



Republic of the Philippines
Department of Health
JOSE R. REYES MEMORIAL MEDICAL CENTER
MANILA



Integrated Hospital Operations and Management Unit

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JOSE R. REYES MEMORIAL MEDICAL CENTER
Office of the Medical Center Chief

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ACCOMPLISHMENT REPORT
3RD QUARTER (JULY TO SEPTEMBER 2020)

I. TECHNICAL SUPPORT

- Provided technical action to 223 total number of service requests which had been received from different areas for the months of July to September 2020.
- 96.66% of total number requests received responded in a timely manner.

II. ICT EQUIPMENT

- Ensured the functionality of IT Equipment which attained 99.27% of the total number of computer units issued to support the functions of different areas.
- Conducted scheduled preventive maintenance of ICT Equipment.
- Acquired additional eighty-three (83) units of desktop computer to be distributed to different areas of the hospital.

III. NETWORK SYSTEM/SECURITY

- Attained an average of 0.54% reduced downtime of the network system.
- Continuous configuration of security protocols to optimize the security of the hospital network.
- Additional configuration of Firewall has been conducted for the period of July-September 2020.
- Installation of new network cables to improve the functionality of network system in different areas.
- Acquired and installed three hundred fifty (350) licenses of Seqrite Endpoint Antivirus system for the security of network system on September 2020.

IV. PROJECTS/ACTIVITIES

- Finalized the development of the Human Resource Management and Information System's Appointment Section.
- Started the development of Telemedicine on July 2020.
- Initiated the installation of CCTV Cameras at the Emergency Service Complex on August 2020.
- Continuous website administration and website posting of the required information/documents.
- Daily backup of Hospital Information System database.

V. STAFF DEVELOPMENT

- Attended Smart and Secured IT Infrastructure for Healthcare Industry.
- Attended the DICT-Cybersecurity Virtual Roundtable Discussion for the Health Sector on September 22, 2020.
- Attended the Virtual Training about Seqrite Endpoint Antivirus System on September 29, 2020.

VI. ISSUES AND CONCERNS

- Delayed execution of plans relevant to the implementation of iHOMIS due to Covid-19 pandemic.

VII. RECOMMENDATIONS

- Allocation of budget for the procurement of essential ICT Equipment for the implementation of Telemedicine.
- Procurement and implementation of High Availability Infrastructure for another layer of security and uninterrupted delivery of service in case of hardware failure of hospital servers.
- Additional one hundred fifty (150) licenses for Endpoint Antivirus System.

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