



Republic of the Philippines  
 Department of Health  
**JOSE R. REYES MEMORIAL MEDICAL CENTER**  
**DR. EVA MACARAEG MACAPAGAL NATIONAL CENTER FOR GERIATRIC HEALTH**  
 Gen. Solano St., Malacañang Complex, San Miguel, Manila  
 Telephone No. (02) 8254-6963




# NURSING SERVICE

## ANNUAL ACCOMPLISHMENT REPORT OUT PATIENT DEPARTMENT JANUARY - DECEMBER 2022

JOSE R. REYES MEMORIAL MEDICAL CENTER  
 NURSING SERVICE  
**LUISA R. ROMERO**  
 ID No. 600441  
 RECEIVED 3 2023  
 Date: \_\_\_\_\_ Time: \_\_\_\_\_

JOSE R. REYES MEMORIAL MEDICAL CENTER  
 Office of the Medical Center Clerk  
**RECEIVED**  
 JAN 15 2023  
 BY: **DONTY S. DIAZ**  
 ID No. 503482

Prepared by:   
**Raffy Resty C. Principe, RN**  
 Assistant Nurse Unit Manager

Noted by:   
**Donald L. Angulo, RN, MAN**  
 DOH-Designated Chief Nurse



**I. PATIENT CARE PERSPECTIVE**

A. Total Number of Patients Served (January - December, 2022)

**A.1. Out Patient Department**

Service Unit	Patient Catered		Total
	NEW	OLD	
GERIATRIC CONSULTATION			8,186
OPHTHALMOLOGY CONSULTATION			504
CARDIOLOGY CONSULTATION			124
FAMILY MEDICINE CONSULTATION			174
NEUROLOGY CONSULTATION	2,020	16,862	246
REHAB MEDICINE CONSULTATION			365
TELEMEDICINE CONSULTATION			92
MEDICATION REFILL			8,723
COMMUNITY & HOME CARE SERVICES			459
TRANSFER TO JRRMMC			9
<b>TOTAL NUMBER OF PATIENTS</b>	<b>2,020</b>	<b>16,862</b>	<b>18,882</b>



### A.2. Monthly Census

MONTHLY OPD CENSUS	
JANUARY	823
FEBRUARY	1,001
MARCH	1,307
APRIL	1,552
MAY	1,392
JUNE	1,331
JULY	1,653
AUGUST	1,665
SEPTEMBER	2,060
OCTOBER	1,818
NOVEMBER	2,297
DECEMBER	1,983
<b>TOTAL NUMBER OF CENSUS</b>	<b>18,882 PATIENTS</b>

### A.3. Graph





### B. Quality Objectives and Breakthroughs

Quality Objectives/ Breakthroughs	Outcome	Corrective Action
To improve Customer satisfaction <ul style="list-style-type: none"> <li>• JAN-MAR</li> <li>• APR-JUN</li> <li>• JUL-SEP</li> <li>• OCT-DEC</li> </ul>	<ul style="list-style-type: none"> <li>• 100%</li> <li>• 100%</li> <li>• 100%</li> <li>• 100%</li> </ul>	<ul style="list-style-type: none"> <li>• Constant monitoring of all staff on proper attitude/behavior towards clients/relatives and other members of the health team thru:               <ul style="list-style-type: none"> <li>introduce self, Serve with a smile, proper communication, modulation of voice and proper gestures</li> <li>Attends the needs of customers immediately.</li> <li>Gives information and explain regarding the condition of their disease.</li> <li>Gives health teachings regarding home medications, activities, laboratory examination/radiologic examination, if any and compliance on follow up check-up.</li> <li>Gives information regarding consultation protocols thru:                   <ul style="list-style-type: none"> <li>Telemedicine utilizing the provided service Facebook page and contact numbers of every department for the schedules.</li> </ul> </li> <li>If there is any valid complaint, discussed and explained to concerned staff and make the necessary corrective action.</li> </ul> </li> </ul>
To Prevent Customer Complaints <ul style="list-style-type: none"> <li>• JAN-MAR</li> <li>• APR-JUN</li> <li>• JUL-SEP</li> <li>• OCT-DEC</li> </ul>	<ul style="list-style-type: none"> <li>• NO COMPLAINT</li> <li>• NO COMPLAINT</li> <li>• NO COMPLAINT</li> <li>• NO COMPLAINT</li> </ul>	<ul style="list-style-type: none"> <li>• Constant monitoring of staff regarding compliance to customer satisfaction guidelines and strategies mentioned above.</li> <li>• Proper communication/ behavior and attitudes towards clients and co-workers.</li> <li>• Observes patient's safety at all times</li> <li>• Ensures that quality patient care is being rendered by all staff</li> <li>• If there is a verbal complaints/ inquiry, immediate action taken thru Assistance and correct information to satisfy the needs/ solve the problem.</li> </ul>
To prevent incidence of data privacy breach <ul style="list-style-type: none"> <li>• JAN-MAR</li> <li>• APR-JUN</li> <li>• JUL-SEP</li> <li>• OCT-DEC</li> </ul>	<ul style="list-style-type: none"> <li>• NO INCIDENCE</li> <li>• NO INCIDENCE</li> <li>• NO INCIDENCE</li> <li>• NO INCIDENCE</li> </ul>	<ul style="list-style-type: none"> <li>• Ensures that all staff have attended data privacy act seminar</li> <li>• Constant monitoring of all staff regarding compliance on data privacy act</li> <li>• Maintains patient records safe at medical records (<b>regular OPD</b> - patient record forwarded every end of the shift.</li> <li>• Strict exercises of non-disclosure pertinent to the case of the patient to others, not related to the treatment of patient.</li> </ul>



<ul style="list-style-type: none"> <li>Compliance to statutory and Regulatory Requirements           <ul style="list-style-type: none"> <li>PRC</li> <li>BLS training</li> </ul> </li> <li>To ensure that all patients are attended within 8 hours</li> </ul>	<ul style="list-style-type: none"> <li>100%</li> <li>100%</li> <li>100%</li> </ul>	<ul style="list-style-type: none"> <li>Strict monitoring of updated PRC licenses thru tabulated name of staff with corresponding color as to year of expiration of licenses.</li> <li>Constantly reminding of staff which has near expiry if license to apply for renewal for at least three months prior to expiration date.</li> <li>Coordinated with the BLS training provider that employee are due for renewal</li> <li>Assigned OPD staff in the Triage</li> <li>Monitoring of attendance and punctuality</li> <li>Prompt facilitation of the flow process</li> <li>Coordination of unscheduled and walk-in patient to respective departments</li> </ul>
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**C. Table of Consultation**

Monday	Tuesday	Wednesday	Thursday	Friday
Face to face consultation	Face to face consultation	Face to face consultation	Face to face consultation	Face to face consultation
Medication refill	Medication refill	Medication refill	Medication refill	Medication refill
laboratory	laboratory	laboratory	laboratory	laboratory
X-Ray	X-Ray	X-Ray	X-Ray	X-Ray
Ophtha		Cardio		
Neuro	Neuro	Neuro	Neuro	Neuro



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## II. HUMAN RESOURCE PERSPECTIVE

### A. TOTAL NUMBER OF OPD NURSING STAFF

Position	Newly Hired/ Promotion	Transfer to Other Area	Resigned	Lateral	Current No. of Staff
Nurse V Chief- Designated	1	-	-	-	1
Nurse III	1	-	-	-	1
Nurse II	1	-	-	-	1
Nurse I	5	-	-	1	5
Nursing Attendant II	1	-	-	-	2
Nursing Attendant I	-	1	-	-	4 (I.O.)
<b>TOTAL</b>					<b>14</b>

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

PROJECT / COMMITTEE ACTIVITY	NAME OF STAFF	POSITION
Philippine Governance System	Dhonald L. Angulo	Member
	Armi Lyn F. Custodio	Member
Safety Officer	Dhonald L. Angulo	Member
	Armi Lyn F. Custodio	Member
Infection Prevention Control Committee	Armi Lyn F. Custodio	Member
Information Communications Technology Committee	Raffy Resty C. Principe	Member
	Ronald A. Reyes	Member
	Maribel E. Salas	Member
Grievance Committee	Pinky C. Baloloy	Member
Patient Safety Committee	Raffy Resty C. Principe	Member
	Maribel E. Salas	Member
Emergency and Disaster Preparedness Committee	Dhonald L. Angulo	Member



<b>Spiritual Committee</b>	Dhonald L. Angulo Pinky C. Baloloy	Member Member
<b>Healthcare Waste Management</b>	Pinky C. Baloloy	Member
<b>Blood Donation / Transfusion Committee</b>	Pinky C. Baloloy	Member
<b>Human Resource Merit Promotion And Selection Board (HRMPSB)</b>	Dhonald L. Angulo	Member
<b>Society of Seniors Committee</b>	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, seminars/webinars attended with certificates.  
(Copy of attendance certificate submitted to NETRU)

<b>NAME OF STAFF</b>	<b>NO. OF SEMINAR/ WEBINARS ATTENDED</b>
DHONALD ANGULO, RN, MAN	15
PINKY C. BALOLOY, RN, RM, MAN	24
RAFFY RESTY C. PRINCIPLE, RN	10
CHRISTINE JOY L. VIVAS, RN	6
PAULYN A. DALIN, RN	1
JUDITH J. CAMACHO (O)	18
MARIBEL E. SALAS	8
RONALD REYES JR	15
NENA BULAN (O)	14
RAZUL GERONIMO (O)	12
MELVIN FRANILLA (O)	18
ROVIC ANGELO CLASARA (O)	11
BENEDICT ERWIN DV. PESIGAN	11



**III. FINANCIAL PERSPECTIVE**

**A. Patient Charges for special procedures**

- All patients for laboratory, Radiology and Medication Refill were referred to Medical Social Service and advice to file their Phil health.
- Ensure all the procedures done to patient are properly referred to medical social service ( 2 D-Echo, Ultrasound and ECG)
- Ensure all the supplies used by the patients are properly accounted.

**B. Innovation/ Best Practices**

<b>GOAL/OBJECTIVE</b>	<b>INNOVATION/BEST PRACTICE</b>	<b>OUTCOME</b>
1. Strictly no face shield, no face mask, no consultation policy	<ul style="list-style-type: none"> <li>➤ Ensure that all clients/ relatives and health workers complied on the proper utilization of PPE</li> <li>➤ Constant monitoring regarding compliance to the said policy</li> <li>➤ Ensures Availability of PPE at all times (for health care team)</li> </ul>	<ul style="list-style-type: none"> <li>➤ 100% compliance</li> </ul>
2. Strict implementation of social distancing in the waiting area	<ul style="list-style-type: none"> <li>➤ Utilization of tent in the waiting area</li> <li>➤ Constant monitoring seating arrangement in the waiting area and awaits queuing</li> <li>➤ Placed additional benches to be occupied by clients.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Organized Queuing of patients and maintained distance</li> </ul>
3. Coordination to all department for the patient list a day before consultation (15 patients only per service)	<ul style="list-style-type: none"> <li>➤ Patients' lists are used to obtain medical records, and organize queuing of patients per service</li> </ul>	<ul style="list-style-type: none"> <li>➤ To minimize delay in consultation and avoid multiple human exposure</li> </ul>
4. Compliance in the implementation of COVID-19 screening assessment tool prior to consultation, if patient has manifestation of fever, cough, sore throat, and with exposure to COVID-19, patient is advised to stay outside	<ul style="list-style-type: none"> <li>➤ All patient will undergo temp assessment by the guard on duty</li> <li>➤ Then will be examined by the triage officer to deck and clear for consultation, if one of symptoms to watch out for is present, patient will stay outside the hospital until doctor attends to their needs</li> </ul>	<ul style="list-style-type: none"> <li>➤ To avoid unnecessary exposure</li> </ul>





5. Promote customer satisfaction	<ul style="list-style-type: none"> <li>➤ Served with a smile.</li> <li>➤ Attended all clients who are scheduled thru telemed consultation.</li> <li>➤ Gives proper Consultation process of telemed consultation prior to face-to-face consultation</li> <li>➤ Maintain consultation area clean and comfortable.</li> </ul>	➤ No complaint
6. Accuracy of patient daily registry in the Grand Daily Census	<ul style="list-style-type: none"> <li>➤ Daily monitoring of OPD daily census and Grand daily census via logbook</li> <li>➤ Continued monitoring every two weeks</li> </ul>	➤ 100% patient registry attained after two weeks after adjusting triaging process
7. Promote Vascular Access safety	Strict aseptic technique in taking care to not contaminate the fistula and graft site before, during and after treatment.	Engage patient in prevention and control of infection in every hemodialysis treatment
8. Provide Health Teaching both patient and relative	Instruct proper hygiene and how to take care of their fistula or graft.	Expressed understanding and cooperation on how to do self-care.

C. Equipment

<b>ACQUIRED EQUIPMENTS</b>		
<b>ITEM</b>		<b>QUANTITY</b>
1. Air Purifiers	2 units	
2. Hot & Cold Water Dispenser	1 unit	



#### IV. OTHER ACTIVITIES

<b>Other Activities</b>	<b>Action Taken</b>
1. Community services	<ul style="list-style-type: none"><li>➤ Home Care Visit, Laboratory and Medical Consultation Program for Senior Citizens of Manila</li></ul>
2. Senior Daycare Health and Wellness Program	<ul style="list-style-type: none"><li>➤ Exercise Program for Senior Citizens and Hospital Staff</li></ul>
3. DEMM-NCGH 12 <sup>th</sup> yr Anniversary	<ul style="list-style-type: none"><li>➤ Participated in a week-long celebration by spearheading Pneumococcal Vaccination for Senior Citizens on Day 02, giving away freebies and snacks on Day 03, and joining Zumba for Employees on Day 04.</li></ul>
4. Local Holidays/ Event Alert	<ul style="list-style-type: none"><li>➤ Gives first-aid, standby emergency - Acute Care services.</li></ul>
5. OPD occasional services	<ul style="list-style-type: none"><li>➤ Pneumococcal and Flu Vaccination Program for hospital personnel and senior OPD and Community patients.</li></ul>
6. DEMM NCGH Christmas Party	<ul style="list-style-type: none"><li>➤ Participated in this activity last December 15, 2022 and served as one of the committee and host of this event with a theme: Rock star</li></ul>
7. Senior Daycare Christmas Party	<ul style="list-style-type: none"><li>➤ Participated in this morning activity last December 16, 2022 and served as one of the host.</li></ul>
8. JRRMMC Nursing Service Christmas Party	<ul style="list-style-type: none"><li>➤ Participated in this activity last December 16, 2022 in Disney theme</li></ul>