



Republic of the Philippines
Department of Health

JOSE R. REYES MEMORIAL MEDICAL CENTER
MANILA



Integrated Hospital Operations and Management Unit

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October 18, 2023

WENCESLAO S. LLAUDERES, MD
OIC, Medical Center Chief II
This Medical Center

Dear Dr. Llauderres:

This is in reference to your notations on our recently submitted accomplishment report, please take note of the following responses to your query.

1. Our service request has a success rate of 99.72%.
2. Our medical institution has implemented a firewall and antimalware to enhance data security against intruders and malicious software.
3. Employee satisfaction survey has been completed and is already functional.
4. Rather than executing the entire iHOMIS process at once, we have opted to split the implementation of iHOMIS into two phases. Also, we have recently forwarded a Gantt chart for the workflow of the transition to iHOMIS.

For reference, attached is the revised copy of the accomplishment report for your perusal.

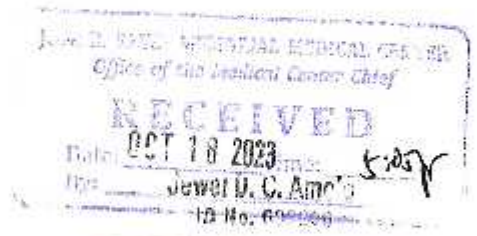
Thank you!

Respectfully yours,

RANDY R. CAGUIA, JR.
Computer Maintenance Technologist III

Kate G. Santos

OCT 19 2023





ACCOMPLISHMENT REPORT **July-September 2023**

I. TECHNICAL SUPPORT

- Provided technical action to 1055 or 99.72% out of 1058 total service requests received from different areas for the month of July to September 2023.
- 100% accuracy on the total number of requests responded to in a timely manner.

II. ICT EQUIPMENT

- Ensured the functionality of IT Equipment which attained 97.78% of the total number of computer units issued in the hospital.
- Submitted proposed budget for the ICT Priority Equipment for the Calendar Year 2023 on September 5.

III. NETWORK SYSTEM

- Maintained availability of the network system (99.03%) with seven (7) reported downtime due to electrical fluctuation, UPS problems in the Server Room, and one (1) reported downtime of DICT GovNet on September 22, 2023.
- Reinstallation of an additional 100 nodes for the hospital network (cabling) system from July 10-September 20, 2023.
- Continuous security policy configuration to optimize the hospital network's security measures.

IV. PROJECTS/ACTIVITIES

- On-going integration of Laboratory Information System and Radiology Information System in the iHOMIS as preparation for its implementation.
- Requested for the creation of an Integrated Hospital Operations and Management Program (IHOMP) Committee on September 20, 2023.
- Attended consultative meetings with the Urology Department to enhance and customize the web-based program (iHOMIS-plus) and its desktop application.
- Development and adjustments of Leave Application for Employees.
- Enhance HRIS' HRMD Dashboard such as formatting needed information and viewing and printing reports.
- Fix errors in the Terminal Leave Application.
- Finish development of the Disciplinary Actions module in HRIS.
- Finish development of the Rewards and Recognition module in HRIS.
- Finish development of the Hospital Order Database module in HRIS.
- Finish development of the Salary Schedule module in HRIS.
- Fix errors in the Personal Data Sheet module.
- Creation of a reference table for the plantilla positions.
- Employee satisfaction survey is already operational and functional
- Development of Payroll module and ongoing progress of personnel's loans.

V. STAFF DEVELOPMENT

- Attended the Cybersecurity Technical Training conducted by DOH-KMITS on July 24-28, 2023.
- Attended the one-day Allied Telesis Network Switch Training on September 15, 2023.

- Attended the Hospital Client Experience Survey (HCES) awareness orientation conducted by the Legal Unit on July 26, 2023.
- Attended the ISO 9001:2015 Awareness on September 29, 2023.
- Attended the Gender Sensitivity Training on August 31, 2023.

VI. ISSUES AND CONCERNS

- End-users forgotten usernames and passwords in the Human Resource Information System.
- A lack of planning and implementation due to the delays in establishing an IHOMP Committee in this medical institution.
- Delays in the Phase 1 implementation of the IHOMIS.

VII. RECOMMENDATIONS

- Generate a code that will be sent to the area supervisor or any computer-literate personnel's account to reset/retrieve their forgotten username or password.
- Expedite the designation of the Committee members and chairperson, assigning reliable personnel to resolve, plan, and implement various programs for the overall improvement of the medical institution.
- IHOMU has submitted a proposed plan for the Phase 1 implementation of iHOMIS in the office of OIC-MCC, outlining the following.
 - Scheduled retraining and reorientation in the involved areas.
 - Pilot live testing for selected department services.
 - Implementation of iHOMIS and iHOMIS Plus (hybrid).
- ✓ Rather than executing the entire process at once, we have opted to split the implementation of iHOMIS into two phases.
 - Phase 2 retraining and reorientation for the Business Processing (Billing, PHIC/Claims) and Cashier

Submitted by:


RANDY R. CAGUIA, JR.
 Computer Maintenance Technologist III

/s/ajpee



Integrated Hospital Operations and Management Unit

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*Notes to
Points to
Consider*

ACCOMPLISHMENT REPORT
OCT 13 2023 July-September 2023

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Can this be a %
against
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OCT 13 2023

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↳ pls provide me for back.

Submitted by:

RANDY R. CAGUIA, JR.
Computer Maintenance Technologist III

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