**Republic of the Philippines

Department of Health

**RIZAL MEDICAL CENTER**

Pasig City

*“PHIC Accredited Health Care Provider”*

**NURSING DIVISION**

BALANCE SCORE CARD

OBJECTIVES & TARGETS

**SURGERY WARD I**

APRIL 1-30, 2017

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Perspective** | **#** | | | **Objectives/ Goals**  **(Key Result Areas)** | **Measure**  **(Key Performance Indicator)** | **Target** | | | |
| **2017** | **Status** | | |
| **CUSTOMER  FOCUS** | 1 | | | Customer Satisfaction | Staff attended to patient promptly | 100% | Awaiting for DCO validation | | |
|  | | |  | Staff are courteous and accommodating | 100% | Awaiting for DCO validation | | |
|  | Nurses provided medication on time | 100% | Awaiting for DCO validation | | |
|  | Staff are attentive and responsive to emotional need of patients | 100% | Awaiting for DCO validation | | |
| 2 | | | Customer Feedback | Number of verbal and written complaints | 0 | 0 | | |
|  | | |  | Percentage of resolved issues/ complaints | 100% | 100% | | |
| **OPERATIONAL EFFICIENCY** | 1 | | | Processing Efficiency | Compliance to HOP  Exposure to Blood borne Infection   * Needle stick * Splash * Blood spilled | 100% | ZERO  Injury | | |
|  | | |  | Compliance to blood  Transfusion management   * No blood transfusion and administration error. | 100% | ZERO  Incident | | |
| Compliance to medication protocol   * No medication error | 100% | ZERO  Incident | | |
| Compliance to infection  Control Protocol | 100% | | ZERO  Injury | |
|  | |  |  | | * No hospital acquired pneumonia and urinary tract infection. |  | | |  | |
| Compliance to patient safety   * Fall | 100% | | | ZERO  Incident | |
| Proper recording of nursing care plan | 100% | | | 100% | |
| Proper recording of intake and output | 100% | | | 100% | |
| Patient Tracer (TAT)  ER to Surgery WARD I (30 min’s) | 30 min’s | | | 20 min’s | |
| Surgery WARD I to Diagnostic Center (30 min’s) | 30 min’s | | | 25 min’s | |
| Surgery WARD I to other ward (15 min’s) | 15 min’s | | | 10 min’s | |
| **Perspective** | | 1 | **Objectives/Goals**  **(Key Result Areas)** | | **Measure**  **(Key Performance Indicator)** | **Target** | | | | |
| **2017** | | | **Status** | |
|  | | 2 | Machine Availability | | Preventive maintenance and calibration plan | 100% | | | 100% | |
| 3 | Medication Error | | Number of committed errors | ZERO | | | ZERO | |
| **LEARNING**  **AND**  **GROWTH** | | 1 | Employee training and education | | In – house  Training and/ seminars attended  by nursing service personnel (at least 2 per year) | 2 | | | 6 | |
|  |  | | Outside training / Seminars  Attended by nursing service personnel (at least 2 per year) | 2 | | | 0 | |
| Percentage attendance of all ward staff to trainings and seminars | 100% | | | 60% | |
| 2 | Employee participation in the Nursing and Audit | | Conduct nursing audit (2 per year) | 2 | | | 0 | |
| 3 | Legal & Regulatory  Compliance | | On-time submission of reports (Nursing Reports) | 100% | | | 100% | |
|  |  | | Updated PRC licensure | 100% | | | 100% | |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  |  |  | among nurses and midwives and IVT card of nurses |  |  |
| 4 | Membership and Accreditation | Percentage memberships to Accredited Professional organization   * Philippine Nurse’s Association * Midwives Assoc. of the Philippines | 3 | 3 |
| **FINANCIAL** | 1 | Return of  Assets/Investment | Charging of Medical  Oxygen Consumptions | 100% | **10,800** |
|  |  | Charging of Service and medical supplies | 100% | **37,120** |
| Charging of Procedures | 100% | **31,430** |
| Charging of Bundle of Care | 100% | **11,686.89** |

**OPERATIONAL HIGHLIGHTS**

1. Welfare of staff

* Annual P.E.
* Physical fitness ( Hataw every first Tuesday of the month)

1. Flag Ceremony twice a month
2. Fire Preparedness Seminar.
3. Basic Life Support.
4. Mass casualty management

**ISSUES/ PROBLEMS ENCOUTERED**

|  |  |  |
| --- | --- | --- |
| **ISSUES / PROBLEMS** | **Action Plans** | **Status** |
| Unit Dose Drug Distribution system ( Unused meds failed to return at Satellite pharmacy) | Strict compliance on returning of unused medication to pharmacy for credit memo. | Complying ( ongoing monitoring) |

**SURGERY WARD I**

**MONTHLY CENSUS REPORT**

|  |  |
| --- | --- |
|  | **March 1-31,2017** |
| **Average daily census** | 52 |
| **Occupancy rate** | 104% |
| **Length of stay** | 9 days |
| **Nurse: Patient Ratio** | 1:13 |
| **Admissions** | 182 |
| **Discharges** | 174 |
| **Total in Patients** | 1,616 |

**BUNDLE OF CARE CONSUMPTIONS**

**FOR THE MONTH OF MAR 1-31 2017CH**

|  |  |  |
| --- | --- | --- |
| **ITEM** | **ITEM / UNIT PRICE** | **TOTAL** |
| **WOUND DRESSING PACK BIG** | **20X PHP 149.38** | **2,987.76 PESOS** |
| **WOUND DRESSING PACK SMALL** | **15 X PHP 101.34** | **1,520.1 PESOS** |
| **IV KIT** | **20 X PHP 117** | **2,340 PESOS** |
| **NGT KIT** | **21 X PHP 232.43** | **4,839.03-** |
| **GRAND TOTAL: PHP 11,686.89** | | |

**OXYGEN CONSUMPTIONS**

**FOR THE MONTH OF MARCH 1-31 2017**

|  |  |  |
| --- | --- | --- |
|  | **HOURS / UNIT PRICE** | **TOTAL** |
| **O2 CONSUMPTION 10L/MIN** | **70 H X PHP 120.00** | **8,400 PESOS** |
| **O2 CONSUMPTION 4L/MIN** | **50 H X PHP 48.00** | **2,400 PESOS** |
| **GRAND TOTAL: PHP 10,800 .00** | | |

**PROCEDURES CONSUMPTIONS**

**FOR THE MONTH OF MARCH 1-31 2017**

|  |  |  |
| --- | --- | --- |
| **PROCEDURES** | **PROCEDURES DONE/**  **PRICE** | **TOTAL** |
| **HGT MONITORING** | **60 X PHP 48.00** | **2,880 PESOS** |
| **NEBULIZATION** | **35 X PHP 100.00** | **3,500 PESOS** |
| **BLOOD TRANSFUSION** | **50 X PHP 200.00** | **12,000 PESOS** |
| **ECG** | **15 X PHP 150.00** | **2,250 PESOS** |
| **FOLEY CATHETER** | **10 X PHP 100 .00** | **1000 PESOS** |
| **NGT INSERTION** | **5 X PHP 100.00** | **500 PESOS** |
| **IV INSERTION** | **93 X PHP 100.00** | **9,300PESOS** |
| **GRAND TOTAL: PHP 31,430.00** | | |