



ACCREDITATION CANADA INTERNATIONAL

Central Luzon Doctors' Hospital February 04, 2023



ACCREDITATION
CLDH takes their healthcare services further with Accreditation Canada (ACI).
Central Luzon Doctors' Hospital will have their ACI Accreditation this March 8-10, 2023. The hospital is gearing for the Platinum level accreditation.

WHAT IS ACI?

Accreditation Canada International (ACI) is an organization that is independent and non-profit. ACI is designed to improve the quality of healthcare systems not just in Canada but also international. Programs from ACI tackle the quality, safety and efficiency of an organization. With the help of ACI, healthcare providers all over the world can offer the best possible care and services for their patient and patient's family.



ACCREDITATION CANADA

BENEFITS OF CLDH FROM THE ACCREDITATION

The ACI Accreditation helps CLDH to improve the communication and collaboration within the organization. Following the standards of ACI it encourages learning, increases the credibility of the hospital, helps demonstrate accountability and increases capacity to manage quality improvement. Having ACI in CLDH, people inside the hospital provide recognition for what is being done well and they exhibit commitment to quality and efficient healthcare service.

Making Healthcare Better for **EveryJUAN**

CORE VALUES MISSION | VISION

PATIENT EXPERIENCE AND QUALITY MANAGEMENT JANUARY 30, 2023

CLDH CASCADES NEW MISSION, VISION, STATEMENT AND CORE VALUES

Central Luzon Doctors' Hospital's Patient Experience and Quality Management department headed by Mr. Rey Benedict Raniaga cascaded the hospital's newest mission, vision and core values statement last December 27-29, 2023 thru online platform. These statements are reminders that the doctors and employees of the hospital are unified with one goal and encouraged by its core values.

MISSION

We deliver excellent healthcare services through sustainable and efficient systems and processes.

We provide compassionate and people-centered healthcare with integrity for the people of Tarlac and nearby provinces.

We give our doctors and employees opportunities for training, growth and development.



VISION

We will be a leading healthcare institution with centers of excellence providing compassionate and sustainable people-centered care with integrity by 2025.

CORE VALUES

Integrity - we take pride in everything that is fair, honest, knowledgeable and we build trust in every situation.

Compassion - We recognize the suffering of our patients and their loved ones and are motivated to help them find relief.

Excellence - We pursue the highest standards in all that we do; we continually learn and innovate for better outcomes.

Service - We accept our responsibility and work to enhance the quality of life in the community where we live and work



PATIENT'S RIGHTS AND RESPONSIBILITIES | NEWBORN'S RIGHTS

CLDH AS A PATIENT-CENTERED HOSPITAL

CLDH expresses itself as a patient-centered hospital by communicating with their external clients thru the patient's rights and newborn's rights. The hospital displayed a total of 37 (2 for newborn's rights and 35 for patient's rights) boards that declare the abovementioned rights. To further communicate these, the admitting department also cascades the rights for new patients/client's families.



PATIENT EXPERIENCE DEPT'S CUSTOMER VOICE

We, as an organization, also want to hear your suggestions, comments and feedbacks. The patient experience and quality management department launched the customer voice last November 2022. The hospital wants you, our clients and patients, to know that we value your insights for the betterment of our health care services. The customer voice is an online platform that was designed for the employees and their end-users for an effective and efficient communication. It also aims to assist our beloved clients in their journey to recovery with CLDH.

The Patient Experience Office is open from **Monday to Friday (8:00 AM to 4:00 PM)**. You can also reach us by contacting the number **0965-584-9326**. We are also extending our platform online. You can see the **QR code** (left part of this), so that you can contact us whenever and wherever you are.



INCIDENT REPORTING



We CARE for quality services and your safety



WHY IS INCIDENT REPORTING IMPORTANT?

Any incident inside a healthcare institution including adverse event is considered as a critical situation that can harm the patient, patient's family and other individuals. Incident reporting is a way to collect data about a certain occurrence with an objective of improving patient safety and quality care. This incident reporting identifies the present hazards inside the organization and helps it to develop interventions in mitigating the risk, thereby reducing the harm.

PQD'S ONLINE INCIDENT REPORTING

In line with our goal in making focusing patients safety, the Patient Experience and Quality Management instigated the Online Incident Reporting this January 2022.

The goal of this online incident reporting is to emphasize the importance of patient's safety inside our organization. You can report any incident that causes harm by scanning the QR Code which can be seen posted around the hospital. The report will be registered anonymously to promote just culture.

CLDH
Central Luzon Doctors' Hospital
METRO PACIFIC HEALTH

REPORT ALL INCIDENTS NO MATTER HOW SMALL

Incident reporting improves patient-care quality and safety of all healthcare personnel by identifying the root cause of the incident.

SPEAK UP

HOW DO I REPORT AN INCIDENT ANONYMOUSLY?

SCAN ME

1. Access the form by scanning the QR code
2. Fill out the *E-form*
3. Submit the filled out *E-form*
4. Wait for a feedback

TWO PERSON | SUBSTITUTE SPECIFIC IDENTIFIER | DECISION MAKER

TWO PERSON-SPECIFIC IDENTIFIER

Two person-specific identifier aims to assist all staff to positively and safely identify patients while taking account of key principle relating to privacy and confidentiality and ensure all patients receive the correct service or treatment. This policy covers all healthcare personnel of Central Luzon Doctors' Hospital including third party personnel.

The attending medical personnel must use the patient's name and date of birth as their two person-specific identifier. For newborn babies, neonate's wristband and crib tag must serve as their two person-specific identifier.



SUBSTITUTE DECISION-MAKER

In line with the two person-specific identifier, a substitute decision-maker should be present in terms of the incapability of a patient in making a decision for themselves. If a certain patient can still state their name and birthdate correctly, then they can still decide for themselves.

In a situation wherein a patient has no family member, the patient will appoint a substitute decision-maker and must sign a representation through a legal document. The document will be then saved in the patient's chart.





DO NOT USE ABBREVIATIONS AND SYMBOLS

Do not use abbreviations, symbols and dose designations is a policy made by the Quality Management Department. It aims to avoid misunderstanding, misinterpretation and miscommunication. In preventing these to happen, we are also averting the occurrence of potential harmful medication errors. The policy restricts the use of error-prone abbreviations, symbols and those dose designations.

This policy is significant to all the healthcare employees of Central Luzon Doctors' Hospital and those service providers that represent CLDH. Third party personnel and students intern are also included in the scope of the policy. The list of different error-prone abbreviations, symbols and dose designations are indicated in the Policy, Procedure and Guidelines of the Quality Management Department.

CLDH as Medication Error-Free Hospital

The hospital is emphasizing the safety of their patients and patient's family. We are gearing to be a hospital where medication errors do not exist.



Standardization of documents in terms of date and time information is the main objective of Date and Time Policy. It is to avoid the confusion and to pursue consistency. It will be applied to all personnel of Central Luzon Doctors' Hospital including third party service providers. The date and time value has a fixed number of digits that should be padded with leading zeros. The format of date for internal, external communication and time format are included in the Quality Department's policy, procedures and guidelines.

HAND HYGIENE

It is very evident during the peak of COVID-19 that transmission of bacteria and viruses is as fast as the blink-of-an-eye. It is known that contaminated hands of healthcare providers are a primary source of pathogenic spread. One of the great ways in preventing these transmission is simply by making hand hygiene a habit.



WORKSHOP & SEMINAR

The Infection and Prevention Control headed by their supervisor Mr. Howell Taguba assisted by Mr. Sherwin Cruz and Ms. Early Sevilla conducted a workshop and seminar for the employees of CLDH last January 24-25, 2023. The seminar tackled the importance of Hand Hygiene in a hospital setting, difference of hand rub and hand wash, when and how to perform hand rub and hand wash, 5 moments of hand hygiene and benefits of hand hygiene to you and to the people around you.



RETURN DEMONSTRATION

To assess the attendees of the seminar, the IPC team administered a 10 item quiz and hand rub return demonstration. At the end of the seminar and workshop, participants with a score of 80% and higher will receive a certificate of participation. Those employees who got lower than 80% will need to retake the quiz with another set of exam questions.

EMERGENCY DISASTER PREPAREDNESS TRAINING

OSH LAUNCHES DISASTER PREPAREDNESS TRAINING

In line with the ACI program for Leadership. Training and education for patient safety emphasizing specific area in patient safety should be provided at least annually to leaders, team members and volunteers.

One of the main programs of Occupational Safety and Health Department is conducting different training for their leaders, volunteers and team members. The Fire Extinguisher Training that was facilitated by BFP-Tarlac City at the CLDH's Parking Area inside the PCSO Lot last January 30 to February 03, 2023.

There will also be a Basic Fire Fighting Evacuation and First Aid Training that will be held at the CLDH's Parking Area inside the PCSO Lot. The training will be facilitated by BFP-Tarlac City this coming February 06 to February 10, 2023.

These trainings aim to educate the people working in CLDH on how to respond during a disaster, such as fire, in order to save more lives and prevent further accidents inside the hospital.



EMERGENCY CONTACT NUMBERS

PROVINCIAL FIRE MARSHALL	(045) 491-0475
TARLAC CITY FIRE STATION	(045) 982-1356
FIRE VOLUNTEERS	(045) 982-8811
	0929-868-8811
	0925-868-8811
	0908-868-8811
PDRPMC	(045) 628-0584
	0917-806-9276
	0908-887-2339

QUALITY-FOCUSED HOSPITAL

Patient Experience and Quality Management Department



QUALITY METRICS

Central Luzon Doctors' Hospital will always have an eye for details. The employees of CLDH are trained to always be aware of every part of their process and to always have the willingness to create more value for their patient and patient's family.

The ACI stated that governing body demonstrates accountability and they should be responsible for the quality of care provided by the organization. The hospital has its own quality metrics which measures the clinical performance, care quality, and safety measures of all healthcare providers.

CLDH checks the quality performance of the organization quarterly. It will be evaluated and discussed to the board of directors as a reference for future decisions and alteration of their current processes.



DOCUMENT HISTORY

In providing a summary of the contents of the manual and their version number, a document history was added in each department's manuals. It contains the summary of the revisions that was made in any of the department's manual and the reason of their revisions. Document Control is important to define the procedure by which official documents for CLDH are prepared, revised, issued and controlled . It is also to determine the format and content required for proper documentation and ensure all the new documents and revisions are monitored.

Patient Experience and Quality Management

CARE BUNDLES

CARE BUNDLE for the upcoming ACI Accreditation

Central Luzon Doctors' Hospital, as it takes the accreditation for ACI this coming March, Care Bundle has been implemented for specific workstations. The Care Bundle consists of assessment tools of interventions that may be applied to the management of a patient. The Care Bundle tools include the Pain, Fall, Pressure Ulcers, Venous Thromboelism (VTE), and Ventilator-associated Pneumonia (VAP). This newest program focuses on patient-safety and it helps the hospital to prevent medication-error to happen.

The Accreditation Canada International states that medication reconciliation is conducted in partnership with clients and families to communicate accurate and complete information about the medications across care transitions.

Medical reconciliation is also one of those programs that the hospital really give emphasis in terms of patient-safety. In reconciling the patient's medication, it helps in avoiding medical errors that could end from an incomplete understanding of the past and the present medical treatment. Medical reconciliation is a way where there is a less chance that a medication or a prescription is overlooked and/or forgotten.

The newest care bundle of CLDH includes:

1. Pain
2. Fall
3. Pressure Ulcers
4. Venous Thromboembolism
5. Ventilator-associated Pneumonia





INTENSIVE CARE UNIT'S NEW LOOK

In proving that Central Luzon Doctors' Hospital is a patient-centered hospital, the organization is always looking for improvement and betterment of the hospital for the people who are working and using it. Last December 2022, renovation for the Intensive Care Unit was made. Waiting area was added as a part of the ICU for patient's family who are waiting outside the ICU. It is a milestone for the organization for it is a step-closer in becoming a compassionate and patient-centered hospital in Tarlac.

To maximize the process of admitting, intervention such as relocation of the current admitting building to the old OPD will help in amplifying the process of admitting for our patient and patient's family.



We give our patient and their families excellent healthcare service as stated in our mission as an organization. To meet this goal of ours, CLDH acquires their newest machinery for diagnostic and imaging.

DIAGNOSTIC AND IMAGING

The single-photon emission computed tomography or the SPECT produces images that are taken after an injection of a nuclear medicine radiopharmaceutical. The example of scans a SPECT can provide are bone scan, gall bladder, and bile ducts in a hepatobiliary scan.

Computed tomography (CT) are obtained while a certain patient is lying on a bed that moves into a donut-shaped X-ray machine. the machine rotates for 360-degree arc around the body of the patient that allows for images to be reconstructed in three dimensions.

The SPECT-CT Scan is a nuclear medicine scan that combines images or pictures from two different types of scans. the result of the SPECT-CT can provide precise information pertaining on how a patient's different body parts are working and it can vividly identify problems.

