
POLICY ON QUALITY ASSURANCE

POLICY NO: NSO- 022

DIVISION: NURSING SERVICE DIVISION

POLICY REVIEW DATE: July 12, 2016

Reviewed by:		
Nestor O. Beato, RN QA- Committee Chair	Angeline L. Brillante, RN, MAN Assistant Chief Nurse	Arleen G. Herrera, RN, MAN OIC- Nursing Division
Approved by:		
Jefferson R. Pagsisihan, MD Hospital Administrator	Lea Grace Vasquez, MD Chief of Clinics	Ephraim Neal C. Orteza, MD,MHA Hospital Director

OBJECTIVES:

To demonstrate the efforts of the health care providers the best possible results and to ensure delivery of quality patient care. The Quality Assurance continues to identify, analyze and solve other problems.

SPECIFIC OBJECTIVES:

- Reduce errors and enhance quality
- Inspire more effective teamwork
- Increase employee motivation
- Build an attitude at problem prevention
- Increase problem-solving capability
- Improve inter-agency communication
- Develop harmonious worker-manager relationship
- Promote personal and leadership development
- Develop greater safety awareness

FUNCTIONS AND PROCEDURE OF THE NURSING QUALITY ASSURANCE:

The Quality Assurance Committee is composed of administrative, trained, organized employees within the nursing division who shared common work interest and problems.

- Conduct investigation on submitted incidental/ complaint reports
- Gather all personalities involved for inquiries with the committee and verify reports.
- Analyzes and solve related problems with guidelines from existing hospital policies.
- Recommend solutions (risk management) to the management.

- Assist the Chief Nurse in formulation, implementation, evaluation and revision of the nursing division policies and procedures.
- Periodic review of staff monitoring tools and performance appraisal.
- Collect and analyze patient's satisfaction survey.
- Continue to identify, analyze and recommend solution to the problem

COMMON QUALITY ASSURANCE ASSESSMENT INDICATORS

- Accidental injury or fall of the patient
- Error in the administration of medication and treatment
- Adverse effects of a treatment, procedure or medication
- Intravenous infiltration and related incidents
- Escape of patient
- Unethical behaviour/ conduct unbecoming of an employee or in the authority
- Malfunction or breakdown of equipment or medical devices
- Unscheduled admission or transfer to the intensive care unit
- Hospital acquired infection
- Neurological or physical defect not found upon admission
- Wrong procedure and/or procedure performed on wrong patient
- Unplanned return to the operating room during the same admission
- Any other occurrence not consistent with established clinical practices

DATE OF IMPLEMENTATION:

This policy has been implemented since 2015 .

SCHEDULE FOR POLICY REVIEW:

This policy shall be revised every three (3) years or as deemed necessary

ACKNOWLEDGEMENT TO THE CONTRIBUTORS

CHIEF NURSES

Arleen G. Herrera	- 2013 - present
Editha H. Carceler	- 2004 - 2013
Ruth G. Lindaya	- 2002 – 2004
Janet E. Pia	- 1991 – 2002
Maria Veracel Cruz	- 1989 – 1990
Aniceta Laceda	- 1986 – 1988
Elenita Abrecea	- 1979 – 1986

ASSISTANT CHIEF NURSE

Angeline L. Brillante	- Disease Surveillance
-----------------------	------------------------

SUPERVISORS

Concepcion A. Lacson	- Supplies and Equipments
Aida M. Landicho	- Manpower Management
Juliet S. Condes	- Continuous Quality Improvement
Nestor O. Beato	- Quality Assurance
Marivic J. Rapada	- Continuing Education
Annie Marie G. Marcial	-
Georgina L. Rodriguez	- Infection Control
Evelyn L. Palma	- 2007- 2005
Felisa L. Maestro	- 2004- 2014
Ruth G. Lindaya	- 1994 – 2004
Priscilla T. Panganiban	- 1987 – 2001
Flordeliza Nicolas	- 1987 - 1993

HEAD NURSES

Melliza B. Muyot	- Pediatric Ward
Arnaldo S. Cortes	- Medical & Surgical Ward
Nimfa M. Vibar	- Out-Patient Department/CSSU
Elizabeth B. Cantorna	- OB/Gyne Ward
Frances Diane Concepcion	- ICU

Lurleen R. Saberon	- NICU
Charles Rae G. Lindaya	- Operating Room
Jean Ann T. Gabrinao	- Delivery Room
Rosalie M. Rodriguez	- Delivery Room
Dennis S. Reyes	- Triage
Aleli T. Ortega	- Emergency Room

SPECIAL ACKNOWLEDGEMENT

MEDICAL DIRECTORS

- | | |
|-------------------------------|------------------|
| 1. Dr. Ephraim Neal C. Orteza | - 2013 - Present |
| 2. Dr. Renato M. Bernabe | - 2010 – 2013 |
| - Hospital Director | - 1978 - 1986 |
| 3. Dr. Ma. Loreleigh S. Obed | - 2002 – 2010 |
| 4. Dr. Annabelle Valera | - 1999 – 2002 |
| 5. Dr. Cecilio J. Salazar | - 1995-1998 |
| 6. Dr. Jose Hernandez | -1992 – 1995 |
| 7. Dr. Rodolfo Punzalan | - 1991 – 1992 |
| 8. Dr. Arsenio Santiago | - 1986 - 1991 |

