



**JOSE R. REYES MEMORIAL MEDICAL CENTER
NATIONAL CENTER FOR GERIATRIC HEALTH**
Gen. Solano Street, Malacañang Complex, San Miguel, Manila

HEMODIALYSIS UNIT

NURSING SERVICE

ANNUAL ACCOMPLISHMENT REPORT

HEMODIALYSIS UNIT

JANUARY - DECEMBER 2022

Prepared by: **Charmaigne F. Rasalan, RN**
Assistant Nurse Unit Manager

Noted by: **Armi Lynn F. Custodio, RN**
Unit Manager- HD Unit



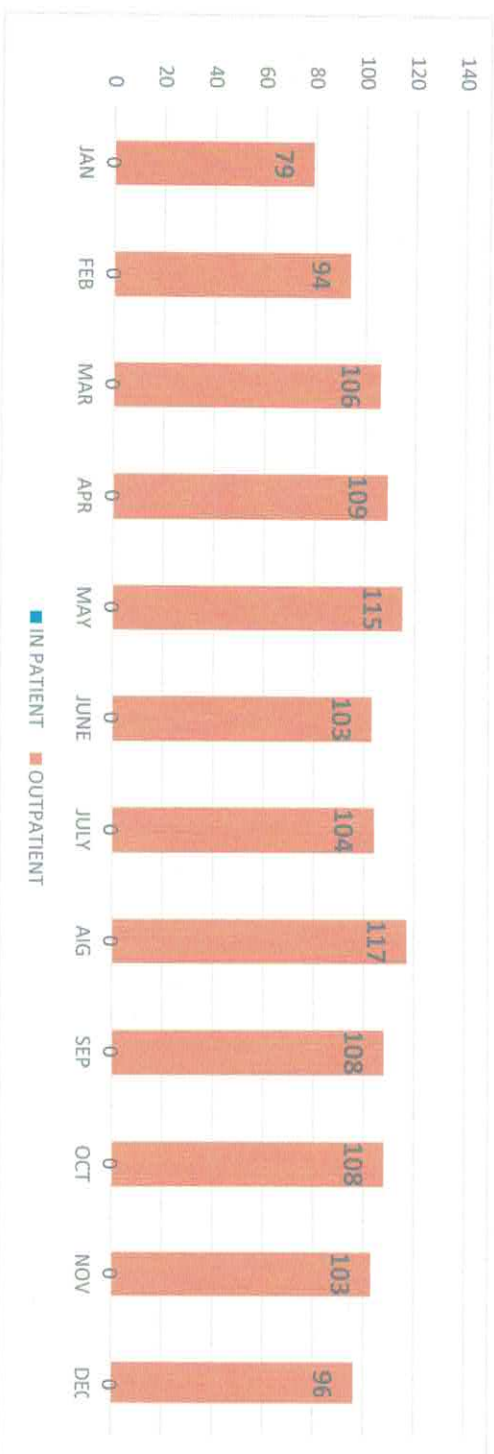
I. PATIENT CARE PERSPECTIVE

A. Total Number of Patients Served

1.1 According to New Patient (January – December 2022)

Class	DIALYSIS	
	PHIC	Non-PHIC
Service	-	2
Pay	-	-
Total	2	2

1.2. According to Number of Treatment





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Service Section	Total Number of Patients	PHIC	Non - PHIC	Total In-Patients	Total Out-Patients
Hemodialysis (HD)					
SERVICE	891	-	891	-	891
PAY	-	-	-	-	-
Hemodiafiltration (HDF)					
SERVICE	351	-	351	-	351
PAY	-	-	-	-	-
TOTAL	1242				



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MONTH	NUMBER OF TREATMENT		TOTAL
	INPATIENT	OUTPATIENT	
January	-	79	79
February	-	94	94
March	-	106	106
April	-	109	109
May	-	115	115
June	-	103	103
July	-	104	104
August	-	117	117
September	-	108	108
October	-	108	108
November	-	103	103
December	-	96	96
TOTAL		1242	1242



B. Quality Objectives/Breakthrough

Quality Objective/Breakthrough	Outcome	Corrective Action/Action Plan 2022
To Maintain Customer Satisfaction Rating <ul style="list-style-type: none"> • JAN-MAR • APR-JUN • JUL-SEP • OCT-DEC 	<ul style="list-style-type: none"> • 100% • 100% • 100% • 100% 	<ul style="list-style-type: none"> • To provide proper orientation of patient/relative relationship, emphasizing patient's expectation among healthcare providers, behavior to demonstrate and providing holistic care. • Enhance staff-client interactions during duty: • Introduce self • Proper communication and etiquette: eye to eye contact; modulation of voice; proper gesture • Observe courtesy and politeness • Serve with a SMILE policy • Attends to customer's needs promptly • Monitor staff's behavior in their dealings with clients and performance of care. • Evaluate and discuss monthly report of clinical areas and make the necessary corrective actions.



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<p>To Prevent Customer Complaints</p> <ul style="list-style-type: none"> • JAN-MAR • APR-JUN • JUL-SEP • OCT-DEC 	<ul style="list-style-type: none"> • NO COMPLAINT • NO COMPLAINT • NO COMPLAINT • NO COMPLAINT 	<ul style="list-style-type: none"> • Serve with a smile • Attend to customer's needs immediately • Observe courtesy and politeness • Attends to customer's needs promptly • Monitor staff's behavior in their dealings with clients and performance of care. • Evaluate and discuss monthly report of clinical areas and make the necessary corrective actions
<p>To prevent incident of Data Privacy Breach</p> <ul style="list-style-type: none"> • JAN-MAR • APR-JUN • JUL-SEP • OCT-DEC 	<ul style="list-style-type: none"> • NO INCIDENCE • NO INCIDENCE • NO INCIDENCE • NO INCIDENCE 	<ul style="list-style-type: none"> • Data Privacy Awareness • Conduct of Privacy Impact Assessment • Privacy Notice • Accomplished Non-Disclosure Agreement • Presence of Privacy Notice posted in strategic location • Provide specific encryptions/password to all electronic based record.
<p>Compliance to statutory and Regulatory Requirements</p> <ul style="list-style-type: none"> • PRC • BLS • ACLS (NURSES) 	<ul style="list-style-type: none"> • 100% • 100% • 100% 	<ul style="list-style-type: none"> • Maintain compliance in implementing staff regulatory requirements through: • Remind staff on compliance during monthly meetings



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<p>To ensure patients for dialysis are treated on their scheduled day</p>	<ul style="list-style-type: none"> • 100% 	<ul style="list-style-type: none"> • Assign point person in organizing and updating PRC licenses. • To ensure all patients will be given treatment schedule. • To inform patients a week prior to their schedule for dialysis. • To ensure updated laboratory and serological results. • Conduct of scheduled preventive maintenance.
<p>To Maintain Standard Water Quality for the delivery of dialysis Treatment.</p> <ul style="list-style-type: none"> • JAN-MAR • APR-JUN • JUL-SEP • OCT-DEC 	<ul style="list-style-type: none"> • 100% • 100% • 100% • 100% 	<ul style="list-style-type: none"> • Conduct routine monthly loop disinfection • Conduct three times a week backwashing • To provide daily monitoring of water quality • Conduct of scheduled preventive maintenance.
<p>Prevent incident of Needle Stick Injury of staff</p> <ul style="list-style-type: none"> • JAN-MAR • APR-JUN • JUL-SEP • OCT-DEC 	<ul style="list-style-type: none"> • 100% • 100% • 100% • 100% 	<ul style="list-style-type: none"> • To strictly implement orientation to all staff and monitor its compliance. • To provide strict Implementation on prevention of needle stick injury and monitoring of staff compliance.



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		<ul style="list-style-type: none"> • Availability and proper use of required materials <ul style="list-style-type: none"> - Pick-up forceps - Punctured proof containers • Posting of materials on prevention of needle stick injury shall be available on identified areas (e.g. treatment room, lavatory) • Coordinate with Infection Prevention and Control Committee for reported incidence.
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II. HUMANRESOURCE PERSPECTIVE

A. Total Number of Unit Staff

Position	Newly Hired/ Promotion	Transfer to Other Area	Resigned	Retired	Lateral	Current No. of Staff
Nurse III	-	-	-	-	-	1
Nurse II	-	-	-	-	-	2
Nurse I	-	-	-	-	-	1
Nursing Attendant II	-	-	-	-	-	3
Nursing Attendant I	-	-	-	-	-	1
TOTAL						8



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B. STAFF PARTICIPATION IN HOSPITAL/ NURSING DIVISION ACTIVITY/ COMMITTEE

PROJECT /COMMITTEE ACTIVITY	NAME OF STAFF	POSITION
Philippine Governance System	Armi Lyn F. Custodio	Member
Safety Officer	Armi Lyn F. Custodio	Member
Infection Prevention Control Committee	Armi Lyn F. Custodio	Member
Society of Seniors Committee	Armi Lyn F. Custodio	Member

C. STAFF LEARNING AND DEVELOPMENT INTERVENTION INSIDE/ OUTSIDE THE INSTITUTION INCLUDING WEBINARS

All staff complied the regulatory requirements of learning and development intervention, seminar/webinars attended with certificates. (Copy of attendance certificate submitted to NETTRU)

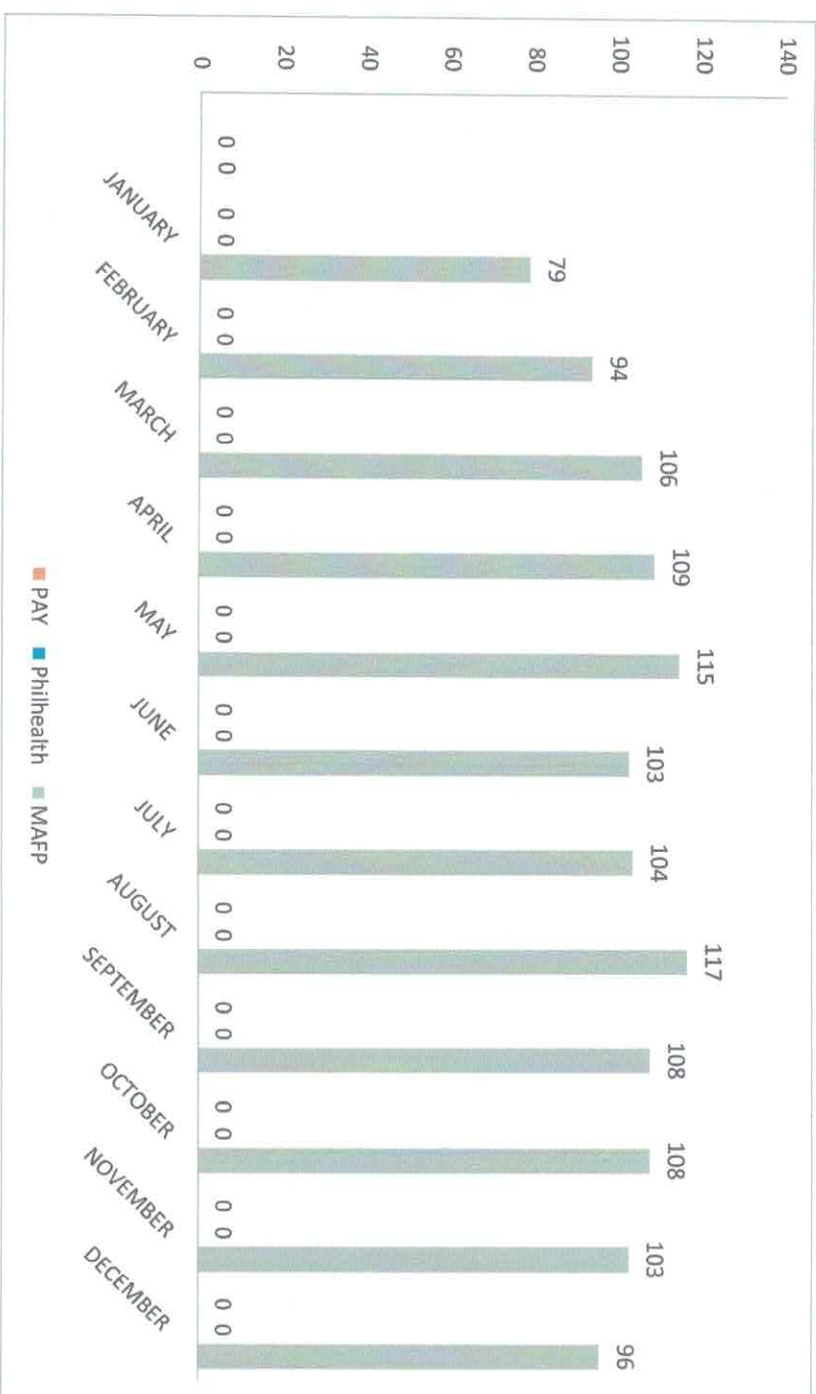
NAME OF STAFF	NO. OF SEMINAR/ WEBINARS ATTENDED
ARMIL LYN F. CUSTODIO	16
JOHN RAY PENOLIAR	22
CHARMAIGNE F. RASALAN	19
JEROME NEIL Y. DEL ROSARIO	17
CELIA A. DE JESUS	17
JEWEL REGINE F. SAMSON	15
MHARLYN F. TESORO	18
CRESENCIO J. BERO JR.	16



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III. FINANCIAL PERSPECTIVE

A. Patient Charges for special procedures





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MONTH	PHILHEALTH	PAY	MEDICAL ASSISTANCE FUND (MAFP)	TOTAL NUMBER OF TREATMENT
JANUARY	-	-	79	79
FEBRUARY	-	-	94	94
MARCH	-	-	106	106
APRIL	-	-	109	109
MAY	-	-	115	115
JUNE	-	-	103	103
JULY	-	-	104	104
AUGUST	-	-	117	117
SEPTEMBER	-	-	108	108
OCTOBER	-	-	108	108
NOVEMBER	-	-	103	103
DECEMBER	-	-	96	96
TOTAL			1242	1242



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B. Innovation / Best Practices

Goal / Objective	Innovation / Best Practice	Outcome
To ensure safety.	Installed steel chain barrier.	Oxygen tank properly placed and secured.
To ensure safety.	Color Coded Folder	Folders were provided with different color as ff: Red - Urgent, Green- for signing and approval, Blue- Memos and communication letters, Black- for filing
To ensure correct dialysis machine set-up and patient's safety.	Neighbor Checking	Completed treatments with proper machine set-up without machine related complications.

C. Equipment

ITEM	ACQUIRED EQUIPMENTS	QUANTITY
1. Digital wheelchair weighing scale		1 unit
2. Hot & Cold Water Dispenser		1 unit



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IV. OTHER ACTIVITIES

Other Activities	Action Taken
1. Provision of Health Education	<ul style="list-style-type: none">• Pre and Post Health Education to All Hemodialysis Patients
2. Quality Assessment and Performance Improvement	<ul style="list-style-type: none">• Monthly reporting to promote continuous improvement and outcomes.
3. DEMM-NCGH 12 TH Year Anniversary	<ul style="list-style-type: none">• Participated and joined in giving away freebies and snacks during Day 3 and joined Zumba for Employees on Day 4.
4. DEMM NCGH Christmas Party	<ul style="list-style-type: none">• Participated in Rockstar Themed Party and awarded as 4th placed in Door Christmas Decorating Contest
5. Hemodialysis Patient's Christmas Party	<ul style="list-style-type: none">• Organized the 1st Christmas Party for Hemodialysis Patients last December 21, 2022.
6. JRRMMC Nursing Service Christmas Party	<ul style="list-style-type: none">• Participated the Annual Nursing Division Christmas Party organized by NSDA in Disney Theme last December 16, 2022.



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V. ISSUES AND CONCERNS

PROBLEMS ENCOUNTERED	ACTION TAKEN	REMARKS
1. Machine error , only 4 machine are working (Error on hydraulic phase)	-Reported to senior Technician and service provider. -Two shift were made to accommodate all patients	All Patients were accommodated
2. Machine error (Error on hydraulic phase) -8VSAGD 19 -8VSAGD 16 -8VSAGD 21 -8VSAGD 20 -8VSAGD17	-Reported to Fresenius Medical Care	Calibrated done by Fresenius Medical Care. Done March 22, 2022
3.Nonfunctioning Digital Wheelchair Weighing Scale	Requested urgent purchase of equipment -Purchase requested using Petty Cash and Cash Advance	Received Digital Wheelchair Weighing Scale last November 23, 2022 -All Patients were treated.
4.Inadequate dialysis consumable supplies due to delayed approval of PMP.	-Relieved by Nurse on duty (John Ray Penoliar) -Requested one technician from JRRMMC Dialysis Main.	-All Patients were treated.
5.Lack of manpower (Technician)		