September 15, 2019

**DR. MUTYA KISMET T. MACUNO, FPPS, FPSNbM, FAAP, FPCHSM, MDM**

Medical Center Chief II

Gov. Celestino Gallares Memorial Hospital

Tagbilaran City, Bohol

Dear Doctor Macuno:

Greetings from APEX!

We thank you for the continued support to the hospital’s Abi-abi Patient Experience (APEX) Team since its kick-off a few years back.

As of today, we have already served a total number of \_\_\_\_\_\_\_ patients admitted and / or consulted in the hospital.

In line with the hospital’s mantra, “So Gallares, So Kind”, it is the team’s desire and commitment to improve, extend and maximize further our services to our patients here in Gallares Hospital.

Relative thereto, we hereby request your good office the following proposal which we believe are wonderfully fit to effect this purpose, to wit:

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| **PROPOSAL** | **REMARKS** |
| 1. A revamp of the current Abi-abi Patient Team Experience members. (Kindly see attached Annex 1 for your review and approval, Doc.) | We recognize the need to review the members of the team due to the recent rotation and promotions of staff. We also suggest to include the Pharmacists, Security personnel and the different Medical Officers (MO IVs, specifically) of the different clinical departments. |
| 1. Abi-abi rounds from 9:00am to 12:00nn from Monday to Friday. | This will give us ample time to connect with the concerned offices / departments. Also, this will provide us real-time feedback since the Nurse supervisors will have their huddle every 1:00 o’clock in the afternoon. |
| 1. An Abi-abi member participating the Nurse Supervisors huddle at the Nursing Service. | To provide real-time feedback to the concerned areas. |
| 1. Creation of an Abi-abi hotline.   ABI-ABI HOTLINE  0995-840-4175 | Responsible in answering queries related to those needing medical services sent through the official email address of the hospital. For issues and concerns in the different areas needing the assistance of an Abi-abi Team member. |

Sincerely,