



JOSE R. REYES MEMORIAL MEDICAL CENTER
Office of the Medical Center Chief
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NURSING SERVICE
ACCOMPLISHMENT REPORT
FY 2022



2022 NURSING SERVICE ACCOMPLISHMENT REPORT

INTRODUCTION:

The nursing field is continually evolving in response to healthcare developments, patient needs, new research-based findings and emerging technologies. Our nurses are the cornerstone of our health system's mission to improve the health of people in the communities we serve and who have devoted their lives and careers, especially during the past two years of the pandemic. The management extend admiration and appreciation for the sacrifices our nurses invested in caring for our community, adapted to ensure appropriate care for our patients and demonstrated commitment to one another.

As we moved forward the post phase of COVID-19, the Nursing Service continuously support the well-being and regeneration of the nursing service team members as our health system recovers. The Year 2022 is another great challenge for we moved towards the "new normal" - gradual resumption of our usual care services. As the Nursing Service constantly rising to meet the ever-changing world of health care delivery system, we focus our energy in people empowerment and improving their capacity to motivate them to the best that can be. Our accomplishment this year 2022 displays our hard works, perseverance, determination and self-belief. We established a strong foundation in creation of pathway through constant revisiting of our policies and operational guidelines, evaluation of performance in compliance to nursing standard practices, and enhancing our staff knowledge, skills and competency that can better improve patient experiences and to move forward towards our journey in advanced nursing practice.

The highlight of the Nursing Service 2022 Accomplishment Report comprises the different milestones, best practices and breakthrough performance in Human Resource Perspective, Patient Services, and Financial Perspective.

A. HUMAN RESOURCE PERSPECTIVE

1. Filled and Unfilled Position (As of December 31, 2022)

POSITION TITLE	SG	TOTAL NO. OF POSITIONS	TOTAL NO. OF FILLED	TOTAL NO. OF UNFILLED	REMARKS
Nurse VII	24	1	1	0	
Nurse VI	22	2	2	0	
Nurse V	20	2	2	0	
Nurse IV	19	2	1	1	
Nurse III	17	56	52	4	Applicants on preliminary screening
Nurse II	16	175	171	4	
Nurse I	15	151	125	26	Deliberation done 12/20/2022



Midwife III	13	1	1	0	
Midwife II	11	19	19	0	
Midwife I	9	18	17	1	
N.A. II	6	118	115	3	
N.A. I	4	94	83	11	
HRH					
N.A. II	6	9	9	0	End of contract Dec.31,2022

1.1. Number of Staff Retired / Resigned

Staff	Retired	Resigned	Remarks
Nurses	7	23	<ul style="list-style-type: none"> 1 Staff transferred to PGH 2 Staff availed early retirement
Nursing Attendants	4	1	

2. Staff Learning and Development Interventions

2.1. Outcome: 100% (598/598) Nursing Service Staff provided LDIs

Position	Total No. of Filled Positions	Total No. Staff with LDI	Percentage
Nurse IV to Nurse VI	6	6	100%
Nurse III	52	52	100%
Nurse II	171	171	100%
Nurse I	125	125	100%
Midwife III	1	1	100%
Midwife II	19	19	100%
Midwife I	17	17	100%
N.A. II	115	115	100%
N.A. I	83	83	100%
HRH-N.A.II	9	9	100%
TOTAL	598	598	100%

**2.2. Approved CY-2022 Staff Learning and Development Program:
 Outcome = 100% planned programs conducted**

2.2.1. Enhancement Programs Conducted

Participants	Dates of Conduct	Title of Program	Remarks
Nursing Attendants Total = 162	Feb.15-16; 22-23	<i>Empowering Nursing Attendants as Frontline Partners</i>	2 Batches via zoom platform
Nurse I Total = 88	March 15-16; 22-23	<i>Supporting Nurses to Leverage a Better Health Care System</i>	With 8 CPD units Via zoom platform
Nurse III Total = 48	April 26-27	<i>Exploring Role of Effective Nursing Leadership During Crisis</i>	With 5 CPD units Hybrid



Midwives Total = 17	July 19-20; 26-27	<i>Exploring the Role of Midwives Beyond Pandemic</i>	2 Batches Face-to-Face
Nurse II Total = 94	Sept.13-14; 20-21	<i>Overcoming the Challenges of Leading from the Middle</i>	With 16 CPD units Via zoom platform

2.2.2. Specialty Training Programs Conducted / Attended Outside

Participants	Dates of Conduct	Training Program	Remarks
25 Nurses	April 18-27	<i>Basic Course in Oncology Nursing</i>	With 20 CPD units
15 Nurses	April 23-30	<i>Essential Pain Management</i>	Facilitated by Dept. of Anesthesia via zoom platform
20 Nurses	February 22	<i>Basic Research Methodology</i>	Facilitated by Medical Research Unit via zoom platform
30 Nurses	June 14 – July 15	<i>Basic Course in Critical Care Nursing</i>	With 30 CPD units. Hybrid
24 Nurses	August 9-12	<i>Basic Course in Ostomy and Wound Care Nursing</i>	With 30 CPD units. Face-to-face
27 Nurses	August 30-31	<i>Basic Nursing Leadership and Management Training Course</i>	With 18 CPD units. Face-to-face
19 Nurses	Didactic: Nov.7-16 Practicum: Nov.17-Dec.7	<i>Pain Management Nursing Course</i>	With 36 CPD units for Didactic and 40 CPD units for Practicum
68 Nurses	Nov.22-24; Dec.1-2	<i>Advanced Leadership and Management Course</i>	2 Batches, Face-to-face. With 22.5 CPD units
2 Nurses	March 7-April 1	<i>Basic Competency Training for Infection Control Nurses</i>	Facilitated by Phil, Hospital Infection Control Society
2 Nurses	June 27-Aug.19	<i>Competency Development Training in Peritoneal Dialysis</i>	Attended at NKTi

2.2.3. Outside Seminars / Conventions / Lecture Updates Attended on Official Time

Title of Program	Date of Conduct	Total Attendees
More than just healthy Bones. The Role of calcium & Vitamin D in Pregnancy and Lactation	January 21, 2022	Midwives = 7
29 th Annual National Convention "Oncology Nursing 360 : Cultivating Excellence and Safety Across the Cancer Continuum"	January 30, 2022	Nurses – 16
Mental Health Matters. You Matter	February 22, 2022	Nurses = 44 Midwives = 4
55 th Annual ANSAP Convention: "Inspiring Nurses Beyond Pandemic"	March 24-25, 2022	Nurses = 72



Scientific Webinar: IMAP-NCR Chapter	February 5, 2022	Midwives = 11
Personal Wellbeing and Resilience in the face of end-of-life Care: A guidance on self-care for Palliative Care Providers	May 19, 2022	Nurses = 41 Midwives = 5 N.A. = 10
47 th Annual Convention & Scientific Meeting and 49 th Founding Anniversary "Triumphant Perioperative Nursing Practice"	July 2-3, 2022	Nurses – 38
Breastfeeding Summit: "Nursing the World to Health: A Call to Invest in Breastfeeding and Maternal & Child Nurse"	August 25, 2022	Nurses = 3 Midwives = 6
PNA @ 100 & Beyond: Inspired by a Caring Legacy, Transformed to Lead	September 1-2, 2022	Nurses = 20
55 th ANSAP Mid-year Convention: 'Sustaining Change: Revitalizing Engagement and Resilience'	September 30, 2022	Nurses = 38
Milestones and Advances in Newborn Screening	October 3, 2022	Nurses = 18 Midwives = 14 N.A. = 7
Critical Organ Failure: "The Failed Heart and the Failed Lungs-ECMO"	October 5, 2022	Nurses = 11
14 th Gerontology Nurses Association of the Phil., Inc. Annual Convention	December 20, 2022	Nurses = 8

3. Research Activities and Breakthrough

Research Study /Activity	Remarks
<ul style="list-style-type: none"> Research Study: The Role of Father's Support Towards Quality Practices to Exclusive Breastfeeding 	Finished and for implementation
<ul style="list-style-type: none"> Research Study: Caring for the Caregiver: Development of a Basic Teaching Module for Caregivers" 	On-going
<ul style="list-style-type: none"> Research Study: The Quality of Life Among Cancer Patients 	On-going
<ul style="list-style-type: none"> Research Entry: 1st National Kidney & Transplant Institute and Manila Doctors Hospital National Nursing Research Exposition. Research title, "Nature Bathing Therapy in Coping with Workplace Stress Among Nurses in a Selected Tertiary Hospital in Metro Manila" 	1 st Place Researcher: Ms. Ma. Kathrina Lou Resueño, Nurse III
<ul style="list-style-type: none"> Participated in 55th ANSAP Mid-Year Convention "Call for Abstract". Research entry: "The Role of Father's Support Towards Quality Practices to Exclusive Breastfeeding" 	Included in Research Exhibit



Breakthrough / Milestone	
<ul style="list-style-type: none"> Conducted the 2nd Post Graduate Course, theme: “Moving Forward in the New Normal, Reboot, Recharge, Recover” – facilitated by the Nursing Service Division Association, Inc. 	In celebration of the National Nurses’ Week. Free of charge via zoom platform. With 1,200 participants from all over the Philippines.
<ul style="list-style-type: none"> Regular conduct of prayer activities: 12:30pm Prayer Habit every Monday & Wednesday, and Corporate Prayer Service at 2:00pm every Friday officiated by the Word of Hope –Manila Pastors via zoom platform. 	Enhanced the well-being of our staff. Lots of prayer requests received.
<ul style="list-style-type: none"> Conducted gift-giving at Barangay San Andres Tanay, Rizal last December 17, 2022 in collaboration with the Word of Hope-Manila, “Sharing the Blessing this Christmas”. 	With 300 families (grocery pack) and 400 children (school supplies gift pack) recipients. Food served and games for kids held.

4. Staff Awards and Recognition

- Awarding / Recognition ceremony was held last December 16, 2022 during the Nursing Service Annual Christmas Party
- Nominees were evaluated by the in-charge committee as to set criteria and guidelines.
- There were two (2) category: SERVICE EXCELLENCE AWARD: “Most Deserving Nursing Service Personnel, and SPECIAL AWARD.

SERVICE EXCELLENCE AWARD	Awardees
Most Deserving Nursing Attendant	1. Raquel Deplian-Velasco – EENT 2. Joan Almero- Prado – COVID 19 Ward
Most Deserving Nurse I	1. Eloisa F. Torres – COVID 19 Ward 2. Vandie P. Magallanes – Neurology Ward 3. Aihruz Guevarra- Mison – Neurology Ward 4. Graciela Joyce D. Guinto – Female Surgery Ward 5. Ma. Lourdes D. Janda – Female Surgery Ward
Most Deserving Nurse II	1. Peter Anthony D. Guño – Wound Clinic & OPD 2. Charlotte P. Novero – Pediatric ICU 3. Joyce Jimenez- Abordo – Oncology Center 4. Maricris M. Hernandez – Oncology Center 5. Arianne R. De Vera – Delivery Room 6. Janice Bico – Neurology Ward 7. Rubecar Espinosa- Atienza – Payward 8. Emmanuel Martin S. Santos – Female Surgery Ward 9. Glen Morales – Female Surgery Ward
Most Deserving Nurse III	1. June T. Cañedo Jr. – Dialysis Center 2. Alarise Ando – Ruzol – Neonatal ICU



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SPECIAL AWARD	Awardees
Recognition for the exceptional performance and continual concerted effort for going the extra mile towards positive harmonious relationship and quality care services	<ul style="list-style-type: none"> - Nursing Attendants = 4 - Midwives = 10 - Nurse I = 5 - Nurse II = 6 - Nurse III = 1
Recognition for the valuable contribution and dedication towards the successful implementation of the Nursing Service Supply Inventory Management System.	- Nursing Attendants (designated as Supply Officer) = 6
Recognition for the valuable contribution and dedication as a team lead in the production of ISO – HD Infomercial Program	- Christian Leoret Leoncio, Nurse II Dialysis Center
Recognition for the valuable service and contribution towards the successful implementation of Cancer Lay Forum thus helping to achieve the compliance phase deliverables of the institution's PGS journey.	<ul style="list-style-type: none"> - Lalaine Bactol – Legaspi, Nurse II - Ira Genevieve S. Agus, Nurse II
Recognition for the outstanding performance and dedication as Nurse Training Officer towards the successful implementation of the Nursing Service CY-2022 approved Staff Learning and Development Programs	<ul style="list-style-type: none"> - Menchu Angeles-de Guzman, Nurse III - Kathrina Lou C. Resueño, Nurse III - Rosalynn B. Yanzon, Nurse III
Recognition for the exceptional performance and dedication in conducting the specialty program in Oncology Nursing towards the successful achievement of the institution's PGS journey as National Cancer Center.	- Eleanore Florida Altubar, Nurse III
Recognition for the exceptional performance and dedication in conducting the nursing specialty program in Pain Management towards the successful achievement of the institution's PGS journey as National Cancer Center	- Rosalynn B. Yanzon, Nurse III
Recognition for the valuable contribution and dedication in the licensing and accreditation of the institution's Peritoneal Dialysis Service Center.	<ul style="list-style-type: none"> - Rochel Ann T. Paday, Nurse I - Rechel N. Castillon, Nurse I
Recognition for the valuable contribution and dedication as Member of the Research Team with the research title, "The Role of the Father's Support Towards Quality Practices to Exclusive Breastfeeding."	- Nurses = 9



5. Staff Safety and Wellness

5.1. Needle Stick Injury

Number of reported incidence	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter
		0	1	2
Target	0	0	0	0
Remarks	Target Met	Properly Managed. Case closed.	Properly managed. Cases closed.	Properly managed. 1 case closed & 1 ongoing treatment.

5.2. Staff COVID-19 Confirmed Cases (Death = 0)

January	February	March	April	May	June	July	August	Sept.	Oct.	Nov.	Dec.
153	0	0	1	1	0	8	28	35	15	5	11
Total = 392											

5.3 Staff Vaccination Report for Complete Vaccination (1st & 2nd Dose)

Staff Position	Total Number of Staff with Complete Vaccination			Remarks
	JRRMMC Plantilla	DEMM NCGH Plantilla	HRH / J.O.	
Nurses	352	14	1	1 Nurse - None
Midwives	33			100% vaccinated
Nursing Attendants	196	11	14	1 N.A. – None 1 N.A. - Incomplete

6. Staff Satisfaction Survey for Year 2021 – conducted in February 2022

Executive Summary:

The coronavirus disease (COVID-19), which has been characterized as a pandemic by the World Health Organization (WHO), has a profound impact that generated tremendous pressure on multiple aspects of the lives of millions of people, particularly healthcare workers. Across the globe, our healthcare systems were not designed to deal with this crisis; an unpredictable, large-scale health challenge that requires urgent mobilization of resources and affects the whole population. The unprecedented turbulence caused by COVID-19 has crippled health systems and induced added work-related stress among healthcare personnel leading to personal and work-related repercussions, such as burnout or decreased quality of care for patients.



Understanding the impact of the COVID-19 pandemic among healthcare workers can guide policies and interventions that aim to maintain the attitude and psychological wellbeing of these workers (Konstantinos et al., 2021).

As such, the Nursing Service Quality Assurance Committee initiated the conduct of Annual Staff Satisfaction Survey to solicit the responses of its personnel through an online survey measuring the level of their satisfaction. Data collected is being analyzed and carefully evaluated to provide recommendation to better improve satisfaction level of each nursing personnel.

In the aim to compare results from previous surveys and to measure improvements, the Nursing Service Staff Satisfaction Survey results is annually commissioned by the Nursing Service Quality Assurance Committee. Integrating multiple strategies to promote fairness and transparency which can potentially deliver organizational outcomes, job satisfaction and organizational commitment among employees. It is also an opportunity to identify underlying issues and challenges that may still be identified in the different units.

The 2021 result showed improvement in terms of the level of satisfaction of staff in their unit/department as well as their manager. Out of 622 employees in the nursing service, there are total of 612 of them participated in the survey which denotes **98.39%** overall participation of personnel.

Moreover, Out of 612 personnel, 588 (**96.08%**) of them signed the data privacy consent and 24 (**3.92%**) did not opted to pursue completing the survey. This signifies the increase in number of staff who desires to improve the satisfaction level of every nursing personnel in their department. Similarly, the decreased in participation may also be considered due to temporary transfer, loss to follow up, reminder of unit managers and or due to mental stressors encountered by individual staffs.

Furthermore, the inconsistencies seen in the number of staffs per department may be attributed to staffs transferring temporarily to meet the required number of staffs in every unit whose staffs may be declared Quarantine Leave for a specific coverage date. Additional to areas that are temporarily declared for closure. (MICU, OPD (Pay Ward 1 and 2).

To maintain anonymity, all transmitted survey is treated with strict confidentiality pursuant to the requirement of RA 10173 or also known as the Data Privacy Act of 2012. Only the members of the Nursing Service Quality Assurance Committee and the Chief Nursing officer shall have the direct access in the documented result of the satisfaction survey.



SUMMARY OF RESULTS

Part 1: Staff Satisfaction Survey

1. PROFILE OF THE RESPONDENTS

1.1. Responses according to **Department/Unit:**

RESPONDENTS

Area	Staff	Area	Staff
Emergency Service Complex	65	Post Anesthesia Care Unit	14
Main Operating Room	52	Surgical Intensive Care Unit	14
Quezon Institute (Off-site Modular Hospital)	52	Geriatric Medicine	12
OB Ward	25	Burn Unit	10
Delivery Room	23	Central Sterile Supply Department	10
Dialysis Center	23	Pediatric Intensive Care Unit	10
Male Medical Ward	23	Medical Oncology	7
Neonatal Intensive Care Unit	23	Shifting Unit Manager (SNM)	7
Female Medical Ward	22	NCGH-Hemodialysis Unit	6
Outpatient Department	22	Minor Operating Room	5
ASU/NECU	20	Nursing Education Training and Research Unit	3
Female Surgery Ward	20	OB Extension	3
Pediatric Ward	20	IPCC	2
Male Surgery Ward	19	Chief Nursing Office	1
EENT Ward	16	Wound Clinic	1
Urology Ward	16	Medical Intensive Care Unit	Closed
Neurology Ward	14	Payward 1	Closed
Orthopedic Ward	14	Payward 2	Closed
Philhealth Ward	14		
GRAND TOTAL		588 Respondents	

1.2. Responses according to **Age:**

Age Group	Respondents
<i>Less than 35</i>	329 (56%)
<i>36-45</i>	154 (26%)
<i>46-60</i>	90 (15%)
<i>More than 60</i>	15 (3%)
TOTAL	588 (100%)



1.3. Responses according to **Current Position Level:**

Position	Respondents
<i>Nursing Attendant I</i>	91
<i>Nursing Attendant II</i>	128
<i>Midwife I</i>	14
<i>Midwife II</i>	13
<i>Midwife III</i>	2
<i>Staff Nurse</i>	126
<i>Asst. Unit Manager</i>	70
<i>Senior Nurse</i>	93
<i>Unit Manager</i>	40
<i>Shifting Unit Manager</i>	7
<i>Training Officer</i>	1
<i>Head of Service</i>	3
TOTAL	588

1.4. Responses according to **Gender:**

Gender	Respondents
<i>Male</i>	176 (30%)
<i>Female</i>	412 (70%)
TOTAL	588

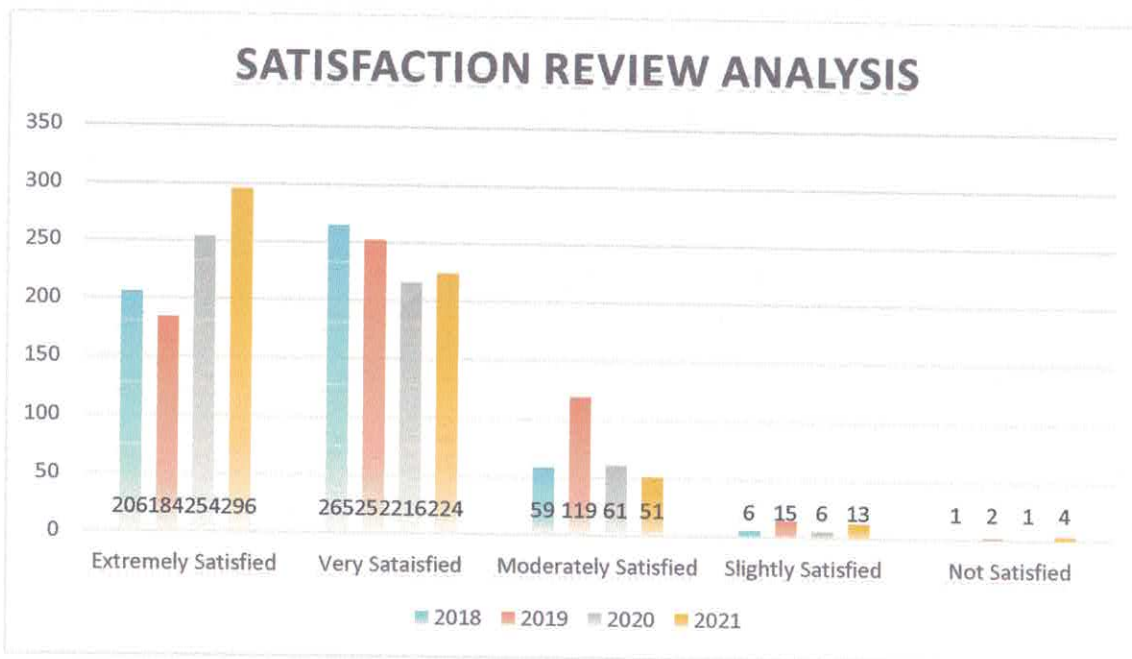
1.5. Responses according to **Years of Service:**

Years in Service	Respondents
<i>Less than 1 year</i>	43
<i>1-3 years</i>	82
<i>3-5 years</i>	88
<i>5-10 years</i>	176
<i>10-15 years</i>	55
<i>15-20 years</i>	72
<i>More than 20 years</i>	72
TOTAL	588

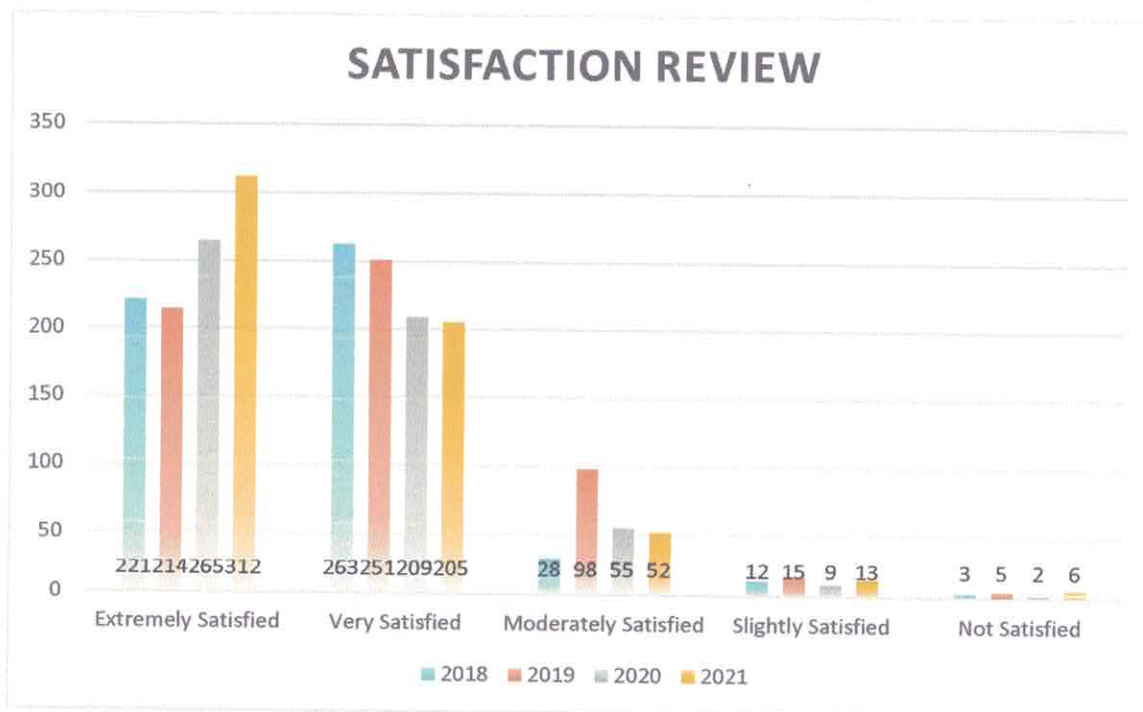


2. ASSESSMENT OF EMPLOYEE SATISFACTION

2.1. How satisfied are you with your unit/department?



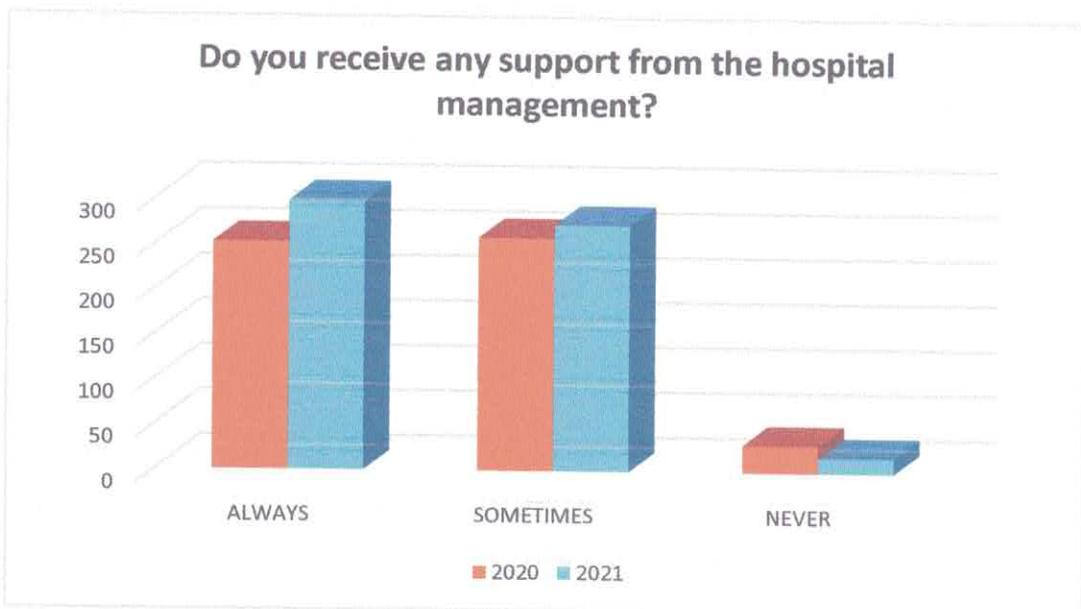
2.2 How satisfied are your working with your immediate manager?





3. Do you receive any support from the hospital management?

SUPPORT RECEIVED	2020 RESPONDENTS	2021 RESPONDENTS
Always	252	298
Sometimes	258	273
Never	30	17
Total	540	588



COMMENTS AND SUGGESTION FOR KEY AREAS OF IMPROVEMENT

- Mabigyan ang csr nang malaking stock room; Yes, additional staff. (CSSD)
- Additional nurses in our area; More covid area room for our patient; Improvement of technology (DR)
- Additional Hepa Filter; Adequate storeroom for equipment. (Dialysis)
- Monthly meeting with the department. (EENT)
- We should have our stretchers/beds fixed; The isolation area should also have negative pressure, not just the screening room; I think our department should have ward secretary for the paperwork; Additional equipment for patient care; "Sana magawan ng paraan ang mga overstaying Admitted patient sa er"; Elective case should not be admitted at ER para mabawasan ang dami ng patient sa er; Less manager, more staff; Space for watchers and ambulatory urgent patients, a room designated only for ER doctors for them to eat; Monthly meeting to discuss concerns, virtually; Daily Disinfection, daily cleaning (ESC)
- Unity in area and Staff communication; Pansinin sana kami ng engineering. Kasi marami ng sira na sahig, ilaw, pinto dingding at iba pang gamit sa ward namin pero matagal bago aksyunan; Additional machines for outpatients like suction machine, syringe pump and nebulizer. We cater



pedia patients so we at least 1 syringe pump/infusion pump for regulating inotrops drips to give quality care. (Ex. 2.4cc/hr doctors order). Also, we need ecg machine. (FSW)

- More staff, additional manpower. (Main OR)
- Kailangan NG ng tulong-tulong at pakakaisa sa trabaho at iwasan ang pagsisiraan at Kung merong Mang concern sa sa bawat Isa kailangan itong pagusapan NG maayos Para malutas; Sana may maayos/kompletong kagamitan. (MMW)
- Suggest lavatory/ comfort room per cubicle and Support from management. (MSW)
- More trainings to staffs for continuing education. (NCGH DIALYSIS)
- Equal treatment to everyone. No favoritism. (NICU)
- Full compliance with nurses' qualifications required to be assigned at acute stroke unit. We are ACUTE STROKE UNIT NOT PULL OUTWARD; Talk to us, Ask for our feedbacks not just to the unit managers, Portable Xray (ASU/NECU)
- Additional Computers condemned the not function and old bed, wheelchair; Address staffing needs quarterly. (Neuro Ward)
- ~~Minimize pull-out strategy to other areas~~
- Monthly LDI per clinical area
- Reinforce continuing professional development by providing training/certification to specialty areas
- Enhance communication and management support from the top-down level
- Harmonious and unified unit relationship, with no familiarity/bullying episodes
- Rotation of unit managers, assistant unit managers/senior nurses, and unit staff
- Address concerns and complaints in a timely manner
- Stress management and mental health support
- Improvement of facilities in line with Covid-19 protocols.
- Firm and fair decision should be always exhibited.
- Be more accepting and encouraging environment
- Good communication, clarifying endorsements.
- Additional manpower and staffs in every ward, floaters or on call nurses.
- Complete equipment for smooth operation of the unit.
- Focus on one area per position
- Name/s should be optional in the survey
- Proper archiving and disposal of medical records
- Resolutions/actions/improvement of concern after conduct of survey

POSITIVE REMARKS:

- Good medium to know staff rights and express their concerns
- Just continue doing this so we will be updated on what is really happening in our institution. (Main OR)
- Hope this survey will be organize quarterly to be able to hear the sides of the individual employee like us. (MMW)
- Thank you for the learning and opportunities.
- Keep up the good job (Main OR)
- Thanks for regularly checking our wellbeing
- Keep it up the good work po...God bless (DR)



B. PATIENT SERVICES

1. Total Number of Patients Catered in Different Clinical and Special Areas

Area	Total Admission	Total Death
EENT	ENT = 284 Opha = 232	ENT = 2 Opha = 0
Payward 1 (open May 2022)	281 & Rooming-in = 20	9
COVID Ward (Payward 2) (Open Feb 2022)	281 & Rooming-in = 16	36
Male Medical Ward	574	84
Female Medical Ward	515	85
Medical ICU (Open April 25, 2022)	55	17
Pediatric Ward	440	15
Pediatric ICU (Open February 2022)	81	29
Orthopedic Ward	400	6
Male Surgery Ward	924	46
Female Surgery Ward	939	44
Burn Unit	42	6
Surgical ICU	109	11
OB-Gyne Ward	Adults = 5,307 Newborn = 666	57
Neonatal ICU	363	28
Urology Ward	469	1
Neurology Ward	274	54
PHIC Ward	312	14
Neuro ICU	81	25
Acute Stroke Unit	132	0

2. Total Number of Patients Catered in Emergency Service Complex

Month	Total Patients	Admission	Discharge	ER Death	DOA	COVID Confirmed
January	1,843	371	1,851	6	55	142
February	2,067	438	1,881	7	17	52
March	2,694	579	2,059	22	27	30
April	2,611	491	1,878	11	24	15
May	2,781	499	2,059	8	33	0
June	2,774	588	1,992	22	36	13
July	3,013	600	2,317	30	15	31
August	3,388	668	2,619	19	35	29
September	3,272	560	2,371	26	36	13
October	3,300	602	2,384	11	32	51
November	3,755	703	2,758	28	17	17
December	3,982	577	3,052	26	22	26
TOTAL	3,6030	6,676	26,917	201	329	319



3. Total Number of Patients Catered at COVID-19 Modular Facility at Q.I

	Jan.	Feb.	March	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.
MILD	38	2	5	0	0	0	3	9	23	6	3	1
MODERATE	16	1	2	0	0	0	1	1	0	0	0	0
SEVERE	2	1	0	0	0	0	0	0	0	0	0	0
CRITICAL	0	0	0	0	0	0	0	0	0	0	0	0
DEATH	-	-	-	-	-	-	-	1	-	-	-	-
TOTAL	56	4	7	0	0	0	4	10	23	6	3	1
Grand Total = 114												

4. Total Number of Surgical Cases and Diagnostic Procedures Catered at Main Operating Room

4.1. Elective Cases

Month	ENT		General Surgery		Neuro-Surgery		Eye Surgery		Orthopedic		Urology	
	Pay	Service	Pay	Service	Pay	Service	Pay	Service	Pay	Service	Pay	Service
January	0	2	0	7	0	1	0	0	0	2	0	5
February	0	7	0	31	0	1	0	1	0	13	0	17
March	0	11	0	44	0	0	0	3	0	26	0	31
April	0	12	0	46	0	5	0	12	0	22	0	30
May	0	14	0	50	0	2	0	9	0	25	0	25
June	0	17	0	51	0	5	0	13	2	21	7	28
July	4	12	10	60	0	8	1	10	3	15	6	32
August	2	14	4	67	0	3	0	8	1	24	10	41
Sept	0	11	6	67	0	4	0	10	0	21	3	50
October	1	18	11	51	0	4	0	9	2	18	5	51
Nov	2	14	9	71	1	2	0	5	0	22	8	39
Dec	1	18	4	25	1	3	0	5	1	14	2	31
TOTAL	10	150	44	570	2	38	1	85	9	223	41	380
TOTAL ELECTIVE CASES CATERED = 1,533												

4.2. Emergency / Direct Cases

Month	ENT	General Surgery	Neuro - Surgery	OB-Gyne	Ophtha.	Orthopedic	Urology
January	1	71	33	32	6	16	6
February	4	105	29	27	18	19	6
March	5	132	51	43	17	16	5
April	4	146	39	39	2	38	8
May	4	172	45	48	6	33	27
June	2	147	51	39	6	25	9
July	4	170	54	32	10	15	10



August	2	189	41	39	9	17	5
September	1	204	44	25	10	13	12
October	4	173	45	42	6	17	6
November	7	134	41	48	4	45	9
December	4	88	30	47	0	7	5
TOTAL	42	1,731	503	461	94	261	108
TOTAL EMERGENCY / DIRECT CASES CATERED = 3,200							

4.3. DIAGNOSTIC PROCEDURES ASSISTED

Diagnostic Procedure	Total Number of Patients
EGD	59
Colonoscopy	105
Proctoscopy	13
Nasopharyngoscopy	1
Bronchoscopy	2
Cholescopy	10

5. Total Number of Cases Catered at Minor OR

Month	Total No. of Cases	Minor Case	Ambulatory
January	6	General Surgery = 1 Ophthalmology = 1	General Surgery = 4
February	15	General Surgery = 1 Ophthalmology = 8	General Surgery = 6
March	27	General Surgery = 4 Orthopedic = 2 Ophthalmology = 15 Medicine = 2	General Surgery = 4
April	93	General Surgery = 72 Orthopedic = 2 Urology = 1 ENT = 1 Ophthalmology = 15	General Surgery = 2
May	60	General Surgery = 8 Orthopedic = 5 ENT = 2 Ophthalmology = 40	General Surgery = 1 Urology = 3 OB-Gynecology = 1
June	75	General Surgery = 6 Orthopedic = 5 Urology = 6 ENT = 5 Ophthalmology = 49	General Surgery = 2 Urology = 1 OB-Gynecology = 1
July	98	General Surgery = 6 Orthopedic = 3 Urology = 4 ENT = 2 Ophthalmology = 81	General Surgery = 2



August	99	General Surgery = 8 Orthopedic = 2 Urology = 3 ENT = 6 Ophthalmology = 76	General Surgery = 2 Orthopedic = 1 Urology = 1
September	73	General Surgery = 3 Orthopedic = 6 ENT = 8 Ophthalmology = 52	General Surgery = 4
October	53	General Surgery = 6 Orthopedic = 1 Urology = 1 ENT = 4 Ophthalmology = 39	General Surgery = 2
November	68	General Surgery = 5 Orthopedic = 4 Urology = 3 ENT = 3 Ophthalmology = 51	General Surgery = 2
December	37	General Surgery = 1 ENT = 1 Ophthalmology = 33	General Surgery = 2
TOTAL	704	663	41

6. Total Number of Patients and Cases Catered at Delivery Room Complex

6.1. Total Number of Patients Catered

Month	Total No. of Patients Catered	Total No. of Rooming-in	Death
January	49	35	0
February	45	23	0
March	56	56	0
April	62	39	0
May	99	91	0
June	97	97	0
July	122	60	0
August	56	49	0
September	99	80	0
October	63	62	0
November	188	152	0
December	86	86	0
TOTAL	1,022	830	0



6.2. Total Number of Deliveries and Other Procedures Done

Month	NSD/OFE/PBE	Completion Curettage	IUD Insertion	IUFD
January	23	0	0	0
February	23	0	1	0
March	28	8	1	2
April	35	4	4	1
May	40	6	2	1
June	51	9	4	1
July	42	7	7	0
August	40	7	1	2
September	50	4	0	1
October	42	2	0	0
November	98	16	0	2
December	50	11	0	1
Total	522	74	20	11

6.3. Total Number of Surgical Cases (OB-Gyne) Done

Month	Total Cases	Elective Case	Emergency/Direct Case
January	16	5	11
February	29	20	9
March	31	20	11
April	32	20	12
May	37	24	13
June	45	22	23
July	34	19	15
August	42	24	18
September	46	26	20
October	43	19	24
November	44	23	21
December	33	13	20
TOTAL	432	235	197

7. TOTAL NUMBER OF PATIENTS AND TREATMENT CATERED IN JRRMMC DIALYSIS CENTER

7.1. Total Number of New Patients Served

	Classification	PHIC	Non-PHIC	Total
Non-COVID Patients	Service	222	98	320
	Pay	4	4	8
COVID-19 Patients	Service	62	20	82
	Pay	0	0	0
TOTAL				410



7.2. Number of Treatment

7.2.1. Non-COVID-19 HD Treatment

Month	Total No. of Patients	PHIC	Non-PHIC	Total In-Patients	Total Out-Patients
January	434	76	41	117	316
February	504	114	54	168	336
March	647	151	46	197	450
April	604	124	53	177	427
May	621	174	41	215	405
June	674	191	63	254	420
July	666	226	31	257	409
August	731	217	69	286	445
September	729	222	81	303	426
October	750	277	37	314	436
November	702	139	131	270	432
December	734	174	124	298	436
Total	7,796	2,085	771	2,856	4,938

7.2.2. COVID-19 HD Treatment

Month	Total No. of Patients	PHIC	Non-PHIC	Total In-Patients	Total Out-Patients
January	67	39	28	56	11
February	27	24	3	23	4
March	5	3	2	5	-
April	2	2	-	2	-
May	12	7	5	12	-
June	13	13	-	13	-
July	7	7	-	7	-
August	16	12	4	16	-
September	18	12	6	18	-
October	13	2	11	13	-
November	7	3	4	7	-
December	17	11	6	17	-
Total	204	135	69	189	15

7.2.3. COVID-19 Hemoperfusion (HP) Treatment (All In-Patients)

Month	Total No. of Patients	PHIC	Non-PHIC
January	2	2	-
May	1	-	1
Total	3	2	1



8. TOTAL NUMBER OF PATIENTS AND TREATMENT CATERED IN ONCOLOGY UNIT

8.1. Radiotherapy

Treatment	Total No. of Patients	Patient Classification	Total No. of Patients	PHIC	Non-PHIC	Total In-Patients	Total Out-Patients
<i>Brachytherapy</i>	639	Service	463	441	22	-	463
		Pay	176	161	15	-	176
<i>Cobalt-60 Teletherapy</i>	4,492	Service	4,409	4,209	33	167	4,242
		Pay	83	78	-	5	78
<i>LINAC</i>	7,602	Service	6,417	6,180	143	94	6,323
		Pay	1,185	1,185	-	-	1,185
<i>Computer Planning (LINAC)</i>	303	Service	287	281	6	-	287
		Pay	16	15	1	-	16
<i>Computer Planning (Cobalt)</i>	320	Service	314	301	13	-	314
		Pay	6	6	-	-	6
<i>CT Simulation (LINAC)</i>	386	Service	338	328	2	8	330
		Pay	48	39	9	8	40
<i>Verification Film</i>	288	Service	264	-	264	-	264
		Pay	24	-	24	-	24

8.2. Medical Oncology and Gynecologic Oncology

	Service Rendered	Total No. of Patients	PHIC	Non-PHIC
Medical Oncology	<i>Consultation</i>	5,198	-	5,198
	<i>Chemotherapy</i>	6,801	6,603	198
Gynecologic Oncology	<i>Consultation</i>	4,037	-	4,037
	<i>Chemotherapy</i>	1,544	1,498	46
	<i>Colposcopy</i>	43	41	2
	<i>Papsmear</i>	193	-	193

9. TOTAL NUMBER OF PATIENTS THE NURSING SERVICE STAFF ASSISTED AT OUT-PATIENT DEPARTMENT

Out-Patient Clinic	Total No. of Patients
Obstetric & Gynecology	15,154
Surgery	5,857
Family Medicine (PCU)	3,988
EMS (JRRMMC)	1,313
Urology	4,117
Orthopedic	3,032
Internal Medicine	25,965
Neurology	3,842
TB DOTS	2,567
ENT	5,015



Optha	12,475
Pediatric	3,893
Behavioral Medicine	1,403
Pain Clinic	1,818
Dermatology	23,977

10. Outcome of Hospital Scorecard

10.1. % of ESC Patients Attended with < 4 Hours Turn-around Time Target: 100%

Month	Total Patients Seen	Total Patients Seen < 4 Hours Turn-around Time	Outcome
January	1,843	1,843	100%
February	1,419	1,418	99.99%
March	1,867	1,867	100%
April	1,780	1,780	100%
May	1,485	1,485	100%
June	2,242	2,242	100%
July	2,242	2,242	100%
August	3,388	3,388	100%
September	2,090	2,090	100%
October	2,206	2,206	100%
November	3,023	3,023	100%
December	2,713	2,713	100%
Total	26,298	26,297	99.99%

10.2. % of Patients with < 4 Hours Turn-around Time Discharge Process Target: 95%

Month	Total Discharges	Total Patients with < 4 Hours Turn-around Time	Outcome
January	293	292	99.65%
February	408	402	98.52%
March	484	460	95.04%
April	598	568	94.98%
May	605	582	96.19%
June	718	700	97.49%
July	749	743	99.19%
August	812	802	98.76%
September	776	774	99.74%
October	751	750	99.86%
November	984	983	99.89%
December	824	824	100%
Total	8,002	7,880	98.47%



11. Prevention from Hospital Acquired Infection Target: 1%

11.1. Hospital Net Infection Rate

Month	Net Infection Rate
January	0.83%
February	0.97%
March	0.63%
April	0.54%
May	0.76%
June	0.73%
July	0.58%
August	0.33%
September	0.35%
October	0.88%
November	0.60%
December	0.69%

12. Client Satisfaction and Complaint

Quarter	CSS Result	Incidence of Complaint
1 st Quarter	99.90%	None
2 nd Quarter	99.95%	None
3 rd Quarter	99.91%	None
4 th Quarter	100%	None

13. Prevention from Sentinel Events

13.1. With one (1) Incidence = Fall



14. Breakthrough / Best Practices to Improve Patient Services

Project / Activity	Outcome	Remarks
1. Promote positive patients' experiences at OPD	<ul style="list-style-type: none"> • Established two (2) triage to facilitate fast assistance of patients seeking consultation and follow-up visit. • Enhanced facilitation of tele-med consultation prior to face-to-face • Monitored all service clinics to ensure all patients are properly attended on time. 	<ul style="list-style-type: none"> • Continuously implementing the care protocols and benchmarking care activities to prevent long waiting of patients.
2. Improvement of ESC flow of patients' services, work environment, and staffing.	<ul style="list-style-type: none"> • With improved work environment and turn-around of patient care management. 	<ul style="list-style-type: none"> • To continuously implement other strategies and monitoring progress.
3. Cancer Lay Forum and Counseling	<ul style="list-style-type: none"> • Regular conduct of lay forum among cancer patients. • Started doing counseling among newly diagnosed cancer patients undergoing treatment and to those with high issues and concerns. 	<ul style="list-style-type: none"> • Will establish regular discussion on patients' feedback to continuously improve our care.
4. To lessen patients' hospital stay.	<ul style="list-style-type: none"> • Established monitoring tool and regular discussion of issues and concerns. • Turn-around of patients improved. 	<ul style="list-style-type: none"> • Need to revisit hospital protocols and collaboration with medical team.
5. Improvement on managing Emergency surgical cases.	<ul style="list-style-type: none"> • Main OR established strategies and implemented. • Decreased number of waiting Emergency cases. 	<ul style="list-style-type: none"> • Continuously monitor outcome. Issues and concerns addressed properly.
6. Improved clients' satisfaction of in-patients	<ul style="list-style-type: none"> • Enhanced patients' feedback utilizing the Nursing Service clients' satisfaction survey and writing notes to be posted on the dashboard. • Issues and concerns raised immediately attended. • With many positive feedback from patients posted and stated in the survey form. 	<ul style="list-style-type: none"> • To continuously implement this activity. • This serve as our reference in our monthly and annual staff awards and recognition.



C. FINANCIAL PERSPECTIVE

Project / Performance Target	Accomplishment / Outcome	Remarks
1. Completion of Discharged Patients' Records and timely submission to HIMD.	<ul style="list-style-type: none">• 99% discharged patients' records complete and submitted on time.• Assigned focal person and issues and concerns were addressed immediately.	<ul style="list-style-type: none">• To improve strategies in coordination with the medical team. Enhanced strict compliance on documentation policy.
2. Updating of fees and charges on different clinical procedures.	<ul style="list-style-type: none">• Submitted and for final review of the hospital committee on fees and charges.	<ul style="list-style-type: none">• It will be a continuous process for other additional procedures.
3. Enhanced monitoring of Stock supplies and consumption.	<ul style="list-style-type: none">• Improved Stocks Inventory and Management System.• Closely monitored.• With zero incidence of unavailability of stocks.• Monthly consumption properly analyzed.	<ul style="list-style-type: none">• Need to improve consumption monitoring procedures and tool.

D. ACQUIRED EQUIPMENT

Equipment / Apparatus	Quantity
Cardiac monitor	37 units
Syringe Infusion pump	1 unit
Volumetric Infusion pump	1 unit
Stretcher	5 units
Laryngoscope	2 units
Emergency Cart	2 units
ECG machine	5 units
Suction machine	5 units
Portable vein finder	3 units
Pulse Oximeter	10 units
Digital thermometer, infrared	10 units

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