulates that "The Council may, for the purpose of performing its functions under this Act, constitute a Committee and delegate to the Committee such functions of the Council as it considers necessary."

- a) Executive
- b) Health Professional Registration
- c) Health Facility Licensing & Accreditation
- d) Training and Examinations
- e) Finance and Administration
- f) Project and Special Assignments
- g) Disciplinary Committee
- h) Audit, Risk and Compliance

i. Executive Committee

During the period under review, the Executive Committee met three times and attendance is as reflected below:

Table 2: SUMMARY OF EXECUTIVE MEMBERS AND MEETING ATTENDANCE DURING THE YEAR 2019

No.	Name	Institution	Position	Mar	Sep	Dec	Total Attendance
1	Dr. Kennedy Malama	Member of the Public	Chairperson	✓	✓		02
2	Ms. Diana Shamabobo	AG Chambers	V/Chairperson	✓	✓	✓	03
3	Mr. James Kapesa	Member of the Public	Member	✓	✓	✓	03
4	Mr. Mofya Chasala	Member of the Public	Member			✓	01
5	Mr. Bwembya B. Bwalya	HPCZ	Secretary	✓	✓	✓	03
			Total Quorum	04	04	04	

ii. Health Professions Registration

During the period under review, the Health Professions Registration Committee met six times and attendance is as reflected below:

Table 3: SUMMARY OF HEALTH PROFESSIONS REGISTRATION MEMBERS MEETING ATTENDANCE IN 2019

No.	Name	Institution	Position	Jan	Feb	May	Sep	Sep	Dec	Total Attend
1	Dr. Clarence Chiluba	UTH – Adult	Chairperson	✓			✓			02
2	Ms. Rosemary Zimba	CHAZ	V/Chairperson	✓		✓	✓	✓		04
3	Dr. Margret Chibowa	CCHS	Member	✓		✓	✓	✓		04
4	Prof. Trevor Kaile	UNZA – SoM	Member	✓	✓	✓	✓	✓	✓	06
			Total Quorum	04	01	03	04	03	01	16

iii. Health Facility Licensing and Accreditation

During the period under review, the Health Facility Licensing Committee met six times and attendance is as reflected below:

Table 4: SUMMARY OF LICENSING AND ACCREDITATION MEMBERS MEETING ATTENDANCE IN 2019

No.	Name	Institution	Position	Feb	Mar	May	Sep	Dec	Total Attend
1	Dr. Shailen Desai	Faculty of Gen. Practitioners	Chairperson	✓	✓	✓	✓	✓	05
2	Dr. Christopher Kapeshi	Dental Association of Zambia	V/Chairperson	✓		✓	✓	✓	04
3	Dr. Victor Mapulanga	UTH	Member	✓	✓	✓	✓		04
4	Mr. Robby Makwelele	Clinical Association of Zambia	Member	✓	✓	✓	✓	✓	05
5	Ms. Bernice Mwale	ZAMRA	Member	✓	✓	✓			03
6	Dr. Ibrahim Nureni	Victoria Hospital	Member	✓	✓	✓	✓	✓	05
7	Mr. Musonda Mwamba	Mansa Water & Sewerage	Member	✓	✓	✓	✓	✓	05
8	Mr. Bwalya Simunyola	UTH – Children	Member	✓	✓	✓	✓	✓	05
9	Dr. Charles Mutemba	UTH – Adult	Member	✓	✓	✓	✓		04
10	Mr. Bwembya B. Bwalya	HPCZ	Secretary	✓	✓	✓	✓	✓	05
			Total Quorum	10	09	10	09	07	45

iv. Training and Examinations

During the period under review, the Training and Accreditation Committee met nine times and attendance is as reflected below:

Table 6: SUMMARY OF TRAINING AND EXAMINATIONS MEMBERS MEETING ATTENDANCE IN 2019

No.	Name	Institution	Position	Feb	Apr	Jul	Sep	Oct	Total Attend
1	Prof. Charles Michelo	UNZA – SoPH	Chairperson	✓	✓	✓	✓	✓	05
2	Prof. Lonia Mwape	UNZA – SoNS	V/Chairperson		✓		✓	✓	03
3	Dr. Clemence Marimo	CUZ	Member	✓		✓	✓	✓	04
4	Mr. Pilingana Portipher	HPCZ	Member	✓	✓	✓		✓	04
5	Mr. Annel Bowa	CCHS	Member	✓	✓	✓	✓	✓	05
6	Mr. Bwembya B. Bwalya	HPCZ	Secretary	✓	✓		✓	✓	04
			Total Quorum	05	05	04	05	06	

vi. Finance and Administration

During the period under review, the Finance and Administration Committee met seven times and attendance is as reflected below:

Table 7: SUMMARY OF FINANCE AND ADMINISTRATION MEMBERS MEETING ATTENDANCE IN YEAR 2019

No.	Name	Position	Planned Meetings	Meetings Attended
1	Mr. James Kapesa	Chairperson	10	10
2	Ms. Jane Chinkusu	V/Chairperson	10	08
3	Mr. Kelvin M. Sokuni	Member	10	08
4	Ms. Nancy Mwamba	Member	10	08
5	Mr. Lazarus Mulenda	Member	10	08
6	Mr. Bwembya B. Bwalya	Member	10	08

vii. Project and Special Assignments

During the period under review, the Project and Special Assignments Committee met five times and attendance is as reflected below:

Table 8: SUMMARY OF PROJECT AND SPECIAL ASSIGNMENTS MEMBERS MEETING HELD IN YEAR 2019

No.	Name	Institution	Position	Mar	Mar	Dec	Total Attendance
1	Ms. Diana Shamabobo	AG Chambers	Chairperson	✓	✓	✓	03
2	Brig. Gen. Dr. Mwinga Sheyo	Defence Forces Medical Services	V/Chairperson	✓	✓	✓	03
3	Mr. Hyden Banda	Spectra Oil Corporation	Member	✓	✓	✓	03
			Total Quorum	03	03	03	09

viii. Audit Risk and Compliance Committee

During the period under review, the Audit Risk and Compliance Committee met five times and attendance is as reflected below:

Table 9: SUMMARY OF AUDIT, RISK AND COMPLIANCE MEMBER'S MEETING ATTENDANCE IN 2019

No.	Name	Institution	Position	Mar	May	Jun	Sep	Dec	Total Attendance
1	Mrs. Caroline Yeta	Pharmaceutical Society	Chairperson		✓	✓	✓	✓	04
2	Dr. Adidan Chansa	Zambia Medical Association	V/Chairperson		✓	✓		✓	03
3	Mr. Thomas Kaunda	ZRA	Member	✓	✓	✓	✓	✓	05
4	Mr. Chishimba Chilekwa	CC Gabriel & Co.	Member	✓	✓	✓	✓	✓	05
5	Mrs. Sally Sarah Tembo Ross	MoJ – Attorney General's Office	Member	✓			✓	✓	03
6	Mr. Joseph Ngulube	IAPRI	Member		✓	✓	✓		03
			Grand Quorum	03	05	05	05	05	23

10. INTRODUCTION

The 2019 Annual Report highlights key activities undertaken by the HPCZ from 1st January to 31st December 2019 drawing its legal mandate from the Health Professions Council Act No 24 of 2009.

The key activities of the Council as synthesized from the 2018-2021 Strategic Plan fall under six (6) key thematic pillars namely: Human Capital and Operational Excellence, Public Accountability, Infrastructure development, Mobilisation and Management of Resources and Core functions.

The 2019-2021 Action Plan was the basis for HPCZ works during the period under consideration. The statement of intent of: “Transformative Agenda in Regulating the Health Sector” as enshrined in the HPCZ 2018-2021 Strategic Plan has continued to be the driver for the Council to be the leading regulator of health care and training services for public protection.

Institutional Structure

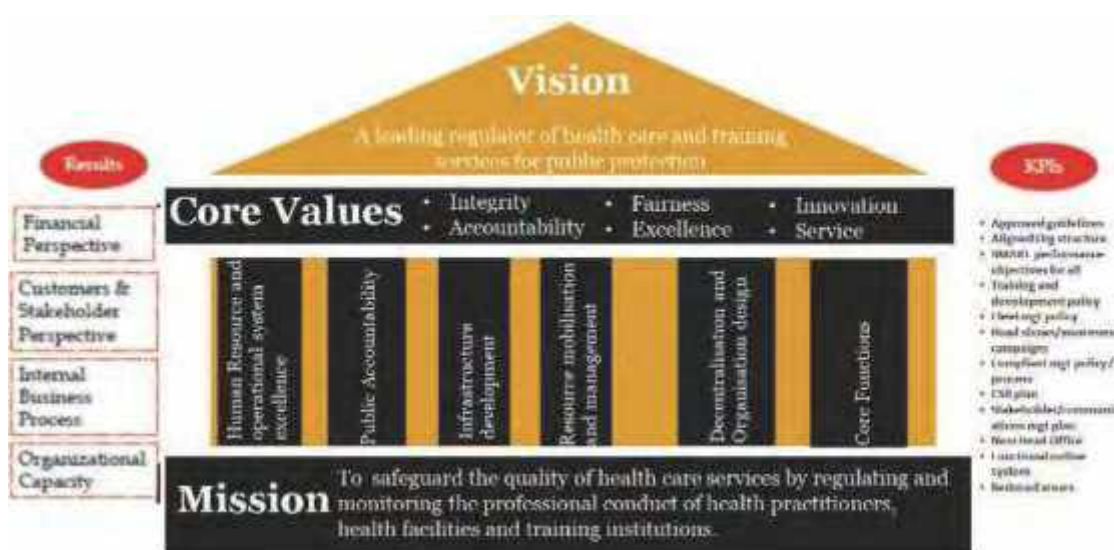
All achievements and lessons as presented in this report were attained and learnt respectively, through various departments as outlined below:

- i. Registration;
- ii. Licensing and Accreditation;
- iii. Training;
- iv. Finance and Planning;
- v. Corporate Services with the following Units:
 - a. Information Technology;
 - b. Human Resources and Administration;
 - c. Public Relations
 - d. Procurement
- vi. Legal Unit
- vii. Audit Unit

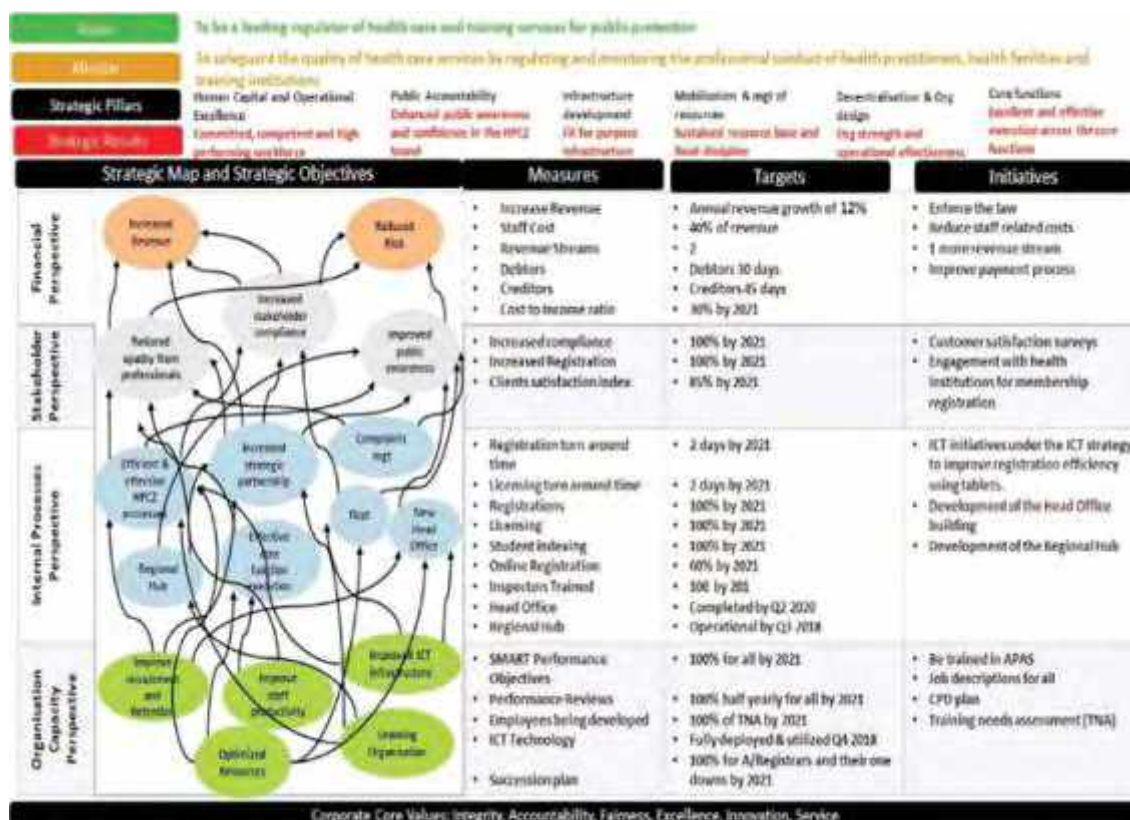
11. FOCUS ON 2019 ACTIVITIES

During the year under consideration, the Health Professions Council of Zambia's priority areas of implementation were as follows:

- Continue construction of a permanent office block.
- Improve staff welfare and recruit more staff.
- Strengthen enforcement mechanism to ensure compliance to regulations by health facilities, practitioners, Training Institutions, MC and ART sites.
- Develop Public Relations Strategy.
- Strengthen the electronic Database system and record management system.
- Strengthen management and logistical support services to ensure efficient implementation of Council objectives.
- Amend the HPA, develop regulations and strengthen policies and procedures for the Council.



SUMMARY BALANCE SCORE CARD & STRATEGIC PILLARS



SUMMARY OF STRATEGIC MAP

12. REGULATORY AND POLICY ENGAGEMENTS BY THE OFFICE OF THE REGISTRAR



DECENTRALISATION MILESTONE: HPCZ Registrar Mr. Bwalya B. Bwembya talks Dr. Abel Kabalo Ministry of Health Director for Social Determinants through a demonstration of the system at the official launch of the HPCZ northern hub – Kasama Regional Office.

During the year under consideration the Council through the Office of the Registrar/ Chief Executive Officer was involved in both local and international regulatory and policy engagements as summarised in the following table:

STRATEGIC ENGAGEMENTS AND MEETINGS

a.	The 72nd World Health Assembly in Geneva, Switzerland from 17th to 23rd May, 2019.
b.	The 23rd Annual Conference of Association of Medical Councils of Africa (AMCOA) in Zimbabwe from 17th to 21st July, 2019. Theme “Role of the Regulator in the Delivery of Universal Health Coverage”
c.	The Executive Meeting of SADC Medical and Dental Regulatory Association in Botswana from 5th to 6th September, 2019.
d.	The Tropical Health and Education Trust (THET) invited the Council to a workshop for the UK Partnership for Health Systems Programme, from 4th to 5th February, 2019 in Lusaka at Palace Hotel.
e.	A meeting to draft the Zambia National Public Health Bill which was held in Chongwe from 27th February to 3rd March, 2019.
f.	A white Coat and Prize Giving Ceremony. The Council made a presentation of the 'Role of HPCZ'. The activity was held on 1st March, 2019 at UNZA Ridgeway Campus.
g.	The 23rd Annual Conference of Association of Medical Councils of Africa (AMCOA) in Zimbabwe from 17th to 21st July, 2019.
h.	Amref Health Africa Consultative Meeting in Livingstone from 27th to 28th August, 2019
i.	A presentation at the ZAF Medical under the theme 'Provision of Holistic, Quality and Cost Effective Medical Service Key to Attainment of ZAF Operational Efficiency' from 8th to 10th October, 2019.



STAKEHOLDER ENGAGEMENT: HPCZ Registrar/ CEO Mr. Bwembya B. Bwalya (left) interacting with HEA Director General Prof. Stephen Simukanga and his team during the Lusaka Agriculture and Commercial Show

These different strategic engagements were held under different thematic areas of the health sector. The engagements have contributed to the enhancement of both policy and management issues of promoting compliance to both healthcare and training standards of the Health Professions Council of Zambia.

13. THE REGISTRATION DEPARTMENT

The Registration department is responsible for coordinating activities for the registration and regulation of all health practitioners under the Health Professions Act No. 24 of 2009. The department is anchored on Strategic Pillar number six (No. 6) and its Key Result Area (KRA) of excellent and effective execution across the core functions of the Health Professions Council of Zambia 2018-2021 Strategic Plan.

a. Health Professionals Registration Committee

The Health Professionals Registration Committee is established in accordance to the First Schedule Section 5 (1) of the Health Professions Act to manage the compliance of health practitioners to registration guidelines while also protecting the public. The Committee also focuses on the refinement of the regulations and procedures affecting registration, renewal of practicing certificates and prevention or alleviation of circumstances which may lead to impairment of practitioners.

According to Section 6 (1) of the Health Professions Act No. 24 of 2009, a health practitioner shall not practice unless that person is registered in accordance with this Act. Under the Health Professions Act, the Council is mandated to maintain the following Registers:

- Provisional
- Temporary
- Full
- Specialist and
- Limited

The registration of health practitioners by the Council ensures that only duly qualified practitioners are legally allowed to register and practice in Zambia and entry on the register indicates that the practitioner has acquired the necessary qualifications, knowledge and skills in their profession to provide health care services in Zambia.

b. Distribution of Health Practitioners on Registers

During the year under review, the Health Professions Council of Zambia admitted a total of eight thousand eight hundred and twenty four (8,824) health practitioners on its five (5) registers.

Table 11: Shows the distribution of health practitioners on the five registers during the year 2019

TYPE OF REGISTERS	PROVISIONAL	TEMPORARY	LIMITED	FULL	SPECIALIST	TOTAL
	5,876	349	268	2,331	112	8,936

Figure 3: shows the distribution of health practitioners on the five registers during the year 2019

2019 Registration of Practitioners



c. Types of Registers

i. Provisional Registration

Under Section 9 of the Health Professions Act, a person who holds a qualification from a training institution recognised by the Council, or a holder of a Temporary Certificate of registration, may apply for provisional registration in the prescribed manner and form upon payment of the prescribed fee.

The Provisional Register is maintained for practitioners who obtain their primary qualifications upon completion of an approved training programme in Zambia. Provisional Registration is valid for a period of one year for Diploma and degree holders, and one year six months for Medical Doctors. All practitioners admitted on this register work under the supervision of an approved Supervisor and the Head of Institution.

During the year under review, five thousand eight hundred and seventy six (5876) health practitioners were admitted on the provisional register.

ii. Temporary Register

Subject to the provisions of the Health Professions Act Section 10, a person who is trained outside Zambia and is not a holder of a qualification recognised by the Council, may apply for temporary registration. A Temporary Register is maintained for practitioners who obtain their primary qualifications from training institutions outside Zambia. This type of registration is valid for a minimum period of 12 months for Diploma holders and 24 months for Degree holders including Medical Doctors.

It is a requirement for foreign trained Health Practitioners to undergo a theoretical and practical assessment of knowledge, skills and competences prior to admission on the

Temporary Register. In addition, practitioners hailing from non-English speaking countries undergo English competence certification conducted by institutions recognized by the Council. Practitioners on the Temporary Register work under the Supervision of an approved Supervisor and the Head of Institution.

During the year under review, three hundred and forty nine (349) health practitioners were admitted on the temporary register.

iii. Full Registration

The Full Register is maintained for health practitioners who have successfully completed the prescribed period on either the Provisional or Temporary Register and upon recommendation by the approved Supervisor and the Head of Institution. This is in accordance with Section 27 (1) (a) of the Health Professions Act. As at 31st December 2019. Two thousand three hundred and thirty one (2331) health practitioners were admitted on the full register in 2019.

iv. Specialist Registration

The Specialist Register is maintained for practitioners on the Full Register with a Degree as a primary qualification and a recognised post graduate qualification in a field relevant to the primary qualification. Section 12 (1) and (2) of the Health Professions Act mandates the Council to maintain this register.

One hundred and twelve (112) health practitioners were recorded on the specialist register during the year under consideration, bringing the total number of health practitioners on the Specialist Register to Seven Hundred and Sixty Seven (767).

v. Limited Register

This is a Register established under the Health Professions Act for health practitioners who trained outside Zambia and intend to provide healthcare services in Zambia for a period of less than six (06) months at a licensed health facility or recognised institution. i.e. volunteers, visiting specialists. The practitioner is required to be in good standing with the professional body in their country of practice, and are required to work under supervision when admitted to this register. During the year under review, Two hundred and Sixty Eight (268) health practitioners were admitted on the limited register.

d. TRENDS IN REGISTRATION OF HEALTH PRACTITIONERS

The figures below show the trend on registration of practitioners on the five registers between the period of 2015 to 2019. Full registration had been on the increase since 2015 (784) to 2019 (2,331). Between 2016 and 2017 full registration increased by 25.2% and between the period of 2017 to 2018 full registration increased by 80.2%, Between the year 2018 and 2019 full registration increased by 19.4% Table 22 : illustrates a five year trend of registration of health practitioners since 2015

Table 12: Illustrates a five year trend of registration of health practitioners since 2015

YEAR	2015	2016	2017	2018	2019	TOTAL
FULL REGISTRATION	5,876	349	268	2,331	112	8,936

Source: HPCZ 2016-2019 Annual Report & rHRIS

Figure 4: A five year trend of registration of practitioners on the full register



Provisional registration increased by 62% in 2015, 32% from 2016 to 2017. Between the period of 2017 to 2018 provisional registration decreased by 27%. The decrease from 2017 to 2018 could be attributed to the performance of graduates in the HPCZ professional Licensure Examinations which were introduced in 2017.

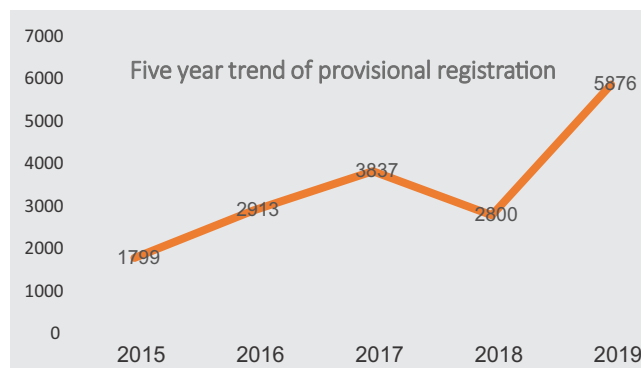
From 2018 to 2019 provisional registration increased from 2800 to 5876 representing over 100% increase. The drastic increase in provisional registration during that period could be attributed to cancellation of Licensure examinations for locally trained health professionals.

Table 13: Trends in provisional registration of health practitioners

YEAR	2015	2016	2017	2018	2019	TOTAL
PROVISIONAL REGISTRATION	1,799	2,913	3,837	2,800	5,876	17,225

Source: HPCZ 2015-2019 Annual Report & rHRIS

Figure 4 shows a five year trend of provisional registration



Temporary registration increased by 34% in 2016, 29% in 2017, decreased by 37% in 2018, increased by over 100% in 2019.

Table 14: Below shows a five year trend of temporary registration

YEAR	2015	2016	2017	2018	2019	TOTAL
TEMPORARY REGISTRATION	138	185	239	150	349	1,061

Source: HPCZ 2016-2019 Annual Report & rHRIS

Figure 5: Temporary Registration trend is illustrated below:



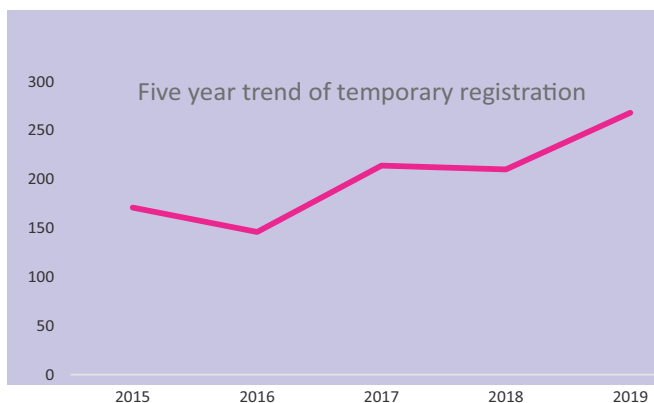
limited registration decreased from 171 in 2015 to 146 in 2016, increased to 214 in 2017, decreased to 210 in 2018 and increased from 210 to 268 in 2019.

Table 15: Trends in Limited registration of health practitioners

YEAR	2015	2016	2017	2018	2019	TOTAL
LIMITED REGISTRATION	171	146	214	210	268	1,036

Source: HPCZ 2016-2019 Annual Report & rHRIS

Figure 6: Trends in Limited registration of health practitioners



Specialist registration has been on an increase from five (05) in 2015 to 21 in 2016 to 29 in 2017 to 135 in 2018 and to 112 in 2019 representing 17% decrease.

Table 16: illustrates Specialist registration trend from 2015 to 2019

YEAR	2015	2016	2017	2018	2019	TOTAL
SPECIALIST REGISTRATION	05	21	29	135	112	302

Source: HPCZ 2016-2019 Annual Report & rHRIS

Figure 7: Illustrates a five year trend of specialist registration

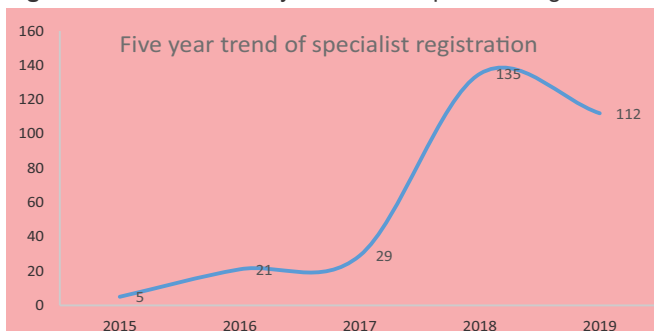
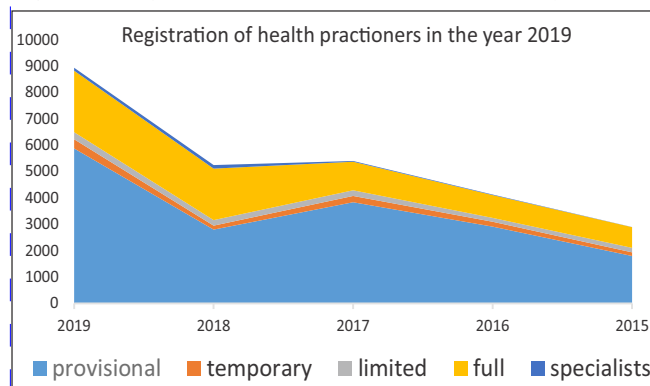


Figure 8 shows a distribution of practitioners registered on various registers within 2019. Of the 8,824 total registered, 5876 were under provisional registration, followed by 2331 who registered on the full register, 268 registered on the limited register while the temporary register recorded 349, and specialist register recorded a 112 new registrants.

Table 17 : 2019 registered health practitioners on the five registers

REGISTERS	PROVISION	TEMPORARY	LIMITED	FULL	SPECIALIST
2019	5876	349	268	2331	112
2018	2800	150	210	1952	135
2017	3837	239	214	1083	29
2016	2913	185	146	865	21
2015	1799	138	171	784	5
Total					

Figure 8: Registration of health practitioners in the year 2019



e. ISSUANCE OF CERTIFICATE OF STATUS

According to Section 24 of the Health Professions Act No. 24 of 2009, a person may apply to the Registrar for a Certificate of Status containing particulars relating to the status of a health practitioner's registration in the prescribed manner and form and upon payment of the prescribed fee. A Certificate of Status can be issued to any health practitioner who needs registration with another regulatory authority or training institution.

As at 31st December 2019, the Council issued a total number of one hundred and fifty three (153) certificates of Good Standing to applicants. The table below shows the distribution of issuance of certificates of Good Standing.

Table 18 : Distribution of issuance of certificates of Status (Good Standing).

No.	Reasons for issuance	Number
1.	Further Studies	50
2.	Employment	100
3.	Any other reason	03
	Total	153

Figure 9: Indicates the reasons for issuance of certificate of status to practitioners in the year 2019

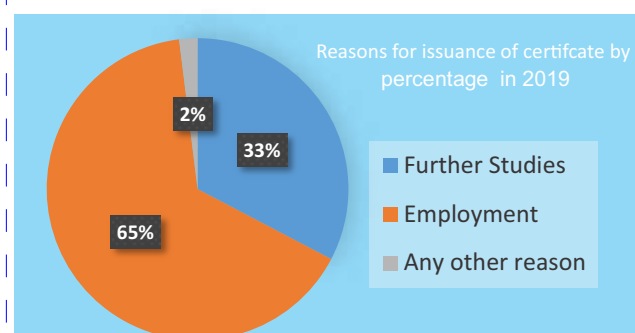


Table 19: Distribution of Certificate of Status (Good Standing) by profession.

No.	Profession	Number
1	Advanced Paramedical	1
2	Clinical Officer General	1
3	Dental Therapist	2
4	Environmental Health Officer	2
5	Medical Doctor	97
6	Medical Laboratory Technologist	3
7	Medical Licentiate	1
8	Pharmacist	7
9	Pharmacy Technologist	1
10	Physiotherapist	6
11	Physiotherapy Technologist	2
12	Radiography Technologist	30
	Total	153

f. Renewals of Annual Practising Licences for 2019

During the year under review, of the targeted 31,100 renewals, 24, 598 health practitioners renewed their annual practicing certificates representing 79% compliance rate.

The table below shows the trend analysis on health practitioner annual practicing certificate renewals, indicating a significant rise from 2016 (8, 820) to 2019 (24,598) representing over 100% increase.

Table 20: Annual Practising Certificates issued for the year 2019

YEAR	2016	2017	2018	2019
	8,820	11, 044	11, 597	24, 598

Source: HPCZ 2016-2019 Annual Report & rHRIS

g. Compliance Monitoring of Health Practitioners

i. Full Registration

During the period under review, health practitioners who had successfully completed the prescribed period on either the provisional or temporary register were targeted for full registration. The total target for full registration in 2019 was 3039 registered practitioners compared to 4022 for the year 2018. Of the 3039 targeted full registrants, 2331 were

registered on the Full Register representing 76.7% compliance rate, as compared 48.5% compliance rate in 2018.

The increase could be attributed to sensitization meetings on registration with the Human Resources officers under the Ministry of Health as the main employer of health practitioners, as well as reminders to normalize registration status of the practitioners by usage of bulk Short Messaging Systems (SMS).

Table 21: Compliance Levels to Full Registration and/or Renewal of Registration Certificate.

REGISTERS	YEAR OF REGISTRATION	TARGET REGISTERED	FULL (REGISTER)	RENEWED REGISTRATION CERTIFICATES	EXPIRED REGISTRATION CERTIFICATES
Temporary	2017	239	18	04	217
Provisional	2018	2800	2313	455	32
Total Full / Renewed Registration certificate	2019	3039	2331	459	249

Pursuant to the provisions of the Health Professions Act No.24 of 2009, the Council shall not issue a person with a Provisional or Temporary Certificate of Registration for a period exceeding two years. It is from this background that all the 3039 practitioners registered on both Provisional in 2018 and Temporary Register in 2017 were expected to apply for either Full Registration certificate or Renewal of Provisional Registration Certificate in 2019.

Out of the 3039 practitioners, 2331 practitioners registered on the Full Register while 459 extended provisional registration certificate representing a compliance level of 2790 (91.8%).

ii. Annual Renewal of Practising Certificates

During the year under review, the targeted number of renewals of annual practicing certificates was 31,100. Of these targeted renewals, 24,598 renewed their practicing certificates for the year under review representing 79% compliance rate.

Table 22:

2019 Annual Practicing Certificate Renewal	Target	Renewals	Non-renewal
	31,100	24, 598	6, 502

h. Compliance Monitoring visits in Public, Private and NGOs institutions

The registration department conducted an inspection of health practitioners in the above mentioned institutions with a view of fostering compliance to regulations or set standards. The team conducted inspections in nine (9) out of ten (10) provinces namely: Lusaka, Western, Copperbelt, Eastern, Muchinga, Luapula, Northern, Central and Southern. After the inspection of the nine provinces a compliance monitoring report was generated as indicated in the table below:

As at 12th December 2019, the council recorded a total of 483 cases of noncompliance to the set regulations

Table 23 :

	Expired Provisional / Temporary Registration Certificates	Expired Annual Practicing Certificates	Expired APC and Registration Certificates	Unregistered practitioners	Total No. of Defaulters
1	288	319	172	61	483

i. Student Indexing

The Health Professions Council of Zambia in collaboration with Examinations Council of Zambia (ECZ) conducted student indexing exercises to confirm the entry requirements for students pursuing approved training programmes. The table below tabulates student indexing statistics for the Year 2019.

Table 24: Distribution of student index statistics for 2019

	DESCRIPTION	FIRST QUARTER	SECOND QUARTER	THIRD QUARTER	FOURTH QUARTER	TOTAL
1	Number of Students (Applicants)	1,787	2,616	2,201	1,019	7,623
2	Number of students	1,780	2,537	2,116	948	7,381
3	Students not indexed (*Rejected)	7	79	76	69	231

*Rejected means either failure to meet entry criteria or forged entry certificates.

14. INSPECTORATE DEPARTMENT

The purpose of the Inspectorate Department is to License and Accredite health facilities regulated by the Council. The department is anchored on strategic pillar number six (No. 6) and it's Key Result Area (KRA) being **excellent and effective execution across the core** functions of the Council 2018-2021 Strategic Plan.

According to Section 36 (1) of the HP Act No. 24 of 2009, a person shall not operate a health facility without a licence issued in accordance with the provisions of this part.

Under the HP Act, the Council is mandated to inspect, licence and accredit health facilities and healthcare services.

Strategic Objective 6.2: **Licensing and Accrediting Health Facilities with four strategies** i.e Strengthen and increase licensing and accreditation of Health Facilities, Develop and disseminate guidelines, Strengthen Licensing and Accreditation of Facilities for the Private Sector and Strengthen Licensing and Accreditation of Facilities for the Public Sector

Strategy – Strengthen Licensing and Accreditation of Facilities for the Public Sector

a. Types of Inspections

The Council conducts five (5) types of inspections as follows:

Types of Inspections

The Council conducts five (5) types of inspections:

1. Initial (New) Inspections
2. Routine Inspections
3. Reactive Inspections
4. Reinspections
5. Variations of Terms of Services Inspections

b. Public Health Facilities

i. Licencing of New Public Health Facilities

During the year under consideration, the Council licensed 220 public health facilities which brought the cumulative total to 1,519 (December 2019) from 1,299 (December 2018) out of the target 2,609. This brought the percentage of licensed public health facilities to 58.2 that represented a slight increase from the 54.5% recorded in 2018.

ii. Licence Renewal for Public Health Facilities

As at December 31st 2019, two hundred and ninety (290) licenses for public health facilities were renewed against the target of 1,299. This translated into 22.3% compliance representing a slight increase from the 17% recorded in 2018.

iii. Compliance Monitoring of Public Health Facilities

In 2019, the Council inspected 400 public health facilities for compliance monitoring. Common irregularities found during inspections included, non-availability of facility license, inadequate staff, poor leadership and governance and inadequate equipment and supplies.

Strategic-Strengthen Licensing and Accreditation of Facilities for the Private Sector

b. Private Health Facilities

As at the beginning of 2019, the Council had 542 Active Private Health Facilities on its register. By 31st December 2019, the Council had 560 representing an increase of 18 (3.3%) facilities.

The increase was as a result of having 33 new facilities compared to the 15 closed facilities recorded during the same period.



Brain Storming: A team of HPCZ inspectors during the desk review of inspections reports in Lusaka

i. Licencing of New Private Health Facilities

The Council projected that it would license 40 new private health facilities in 2019. As at 31st December 2019, the Council inspected 44 private health facilities out of which 33 were licensed representing 82.5% achievement.

ii. Licence Renewal for Private Health Facilities

As at December 31st 2018, the Council had 542 private facilities on the register which were expected to renew for the 2019. out of 542 licensed private health facilities, 508 private health facilities renewed their licences representing an increase of (93.7%), 15 (2.8%) private facilities closed, 9 (1.7%) handed over the facilities to government while 10 (1.8 %) did not renew.

iii. Compliance Monitoring of Private Health Facilities

The Council inspected 280 private health facilities in 2019 to ascertain compliance to set standards. Common irregularities found during the inspection included; non-reporting of health information to the respective District Health Offices, inadequate full-time staff, inadequate guidelines/Standards Operating Procedures and inadequate colour coded bin liners.

Strategy; Strengthen and increase licensing and accreditation of healthcare services
Accreditation of Healthcare Services

c. New ART Sites

In accordance with **Section 54 of the Health Professions Act No. 24 of 2009 of the Laws of Zambia**, a health facility is required to apply for accreditation of healthcare services. In the year under review, there were **247** new ART sites bringing the cumulative total to **710 (52%)** ART sites out of the target of **1,366** ART sites leaving a balance of 656.

d. Renewal of ART Accreditation

As at December 31st 2019, 88 ART sites renewed their accreditation certificates for 2019 out of the annual target of 463.

e. Compliance Monitoring of ART Services

The Council inspected 278 ART sites in 2019 for the purpose of checking compliance to set standard.

e. Compliance Monitoring of ART Services

The Council inspected **278** ART sites in 2019 for the purpose of checking compliance to set standard.

f. Voluntary Medical Male Circumcision sites

i. New Voluntary Medical Male Circumcision sites

In the year under review, there were 21 newly accredited Voluntary Medical Male Circumcision (VMMC) sites bringing the cumulative total to **138** sites out of the target of 200 VMMC sites, this represented 69% compliance.

ii. Renewal of VMMC sites

As at December 31st 2019, **56 (47.9%)** VMMC sites renewed their accreditation for 2019 out of the annual target of 117 sites.

iii Compliance Monitoring of VMMC sites

The Council inspected **93** VMMC sites in 2019 for the purpose of compliance to the set standards. As at 31st December 2019, the Council inspected 93 VMMC sites compared to the 110 achieved in 2018.

g. Variation of Licence Terms

Pursuant to **Section 43** and **Section 44** of the **Health Professions Act No. 24 of 2009 of the Laws of Zambia**, the Council may amend the terms and conditions of the facility licences.

During the period under review, fourteen (14) health facilities applied for a variation of their licences for various reasons including relocation and addition of healthcare services to the scope of services.

15. THE TRAINING DEPARTMENT

The purpose of the training department is to recognise, approve and monitor health training programmes regulated by the Council. The department is anchored by the strategic pillars number six (6) **core function** and its (KRA) of **excellent and effective execution across the core functions** of the Health Professions Council of Zambia 2018-2021 Strategic Plan. The strategic objective the department is **recognise and approve health related training programmes**.

a. Revise and disseminate guidelines

In achieving the department objective, the following improvements and legislative documents were developed and published by the Health Professions Council of Zambia.

b. Publication of Guidelines for approval of Continuing Development

During the year under consideration, the Council reviewed and approved the guidelines on Continuing Professional Development Programmes. To this effect and in accordance with the guidelines **Section 76 of the Health Professions Act No. 24 of 2019** the Council published the guidelines in the Zambia Daily Newspaper.

This was necessitated by the fact that the CPD guidelines were no longer current with emerging issues in medical education as they were last reviewed in 2010.

c. Strengthen Compliance of health related training Programmes

Section 32 of the Health Professions Act No.24 of 2009 of the Laws of Zambia prohibits training institutions to provide or hold out as providing training to prepare students for the Health profession unless the training programme is approved by the Council.

d. New Training Programmes

i. Assessment and Approval of New Training Programmes

During the year under review, the Council received thirty nine (39) applications for approval of new training programmes. Out of **thirty nine (39)** applications received from various training institutions Council conducted assessment of **thirteen(13)** new training programmes for the purpose of approval. The balance of **twenty six (26)** applicants would not be assessed as they submitted incomplete documentation.

The breakdown of receipted applications was as follows:

Table 26: Applications received in the year 2019 for new training programmes

No.	Quarters	Applications Received	Applications Approved
1	1st Quarter	07	04
2	2nd Quarter	08	03
3	3rd Quarter	06	06
4	4th Quarter	18	00
	Total	39	13

The Council approved **thirteen (13)** training programmes as tabulated below:

Table 27: Newly approved training programmes

No.	Institution	Programme	Status	Ownership	District
1	UNZA - School of Public Health	MPH – Online Distance Learning Programme	University	Public	Lusaka
2	Rockview University	Diploma in Clinical Medical Sciences	University	Private	Lusaka
3	University of Lusaka - UNILUS	Bachelor of Medicine and Bachelor of Surgery	University	Private	Lusaka
4	City University Science and Technology - CUST	Diploma in Clinical Medical Sciences (Lusaka South Campus)	University	Private	Lusaka
5	Texila American University	Bachelor of Pharmacy	University	Private	Lusaka
6	UNZA - School of Health Sciences	Bachelor of Science in Diagnostic Radiography	University	Public	Lusaka
7	UNZA - School of Health Sciences	Bachelor of Science in Therapeutic Radiography	University	Public	Lusaka
8	Eden University	Bachelor of Medicine and Bachelor of Surgery	University	Private	Lusaka
9	Kasama Institute of Health Sciences	Certificate in Community of health assistant	College	Private	Kasama
10	Nkana College of Health Sciences	Diploma in Environmental Health	College	Private	Kitwe
11	University College of Health Sciences - UNICOHs	Diploma in Clinical Medical Sciences	College	Private	Lusaka
12	Lusaka Apex Medical University - LAMU	Bachelor of Food Nutrition & Dietetics	University	Private	Lusaka
13	Muchinga School of Nursing & Midwifery	Certificate in Community of health assistant	College	Public	Mpika

ii. Renewal of Training Programmes

During the year under review, there were 129 training programmes on the register that were expected to renew their approval certificates. Out the 129 programmes, 53 were private while were 76 were public training programmes as shown below:

Table 28: Renewed programmes in public and private institutions

Private	Public	Total
53	76	129

Fifty (50) out of fifty-three (53) approved training programmes from private training institutions had their approval certificates renewed for the year 2019 representing **94.3%** compliance.

Table 29: Approved training programmes from private training

Private	Renewed	Not Renewed
53	50	03

Further, **sixty-eight (68)** out of **seventy-six (76)** remaining approved training programmes from public training institutions had their approval certificates renewed for the year 2019 presenting **72.4%**,

Table 30: Training programmes from public training institutions

Public	Renewed	Not Renewed
76	68	08

The total number that renewed their approval certificates was hundred and eighteen (**118**) out of **129** targeted programmes representing **91.4%** compliance. The table below shows the training institutions that have not renewed the approval certificates for the various programmes they offer:

Table 31: Training institutions that have not renewed the 2019 approval certificates

No.	Private Training Institution	Number of Programmes	Ownership	Location
1	South Valley University	01	Private	Chikankata
2	UNZA-School of Medicine	08	Public	Lusaka
3	University of Barotseland	02	Private	Mongu
	Total	11		

iii. Compliance Monitoring of Training Programmes

The Council assessed one hundred and thirty (**130**) training programmes out of the annual target of one hundred twenty-three (**123**) approved training programmes representing **106%** achievement.

Out of one hundred and thirty (**130**) training programmes assessed, seven (**07**) were compliant while one hundred and three (**103**) were partially compliant and ten (**10**) were non-compliant

Some of the reasons for partial and non-compliance included:

- Non-renewal of approval certificates for 2019
- Inadequate equipment in the skills laboratories
- Some institutions did not have skills and science laboratories
- Unqualified teaching staff and coordinators

- Some students were not meeting the entry requirements
- Over-enrollment of students at the institutions
- No appointment letters, valid Contract and medical education certificate for some lecturers
- Some students were not indexed
- Inadequate books in the library in some institutions
- No Memorandum of Understanding (MoUs) between the training institutions and practicum sites.

In accordance with the **Health Professions Act No. 24 of 2009 of the Laws of Zambia**, the non-compliant training institutions were issued with Notices of Intention to withdraw the approval certificates and urged to rectify the identified anomalies within a specified time period.

3. Prosecute defaulters

iv. Illegal training Programmes offered at various Training Institutions

The Council discontinued three (03) training programmes on the Copperbelt and North Western Province respectively.

The training institutions were penalized in accordance with the **Health Professions Act No. 24 of 2009 of the Laws of Zambia**. The Council has continued surveillance for illegal training programmes in order to restrain the vice. The table below shows the illegal training programme and the action taken.

e. Internship Programmes

In line with the Health Professions Act No. 24 of 2009 of the Laws of Zambia, the Council's mandate was streamlined towards programme approval, which empowers the Council to develop, enforce and maintain appropriate standards of practice as well as enhance the status of the health professions. The Council is further mandated to monitor the quality of training in internship sites.

During the year under consideration, the Council focused on approval of new, renewal and compliance monitoring of internship programmes:

Table 32: Training institution that was offering illegal training programme

No.	Training Institution	Programme	Status	Location	Action Taken
	Citizen University	Diploma in Clinical Medical Sciences	Illegal Programme	Chingola	Penalized and discontinued the programme
	Conquerors Institute	Diploma in Clinical Medical Sciences	Illegal Programme	Solwezi	Discontinued the programme
	Conquerors Institute	Diploma in Environmental Health	Illegal Programme	Solwezi	Discontinued the programme

i. Approval of New Internship Programme.

During the year 2018, the total number of internship programmes was seventeen (17). In 2019 the Council registered one internship programme bringing the total number to **eighteen (18)**.

ii. Renewal of Internship Programmes

There were **seventeen (17)** internship programmes on the register that were expected to renew their respective approval certificates for the year 2019. Out of the targeted **seventeen (17)**, **Eleven (11)** internship programmes had their approval certificates renewed representing **64.7%** compliance.

Table 33: Renewed public internship sites as at December 31st, 2019

No.	Public Institution	Location	Ownership
1	Levy Mwanawasa Teach. Hosp.	Lusaka	GRZ/MoH
2	Kasama General Hospital	Kasama	GRZ/MoH
3	Ndola Teaching Hospital	Ndola	GRZ/MoH
4	Mansa General Hospital	Mansa	GRZ/MoH
5	Livingstone Central Hospital	Livingstone	GRZ/MoH
6	Kabwe Central Hospital	Kabwe	GRZ/MoH
7	Solwezi General Hospital	Solwezi	GRZ/MoH

Table 34: Renewed private internship sites as at December 31st, 2019

No.	Private Institution	District	Ownership
1	Konkola Mine Hospital	Chililabombwe	KCM
2	Nchanga South Hospital	Chingola	KCM
3	Wusakile Mine Hospital	Kitwe	MOPANI
4	Malcom Watson Hospital	Mufulira	MOPANI

Table 35: Non-renewed internship programmes

No.	Institution	District	Ownership
1	Chipata Central Hospital	Chipata	GRZ/MoH
2	Kitwe Central Hospital	Kitwe	GRZ/MoH
3	Saint Francis Mission Hospital	Katete	GRZ/MoH
4	University Teaching Hospital	Lusaka	GRZ/MoH
5	Arthur Davison Children's Hosp.	Ndola	GRZ/MoH
6	Lewanika General Hospital	Mongu	GRZ/MoH

iii. Compliance Monitoring of Internship Programmes

The Council conducts annual assessments of Internship Programmes to assess compliance levels to set standards. Out the annual target of **seventeen (17)**, the Council assessed seventeen (17) internship programmes representing 100% achievement.

Out of 17 internship programmes assessed, **eleven (11)** were partially compliant while **six (06)** was non-compliant. The reasons for partial and non-compliance included:

Non-renewal of approval certificate

Some consultants were registered as General Medical Doctors instead of specialists

Some consultants did not have valid practicing certificates

Expired provisional registration and practicing certificates for some interns

No appointment letter for the internship coordinator

Inadequate diagnostic sets in the Outpatient Department.

f. Continuing Professional Development Programmes

The **Health Professions Act No. 24 of 2009 of the Laws of Zambia** gives the Council to streamline programme approval. The Council is empowered to develop, enforce and maintain appropriate standards of practice as well as enhance the status of the health professions. The Council is also mandated to monitor the quality of training in Continuing Professional Development (CPD) centres.

i. Approval of New Continuing Professional Development Programmes

As at December 31st 2019, no application for new CPD programme was received by the Council for approval.

ii. Renewal of Approved Continuing Professional Development Programmes

A total number of three (3) CPD programmes were renewed as at 31st December 2019 against the annual target of five (05) representing **60%** compliance.

Table 43: Status of CPD programmes renewals for the year 2019

No.	Institution	Programme offered	Status
1	Lusaka Apex Medical University	Certificate in Sports Medicine	Renewed
2	Cavendish University	Certificate in Medical Education	Not Renewed
3	Bolton Institute of Health and Education	Certificate in Public Health Counselling	Renewed
4	Levy Mwanawasa Medical University	Diploma in Public Health	Renewed
5	University of Lusaka	Certificate of Health Informatics	Voluntarily Closed

Table 44: Voluntary Closure of CPD Programmes

No.	Institution	Programme Offered	District
1	CIDRZ	Certificate in Clinical Practice for Clinical Trials	Lusaka
2	CIDRZ	Cert. in Basic Epidemiology and Biostatistics	Lusaka
3	MeryBegg Clinic Training Centre	Certificate in Basic Life Support	Ndola
4	University of Lusaka	Certificate in Health Informatics	Lusaka

iii. Compliance Monitoring of Continuing Professional Development Centres

The Council assessed **four (04)** Continuing Professional Development (CPD) Programmes for compliance to set standards out of the annual target of **five (05)** CPD programmes.

Out of the **four (04)** assessed CPD programmers, **two (02)** were found compliant and **two (02)** were inactive because they had no students enrolled throughout the year 2019.

16. THE COPPERBELT HUB - NDOLA REGIONAL OFFICE

The creation and existence of regional hubs is spelt in the Council's 2018-2021 Strategic Plan and is anchored on Strategic Pillar number five (No. 5): **Decentralisation and Organisation Design** and its Key Result Area (KRA) being **excellent and effective execution across the core functions of the Council**.

Strategic Objective 5.2: Roll out a Decentralisation Execution Model.

The purpose of the regional hubs is to enhance Health Professions Council of Zambia's regional presence and facilitate the registration of health practitioners, approval of health related training programmes, strength and increase licensing and accreditation of health facilities in all provinces.

Strategic-Strengthen the execution of the Councils core function

The Ndola Regional hub was the



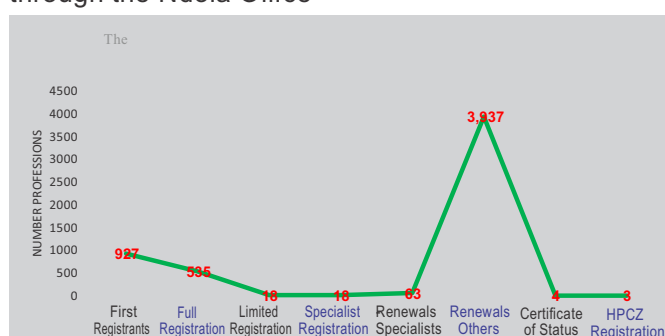
Gender Support: HPCZ Ndola-based staff during the commemoration of International Women's Day 2019

pioneer office that was officially opened in 2018 to service health practitioners, health facilities, training institutions and members of the public in the Copperbelt, North-Western and part of part of Luapula provinces.

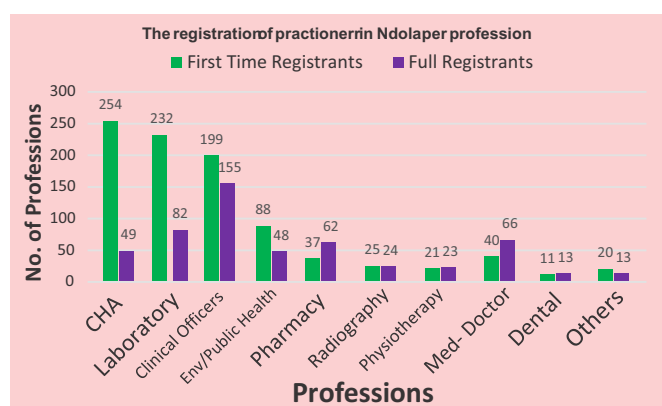
a. Registration of Practitioners

During the year under review, 5,405 health practitioners were attended by the Ndola Office. The majority 3,937 were non-specialist renewals, 927 were first-time registrants (on both temporal and provisional registration), 535, come for full registrations, 63 were specialist renewals, 18 were limited registration, 18 limited registrations, 4 were certificate of good standing and 3 HPCZ registration. **Figure 12**

Figure 12: Distribution of the Practitioners registered through the Ndola Office



The distribution of the health practitioners registered at the Ndola Regional Hub segregated by professions is shown below in **Figure 13**



b. Student Indexing (Registration)

During the year under review, Seven and thirty nine (739) applications for student indexing were processed by the Ndola Regional hub.



Sensitization Programme: HPCZ student awareness session at one of the universities in Lusaka.

c. Licencing of Health Facilities

The table below shows the status of the licencing and of health facilities managed through the Ndola Regional HUB.

Table 45: Status of the licencing and of health facilities

No.	Indicator	Category	Target	Achievement	Achievement in %
1	Newly licenced Health Facilities	Private	10	10	100
		Public	415	56	13.5
2	Compliance monitoring Health Facilities	Private	50	100	-
		Public	20	100	-
3	Renewed of Health Facilities	Private	208	194	93.3
		Public	96	37	38.4

d. Accreditation of Health Services

The table below shows the status of the accreditation of health services managed through the Ndola Regional hub.

Table 46: Status of the accreditation of health services

No.	Indicator	Received Applications	Accredited Services	Accredited Services (%)
1	ART Accreditation	04	01	250
2	VMMC Accreditation	00	00	00

f. Approval of Training Programmes

The table below shows the status of the training programmes, internship sites and Continuous Programmes Development (CPD) centres managed through the Ndola Regional hub.

Table 46: Continuous programmes development managed

No.	Indicator	Category	Target	Achievement	Achievement in %
1	Approval of new Training programmes	Training Progs.	1	31	100
		Internship Sites	1	00	100
		CPD Centres	1	00	100
2	Compliance monitoring of Training progs.	Training Progs.	20	20	100
		Internship Sites	08	08	100
		CPD Centres	00	-	-
3	Renewed of Training programmes	Training Progs.	20	20	100
		Internship Sites	08	06	75
		CPD Centres	00	-	-

17. THE NORTHERN HUB- KASAMA REGIONAL OFFICE

The creation and existence of regional hubs is spelt in the Council's 2018- 2021 Strategic Plan and is anchored on Strategic Pillar number five (No. 5): **Decentralisation and Organisation Design** and its Key Result Area (KRA) being **excellent and effective execution across the core** functions of the Council.

Strategic Objective 5.2: Roll out a Decentralisation Execution Model.

The purpose of the regional hubs is to enhance Health Professions Council of Zambia's regional presence and facilitate the registration of health practitioners, approval of health related training programmes, strength and increase licensing and accreditation of health facilities in all provinces.

Figure 15



Kasama Hub Launch: Climax of the official launch of the HPCZ Kasama Regional Office in Northern Province

The Kasama Regional hub was established and opened 1st August, 2018 but officially launched in March 2019 as the second Regional hub to be opened outside Lusaka. The hub covers the Muchinga, Northern and part of Luapula Provinces .

During the year under review, the regional hub executed all the core functions of the Health Professions Council of Zambia.

Figure 16



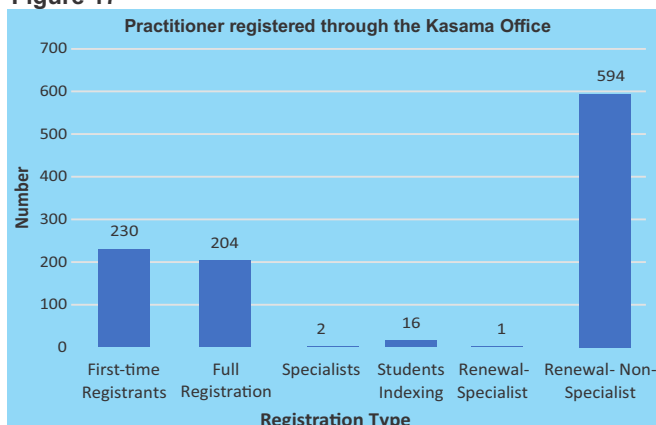
Stakeholder engagement: HPCZ Director Corporate Services Mr. Innocent Kolala making a point to government officials during the Northern Expo in Kasama

a. Registration of Practitioners

The Kasama Regional hub attended to 1,027 health practitioners. Five hundred and ninety four (594) had come for renewal of non-specialist licences, 230 were first-time registrants, 204 were for full registration two (02) were specialist registration and one (01) specialist renewal.

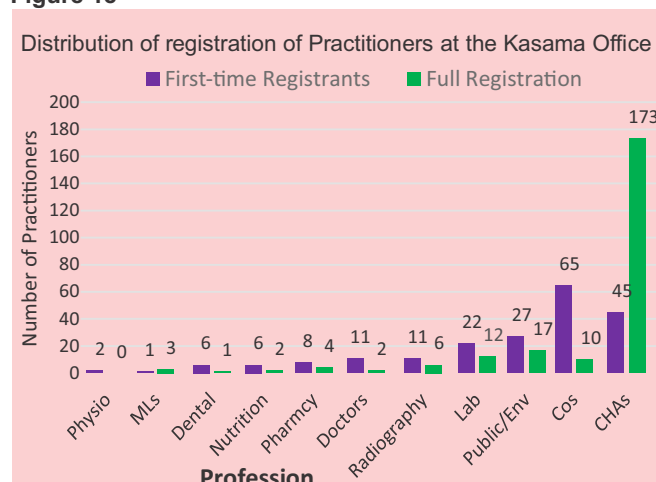
During the same period, Sixteen (16) students indexing documents and 16 certificates were processed through the Kasama Regional hub. The Figure below shows the registration of health practitioners at the Kasama Regional hub.

Figure 17



The distribution of the health practitioners registered at the Kasama Regional hub segregated by professions as shown below in **Figure 18** :

Figure 18



b. Licencing of Health Facilities

The table below shows the status of the licencing and of health facilities managed through the Kasama Regional hub.

Table 47: The status of the licencing and of health facilities managed

No.	Indicator	Category	Target	Achievement	Achievement in %
1	Newly licenced Health Facilities	Private	01	00	00
		Public	210	20	9.5
2	Compliance monitoring Health Facilities	Private	17	17	100
		Public	103	103	100
3	Renewed of Health Facilities	Private	17	11	64.7
		Public	402	83	20.6

c. Accreditation of Health Services

The table below shows the status of the accreditation of health services managed through the Kasama office.

Table 48: Status of the accreditation of health services managed

No.	Indicator	Received Applications	Accredited Services	Accredited Services (%)
1	ART Accreditation	02	01	50
2	VMMC Accreditation	01	01	100

d. Approval of Training Programmes

The table below shows the status of the training programmes managed through the Kasama office including internship sites and Continuous Programme Development (CPD) centres.

Table 48: Status of the training programmes managed

No.	Indicator	Category	Target	Achievement	Achievement in %
1	Approval of new Training programmes	Training Progs.	02	02	100
		Internship Sites	01	01	100
		CPD Centres	00	00	00
2	Compliance monitoring of Training progs.	Training Progs.	02	02	100
		Internship Sites	02	02	100
		CPD Centres	00	00	00
3	Renewed of Training programmes	Training Progs.	02	02	00-
		Internship Sites	02	02	100
		CPD Centres	00	00	00

18. THE SOUTHERN HUB-LIVINGSTONE REGIONAL OFFICE

The creation and existence of regional hubs is spelt in the Council's 2018-2021 Strategic Plan and is anchored on Strategic Pillar number five (No. 5): Decentralisation and Organisation Design and its Key Result Area (KRA) being excellent and effective execution across the core functions of the Council.

a. Strategic Objective 5.2: Roll out a Decentralisation Execution Model.

The purpose of the regional hubs is to enhance Health Professions Council of Zambia's regional presence and facilitate the registration of health practitioners, approval of health related training programmes, strength and increase licensing and accreditation of health facilities in all provinces.

b. Strategic-Strengthen the execution of the Councils core function.

In order to create and enhance both Community and public awareness of HPCZ presence, the first engagement



Policy Guidance: HPCZ Board Chairperson Dr. Kennedy Malama (centre) and his vice Dr. Elizabeth Chizema Kawesha during the official launch of the HPCZ Livingstone Regional Office

was the participation at the Southern Province Expo in September 2019. The Southern Expo facilitated the HPCZ stand visitors who were primarily given information on the Council's core functions and the Livingstone Office physical contact details.

HPCZ's participated and exhibited at this historical event in the history of Southern Province was also critical to the potential investors in the health sector and information platform for our rural populous in Southern Province.



Public Awareness: Senior Inspections Officer Mr. Isaac Sakala explaining the role of HPCZ in regulating the health space

The Livingstone Regional hub was established 1st October, 2018 and officially opened on 30th December 2019 as the third Regional hub to be opened outside Lusaka. The hub was designated to service Southern and Western provinces..

19. THE OPERATIONS DEPARTMENT

The Operations Department is responsible for the provision of human resources and logistical support services in order to ensure smooth operations of the HPCZ.

The department is also responsible for maintaining a positive corporate image of the institution. Further, it is responsible for the designing, implementation and maintenance of the Information, Technological Systems as well as provision of supply services.

As outlined in the 2018-2021 HPCZ Strategic Plan, the Operations Department encompasses four (4) Units namely: Human Resources and Administration; Public Relations; and Information and Communication Technology (ICT) Procurement.

The four (4) respective Units under Operations Department are anchored on the five (5) strategic pillars as follows:

- Strategic Pillar 1: Human Capital and Operational Excellence;
- Strategic Pillar 2: Public Accountability;
- Strategic Pillar 3: Infrastructure Development;
- Strategic Pillar 4: Mobilisation and Management of Resources and;
- Strategic Pillar 5: Decentralisation and Organisation Design

i. THE HUMAN RESOURCES AND ADMINISTRATION UNIT

The Human Resource and Administration (HRA) Unit is guided by Strategic Pillar No. 1-Human Capital and Operational Excellence of the HPCZ strategic plan with the Key Result Area of having Committed, Competent and High Performing Workforce using the following strategies objectives;

1.1 Improve Recruitment and Retention

1.2 Improve staff productivity



Capacity Team Building: Some HPCZ staff under Corporate Services exchanging experiences and challenges in Lusaka

1.3 Strengthen a learning organisation culture

Strategic Pillar No. 3 on Infrastructure development also guide the HRA Unit. It has a strategic objective of developing a fit for purpose HPCZ Head Office as well as strategic objective 3.3 which focuses on the Optimisation of the Council Fleet. It further focuses on the Key Result Area of Organizational Strength and Operational Effectiveness with the following strategic objectives;

1.1. Implement new organisation structure

1.2. Roll out decentralised model

a. Improve Recruitment and Retention

During the period under review, the staffing levels stood at **82 (79.5%)** of the approved restructured establishment of **97 (100%)**.

b. Improve Staff Productivity

• Health Professions Council of Zambia (HPCZ) implemented the Annual Performance Appraisal System (APAS) for all members of staff. This system provides a systematic and target focused approach of continuous monitoring/measuring, individual/departmental performance at the Council.

• To motivate staff, the Council recognised and awarded four (4) members of staff as part of the 2019 Labour Day commemoration under the following categories:

i. CEO/ Registrar's Award – Mr. Charles Mafumo (Chief Accountant)

ii. Most Hardworking – Mr. Suwilanji Mwelwa (ICT Officer)

iii. Most Improved- Mr. Bruno Tembo (Inspections Officer)

iv. Most Honest- Ms. Fridah Sichone (Senior Registration Officer)

- To ensure staff health and wellbeing, the Council approved and implemented a Managed Medical Scheme as well as the Group Accident Insurance Policy for all members of staff.

c. Strengthen a learning organisation culture

To enhance staff productivity through Continuous Professional Development, the Council facilitated the following training activities during the year 2019:

- Thirty-seven (37) members of staff attended their Professional Bodies' Annual General Meetings (AGMs) and conferences.
- All members of staff were trained in Performance Management.
- All members of staff were trained in customer care service

d. Development of a purpose built HPCZ Head office

HPCZ commenced the Construction of Permanent Office block in 2018 at Olympia Park Plot No. 6640, Mberere Road, Lusaka. As at end of 2019 the construction project was at 48% completion.

f. Implement New Organisational Structure

During the year under review, the Council approved a comprehensive review of the organisational structure and accompanying job descriptions at its sitting of Friday 5th July 2019. The impact of this resolution resulted in all positions and accountabilities being restructured. To this effect, as at the end of 2019 seventy-five point seven percent (75.7 %) of the organisational structure was implemented.

g. Roll Out decentralised model

The Council in the period under review invited to the launch the Hon. Minister of Health, who was represented by the Permanent Secretary-Technical Services, Dr. Kennedy Malama and the Director-Public Health, Dr. Abel Kabalo respectively to officially open the following Hubs;

- Livingstone Hub under the Southern Regional Hub-To cover Western and Southern Provinces on 30th December 2019.
- Kasama Hub under the Northern Regional Hub - To service Luapula, Northern and Muchinga Provinces on 13th April 2019.

ii THE PUBLIC RELATIONS UNIT

STRATEGIC PILLAR 2: PUBLIC ACCOUNTABILITY

The Public Relations (PR) Unit's principal function is to create and enhance awareness of the Council's existence, its mandate and activities in order to project and promote a positive and true image of the institution among stakeholders and the general public. In line with the 2018 -2021 Strategic Plan, the PR Unit's Key Result Area (KRA) is: Enhanced Public awareness and confidence in the HPCZ brand anchored on three (3) Strategic Objectives, i.e.

Strategic Objective 1: Strengthen communication and engagement with stakeholders.

Strategic Objective 2: Improve complaints management process and

Strategic Objective 3: Improve community and public visibility.

Objective 1: Strengthen communication and engagement with stakeholders

1. Participation at Professional Events

The platforms gave HPCZ the opportunity to address and engage stakeholders directly as well as through media coverage of the events. The following were the professional meetings participated in and attended:

a) Resident Doctors Association of Zambia

As key stakeholders in the health sector, HPCZ was among major sponsors of the General and Scientific Conference of the Resident Doctors Association of Zambia (RDAZ) in Kitwe on April 5th and 6th 2019.

b) Dental Association of Zambia

As part of Corporate Social Responsibility (CRS) and Stakeholder Engagement, the Health Professions Council of Zambia, through the Dental Association of Zambia (DAZ) financially contributed towards commemoration of World Oral Health Day.

c) Association of Africa Public Service Commissions

The Council made a presentation on its regulatory role in enhancing service delivery in the health sector based on values and principles

of public administration. This at Association of Africa Public Service Commissions (AAPSComs) event in Livingstone.

- f) The Annual General Meeting (AGM) for the Zambia Medical Licentiate Practitioners Association (ZMLPA)
- g) Zambia Medical Association (ZMA) symposium with private health practitioners. HPCZ was invited to clarify its position on the requirement for practitioners to produce evidence of having undertaken Continuing Professional Development (CPD).
- h) Environmental Health and Physiotherapy induction program at Lusaka Apex Medical University (LAMU). The Council utilised the opportunity to explain its mandate and the need graduands to register for them to practice.

I. Other Stakeholder Interaction

- (a) HPCZ was part of a fundraising dinner by Friends of Monze Catholic Diocese which was graced by the Republican President His Excellency Dr. Edgar Chagwa Lungu. The event enhanced visibility and public confidence in the HPCZ brand.

Press Statements, Media Engagement and Quarterly Media Briefings

j. Press Statements

- b) On February 22nd 2019 - a statement was issued to announce the scrapping off of Licensure Examinations and assured stakeholders and the general public of close monitoring of training institutions using Alternative Monitoring Mechanisms.
- c) On March 5th 2019-HPCZ issued a statement to commend local health practitioners for carrying out a successful operation on a 3 year old boy who was found with more than forty (40) needles in the body. The statement further acknowledged other previous successful operations conducted within Zambia



Presidential Visit: His Excellency the President of the Republic of Zambia Dr. Edgar Chagwa Lungu receiving HPCZ IEC materials from the HPCZ Senior Public Relations Officer Terry Musonda during the 2019 International Women's Day

by local health practitioners, such as the separation of conjoined twins.

- (d) On 24th November 2019 - A statement was issued on discontinuation of illegal Environmental Health and Clinical Medicine programme at Conquerous Institute in Solwezi, North-Western Province. The disseminated message also cautioned would-be-culprits against the vice.
- e) 20th December 2019 – Press Statement on HPCZ commencement of court action against defaulting health practitioners was issued.
- f) 26th December 2019 - Press Statement to disclose official opening of the Livingstone Regional Office with focus on the decentralisation agenda for improved service delivery was circulated.

k. Media Engagement

Media Engagement was implemented through stakeholder engagement meetings for training institutions and follow up press queries. The following were part of media engagement:

- a) 19th November 2019 - Media coverage of Stakeholder Engagement meeting with Training Institutions in Ndola, Copperbelt Province
- b) 22nd November 2019- Coverage of Stakeholders Engagement Meeting with Training Institutions in Lusaka.
- c) 30th December - Official launch of the Livingstone Regional Office.

In addition to the aforementioned, the Council featured on different media platforms and including directed interviews. HPCZ was on Live FM and UNZA Radio phone-in respectively, with a focus on health professionals' conduct in Zambia, awareness programmes and engagement with stakeholders.

I. Segmented Radio Programmes

The Council was able to execute a Radio Segmented programme during the year under consideration. This was a Community Awareness Programme which was launched on Lwansase Radio Station in Luwingu District and surrounding areas.

m. Communication Strategy and Engagement Plan

To strengthen communication and engagement with stakeholders, the 2019-2021 Communication Strategy and Engagement Plan was developed and approved in line with the HPCZ Strategic Plan of 2018-2021.

n. Student Sensitisation

Student sensitisation was conducted at the newly established Levy Mwanawasa Medical University on the 8th and 9th of August in Lusaka. This was part of strengthening communication and engagement with students who are recognised among key stakeholders in operations of the Council. The issues that were covered included HPCZ principal functions, the obligation for students to be indexed and subsequent registration and the process involved.

B) Strategic Objective 2: Improve complaints management process

1. Complaints and Redress Procedure Guide

The Complaints and Redress Procedure Manual was developed and approved as a guide to lodge complaints against HPCZ as an institution, HPCZ members of staff, health practitioners and facilities.

2. Client and Stakeholder Feedback

In order to assess the quality of service rendered to clients, the Client and Stakeholder Feedback Form was developed and placed at HPCZ strategic points at Head Office, Ndola and Kasama.

As a result of this measure, for the period October 1st to December 31st 2019, the Council received complaints as tabulated below:

Table 49: Number of received complaints

No.	Complaints against	No. of complaints
1	Health Practitioners	04
2	Health Facilities	07
3	Training Institutions	-
	Total	11

C) Strategic Objective 3: Improve Community and Public Awareness

1. Participation at Public Fora:



Community Awareness: HPCZ Director of Finance and Planning Mr. Charles Mafumo making his point to the HCZP stand visitor during Nc'wala Ceremony in Chipata

The Council participated in various national, international and other public events as follows:

- International Women's Day
- Zambia International Trade Fair
- International Labour Day
- World Hepatitis Day
- World Oral Health Day
- Umutomboko Traditional Ceremony

iii THE PROCUREMENT AND SUPPLIES UNIT

The Procurement and Supplies Unit (PSU) is grounded on 3.8 Strategic Pillar 4: Mobilisation and Management of Resources of the HPCZ's 2018-2021 Strategic Plan whose Key Results Area (KRA) 4 is: Sustained resource base and fiscal discipline for the growth of the Council. The Strategic Objective is: Cost Containment with the one principal strategy to: Develop and implement Annual Procurement Plan.

Ensuring that Health Professions Council of Zambia (HPCZ) attains value for money by procuring goods and services in an economic, efficient and transparent manner is one of the functions of the PSU. This is meant to achieve the following:

1. Support HPCZ Core function Requirements
2. Manage effectively and efficiently of Procurement Processes and Supply Base
3. Develop Strong Relations with other operational functions
4. Develop Integrated Purchase Strategies which support HPCZ strategies and objectives

b. PROCUREMENT COMMITTEE MEMBERS

During the year 2019, the Health Professions Council of Zambia through the Office of the Registrar, maintained the previous year (2018) Procurement Committee membership which was appointed in August 2018. The appointment of members was pursuant to clause (13) (2) (a) of the Public Procurement Act No. 12 of 2008.

The HPCZ's Registrar remained an ex-officio member and Senior Procurement and Supplies Officer as a Secretary respectively as provided in the Act.

The two principal functions of the Procurement Committee are

- (i.) To evaluate bids submitted to the Procurement Unit that exceed a prescribed in the Zambia Procurement Public Procurement Authority (ZPPA) of 2008.
- (ii.) To select the best evaluated bid based on set criteria of the bid.

Table 50: Summary of different procurement meetings held in 2019

No.	Date Held	No. of Meeting
1	21st February	01
2	7th May	01
3	19th August	01
4	17th October	01
5	22nd November	01
	Total	05

c. WORKS AND SERVICES PROCURED IN 2019

- a) In line with the Health Professions Council Zambia 2019-2021 Action Plan, the Procurement Unit facilitated the following procurements.
 - i. Acquisition, renovations, branding and landscaping to the Southern Hub Region Office Plot No. 82 John Hunt Way, Livingstone which was officially launched on 30th December, 2019.
 - ii. The Council engaged Zambia Nonferrous Metals Exploration and Construction Company limited, to construct a three Storey Office Block, Guard House, and alterations to the existing building and associate external works for Health Professions Council Zambia at Plot No. 6640 Mberere Road, Olympia Extension.



Infrastructure Development: HPCZ Management inspecting the progress made on the HPCZ new offices in Olympia Extension, Lusaka.

As at December, 2019, works were at 48% complete with the following works done:

- The roof was complete
- Tiling and painting
- Columns of the third floor were done
- Stair cases on all the floors were done
- Lift shaft was complete awaiting the installation of a lift.

- iii. On 22 November, 2019, the Council had a Procurement Committee meeting where Sunshare Construction Company Limited was nominated as a sub-contractor for supply and installation of Curtain Walling on a three storey office block at Plot No. 6640 Mberere Road, Olympia Extension, for the Health Professions Council of Zambia.

e. Health Workforce for the 21st Century Project Technical Support to HPCZ

The Health workforce for 21st century (HW21) Project procured and donated equipment to support the functioning of the Regulatory Human Resources Information System (RHRIS). The technical support included Meraki Router/Firewall and Cisco Switches.

The HW21 project under Jhpiego Program objective is to support the Health Professions Council of Zambia to increase capacities in Human Resources for Health Management through strengthening Human Resources Information Systems (RHRIS) for decision making.

f. Development of Mass Billing on the Regulatory Human Resources Information System

The Mass Billing component was developed with an algorithm that uses the nationality and the highest qualification of a health practitioner to bill them and aggregate the list of all registered practitioners with their particulars. The Health Professions Council of Zambia built the billing system with an objective of predicting the total income from annual renewals.

20. THE INTERNAL AUDIT UNIT

The Internal Audit Unit is anchored on Strategic Pillar 4: Mobilisation and Management of Resources with the Key Result Area (KRA) 6 Sustained resource base and fiscal discipline for the growth of the Council of the HPCZ's 2018-2021 of the Strategic Plan.

The Unit's Strategic Objective is Reduce Exposure to Enterprise Risks with two principal strategies used during the year under consideration: Develop Risk Management Policy, Audit Management Policy and Finance Accounting Manual and Timely Financial reporting culture.

1. Risk Management Policy, Audit Management Policy and Finance Accounting Manual

During the year under consideration, the Council executed three main activities as follows:

- Followed up audit of revenue streams of the Council vis-à-vis revenue from licensed facilities, facilities applying for registration, health practitioners and student indexing.
- Followed up audit of Accounting and inter related systems to assure accountability of income.
- Conducted appraisal of compliance inspection of both private and public health facilities to provide a level of assurance that inspections were carried out in accordance

with the Health Professions Act No 24 of 2009 and to appraise the adequacy of the inspection tools in use.

2. Developed HPCZ Audit Documents

a. Internal Audit Procedures Manual

In order to provide Standard Operating Procedures (SOP), the Internal Audit Unit developed the Procedure Manual. The Manual which was approved by the Council acted a guide for auditees in the course of audit assignments during the under consideration.

b. Timely Financial Reporting Culture

During the year review, the Audit, Risk and Compliance Committee held four (4) meetings as tabulated below:

Table 51: Summary of Audit, Risk and Compliance meetings held in 2019

No.	Date Held	No. of Meeting
1	12th February	01
2	31st May	01
3	18th September	01
4	9th December	01
	Total	04

- iv Medlink Services Limited was engaged as the provider of Managed Medical Scheme Services for the Council employees and their dependants for a period three years, subject to annual performance.

d. DEVELOPMENT OF PROCEDURE MANUAL

A Procurement Procedure manual was developed in order to establish procedures for the business for procurement of goods and services and ensure that all goods and services procured are obtained in cost effective prices, at the required specifications and quality and delivered in time.

e. WORKSHOP & CONFERENCES

The Procurement and Supplies Unit represented the Council at the following meetings and workshop as planned in the 2019-2021 Action Plan

1. Zambia Institute of Purchasing and Supply 7th National Conference

The Senior Procurement and Supplies Officer, Assistant Procurement and the Stores Officer, attended the Zambia Institute of Purchasing and Supply 7th National Conference from 29th to 31st May, 2019, at the Avani Victoria Falls Resort in Livingstone. This was held under the theme: Promoting Sustainable Development and Good Governance through Ethical Procurement Practices.

The Focus was on sustainable procurement and national development pillared on

- i. Procurement
- ii. Sustainability
- iii. Development

2. Three Day Short Courses Workshop

The Procurement Unit also attended a three (03) short courses workshop from 18th to 20th September, 2019 in Siavonga at Kariba Inns.

The workshop was held under the theme: Procurement Records and PowerPoint Presentations. This short course focused on developing excellent written and verbal communication skills, good grammar, effective presentations and public speaking skills.

iv THE INFORMATION AND TECHNOLOGY UNIT

The Information Technology (IT) Unit is steered by the Strategic Pillar No 3- Infrastructure development of the HPCZ Strategic Plan with the focus on the Key Result Area (KRA) of: Fit for purpose infrastructure. The IT Unit's Strategic Objective is 'Develop fit-for- purpose ICT infrastructure Strategic.'

'Develop fit-for- purpose ICT infrastructure Strategic.

During the year under review, the following were the major milestone achieved by the Health Professions Council of Zambia, through the Information Technology Unit

a. Online Health Practitioner's Registration

The Online health practitioner registration was developed to enable practitioners register online with the Health Professions Council of Zambia for different types of registrations regardless of the location.

b. Online Health Facility License Renewal and Registration

To accelerate the process of license renewal, the IT Unit developed a module to facilitate the health facilities to renew their annual health facility licenses online, regardless of the location. The development of this module will enable health Facilities to submit and apply for a health facility license online.

This against the backdrop of health facilities previously renewing and submitting applications through a paper based system to the Health Professions Council of Zambia.

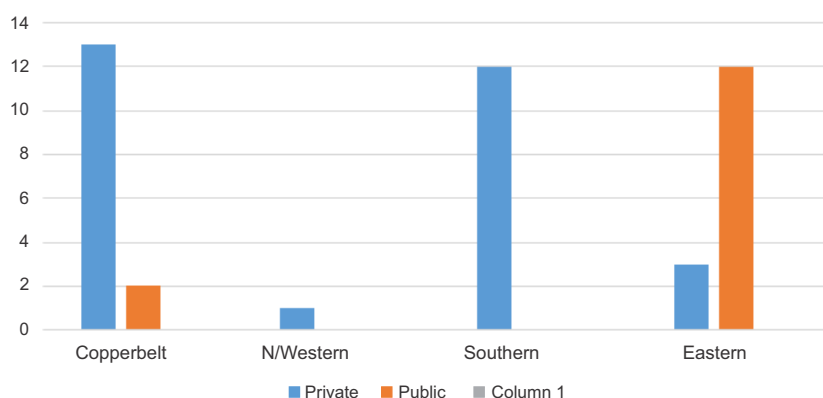
c. Development of Online Inspection Tool

The Inspection (tool) module based on the Regulatory Human Resource Information System was developed. The modules facilitated the HPCZ Inspectors to conduct inspections of health facilities online. Programming and development of the online inspection tool for Class A was also finalised.

d. Development of Student Indexing Module

The HPCZ Student Indexing (registration) module was developed and programmed based on the Regulatory Human Resource Information System. This module enabled students to enrolled for certificate, diploma and degree programmes at various training institutions offering HPCZ approved health-related programmes to register (index) online.

Number of Public Private Health Facilities reviewed by Internal Audit Unit



21. THE LEGAL UNIT

The unit is responsible for investigating all complaints, provide legal services and guidance to the Council, enforce compliance and promote good Corporate Governance in line with the Health Professions Act No 24 of 2009 of the Laws of Zambia.

Achievements

During the period under review, the following milestones were attained:

1. Opening of Complaints Register

The Health Professions Council of Zambia opened a Register where complaints received against health practitioners or institutions were recorded. A total of forty one (41) complaints were recorded.

2. Development of Guidelines for Investigation

In an effort to increase efficiency and accuracy in the way and manner investigations are conducted, the Council developed Guidelines for investigation of all complaints received by the Council.

These guidelines impact on the quality of investigations and ensure expediency in the process of determining and resolving matters of concern by the public.

3. Enforcing Compliance to the Health Professions Act No. 24 of 2009

In enforcing compliance to the Act, the Council through the Legal Unit has superintended over cases prosecuted for various offences both under the Act and other related offences.

Two (02) cases were prosecuted in the Courts of Law and convictions secured. In prosecuting the said matters, the Council enjoyed support from various stakeholders who were key to the process.

4. Review of Health Professions Act No 24 of 2009

The Health Professions Council of Zambia embarked on a process to amend the Health Professions Act No 24 of 2009 in order to address some of the inadequacies of the Act.

Following the completion of the consultation process, which included a wide range of stakeholders, the Council would engage the relevant Ministries in order to proceed to the next stage (s) of reviewing the Act.

Table 52: Different meetings facilitated by the legal department in 2019

No.	Type of Meeting	Sched-uled Meeting	No. of Meetings Held	No. of Extra of Meetings Held	Total
1	Council		03	02	05
2	Executive	04	04	01	05
3	Investigation	42	41	-	41
4	Disciplinary	-	28	-	28
	Grand Total				79

3.0 Number of Cases Investigated and Determined

During the period under review, the Health Professions Council of Zambia investigated a total number of thirty six (36) cases out of the forty one (41) complaints received. Out of the twenty (28) cases referred to the Disciplinary Committee for determination, thirteen (13) were disposed off while fifteen (15) were pending determination.

22. FINANCE AND PLANNING DEPARTMENT

INTRODUCTION

Mandate of the Department

The Finance and Planning department is responsible for financial and management accounting functions of the Council in order to ensure efficient and effective utilisation of Health Professions Council of Zambia (HPCZ) resources and provide timely financial information for Management and Council decision making.

It is also responsible for the coordination and facilitation of the preparation of institutional plans to ensure smooth implementation of HPCZ wide activities. Further, the department monitors and evaluates institutional activities in order to check adherence to implementation plans and ensure informed decision making.

As outlined in the 2018-2021 HPCZ Strategic Plan, the Finance and Planning Department is anchored on Strategic Pillar 4: Mobilisation and Management of Resources. Its Key Results Areas is centered on: Sustained Resource Base and fiscal discipline for the growth of the Council focusing on three strategic objectives as follows: Strategic Objective 1: Increase and Diversify resource base Strategic Objective 2: Reduce Exposure to Enterprise Risks Strategic Objective 3: Cost Containment

1. FINANCIAL AND DEPARTMENTAL HIGHLIGHTS

1.1 FINANCIAL HIGHLIGHTS

The Health Professions Council of Zambia recorded a deficit of **ZMW3.2 million** (2018-deficit of ZMW4.3 million) during the year under review.

The total revenue generated by the HPCZ for the year 2019 amounts to **ZMW46.3 million** (Compared to 2018: ZMW44.3 million) representing an increase of 5% over the income reported in 2018.

Total expenditure of **ZMW49.5 million** (Compared to 2018: **ZMW48.6 million**) was recorded during the year under review. An increase in expenditure recorded during the year

under review was mainly attributed to:

- a) Increase in depreciation charge due to policy change from reducing balance to straight line method and,
- b) Increase in non-cash provision for accrued staff leave days.

1.2 DEPARTMENTAL HIGHLIGHTS

The key financial milestones recorded by HPCZ through the Finance and Planning Department were as follows:

1.2.1 Successfully facilitated the acquisition of a loan of **ZMW14.3 million** to finance the construction of HPCZ offices at Plot No. 6640 Mberere Road Olympia Extension in Lusaka. The successful completion of the office building will result in a saving of gross rentals of ZMW0.11 million per month currently being incurred by the Health Professions Council of Zambia,

1.2.2 In line with good Corporate Governance, the department facilitated all the scheduled Finance and Administration Committee meetings, reporting the HPCZ's financial performance on a quarterly basis and,

1.2.3 Successfully facilitated the external auditing of the HPCZ's 2018 financial statements.

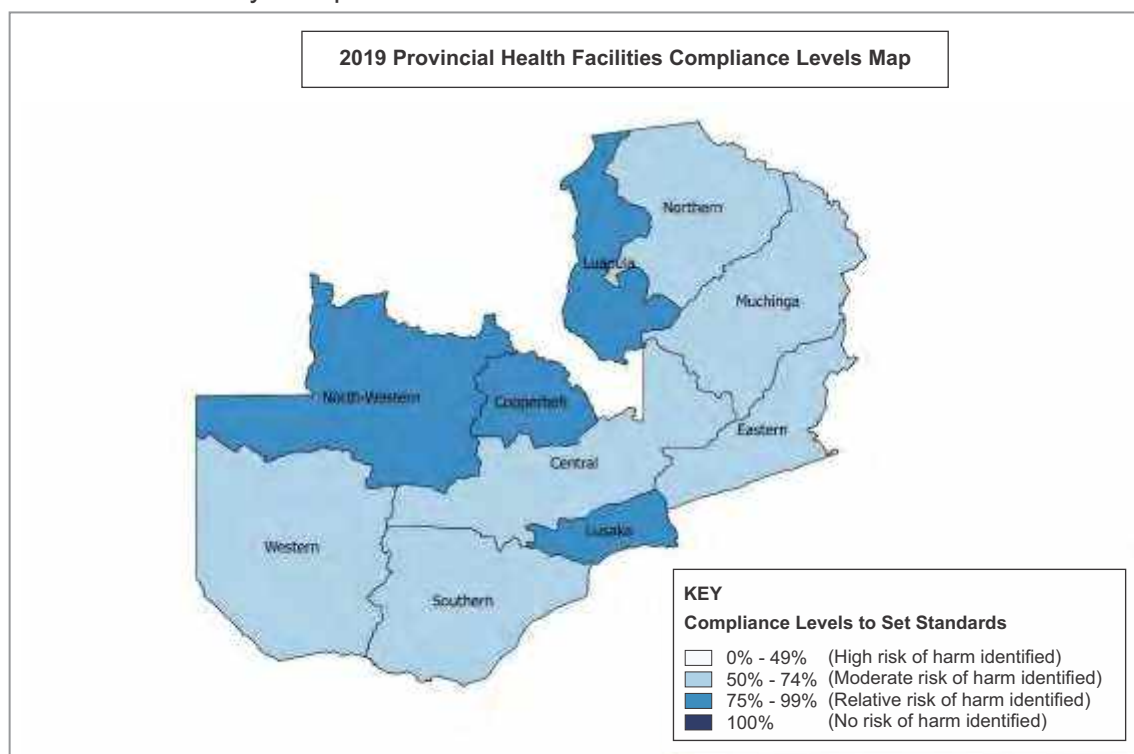
Monitoring and Evaluation Highlights

The Monitoring and Evaluation (M & E) function under the department was first introduced during the year under review and performed as follows:

1.2.4 Updated the Health professions Council of Zambia Monitoring and Evaluation (M&E) System, outlining tools and procedures that were used to measure the institutional performance against planned activities/ programmes for the year 2019,

1.2.5 Monitored and Evaluated the 2019-2021 Action Plan activity/program execution on a quarterly basis for the year 2019. The quarterly evaluation reports were written mainly to track Council's activity/program implementation against the set annual targets. The reports added value decision making processes at both management and Council (Board) levels.

2019 Health Facility Compliance Levels Per Province



Source: HPCZ 2019 Compliance Inspections Reports

The topographic map above shows the health facility compliance levels recorded in 2019 in line with HPCZ National Health Care Standard (NHCS) for Zambia. It depicts that on aggregate no province recorded a High Risk of Harm to the public (0%-49%), four (04) provinces (i.e. Lusaka, Copperbelt, Luapula and North-Western) recorded a moderate risk of harm to the public (50%-74%). The remaining six (06) provinces (i.e. Western, Southern, Central, Eastern, Muchinga and Northern) recorded a Relative Risk of Harm to the public (75%-99%). On the other hand, no province recorded a 100% compliance level as stipulated in the HPCZ NHCS.

1. EXTERNAL AUDITING

During the year under consideration, the Health Professions Council of Zambia received an unqualified (clean) audit reports on the Financial statements for the year ended 31st December 2019.

The audited financial statements for the year ended 31st December 2019 are included on the following pages of this annual report. The financial statements were unqualified by external auditors.



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***“Promoting Compliance to Healthcare
and
Training Standards.”***