



ACCOMPLISHMENT REPORT FOR 2021

I. ACTIVITIES AND OUTPUTS

- Conduct of ISO Awareness for new employees last April and September.
- Assisted in the conduct of the tedious workshop for Risk Management Training (Failure Mode and Effect Analysis – FMEA) last January and November.
- Assisted in the conduct of Quality Objective and Strategic Action Plan Workshop last March and September.
- Facilitating Internal Quality Auditor Refresher Course for the 32 IQAs last March and October.
- Assistance in the conduct and documents of Internal Quality Audit dated April 12-16 and December 13-15, 2021 respectively.
- Assistance in the TUVSud External Surveillance Audit (June 4, 2021)
- Held Focal Person Short Orientation Meetings indicating their roles and responsibilities, quick awareness for deadlines, monthly requirement and different necessary documents needed to submit and be coordinated to QMU Office as their departments Focal Person for ISO and PGS.

II. OUTPUTS

- Continual assistance in controlling newly approve and revise forms and work instructions and the likes. Total of 337 documents controlled/revise in different department (except mandatory Quality Objectives and FMEA).
- Continuous monitoring of all department's Risk Management. Checking if recommended action given by concerned department were fulfilled on the target date indicated in the FMEA. Verifying RPN of certain risk which reached 6months after implementation.
- Assistance in facilitating different zoom meetings together with ISO Consultant.
- Release NCAR and process answers for the TUVSud External Surveillance Audit Non Conformance and Improvement Findings. - Submitted TUVSUD Non Conformance Report answer from Emergency Service and considered closed by External Auditor.
- Included six (6) new departments in the ISO Audit Scope.
- Update the masterlist and Personnel Order for ISO Focal Person and Internal Quality Auditors. Find replacement for those who have resigned and retired already.
 - Focal Person updated list
 - Units under MCC – 9
 - Medical Service – 27
 - Nursing Service – 22
 - Merging Clinical Dept and Wards – 27
 - HOPS Service – 15
 - Finance Service – 9
- Internal Quality Audit conducted last December 13-15, 2021 via hybrid mode. However, results are currently being collated by the Lead IQA.

III. RECOMMENDATIONS/PLANS

- ISO 9001:2015 2nd Surveillance Audit/target date February 2023.
- Avoid updating of Quality Objective in the middle of the year to avoid confusion of process owners
- QMU Secretaries should undergo proper training on how to monitor such documents and data to keep up with changes and be skilled enough handling such monitoring

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Noted: For submission to QJA


