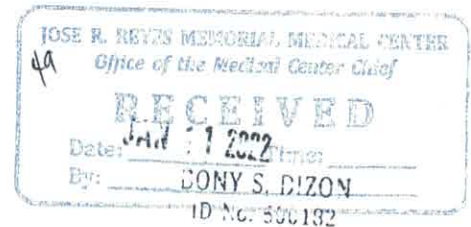


Republic of the Philippines
Department of Health
JOSE R. REYES MEMORIAL MEDICAL CENTER
Manila

HOSPITAL OPERATIONS AND PATIENT SUPPORT SERVICE
(HOPSS)

January 11, 2022



EMMANUEL F. MONTAÑA, JR., MD, MHA
Medical Center Chief II

Dear Sir:

Respectfully submitting to you the CY 2021 Annual Report of the Hospital Operations and Patient Support Service (HOPSS) for your perusal and approval.

Thank you.

Respectfully yours,


MS. LUCIA HERNANDEZ-PANAGUITON
OIC-Chief Administrative Officer

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JOSE R. REYES MEMORIAL MEDICAL CENTER

HOSPITAL OPERATIONS AND PATIENTS SUPPORT SERVICE ANNUAL REPORT FOR CY 2021

CY 2021, the Philippines has been remained under the State of Calamity and in the state of Public Health Emergency due to COVID-19 pandemic. Despite the threats of the COVID-19 pandemic, the Hospital Operations and Patient Support Service (HOPSS) remained fruitful and progressive in the year 2021 as one of the four (4) major components in the hospital system. Its role in playing an equally important major services in the delivery of effective and efficient quality health care through the provision of timely, accurate, complete and appropriate logistic support has been delivered in the day-to-day operations of the hospital amidst the alarming caused and effects of the virus which everyone is in fear to get infected.

Though we have all been caught unprepared for this pandemic, over more than or almost two years, the “new normal” has become the way of life to our daily life. Still, face to face transactions has been limited resorting to online mode of transactions, especially all the trainings attended. Despite the stressed and anxiety brough about by the pandemic, the HOPSS staff managed to cope up and delivered quality service, through the collaborative efforts of all the employees and with the support of the different departments we still have proven that everything is Grace.

Amidst pandemic, the Human Resource Management and Development Department (HRMDD), the HRMD has accordingly and properly prepared appointments for a total number of 1,106 that which includes Original, Reemployment, Reappointment, Transfer, Promotions, Renewal, Contract of Service, and Non-Salaried personnel.

Number of HOPSS staff opted to avail the optional or early retirement due to pandemic and some have anxiety that they might be infected to the virus because of their health conditions and senior citizens are vulnerable to get infected with the virus. As of December 31, 2021, 1,840 various positions (Medical, Nursing, HOPSS Finance) were filled and with 267 unfilled. 378 HOPSS position were filled while there are still Fifty-Six (56) to be filled-up due to chain promotions of the different staff and optional retirement. There are still Twelve (12) contractual personnel being hired and assigned to the different offices of the HOPSS to augment manpower staffing. On the other hand, a total of One Hundred Thirty-Three (195) separation papers were being prepared due to retirement and resignation of some employees, as well as completion of residency trainings of the Medical Doctors.

Engineering and Facility Management Department (FMD) tried its best and coped with the volume of service requests being requested due to different demands brought about by the pandemic.

Different in-house infrastructure projects as well as outsourced repair/renovations/building improvements were continually monitored and supervised by the FMD-Engineering, the following major projects were completed in 2020:

1. Construction of Malasakit Center (Provision of dry wall partition and sliding door) – January 22, 2021
2. Provision of proposed transition ward at OB-Gyne Ward – April 27, 2021
3. Retrofitting works and provision of walls at OB-Isolation Room – June 3, 2021

4. Repair of Floorings at Dr. Eva Macaraeg-Macapagal National Center for Geriatric Health – June 11, 2021
5. Provision of additional shed roofing at ESC Entrance – June 28, 2021
6. Fabrication of built-in wall hang cabinet at MRI Room – August 18, 2021
7. Provision of transition ward at Ortho Ward, Philhealth and 4th Floor – October 29, 2021

On the other hand, the following infrastructure projects were completed and have been utilized in 2021:

1. Renovation of General and Geriatric Health Services (GGHS) to Comply with Level 1 Hospital Accreditation – March 31, 2021
2. Renovation of 4th and 5th Floors

On top of the abovementioned completed projects, the following are the Ongoing Projects for the continuous improvement of the structure and facilities of the Medical Center:

1. Design and Build for Specialty Center Building with Parking
2. Alteration of Radiotherapy Building including Linear Accelerator Bunker;
3. Design and construction of Isolation Rooms with Negative Pressure System at Payward II (Class Q & N Isolation Rooms);
4. Design and Construction of Isolation Room with Negative Pressure System through WB-PCERP;
5. Provision of Negative Pressure System;
6. Provision of Exhaust Fan/Ventilation System of 2 Storey OPD Building.
7. Consulting Services for the Structural Assessment and Detailed Engineering Design for the Retrofitting of Public Buildings (The Big One)
8. Preparation documents/DAED for Infrastructure Projects:
 - a. Proposal Zoning for the Main OR/Surgery Complex

Attached are the pictures of the above-mentioned infrastructures, as well as the ongoing major projects of this Medical Center.

The Procurement Management Department (PMD) processed/prepared a total number of 1,819 of Purchase Orders and 1,443 Call Offs in which the 766 line items were cancelled due to non-availability of stocks/lapsed in delivery period by strictly implementing the working days delivery period. Due to urgency of need and exigency of the service, total number of 145 line items of emergency purchases were made. The PMD was able to prepare consolidated PPMPs totaling 1,142. For the whole year, for the on-time provision of goods and supplies, the PMD-BAC Secretariat has processed 1,058 Approved BAC Resolution Mode and 2,015 Approved BAC Resolution of Award. Mandatory submission of the Quarterly Procurement Status Report and Procurement Monitoring Report is being timely complied, as well as the Perfected Contracts being submitted to COA.

The Materials Management Department (MMD) though there were at times shortages of various supplies, they have been provided necessary supplies for the day to day operations of the whole medical center. A total number of 8,981,121 goods delivered, quantity per line items were accurately distributed/issued to the end-users concerned. On the other hand, a total number of 11,175 of goods were rejected due to non-conformity with contracts and 9,647 total number of goods were cancelled due to non-availability of stocks/lapsed of delivery period.

The HOPSS as a whole has contributed major role in the success of the operations of this Medical Center amidst the threats of the COVID-19 pandemic. The ISO 9001-2015 Recertification in June 2021 was also a success. The staff have been cooperative and supportive and has carried out its functions effectively and with commitment to serve. Herewith are the highlights of accomplishments of the Service for CY 2021:

HIGHLIGHTS OF ACCOMPLISHMENTS

HOPSD OFFICE

Received/Recorded communications	14,914
Released Communications.....	15,879
Signed/Reviewed reports/communications/checks/vouchers, etc.....	12,394
Filed/Indexed/retrieved records.....	96/24x
Prepared/typed communications.....	1,182
Approved GSIS Loans.....	884
BUR/OBR Prepared/Typed.....	4,394
Special Disbursing – Liquidations of Cash Advances.....	100% compliant
Customer Satisfactions.....	100% compliant
Customer Complaints.....	0 complaint
Data Privacy Breach.....	100% compliant

CENTRAL COMMUNICATION UNIT

This Office is in-charge of the preparation, receiving, recording, routing, releasing, and follows-up of communications for the hospital. It is also in-charge of screening and approving request for posting of posters and information materials, use of conference rooms. It handles ISO/CCU documents and maintains files/mails distribution, and also responsible in the supervision of the telephone services and public assistance help desk.

1. ACCOMPLISHMENTS:

1.1. CCU

Received/Recorded communications	5,363
Released Communications with appropriate action done	612
Filed/Encoded/Scanned/Retrieved Records.....	2,310
Prepared/typed communications.....	347
Retrieved Files.....	83
Customer Satisfaction Survey	
Distributed Forms	22,933
Collected Forms	19,145
Mails for mailing from different offices.....	28
Mails/Parcels distributed	2,353
Information Materials posted/signed.....	111
Travel Authority Endorsement/Facilitated.....	8
Medical Certificates verification.....	18
Media Coverage Request.....	5
Freedom of Information	70

1.2. DOCUMENT CONTROL OFFICE (DCO)

Incoming ISO Documents recorded/filed.....	2,392
Released/Issued ISO Documents	7,250

1.3. TELEPHONE OPERATOR

Received incoming calls	194,173
Placed outgoing calls.....	85,928
Placed paging calls.....	20,552
Switchboard breakdown and unusual incidents reported/recorded.....	287

2. ANALYSIS:

The following are inadequate for the services being rendered and needed in the day to day operation of the area and to replace worn out office equipment or additional equipment to cope with the demands of service or as requirement for ISO Accreditation.

Although there seemingly is not much problems encountered, meaning whatever problem came us were manageable. The staff had been cooperative and supportive and has carried out its functions effectively and with commitment to serve.

1. Spacious Office space
2. Adequate storage of archives
3. Sound system
4. Laptop
5. Desktop
6. LCD projector with high resolution
7. Roll-up banner stand
8. Upgrading of Telephone System

3. RECOMMENDATIONS:

1. Provision of more adequate office space to accommodate staff of CCU/ISO Documents
2. Provision of Sound Systems, laptop, desktop, LCD Projector, and roll-up banner
3. Upgrading of telephone system, LAN and internet connections.

ENGINEERING AND FACILITIES MANAGEMENT DEPARTMENT

A. MECHANICAL UNIT

1. Motorpool Unit

- Administrative Trips conducted including medical missions and shuttle services –5,672
- Ambulance trips conducted- 1,156
- Performed preventive maintenance on service and ambulance vehicles, semi-annually.
- Monthly Fuel Consumption Monitoring – used by vehicles and generator set
 - Diesoline – 21,732.93 litres with kilometre run of 177,645
 - Gasoline – 340.68 with kilometre run of 1,100

2. Printing Unit

- Printed out different hospital forms and documents for wards, offices - 4,054.75 reams & and 106 inks

3. Mechanical Utilities and Equipment:

- Performed inspection of delivery on mechanical utilities/equipment, refrigerator, and air conditioning units
- Performed evaluation, repair, fabrication, repainting and preventive maintenance of mechanical utilities/equipment - 312x

- Evaluation of serviceability and disposition of mechanical equipment -109x
- Performed preventive maintenance on mechanical facilities:
 - Generator set – Monthly/Weekly
 - Water pump – semi-annually
- Performed evaluation, installation, repair and preventive maintenance on air conditioning units and refrigerator – 890x
- Evaluation of serviceability and disposition of mechanical equipment-21x
- Supervised outsourced evaluation, repair and preventive maintenance on mechanical equipment
- Performed inspection/preventive maintenance of fire extinguishers - monthly

B. ELECTRICAL UNIT

- Performed preventive maintenance on lightings and emergency lights – annually
- Repaired electrical fixtures and facilities including telephone and rewired/ repaired electrical power lines -1,396x
- Evaluated of serviceability and disposition of emergency lights/electrical equipment:26x
- Monitored Electric Consumption:
 - JRRMMC – 3,615,155 kWh amounting to Php 28,775,826.24
 - GGHS – 234,600 kWh amounting to Php 1,821,142.37
 - QI – 409,200 kWh amounting to P 3,730,807.00

C. BIOMED UNIT:

- Performed evaluation, repair, preventive maintenance and calibration of biomedical equipment – 1,216x
- Performed inspection of delivery on biomedical equipment: 119x
- Evaluation of serviceability and disposition of biomedical equipment including disposable materials:300x
- Supervised outsourced evaluation, repair, calibration and preventive maintenance of various medical equipment

D. PHYSICAL PLANT UNIT

1. Plumbing

- Performed preventive maintenance on cistern tanks plumbing fixtures, pipes and grease traps.
- Performed plumbing works (declogging and repair) – 1,131x
- Monitored water consumption:
 - JRRMMC – 214,050 cu.m amounting to Php 27,061,942.30
 - GGHS – 17,559 cu.m amounting to Php 2,111,779.32
 - QI – 3,868 cu.m. amounting to P 299,231.39

2. Carpentry and Masonry

- Performed carpentry works (repair of cabinets, etc.) concreting/tiling works, repairing – 1,477x

E. In-House Projects = 87

- Completion of various in-house Projects: 44

No.	Project Title/Description	Process Owner/Area	Project Status		
			Date Started	Date Completed	Remarks
1	Fabrication of ledger box	Billing	01/04/21	1/22/2021	Completed
2	Construction of Malasakit Center (Provision of dry wall partition and sliding door)	Main Buildin	12/15/20	1/22/21	Completed
3	Provision of Power Supply for Malasakit Center	Main Building	1/22/21	1/22/21	Completed
4	Provision of additional outlets in treatment planning room	Radiotherapy	2/4/2021	2/4/2021	Completed
5	Repainting and roofing works at swab test booth	ESC	2/8/2021	2/9/2021	Completed
6	Fabrication and Installation of cabinet, 2 hanging, 1 counter and 1 built-in cabinet	Brachy, RT	9/23/2020	2/10/2021	Completed
7	Fabrication and repainting of shelves	MSW	2/10/2021	2/11/2021	Completed
8	Installed GI roof enclosure for perimeter fencing	QI	4/28/2021	4/28/2021	Completed
9	Installation of grounding wire for ABR/ASSR Machine	EENT Ward	5/10/2021	5/11/2021	Completed
10	Fabrication of Computer table	MSW	5/10/2021	5/12/2021	Completed
11	Fabrication of Computer table	FSW	5/10/2021	5/12/2021	Completed
12	Fabrication of 2 layer shelves stand	PACU	5/17/2021	5/21/2021	Completed
13	Fabrication of Computer table	Minor OR	5/25/2021	5/26/2021	Completed
14	Fabrication of Computer table	MMD	5/20/2021	5/21/2021	Completed
15	Provision of proposed transition ward	OB Ward	4/19/2021	4/27/2021	Completed
16	Retrofitting works and provision of walls at OB-Isolation Room	OB-ISO, Ultrasound	5/5/2021	6/3/2021	Completed
17	Repair of flooring (ceramic tiles)	GGHS Main Lobby & Dietary	5/18/2021	6/11/2021	Completed
18	Provision of customized tables/ counter and hanging cabinet	Ultrasound, OB-Gyne	June 2021	6/28/2021	Completed
19	Provision of additional shed/roofing at ESC Entrance	ESC	June 2021	6/28/2021	Completed
20	Repair/Replacement of doors	4 th Pay Lobby	6/25/2021	7/2/2021	Completed
21	Rehab of sewerline at Kitchen sink	NDMD	6/29/2021	7/3/2021	Completed
22	Rehab of water supply	CSSD	7/9/2021	7/11/2021	Completed
23	Repainting of doors	Payward I	7/5/2021	7/13/2021	Completed
24	Provision of barn/swing door and filing box	Med. Onco	6/3/2021	7/16/2021	Completed
25	Rehabilitation/repair of ceiling	Main Medical Records	7/15/2021	7/28/2021	Completed
26	Installation of plastic barrier	Rm. B, C, & D OB Ward	8/2/2021	8/4/2021	Completed

27	Provision of transition ward	Rm. D Pedia Ward	8/5/2021	8/6/2021	Completed
28	Provision of temporary transition room	Pedia Ward	8/9/2021	8/9/2021	Completed
29	Provision of water supply and sewerline	Temporary Area for Hemodialysis	8/9/2021	8/12/2021	Completed
30	Fabrication of built-in wall hang cabinet	MRI Room, Radiology	6/29/2021	8/18/2021	Completed
31	Provision of power supply for HK, Guard and Adm. Office	QI	9/3/2021	9/6/2021	Completed
32	Provision of plastic partition for cancer patients	PHIC Ward	9/28/2021	10/4/2021	Completed
33	Fabrication of open shelves and cabinet	Pulmo Unit	7/7/2021	10/15/2021	Completed
34	Proposed Stock Room	Main OR	10/14/2021	10/29/2021	Completed
35	Retrofitting works and provision of doors	Wards and OR Lobby	9/28/2021	10/01/2021	Completed
36	Provision of Plastic barriers	Ortho Wards	9/24/2021	10/01/2021	Completed
37	Provision of curtain railings	Pedia Covid Ward	10/07/2021	10/13/2021	Completed
38	Provision of proposed transition ward	Ortho, Phic and 4 th wards	9/24/2021	10/29/2021	Completed
39	Installation of plastic barriers	Uro Ward	10/26/2021	10/29/2021	Completed
40	Provision of transition ward	MSW/FSW	10/26/2021	10/29/2021	Completed
41	Installation of plastic barriers	Medical Records	11/15/2021	11/15/2021	Completed
42	Repair of flooring (replacement of tiles)	NCGH	11/23/2021	12/3/2021	Completed
43	Repainting work of NCGH	NCGH	12/06/2021	12/17/2021	Completed
44	Repainting of floor hallway	MAB	12/20/2021	12/28/2021	Completed

- Preparation & Monitoring of material for upcoming/on-going projects: 36

1	Improvement of JR-QI Community Quarantine Facility	PTSI-QI			Ongoing – PR No. 2021-04-1790
2	Licensing Requirements to Comply with the initial of Mr. De Borja	Community Quarantine Facility			On-going; P.R. No. 2021-04-2004
3	Provision of fence and other improvements and repair works	QI			Ongoing; P.R. No. 2021-05-2166; temporary suspended- awaiting MOA
4	Fabrication of shelves, cabinet and working table	Radiology			Re-PR No. 2021-01-222
5	Fabrication of knee operated stainless lavatory (Brachytherapy) sink	Radiotherapy			Ongoing; PR No. 2020- 01-720; 2020-06-3547
6	Provision of washing area	Linen			Ongoing; P.R. No. 2021-03-1428
7	Provision/Rehabilitation of stainless sink at Pathology	Pathology			Ongoing; P.R. No. 2021-01-215
8	Installation of Doors	EENT Ward			PR No. 2021-03-1495

9	Renovation of CCU & IAU	CCU/DCO/IAU			RE-PR No. 2019-12-6830
10	Provision of stainless steel sink at OPD Laboratory (Biopsy Clinic)	Pathology			Ongoing; PR No. 2019-07-3116; 2020-02-1348
11	Repair/patching on the damage floors	Dialysis, MAB			Ongoing; PR No. 2021-10-5273
12	Rehabilitation/repair of sewerline and downspout at Pay II and Pedia Ward	Payward, Pedia			All items delivered
13	Repair tiles (80 pcs tiles, tile adhesive)	Neuro CBB			on-going PR # 2021-02-720
14	Provision of curtain rods for curtain partition	Pay II and ENT			on-going PR #2020-02-951
15	Provision of doors and fabrication of cabinets at OB-DR	OB-DR			Ongoing; P.R. No. 2021-03-1126; 2021-03-1492
16	Provision of stock room and fabrication of cabinets	NICU			Ongoing; P.R. No. 2021-04-1618
17	Provision of cabinets	COVID -19 Lab			Ongoing; P.R. No. 2021-02-645
18	Provision of standing shelf/cabinet for cadaver bags	Pathology			Ongoing; P.R. No. 2021-02-1299
19	Provision/fabrication of built in cabinet	Billing			Ongoing; P.R. No. 2021-03-1297
20	Provision of Triage and Barriers	ESC & Surgery -NCGH			Ongoing; P.R. No. 2021-06-3048; 3051; 3050
21	Provision of Tent	NCGH			Ongoing; P.R. No. 2021-06-3049
22	Provision of overhead cabinet with bracket and shelves	Urology,			Ongoing; P.R. No. 2021-07-3316
23	Recovery and additional security protection in perimeter fence, second coating	Perimeter			Ongoing; P.R. No. 2021-08-3722
24	Provision of transition ward	EENT Ward			Ongoing; P.R. No. 2021-08-3754
25	Provision of shed/roofing including handrails	Exit stairs from MSW and Main Pharmacy			Ongoing; P.R. No. 2021-08-3753
26	Renovation of Pedia to update rooms with essential function	Pedia			For further justification
27	Rehabilitation of gate and adjacent	PSTI-QI			Ongoing; P.R. No. 2021-08-3946
28	Provision of shed of patients walkway	Mild Community Quarantine Facility			Ongoing; P.R. No. 2021-08-3942
29	Proposed Dental Clinic Relative to COVID-19 Health Protocol	Dental Clinic			Ongoing; P.R. No. 2021-08-3948
30	Provision of barrier for Kangaroo Mother Care Room	NICU			Ongoing; P.R. No. 2021-09-4367
31	Fabrication of Cabinet	Burn Unit			Ongoing; P.R. No. 2021-09-4504
32	Provision of drywall partition	MMD			Ongoing; P.R. No. 2021-09-4515

33	Provision of curtain railings	Multipurpose			Ongoing; P.R. No. 2021-08-374098
34	Rehabilitation of water supply pipe	Dermatology			Ongoing PR
35	Fabrication of 5 units computer table	Behavioral Medicine			Ongoing PR
36	Installation of 7-layer wooden cabinet	QMU			Ongoing; P.R. No. 2021-12-5157

F. Other Projects

- Review plans and conduct site inspection for the Offsite Modular Hospital and Dormitory at Quezon Institute
- Preparation of documents, Supervision and monitoring of the following:
 - Supply, delivery and installation of brand new Transformer, 3-167 kva rating by Delta Star – January 21, 2021
 - Supply, delivery and installation of Malasakit Center and other agency logo for Malasakit Center by 888 Graphica – January 21, 2021
 - Supply, delivery and installation of 16 pcs sintra board singage at EENT Ward by Streetsign Ads Enterprice – May 11, 2021
 - Supply of labor and materials for the installation of Stainless Steel Letter at Payward II by Thadine Signages – June 11, 2021
 - Desludging, Collection, Transport, Treatment and Disposal of Septage/Sludge by Enrionkonsult Equipment and Services Inc. – October 11-17, 2021
 - Supply and installation of aluminum door, single swing panel, analok finish with amplimesh, etc. at NDMD by Valuserve Commercial – November 25, 2021

G. Infrastructures

- Preparation of plans/layouts, cost estimate, scope of works, term of reference and PR/PPMP for various infrastructure project
- Evaluation, Inspection and Supervision of Completed various Infrastructure Projects:
- Supervision/Submission of necessary documents of various completed Infrastructure Projects:
 - Renovation of General and Geriatric Health Services (GGHS) to Comply with Level 1- completed on March 31, 2021
 - Renovation of 4th & 5th Floor – June 30, 2021
- Supervision of various on-going Infrastructure Projects: 7
 - Design & build for Specialty Center building w/ parking
 - Alteration of radiotherapy building to include linear accelerator bunker –
 - Design and Construction of Isolation Room with Negative Pressure System at Payward II (Class Q & N Isolation Rooms) donated by National Grid Corporation of the Philippines/Electrodynamics Construction Development Inc. (ECDI)
 - Provisions of Negative Pressure System
 - Provision of Exhaust Fan/ventilation system of 2 storey OPD Building
 - Consulting Services for the Structural Assessment and detailed Engineering Design for the Retrofitting of Public Buildings (The Big One) – donated by DPWH
- Preparation of documents/DAED for Infrastructure Projects:
 - Proposal Zoning for the Main OR/Surgery Complex

H. Others

- Members of different committee and TWG of various medical equipment, TSD facility and engineering supplies
- Submitted DENR Self- Monitoring Report – Quarterly
- Submitted DENR Compliance Monitoring Report – Semi-Annually
- Submitted Fuel & Electric Consumption to DOE – Monthly
- Monitor water potability – monthly/quarterly

Issues & Concerns	Recommendations
<p>GENERAL:</p> <ul style="list-style-type: none"> • Non-delivery of the winning bidder or no award resulting to delay in the accomplishment of the project 	<p>GENERAL:</p> <ul style="list-style-type: none"> • PMD/BAC to look into procedure in the canvassing to prevent such incidents.
<p>BIOMEDICAL:</p> <ul style="list-style-type: none"> • Lack of Training regarding Calibration Standard (ISO 17025) • Increased responsibility of Biomedical Staff due to ISO 9001:2015 Standard application makes it difficult for us to comply due to insufficient manpower. <p>Also, more equipment is being procured by the hospital but the Biomed manpower is not considered.</p> <ul style="list-style-type: none"> • Non-accomplishment of scheduled PMS/Calibration due to expired calibration of test equipment 	<ul style="list-style-type: none"> • Escalate to the HOPSS Training Coordinator to facilitate the processing of training request. • Filling up of the remaining MET items for Biomed Unit. • PMD to fast tract procurement process; resort to outsourced conduct of PM/Calibration.
<p>ELECTRICAL:</p> <ul style="list-style-type: none"> • Insufficient manpower for shifting Electrical Staff to accommodate service request calls and especially emergency situations during night duties (i.e. three generator sets are needed to start and monitor during power interruption). 	<ul style="list-style-type: none"> • Additional skilled electricians that is willing to be assigned during night duties. Instead of item, such as Illustrator, we should hire new electrician with exceptional qualification.
<p>INFRASTRUCTURE:</p> <ul style="list-style-type: none"> • Lack of training for the latest rules and regulations for infrastructure project implementation & monitoring and project management. • Computers used in CADD and Drafting & Design Applications (computers have low specs) • Defective A3 Printer has not been repaired and returned to EFMD ever since it was pulled-out by IHOM Unit for repair. 	<ul style="list-style-type: none"> • Escalate to the HOPSS Training Coordinator to provide training at least twice a year for infrastructure implementation & monitoring and project management. • Upgrade or provision of two (2) units Computer with specs sufficient to run Drafting and Design Applications. • IHOM Unit to expedite immediately the pending repair.
<p>MECHANICAL UNIT:</p> <ul style="list-style-type: none"> • Dismantling of condemned equipment like old generators so as to save manpower expenses and space for scrap materials. • Increasing number of mechanical facilities needs additional electro-mechanical staff to focus in the accomplishment of PMS to comply with the ISO 9001:2015 requirements and documentation 	<ul style="list-style-type: none"> • MMD to look for scrap dealer that will include the dismantling of condemned equipment like old generators so as to save manpower expenses and space for scrap materials. • Hire additional technician that must be electro mechanical experienced at least 5 years in building facilities preventive maintenance and installation. 2 years related vocational course graduate. Utilize the social media posting for hiring

	staff.
PHYSICAL UNIT: <ul style="list-style-type: none"> Partial and incomplete delivery of materials/supplies for a certain project (in-house projects) tend to delay/skip on schedule of works. Items for Foreman not yet filled-up 	<ul style="list-style-type: none"> PMD/BAC to strategize ways to resolve this issue. HRMD to hire/open the position of Foreman.

HOUSEKEEPING SECTION

Accomplishments:

1. Internal cleanliness and sanitation maintained:
 - 1.1. Clinical Areas.....204
 - 1.2. Offices..... 57
 - 1.3. Dormitories.....3
 - 1.4. Comfort Rooms213
 - 1.5. Beginning April 7, 2021 – QI Modular included in the service of janitorial to clean and sanitize the area.
 - 1.6. Beginning July 2021 – DEMM-NCGH also included for cleaning and sanitation.
2. Garbage collected:
 - 2.1. General Wastes.....172,660 kgs.
 - 2.2. Wet non-hazardous.....6,498 kgs.
 - 2.3. Infectious Wastes.....244,205 kgs.
 - 2.4. Used Industrial and Grease Oil.....529/1,238 kgs.
 - 2.5. Vials.....5,157,kgs.
 - 2.6. Busted lights.....419 kgs.
3. Issued housekeeping supplies to other areas, offices and Housekeeping office any day as the need arises. Required Color Coded plastic garbage was distributed and implemented in every wards and special areas.
4. Monitored and coordinated with contractual workers in their assignments:
 - 4.1. Dear John Services, Inc. remained contractual service for the year 2021 with a total of 180 janitors including Supervisor reporting per day with 126 at main JRRMMC, Geriatric and General Health Services with 20 janitorial staff and JRRMMC-QI with 34 janitorial staff.
 - 4.2. Maintenance of cleanliness of hallways, stairs, public CR's, comfort rooms of all wards, including OPD Complex, window glasses, Dermatology, Radiotherapy, Central Block Building, Medical Arts Building, Main Building, GGHS and gutters and jalousies.
 - 4.3. Collection and disposal of garbage including cleaning of garbage areas and garbage house.
 - 4.4. Picked up and transported oxygen tanks to and from wards.
5. Monitored and coordinated with Pest Control Services with their assignments as to surface spraying, rat control/rat abatement, misting operation, gel bait, cat trapping.

ISSUES AND CONCERNS:	RECOMMENDATIONS/ACTION PLAN:
1. Despite information/dissemination made regarding Waste Segregation Program (Hospital Waste Management), some employees and	<ul style="list-style-type: none"> Continuous lectures, seminars and training regarding waste segregation and 3Rs. Continuously promoting strict compliance of proper disinfectant and proper of

patients still does not observe and follow the proper use of garbage color coding.	wearing of PPE to all janitorial service provider due to COVID-19 pandemic.
2. JRRMMC Garbage House and Storage is located inside the San Lazaro Hospital Compound wherein encountered problem of right of way to easily pass thru.	<ul style="list-style-type: none"> To consider procuring of new garbage bins for all clinical areas with color coding for proper segregation. Centralized waste treatment – 3000 metric ton including DEMM-NCGH and QI Modular Facility.
3. No proper place for housekeeping tools/utility room, thus resulting to losses and scattered tools.	<ul style="list-style-type: none"> Provision of storage room in every area for utility room.
4. Despite cat trappings were provided, other cats outside the hospital are entering to the hospital premises.	<ul style="list-style-type: none"> To continuously putting cat trap in the areas where cats are staying. Continues misting operation where mosquitos infestation.

LINEN AND LAUNDRY SECTION

Highlights of Accomplishment:

1. Raw materials purchased:

Total Purchased - 18 Meters
Total Amount Purchased - P 1,620.00
172 meters made into 1,534 pcs Washable Facemasks and 121 meters made into 56 pcs. Curtain for GGHS Dialysis Center. 76 meters made into 10 pcs. Machine Cover of GGHS.
Remaining Balance 197 meters – amounting to P11,820.00

2. Ready-made materials purchased : 1,920 pcs, amounting to P 397,800.00

Bed Sheet White	-	300 pcs
Fitted Sheet White	-	300 pcs
Pillow Case White	-	600 pcs
Patient Gown White	-	300 pcs
Bed Sheet Purple	-	70 pcs
Fitted Sheet Purple	-	70 pcs
Pillow Case Purple	-	70 pcs
Bed Sheet Green	-	70 pcs
Fitted Sheet Green	-	70 pcs
Pillow Case Green	-	70 pcs

3. Ready-made materials issued:

Bed Sheet Blue	-	82 pcs
Baby Wrapper	-	11 pcs
Bed Sheet White	-	627 pcs
Bed Sheet Printed Personalized Pay 1	-	10 pcs
Fitted Sheet Personalized Pay 1	-	10 pcs
Curtain Thai Sild Mentol Green w/buttons	-	30 pcs
Screen Curtain Thai Sild Mentol Green	-	26 pcs
Machine Cover Thai Sild Mentol	-	10 pcs

Green		
Curtain T-Silk Apple Blue	-	94 pcs
Curtain T-Silk Mint Green	-	9 pcs
Curtain T-Silk Red	-	4 pcs
Curtain T-Silk White	-	2 pcs
Screen Curtain Thai Silk Red	-	2 pcs
Curtain Thai Silk Coral	-	6 pcs
Curtain Thai Silk Blue	-	8 pcs
Curtain Thai Silk Linen	-	2 pcs
Curtain Pleats Thai Silk Linen	-	2 pcs
Pillow Case White	-	641 pcs
Pillow Case Personalize Pay 1	-	10 pcs
Patient Gown White	-	427 pcs
Patient Gown Printed Diamond	-	40 pcs
Patient Gown Printed Heart	-	3 pcs
Patient Gown Personalized Pay 1	-	10 pcs
Diaper	-	50 pcs
Flannel	-	4 pcs
ITC Maroon	-	4 pcs
ITC Green	-	39 pcs
Draw Sheet Green	-	144 pcs
OR Sheet	-	73 pcs
OR Gown Green	-	393 pcs
Leggings	-	16 pcs
OR Towel	-	349 pcs
Stretcher Cover Gray	-	3 pcs
Traylining Blue	-	7 pcs
Traylining White	-	12 pcs
Wrapper Catcha	-	24 cs

4. Work in Progress:

- 30 pcs Curtain Thai Silk Ocean Blue with buttons
- 20 pcs Screen Curtain Thai Silk Ocean Blue
- 2 pcs Screen Curtain Thai Silk Red with Cord
- 2 pcs Curtain Thai Silk White with Pleats
- 4 pcs Curtain Thai Silk with Red Pleats
- 30 pcs Curtain Thai Silk Light Blue with Buttons
- 26 pcs Screen Curtain Thai Sild Light Blue
- 9 pcs Curtain Thai Silk Mint Green with Buttons
- 6 pcs Stage Curtain Red small
- 26 pcs Curtain Thai Silk Mint Green/Olive Green
- 9 pcs Curtain Thai Silk Linen
- 35 pcs Curtain Thai Silk Ocean Blue
- 6 pcs Curtain Thai Silk Coral

Laundry of soiled linen (Contracted).....	305,876 pcs.
Laundry of soiled linen (in-house).....	14,579 pcs.
Mended/repaired linen.....	2,651 pcs.
Linen condemned.....	2,018 pcs.
Linen inventory conducted.....	67,838 pcs.

5. Reports Submitted:

- RSMI -12x (Weekly submission to Accounting Department)

- Waste Material Report – 12x (Monthly submission to MMD)
- Monthly Inventory Report – 12x

Issues and Concerns:	Recommendations:
1. Minor Renovation of Linen Room to accommodate required cabinets for stocks.	1. To include in the programming the renovation of the area. 2. Provision of training/seminar/orientation regarding linen activities.

HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT DEPARTMENT

1. PERSONNEL TRANSACTIONS

Incoming papers received/recorded	-	46718
Outgoing papers recorded/released	-	13913
Hospital Order/HPO prepared	-	565
Service Records/Certificate of Employment prepared	-	2,273
ARA-GSIS Submitted	-	2,874
GSIS Liaison (Verification/Submission)		1,263
IPCR and SPCR recorded/sorted		3,998

2. HRMPSB

Applicants/application processed	-	1019
Selection Board Meetings/Deliberations	-	31
Applicants deliberated	-	521
Filled	-	1840
Unfilled	-	267

3. APPOINTMENTS PREPARED and CHECKED

Plantilla Positions	-	537
Non-Salaried	-	518
Contract of Service/Job Orders	-	21
Visiting Honorary Consultants	-	30
Reports on Appointment Issued (RAI) submitted to CSC	-	28

4. SEPARATION PAPERS PROCESSED and CHECKED

Completion	-	121
Retirement	-	31
Resignation	-	43

5. LEAVE APPLICATIONS PROCESSED and CHECKED

HOPS Service	-	1,091
Finance Service	-	820
Nursing Service	-	1,620
Medical/Paramedical Service	-	1,903/1598

6. PAYROLLING

Payroll Prepared and Check (set/page)		
HOPSS	-	63 sets/994 pages
Finance	-	63 sets/375 pages
Para-Medical	-	82 sets/1226 pages
Medical	-	151 sets/1598 pages
Nursing	-	160 sets/1624 pages
Contractual/Job Orders/ HRH/ Visiting and Honorary and others	-	256 sets
Voucher Prepared (Salaries/benefits)	-	2,993
Cash Advances prepared/computed	-	727

7. HUMAN RESOURCE DEVELOPMENT

Learning and Development Intervention Conducted	-	33
Number of Staff Strained	-	735
Orientation (Contract of Service/OJT)	-	136

MATERIALS MANAGEMENT DEPARTMENT

Accomplishments:

Total number of goods delivered (quantity per line item).....	8,981,121
Total number of accurate goods received in conformity with	
P.O./Contract.....	8,980,968
- Medical Supplies.....	1,364,252
- Laboratory Supplies	1,707,825
- Drugs and Medicines.....	2,869,964
- Equipment and Semi-expendable supplies.....	368/661
- Foodstuff.....	485,187
- Radiology Supplies.....	56,706
- Radiotherapy Supplies.....	646
- Dialysis Supplies.....	33,602
- Engineering Supplies.....	35,417
- Office Supplies.....	2,056,267
- Housekeeping Supplies.....	110,631
- Donations.....	226,976
- Gases.....	30,841
- Linen Supplies.....	710
- Nuclear Medicine Supplies.....	915
Total number of goods cancelled due to non-availability of stocks/ lapsed of delivery period.....	9,647
Total number of goods rejected due to non-conformity with PO/Contract.....	11,175
Reports submitted.....	1,571
Report of Donation.....	41
Supplier's Evaluation Summary Report	12
Report of Deliveries.....	934
Report of Suppliers and Materials Issued.....	211
24 Hours Delivery Reports.....	373
Property Cards Prepared/Updated.....	283

Stock Cards Prepared/Updated.....	6,345
Communications prepared.....	2,430
Disposal Conducted.....	3
Total number of items disposed.....	1,070

Problems Encountered	Recommendations:
<ul style="list-style-type: none"> • Delay in preparations of Disbursement Voucher due to difficulty in determining the accurate computation of liquidated damages for delivery of equipment due to partial deliveries and incomplete submission of documentary requirements. • Over stocking of some items due to incorrect, unrealistic quantity in Stock Position Sheet (SPS) • Lack of self-esteem of the staff. 	<ul style="list-style-type: none"> • Reiterate to suppliers during Pre-bid to submit complete documentary requirements before delivery and the items must be complete including accessories on the time of the delivery in order to avoid delays in the preparation of Disbursement Voucher. • The SPS should be course in our department to have the realistic and accurate, updated inventory of goods/items excluding drugs and medicines and laboratory supplies. • Provide Learning and Development Trainings, seminars and continuous education in values and work related programs.

INSPECTION AND ACCEPTANCE UNIT

- Total Inspections Done:

Inspected Goods.....	11,823
Pre Inspection.....	47
Post Inspection,.....	39
Waste Material (line items).....	336
Petty Cash	2,901
Communications/Finding.....	652
- Reports:
 - Inspection and Acceptance Report submitted – 6,416
 - Inspection Report for Disbursement Voucher preparation – 3,035
- Training Attended:
 - To V or not to V : Handa na Ba Ako? – February 23, 2021- Corazon Amor Torres and Ma. Pilar Del Rosario
 - Modernizing Citizen’s Charter Towards Transparency & Good Governance- March 16-17, 2021 – Dalisay Lacap & Corazon Amor Torres
 - ARTA Awareness Seminar – September 23, 2021 – All IAU Staff
 - Values Formation Seminary – November 18 & 19, 2021 – All IAU Staff
 - FMEA Seminar – January 26 & 27, 2021 – Dalisay Lacap & Corazon Amor Torres
 - QO Workshop – March 1, 2021 – Dalisay Lacap & Corazon Amor Torres
 - FMEA Seminar – November 4-5, 2021 – Dalisay Lacap & Corazon Amor Torres
 - QO Workshop – September 28-29 – Dalisay Lacap
 - PGS – November 23, 2021 – Dalisay Lacap
 - Leadership Seminar – November 12, 2021 – Dalisay Lacap & Corazon Amor Torres
 - Stress Management and Resilience in New Normal – march 24, 2021 – Dalisay Lacap

- BLS Seminar – August 2, 2021 – Dalisay Lacap, Gloria Yu, Corazon Amor Torres
- Zoom Lecture on COVID-19 Standard Precautions – July 8, 2021 & August 5, 2021– All IAU Staff
- Mindfulness and Self-Love – February 20, 2021 – All IAU Staff

PROCUREMENT MANAGEMENT DEPARTMENT

Accomplishments:

Total number of Purchased Request processed.....	1,125
Advance Delivery processed	790 line items
Office Supplies.....	190 line items
Number of purchases petty cash made due to emergency situations-145 line items	
Total number of Purchase Order prepared	1,819
Total number of Call Offs prepared.....	1,443
Total number of Disbursement Vouchers prepared.....	1,411
Total Number of Cancelled PO/JO processed.....	766 line items

PMD-BAC SECRETARIAT

Accomplishments:

Public Bidding conducted	173
Consolidated PPMP.....	1,142
Approved Procurement Plan prepared.....	1
BAC Resolutions.....	3,073
Mode of Procurement.....	1,058
Award.....	2,015
Request for Quotations prepared.....	2,299
Submitted Quarterly Procurement Status Report.....	3
Submitted APCPI CY 2020.....	March 31, 2021
Submitted Procurement Monitoring Report.....	July 14, 2021
Submitted Perfected Contracts to COA	175

Early Procurement activities short of award:

1. % of Drugs and Medicines Awarded (248/384 = 64.58%)
2. % of Medical Supplies Awarded (359/590=60.856%)
3. % of Laboratory Supplies and Reagents (123/139=88.49%)
4. % of Foodstuffs Supplies Awarded (174/239=72.80%)
5. % of Engineering Supplies Awarded (414/550=75.27%)
6. % of LPG Awarded (1/1+100%)
7. % of Contractual Services (6/6=100%)

SECURITY UNIT

The Security Force accomplished the following for 2020:

1. Properties, assets and resources were properly guarded and protected from theft, arson, pilferage, trespass, destruction or damage and other unlawful acts.
2. Maintain peace and order within the hospital premises.
3. Employees, patients, clientele, visitors, officials and guests were protected from assault, harassment, intimidation and other unlawful/criminal acts.
4. Implementation of policies, guidelines, and program in consonance with control of security/safety within JRRMMC premises.
5. Escorted Disbursing Staff/Cashier to Land Bank of the Philippines, Tayuman Branch.

QUALITY OBJECTIVES	REMARKS
Incidence of theft of hospital property	Zero incident of theft of the hospital property
On-time submission of incidental reports within 24-hours	84 incidental/information reports submitted on-time.
Incidence of Data Privacy Breach	100% Compliant
Customer Satisfaction	Maintained Satisfactory and above rating
Customer Complaints	Zero complaints
Incidence of COVID-19 clustering cases in the area	Zero incidents
Updated Security Guard Licenses	No expired security licenses noted.
Updated Licenses and Registration	No expired licenses and registration.

TRAININGS ATTENDED:

TITLE	DATE	CONDUCTED BY
Government Radio Operator Certificate and Restricted Land Mobile Seminar	April 15, 2021	National Telecommunication Commission, Q.C.
In-Service Enhancement Security Training Course	June 10-12, 2021	Valiant Security Training Center, Q.C.
Re-Training Course (RTC)	June 13-17, 2021	Valiant Security Training Center, Q.C.
Marksmanship Training	June 16, 2021	Gold Cup Indoor Shooting Range, Q.C.

APPREHENSIONS

PERSON INVOLVED	NO I/ITEM	DATE
AVELINO CORONACION Dear John Services, Inc.	Pilferage/Garbage Bag	April 20, 2021
NORMANDY R. AJERO Nursing Attendant	Qualified theft/ Medicines	June 20, 2021
MARK ANTHONY GALIVO Bgry. Kagawad, Sampaloc	Shooting Incident / Gunshot	June 21, 2021
JOHN PAOLO GEMINO Dear John Services, Inc.	Theft/ Cash - 4,000.00	July 26, 2021

SUMMARY OF INCIDENT PER MONTH

INCIDENTAL REPORTS	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	TOTAL
Damaged to Property	-	1	1	1	-	-	2	4	1	1	2	1	14
THEFT (beyond our control)	-	3	-	-	1	1	1	-	-	1	-	-	7
Vehicular Accident	1	-	1	1	2	1	1	2	-	2	1	2	14
Broken Glass Wall	-	-	1	-	-	-	-	-	-	-	-	-	1
Attempted to Seize a Gun	-	1	-	-	-	-	-	-	-	-	-	-	1
ESC Patient Accidents	-	-	2	-	-	-	-	-	-	-	-	-	2
Fist Fight	1	-	-	-	-	-	-	-	-	-	-	-	1
Water Leak	-	-	-	1	-	-	-	-	1	2	-	-	4
Assault to person authority	-	-	-	1	-	-	-	-	-	-	-	-	1

Gunshot	-	-	-	-	-	1	-	-	-	-	-	-	1
Pilferage	-	-	-	1	-	-	-	-	-	-	-	-	1
Grave Threat	-	-	-	-	-	-	1	-	-	-	-	-	1
Refused to deposit fire arm	-	-	-	-	-	-	3	2	-	-	-	-	5
Electric Short Circuit	-	-	-	-	-	-	1	1	-	1	-	-	3
Unauthorized Uniform	-	-	-	-	-	-	1	-	-	-	-	-	1
Defective Fire Arm	-	-	-	-	-	-	-	1	-	-	-	-	1
Unreturned Key	-	-	-	-	-	-	-	-	-	5	1	-	6
Alleged Missing Tool Box	-	-	-	-	-	-	-	1	-	-	-	-	1
Threat/Abuse of Authority	-	-	-	-	-	-	-	-	-	1	-	-	1
Absconded Patient	-	-	-	-	-	-	-	-	1	-	-	-	1
Smoking	-	-	-	-	-	-	-	-	-	-	2	-	2
Miscellaneous	-	-	-	-	-	-	-	2	1	1	2	-	6
Information Reports	2	-	2	2	-	-	1	1	1	-	-	-	9
Total													84

RECOMMENDATIONS:

- Provision of cyclone or barbwire, 4ft. along Quiricada Street and part of Rizal Avenue fronting LRT and SLH boundary.
- Additional perimeter fence and parking lights, along Rizal Avenue and inside parking areas.
- Directional signs, reflectorized traffic signage at parking area including parking rules and regulations.
- Provision of parking bollards, for the reservation of parking slots and restricted areas.
- Painting of parking slots, to maximize space and for easy maneuvering of vehicles.
- Installation of CCTV for MAB, CBB and OPD.

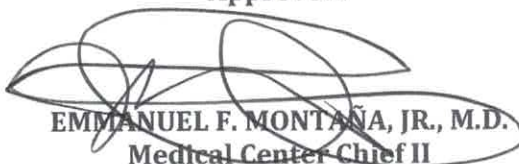
Prepared by:


SARAH R. AGUAS
 Administrative Officer III

Recommending Approval:

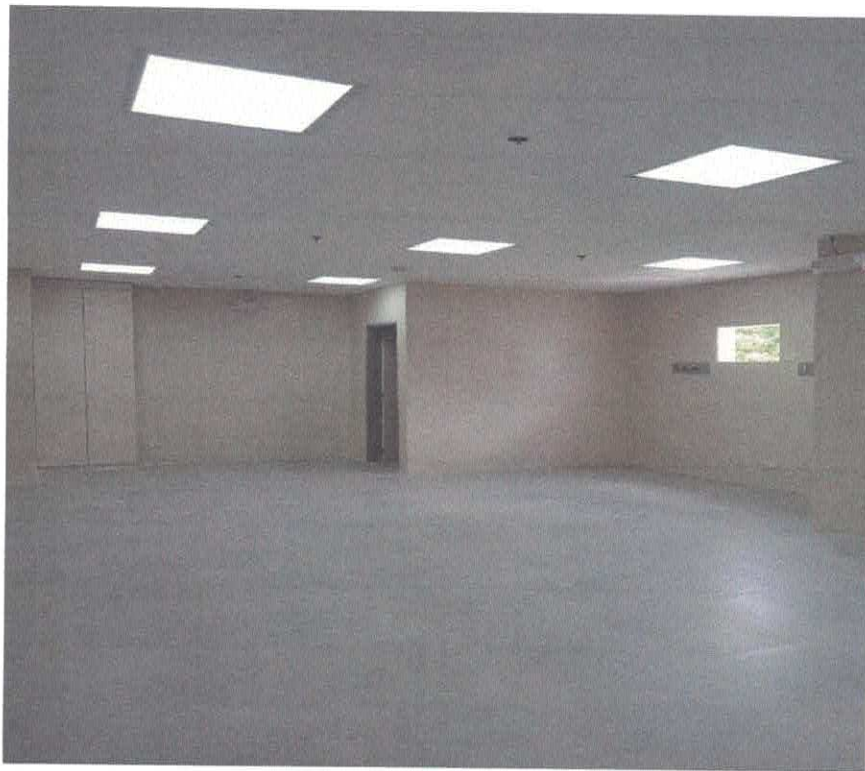

LUCIA HERNANDEZ PANAGUITON
 OIC-Chief Administrative Officer

Approved:


EMMANUEL F. MONTAÑA, JR., M.D.
 Medical Center Chief II

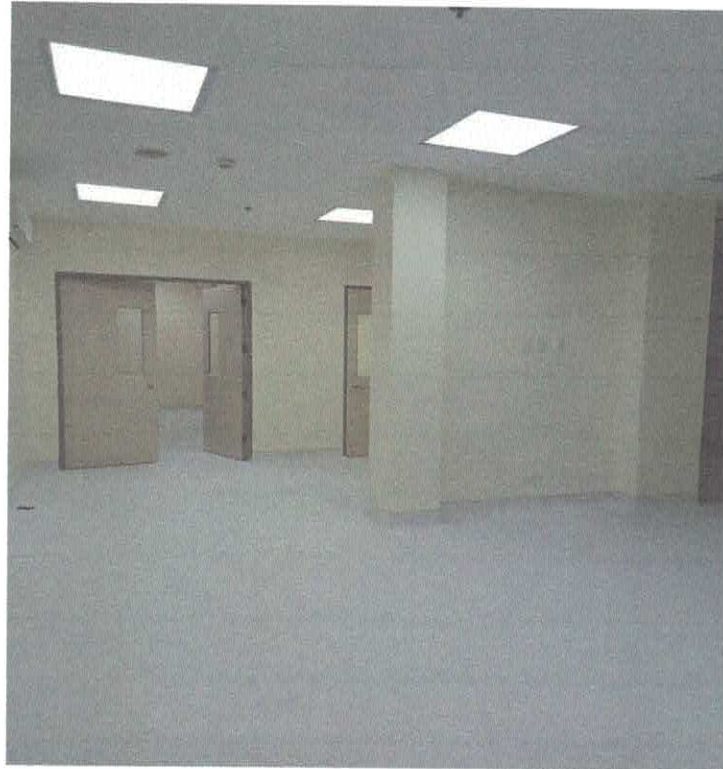
COMPLETED INFRASTRUCTURE PROJECTS 2021

RENOVATION OF GGHS TO COMPLY WITH LEVEL 1



COMPLETED INFRASTRUCTURE PROJECTS 2021

RENOVATION OF GGHS TO COMPLY WITH LEVEL 1



COMPLETED INFRASTRUCTURE PROJECTS 2021

RENOVATION OF 4TH & 5TH FLOOR OF MAIN BUILDING



Completed works at EENT ward & hallway



COMPLETED INFRASTRUCTURE PROJECTS 2021

RENOVATION OF 4TH & 5TH FLOOR OF MAIN BUILDING



Completed works at 4F Main Lobby

ON-GOING INFRASTRUCTURE PROJECTS 2021
DESIGN & BUILD OF SPECIALTY CENTER PHASE I



Minor OR at 5F Multipurpose Hall



ON-GOING INFRASTRUCTURE PROJECTS 2021
DESIGN & BUILD OF SPECIALTY CENTER PHASE I



OPD Relocated Clinics at 5F Multipurpose Hall



ON-GOING INFRASTRUCTURE PROJECTS 2021

ALTERATION OF RADIOTHERAPY BUILDING



Interior of Linear accelerator Bunker and Control Room



ON-GOING INFRASTRUCTURE PROJECTS 2021

PROVISION OF EXHAUST/VENTILATION SYSTEM FOR TWO (2) STOREY OPD BUILDING



OB ONCO

ON-GOING INFRASTRUCTURE PROJECTS 2021

PROVISION OF EXHAUST/VENTILATION SYSTEM FOR TWO (2) STOREY OPD BUILDING



DERMA HALL

ON-GOING INFRASTRUCTURE PROJECTS 2021

DESIGN & CONSTRUCT ISOLATION ROOMS WITH NEGATIVE PRESSURE SYSTEM



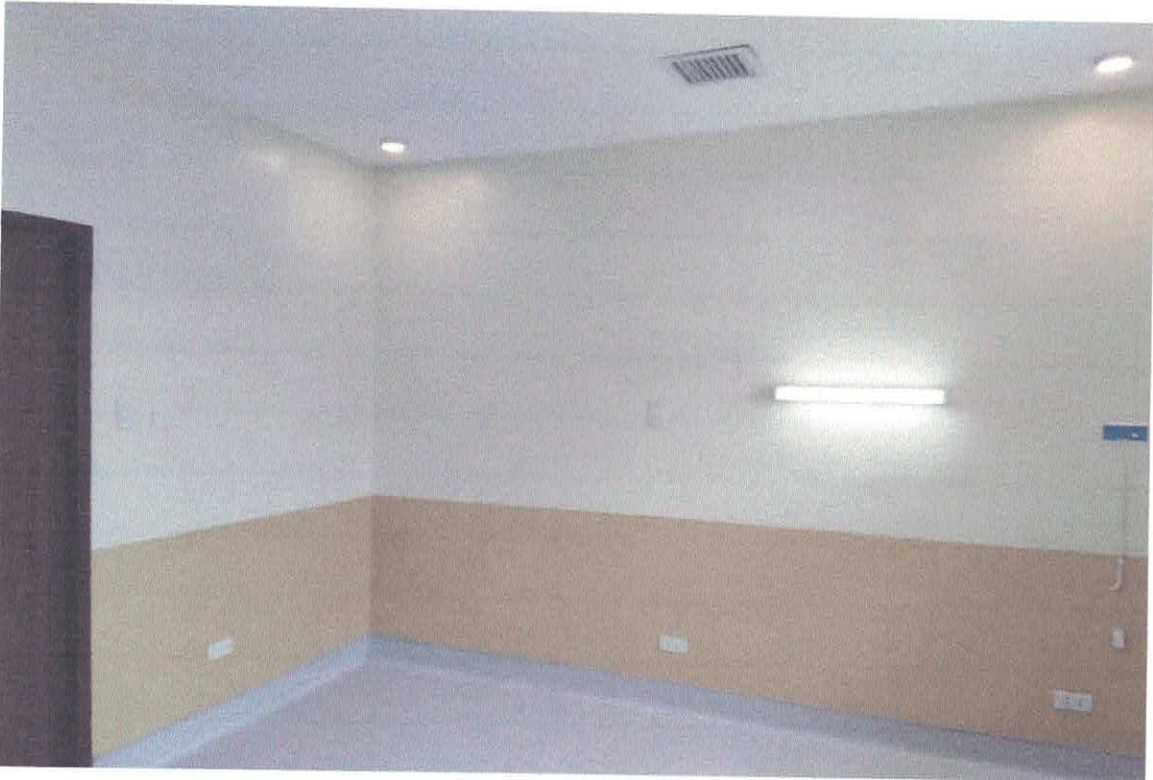
Negative Pressure



Ducts, Exhaust Fan & Damper

ON-GOING INFRASTRUCTURE PROJECTS 2021

RENOVATION/CONVERSION OF PAYWARD II INTO COVID-19 ISOLATION ROOMS OF EXISTING LEVEL 3 HOSPITAL



ON-GOING INFRASTRUCTURE PROJECTS 2021

RENOVATION/CONVERSION OF PAYWARD II INTO COVID-19 ISOLATION ROOMS OF EXISTING LEVEL 3 HOSPITAL



ON-GOING INFRASTRUCTURE PROJECTS 2021

PROVISION OF NEGATIVE PRESSURE SYSTEM

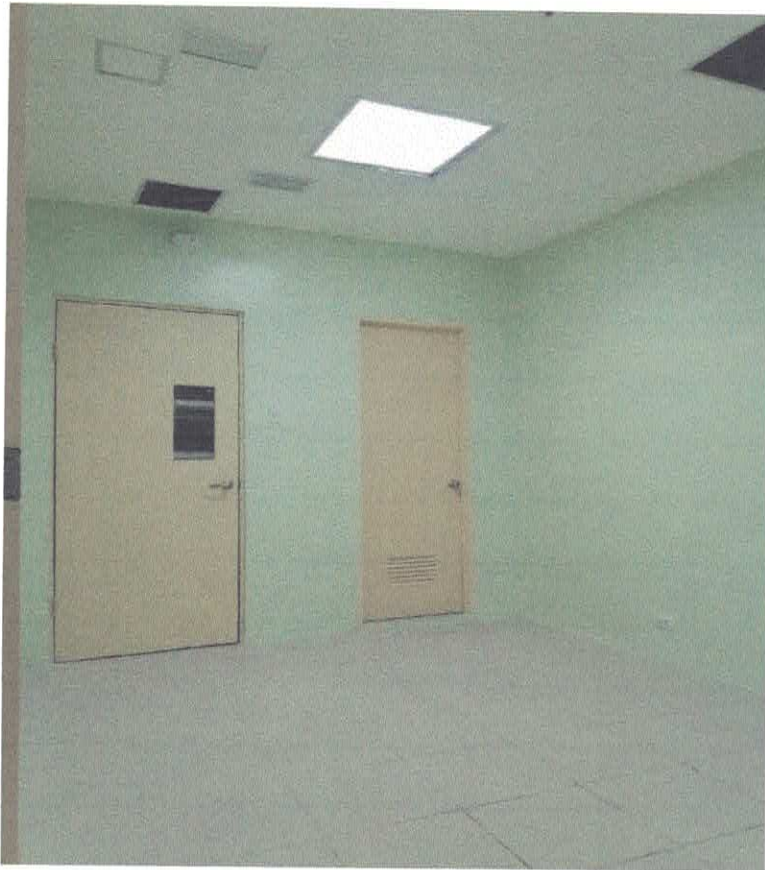


PICU ISOLATION ROOM



ON-GOING INFRASTRUCTURE PROJECTS 2021

PROVISION OF NEGATIVE PRESSURE SYSTEM



AREA 5 – OB ISOLATION ROOM



ON-GOING INFRASTRUCTURE PROJECTS 2021

PROVISION OF NEGATIVE PRESSURE SYSTEM

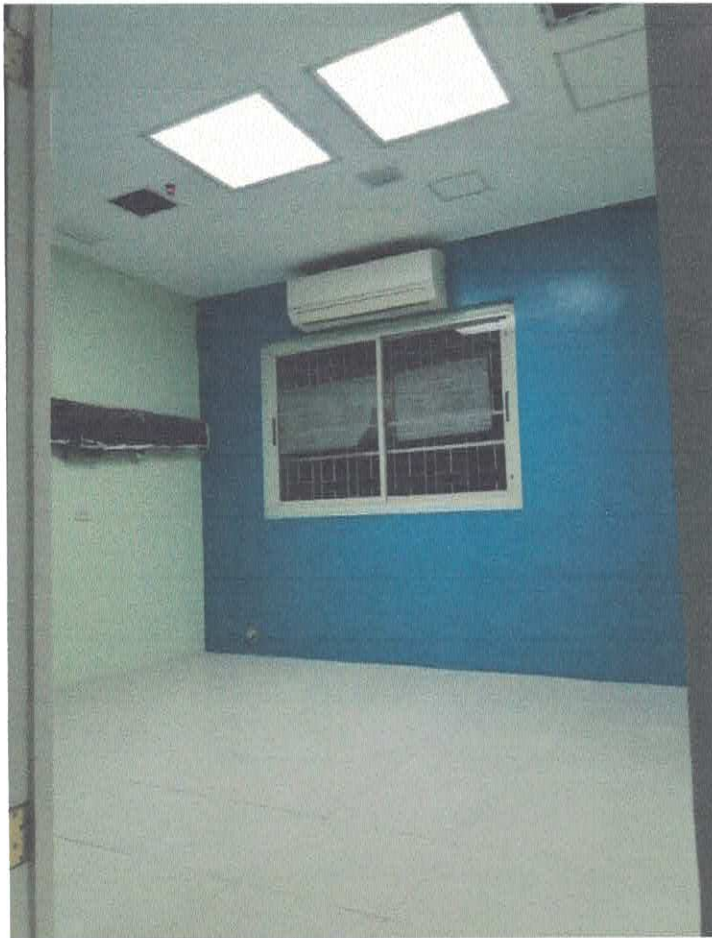


MICU ISOLATION ROOM



ON-GOING INFRASTRUCTURE PROJECTS 2021

PROVISION OF NEGATIVE PRESSURE SYSTEM



URO ISOLATION ROOM

ON-GOING INFRASTRUCTURE PROJECTS 2021

PROVISION OF NEGATIVE PRESSURE SYSTEM



SEPTIC DELIVERY ROOM

