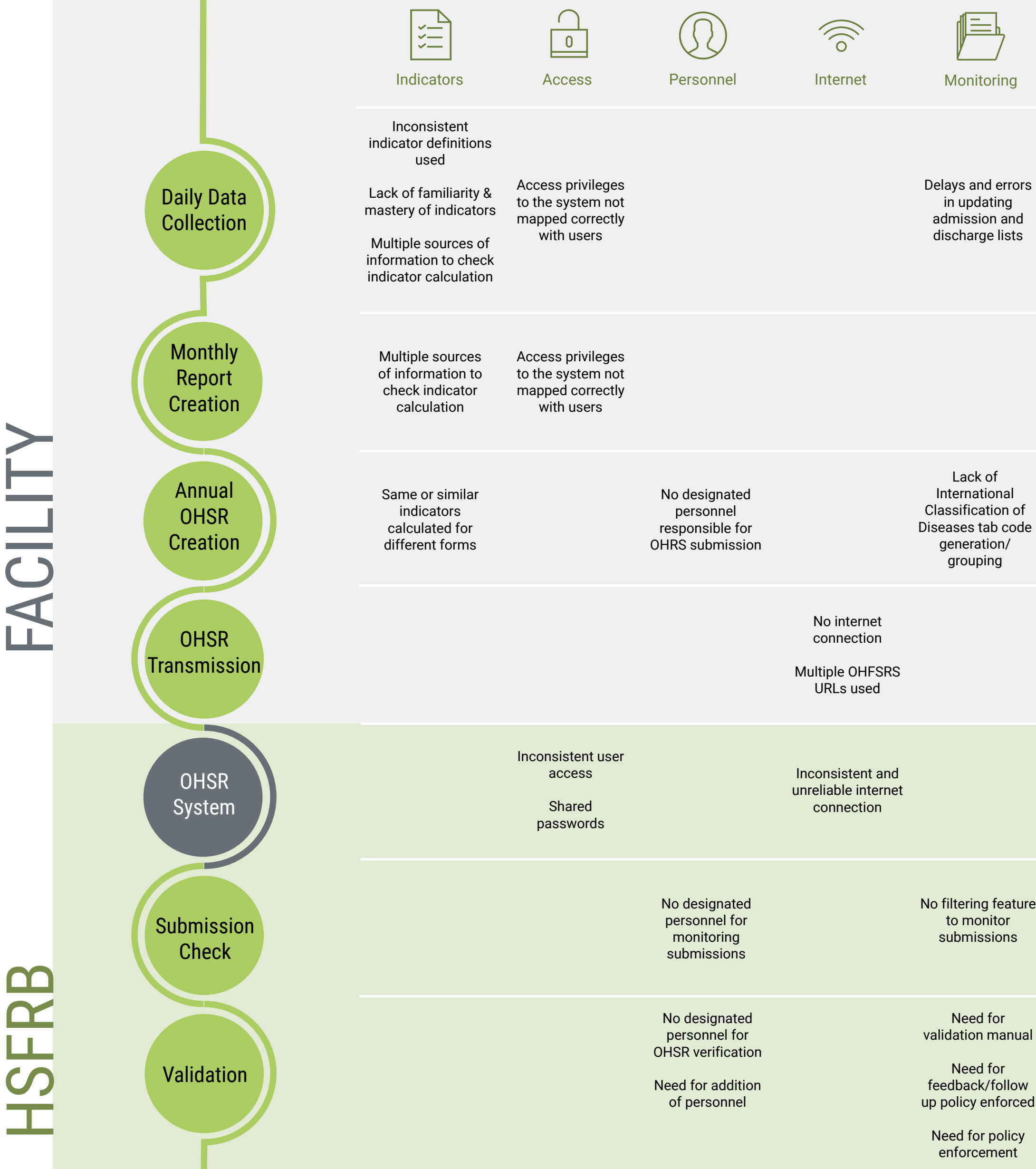


Process Assessment of the Online Hospital Statistical Report

The Department of Health-Hospital Statistical Reports (DOH-HSRs) are reports on quality management, hospital operations, staffing patterns, and finances submitted annually by hospitals nationwide to the DOH-Health Facilities and Services Regulatory Bureau (HFSRB). An initial attempt to analyze key performance indicators was deemed impossible due to poor sampling stemming from the low submission compliance from 2011-2015. Business process assessment using lean six sigma tools was conducted to capture the process of acquiring information of the nine key performance indicators in six health facilities in NCR and in the processing of information done by the regulators. Operational and policy gaps were identified as critical causes of the poor compliance rate.



Business process involvement is a valuable tool in increasing efficiency of regulatory processes.

