

HOSPITAL OPERATION AND PATIENT SUPPORT SERVICES

Vision:

Unified Workforce for Excellent Healthcare

Vision Statement:

An equitable and dynamic Hospital Support Division Empowered with commitment, compassion and integrity for the delivery of quality health care.

Mission:

The Hospital Support Division ensures excellent services to its clients through professionalism, continuing education, performance evaluation, rational revenue generation and responsible allocation and utilization of resources.

CORE PRINCIPLES

Wisdom- a WVMC Administrative employee should be learned, knowledgeable of the job, the institution and one's self

Virtue – a WVMC Administrative Employee should be upright and commendable in character.

Mercy - a WVMC Administrative Employee should be compassionate and kind to himself, and to all clients as how Christian should be

Courage - a WVMC Administrative Employee should have the strength to lead and do for the betterment of the clients, the institution and the country.

Quality Policy

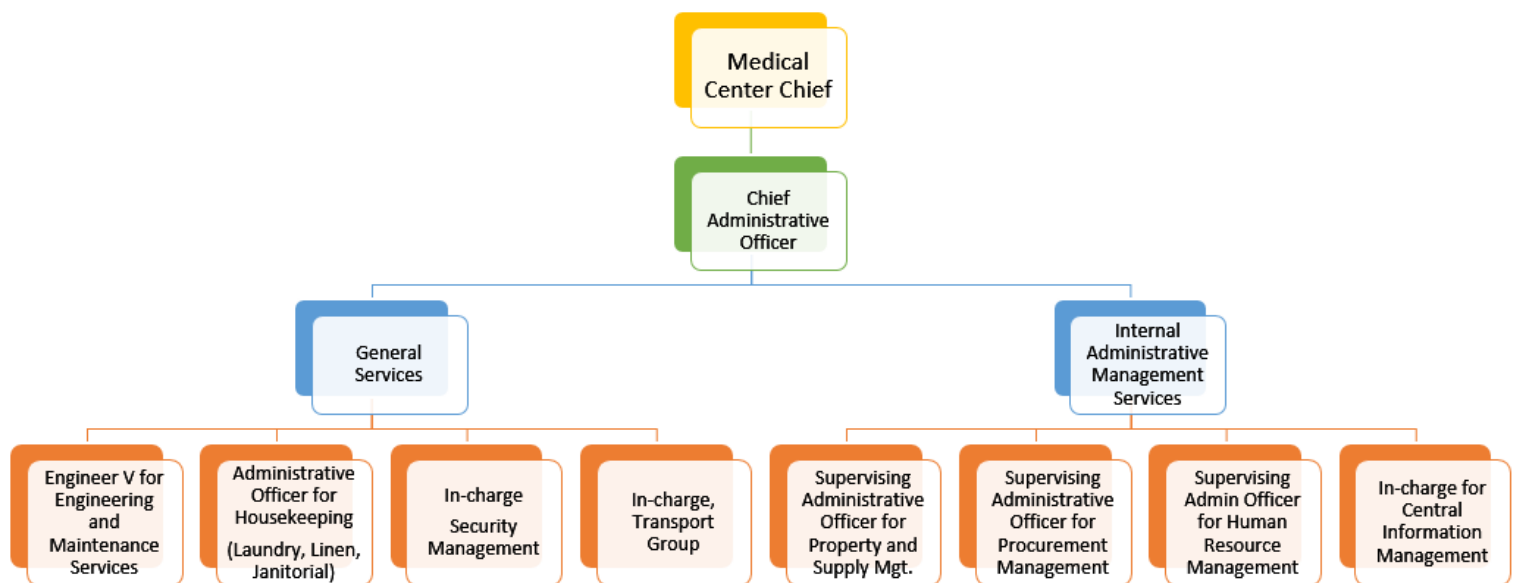
WVMC is dedicated to continuously improve our services to constantly exceed the expectations of our customers.

Quality Objectives:

1. To ensure an effective and efficient delivery and inventory of hospital property, equipment and supplies
2. To promote sound and healthy working relationship for competent human resources.
3. To provide timely, accurate and reliable reports.
4. To continuously provide enhanced information system among different frontline offices
5. To ensure a safe hospital environment

Organizational Chart

Hospital Operation and Patient Support Services Division



Standard Manpower

Office	Position	Number of Personnel	Salary Grade
Office of the Administrative Officer	Chief Administrative Officer	1	24
	Administrative Officer II	1	11
	Administrative Assistant	1	7
Office of the Human Resource Management	Supervising Administrative Officer	1	22
	Administrative Officer IV	1	15
	Administrative Officer III	1	14
	Administrative Officer II	4	11
	Administrative Assistant II	4	8
Procurement	Supervising Administrative Officer	1	22
	Administrative Officer III	1	14
	Administrative Assistant III	2	9
	Administrative Assistant I	4	7
Materials Management	Supervising Administrative Officer	1	22

	Administrative Officer III	1	14
	Warehouseman III	2	11
	Administrative Assistant I	4	7
Engineering and Facilities Management	Engineer IV	1	22
	Engineer III	2	19
	Medical Equipment Technician IV	1	13
	Medical Equipment Technician III	1	11
	Administrative Assistant III	3	9
	Medical Equipment Technician II	4	8
	Medical Equipment Technician I	4	6
	Administrative Aide VI	12	6
	Administrative Aide V	4	5
Housekeeping	Hospital Housekeeper	4	8
	Laundry Worker II	4	3
	Seamstress	2	2
Security			
Central Information Management Unit	Computer Maintenance Technologist III	1	17
	Computer Maintenance Technologist II	4	15

Office of the Chief Administrative Officer

Function:

Directs and supervises the activities and functions of the Administrative Units to effectively deliver support services.

Headed by: Chief Administrative Officer

Assisted by: Section Chiefs/Administrative Officers as appropriate

Requires services from the: Administrative Units

Provides services to the:

Nursing Service
Medical Service
Finance Service
Office of the Medical Center Chief

Responsibilities:

1. Prepares the support services division's operational plan.
2. Collects the Action Plan of various Unit Heads.
3. Recommends approval of the HOPSS PPMP.
4. Recommends and implements policies, standards, staffing pattern and job description for the administrative service
5. Recommends approval of appointments, staff assignment, work schedule, training programs and disciplinary actions for administrative personnel
6. Recommends approval of leave of absences and performs appraisal of section chiefs/unit heads.
7. Directs the preparation and submission of required reports
8. Reviews reports of section chiefs for consistency and conformity with standards, policies and regulations
9. Reviews and signs vouchers payroll, reports, etc.

HUMAN RESOURCE MANAGEMENT OFFICE

Functions:

Development and administration of a comprehensive manpower development program which includes recruitment and selection, promotion, training, employee welfare and benefits, manpower planning and research.

Headed by: Section Chief

Requires service from the:

1. Nursing Service
2. Medical Service
3. Accounting Service
4. Budget and Cash

Provides services to: All hospital units

Responsible to: Chief Administrative Officer

Responsibilities

1. Administrative the hospital's manpower development program and processing of appointments and other personnel transactions.
2. Recommends/implements personnel policies, standards and programs in accordance with the Civil Service Commission.
3. Acts on all matters concerning personnel transactions, e.g., examinations, promotions, appointments and enforcement of Civil Service law, rules and regulations.
4. Conducts, evaluates, develops and coordinates training programs relatives to the improvements of employee skills and productivity.
5. Confers with hospital managers on individual and group problems and recommended appropriate solutions.

Policies:

1. Opportunity for government employment shall be open to all qualified citizens and positive effort shall be exerted to attract the best qualified to enter the service. Employees shall be selected on the basis of fitness to perform the duties and assume the responsibilities of the vacant positions.
2. Each agency or hospital shall develop its own screening process which may include fitness test in accordance with standards and guidelines set by the CSC. Promotion shall be created to formulate criteria for

the evaluation of conduct of test or interviews and the systematic assessment of training experience.

3. Qualification standards shall be used as basis for examinations for positions in the career service, as guides in appointment and other personnel actions, in the adjudication of protested appointments in determining training needs, and as aid in the inspection and audit of the hospital's personnel work programs.

It shall be administered in a manner that would continually provide incentives to officers and employees towards professional growth and foster the career system in government service.

4. All appointment in career service shall be made according to merit and fitness to be determined as far as practicable by competitive examinations. A non-eligible shall not be appointed to any position in the civil service whenever there is a civil eligible actually available for, and ready to accept the appointment.
5. All appointments must serve a probationary period of at least six (6) months following their original appointment, and shall undergo a thorough character investigation in order to acquire permanent civil service status. A probationary employee may be dropped from the service for unsatisfactory conduct or want of capacity anytime before the expiration of the probationary period provided that such action is appealable to the CSC.
6. Whenever it becomes necessary to reduce the staff of any department or agency because of lack of funds or work due to change in the scope or nature of an agency's program, or as a result of reorganization, those in the same group or class of positions in one or more agencies within the particular department wherein the reduction is to be effected, shall be reasonable compared in terms of relative fitness, efficiency, and length of service, and those found to be least qualified for the remaining positions shall be laid off.
7. It shall be the policy of the government to establish a continuing program of career and personnel development for all government employees at all levels. The integrated national plan for career and personnel development activities in the government shall be the basis for all agency manpower development programs.
8. Each department or agency shall prepare a career and development plan which shall be integrated into a national plan by the CSC. These plan shall include provisions on merit promotions, performance evaluation, in-service training including overseas and local scholarships, grants, job rotation, suggestions for employees health welfare, counseling , recreation, and other similar services.
9. Each department or agency shall establish merit promotion plans which shall be administered in accordance with the provisions of the Civil Service Law and Rules, Regulations and Standards to be

Promulgated by the CSC.

10. A performance evaluation system shall be established in accordance with the rules and regulations and standards promulgated by the CSC for all officers and employees in the career service. Such performance evaluation system shall be administered in a manner that would continually foster the improvement of individual employee efficiency and organizational effectiveness.
11. A government-wide employee suggestions and incentives awards system shall be established and administered in accordance with the rules and regulations and standards promulgated by the CSC.
12. Each department or agency shall promulgated rules and regulations to govern the expeditious, fair and equitable adjustment of employees complaints or grievances in accordance with the policies promulgated by the CSC.
13. All government employees, including those in government-owned or controlled corporations with original charters, can form, join, or assist employees organization of their own choice for the furtherance and protection of their interests. They can also form, in cooperation with appropriate government authorities, labor-management committees, work councils, and other forms of workers' participation schemes to achieve the same objectives.
14. High-levels employees whose functions are normally considered a policy making or managerial, or whose duties are highly confidential in nature, shall not be eligible to join an organization of rank or file government employees.
15. No officer or employee in the Civil Service shall be suspended or dismissed except for cause by law and after due process.
16. Except when initiated by the disciplining authority, no complaint against a Civil Service official or employee shall be given due course unless the same is in writing and subscribed and sworn to by the complainant.
17. Unless otherwise allowed by law or by the primary functions of his position, no appointive official shall hold any officer or employment in the government or any subdivision, agency or instrumentality thereof, including government-owned or controlled corporations, or their subsidiaries.
18. No officer or employee in the Civil Service including members of the Armed Forces, shall engage directly or indirectly in any partisan political activity, or take part in any election except to vote nor shall he use his official authority or influence to coerce the political activity of of any other person or body.
19. No elective or appointment public officer or employee shall receive

additional or double compensation, unless specifically authorized by law nor accept without the consent of the president, any present, emolument, office, or title of any kind from any foreign state. Pensions and gratuities shall not be considered as additional, double, or indirect compensation.

20. Skilled, semi-skilled, or unskilled laborers shall not be assigned to perform clerical duties.
21. All appointments in the levels of government or in any branch or instrumentality thereof, including government-owned or controlled corporations, made in favor of a relative of the appointing or recommending authority, or of the chief of the bureau or office, or of the persons exercising immediate supervision over him, are hereby prohibited.
22. Recruitment and selection of personnel shall be based on merit and fitness.
23. All requests for additional or new positions shall be forwarded to the Personnel Office.
24. Personnel procedures/standards shall follow those set by the CSC and DBM.

INTERNAL POLICIES

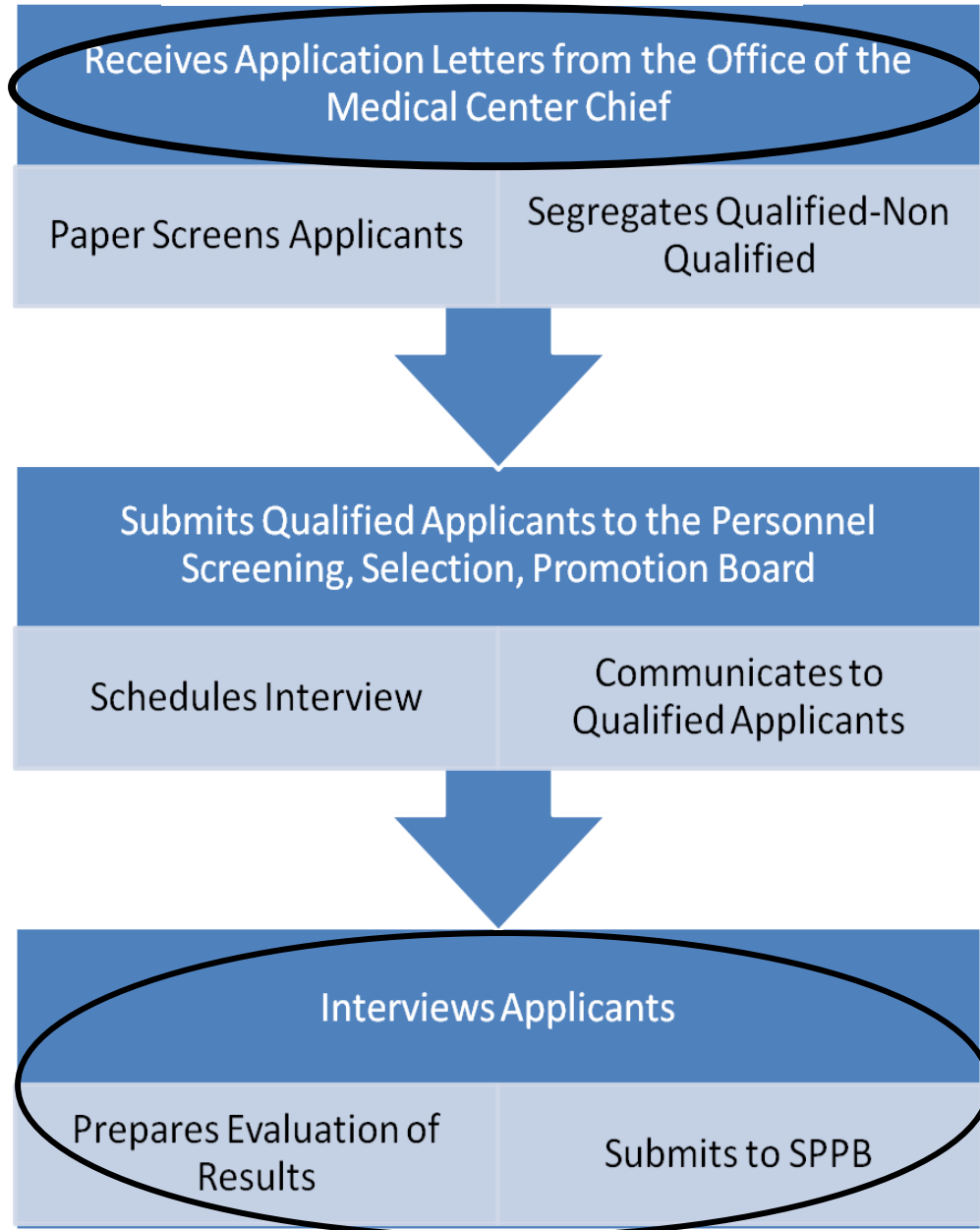
1. Paper screening of all application letters
2. Secretariat to the Hospital Selection Screening Placement and Promotion Board
3. Annual Training Calendar
4. Conduction of regular orientation, reorientation programs
5. Strict recording of incoming and outgoing documents
6. Strict monitoring of SALN, Performance Evaluation, CSC Form 48
7. Regular semestral review of personal data sheet
8. Regular monitoring of personnel trainings
9. Regular monitoring of PRC Licenses
10. Regular updating of Civil Service Rules and Regulations
11. Preparation of Payroll
12. Regular evaluation of job hire staff

PERSONNEL DISCIPLINE .The following are declared to be grounds for disciplinary action in accordance with the provision of the Civil Service laws and rules (PD No. 807 dated 6 October 1975):

1. Dishonesty
2. Oppression
3. Misconduct
4. Neglect of Duty
5. Disgraceful and Immoral Conduct
6. Being notoriously undesirable, which is common knowledge.
7. Discourtesy in the course of official duties
8. Inefficiency and incompetence in the performance of official duties
9. Receiving for personal use a fee, gift or other valuable things in the course of official duties or in connection therewith when such fee, gift or other valuable things are given by any person in the hope or expectation of receiving a favor or better treatment than that accorded to other persons, or committing acts punishable under the anti-graft laws
10. Conviction of a crime involving moral turpitude
11. Improper or unauthorized solicitation of contributions from subordinate employees by the officials from affiliate students or on-job-trainees
12. Violation of existing Civil Service laws and rules and reasonable office regulation
13. Falsification of official documents
14. Frequent unauthorized absences and tardiness in reporting for duty, loafing or frequent unauthorized absences from duty during regular office hours
15. Habitual drunkenness
16. Gambling prohibited by law

17. Refusal to perform official duty or to render overtime service
18. Disgraceful, immoral or dishonest conduct prior to entering the service
19. Physical or mental incapacity or disability due to immoral or vicious habits
20. Lending money at unreasonable interest rates
21. Borrowing money by superior officers from subordinates or lending by subordinates to superior officers
22. Willful failure to pay debts or willful failure to pay taxes due to the government
23. Contracting loans of money or other property from persons with whom the office of the employee concerned has a business relation
24. Pursuit of private business, vocation or profession without the permission required by these rules or existing regulations
25. Insubordination
26. Engaging directly or indirectly in partisan political activities
27. Conduct prejudiced against the best interest of service
28. Lobbying for personal interest or gain in the legislative halls and offices without authority
29. Promoting the sale of tickets in behalf of private enterprises that are not intended for charitable or public welfare purposes and even in the latter cases if there is no prior authority
30. Nepotism

Process Flow of Recruitment



PROPERTY AND SUPPLY

Function:

Procurement, storage, inventory, distribution and disposition of Hospital supplies, materials, and equipment.

Headed by: Section chief

Provides services to: All units

Requires services from: Budget, Accounting
Responsible to: Chief Administrative Officer

Responsibilities:

1. Accounts for all hospital properties, supplies, and equipment.
2. Prepares and recommends for approval the Annual Procurement Program of the hospital.
3. Directs and coordinates the conduct of regular physical inventories of supplies, materials, and equipment.
4. Directs and coordinates the maintenance and updating of all records of hospitals properties, vehicles, equipment, facilities, and other related items.
5. Signs purchase orders, Requisition and Issue Vouchers (RIVs), stock position sheet, supply adjustment sheet, abstract of canvass, etc.
6. Directs and coordinates the registration and/or insurance of hospital vehicles, equipment, and other properties.
7. Recommends and coordinates the disposal of unserviceable properties and waste materials.

Policies:

1. The person in actual possession of government property or entrusted with its custody and control shall be responsible for the proper use and shall exercise due diligence in its utilization and self-keeping.
2. The head of any government agency is immediately and primarily responsible for all government funds and property pertaining to its agency.
3. Persons entrusted with the provision or custody of the funds or property under the agency head shall be immediately responsible to him without prejudice to the liability of either party or the government.
4. The accountable officer (supply officer/storekeeper) should be properly bonded.
5. The Annual Procurement Program shall be prepared on or before the fifteenth day of April of the ensuing fiscal year. It shall contain an itemized quantity of supplies needed for the entire ensuing fiscal year complete description thereof as to kind, quantity, quality and cost. The Annual Procurement Program shall not exceed the total Appropriations authorized for the acquisition of supplies, and should be approved by the authorized approving authority.
6. All procurement shall be based on the approved Annual Procurement Program. At any time during the fiscal year a supplemental Procurement Program to cover the supply requirement not included In the approved Annual Procurement Program may be made. Likewise,

the Procurement Program may be amended as the need arises, subject to approval.

7. The Annual Procurement Program may include fifteen percent (15%) of the programmed budget for contingency and miscellaneous items, where unanticipated items may be changed.
8. A Requisition and Issue Voucher (RIV) shall be filled out by the authorized requisitioning officer and duly approved before any supply, material, or equipment is purchased or issued out for consumption.
9. RIVs shall contain the following:

- a. The description and specification of the items requested
- b. Quantity of the item requested
- c. Balance on hand
- d. Purpose of the request

10. Procurement of Supplies and Materials shall be purchased through the different modes of procurement prescribed. As much as possible, procurement should be made through public bidding.
11. Procurement through emergency purchase can be resorted to in case of emergency, when the need for supplies, materials or equipment or repair of an equipment is exceptionally urgent or absolutely indispensable to prevent an immediate danger to, or loss of life or property, or to avoid detriment to public service, or when the article would be used in a project which cannot be delayed without causing detriment to public service.

Immediately after the emergency purchase have been made, the chief of agency making the purchase shall submit a regular requisition order to cover such purchases and certify to the urgency of the said purchase. The prices paid should be the lowest obtained at the time

of

purchase.

12. The agency shall create a Bids and Awards Committee to handle the process of procurement in accordance to the mandate of the Procurement Law
13. In particular, all procurement should be documented, and shall include, aside from other requirements, a purchase or letter order.
14. All purchase orders or letter orders shall contain at least the following information.
 - a. Purchase/letter order number (designed to be numerically consecutive and utilizing only one numerical series for that agency, and consecutively issued).
 - b. Agency to which the account shall be charged and the Requisition number.

- c. Name and address of the contractor/supplier.
 - d. Complete description and specification of the items purchased including all other information needed to enable all concerned to determine the nature and quantity of the items required.
 - e. Quantity, unit price and total price.
 - f. Period of delivery.
 - g. Shipping terms and directions and other conditions of delivery.
 - h. Provision for penalty for late delivery, no delivery, and substitution.
 - i. Conditions regarding importation, if any.
 - j. Effectivity date and termination of contract.
 - k. Notation as to compliance with having a certificate of the chief accountant as to the availability of funds.
 - l. Approval by the duly authorized agency representative.
15. A file of all purchase/ letter orders issued in numerical sequences shall be maintained and made available for inspection.
16. All purchase/letter orders issued during the month shall be submitted to the supervising agency within fifteen (15) days after the end of that month. The purchase/letter order shall be arranged consecutively by number and all missing numbers shall be duly accounted for.
17. All deliveries shall be covered by an inspection/acceptance report indicating all the items received. The inspection/acceptance report should be properly numbered so that all delivery receipts are accounted for and posted at once on stock cards
18. The inspection/acceptance report shall be prepared by the inspection committee/Internal Audit. They shall ascertain that delivered goods are of standard quality meeting the required specifications and is acceptable to the end-users.
19. RIVs shall be numbered so that all requisitions are accounted for. It shall be posted on the stock cards on the same day the items were issued.
20. The first-in-first-out method of costing and issuances shall be adopted.
21. Every end of the month, a Supplies Adjustments Sheet (SAS) shall be prepared to summarize actual consumption of supplies.
22. The SAS shall be submitted to the Accountancy Division together with the copies of the RIV within five (5) working days after the end of each month.
23. As much as possible, an inventory team shall be created for every year/semester to conduct physical inventory of equipment/supplies and materials, drugs, and medicines.
24. Each inventory team shall be composed of the supply officer/custodian of the Supply Unit, one representative from Accounting Section/ Division and one COA auditor or its representative, additional

Members may be added if necessary.

25. Aside from the above mandatory inventory, the COH may also order a screening or test inventory at any time during the fiscal year for the purpose of ascertaining the correctness of the property records.
26. When government property has become unserviceable for any cause, or is no longer needed, it shall, upon application of the officer accountable therefore, be inspected by the head of the agency or his duly authorized representative in the presence of the auditor concerned and if found to be without value or unsalable, it may be destroyed in his presence. If found to be valuable, it may be sold at public auction to the highest bidder. The auction should be conducted under the supervision of the proper committee on awards or a similar body in the presence of the auditor concerned or duly authorized representative of the commission. The auction should be advertised in a newspaper of general circulation not less than three (3) days. When the value of the property does not warrant the expense of publication, notice, may be posted for alike period in at least three (3) public places in the locality where the property is to be sold.
In case the public auction failed, the property may be sold at a private sale at a price set by the same committee or body concerned duly approved by the Commission.
27. Any government property that is no longer serviceable or needed by the agency to which it belongs to may be transferred without cost, or at an appraised value to other agencies.
28. When funds or property are transferred from one accountable officer to another, or from an outgoing officer to his successor, it shall be done upon properly itemized invoice and receipt shall invariably support the clearance to be issued to the relieved or outgoing officer, subject to regulations.
29. When an officer, accountable for government funds or property absconds, dies or becomes incapacitated in the performance of his duties, the agency head shall designate a custodian to take charge of the funds or property until a qualified successor shall have been appointed. The agency head may appoint a committee to count the cash and take an inventory of the property for which the officer was accountable for to determine the responsibility for any shortage therein. Copy of the inventory and report shall not be conclusive until it has been approved by the commission or its duly authorized representative.
30. In the event of the transfer of the property from one accountable officer to another, as in the case of either COH or property officer or custodian concerned, an inventory thereof shall be taken jointly by the outgoing and incoming officers and receipt therefore accomplished by both on the basis of such inventory.

31. In case of fire, theft, or other casualty, an inventory shall be undertaken to determine the loss. This will also be used as a support for the relief of accountability.
32. No officer accountable for public property who is transferred, resigned, retired, or detailed shall be relieved and cleared for accountability by the auditor except upon presentation of absolute receipt from his successor covering the full value of the property claimed to have been transferred.

INTERNAL POLICIES

1. Regularly reviews Hospital Annual Procurement Plan.
2. Ensures all RIS/ End – users requests are properly filled – up and approved by the signing authorities.
3. Regular issuance of supplies and materials shall be every Monday, Wednesday and Friday from 8:00am – 12:00nn and 1:00pm – 5:00pm.
4. Restriction of access to the stockroom of unauthorized personnel.
5. Strict compliances of the 1st IN – 1st OUT and Last IN – Last OUT Method.
6. Accepts regular deliveries only during business hours
7. Recording of supplies and materials in the Stock cards, Bin cards and equipment in the Equipment Property Card is strictly enforced
8. There shall be a strict issuance of Acknowledgement Receipt for Equipment to End-Users for equipment and property Custodian Slip for Semi-expendable Supplies.
9. Submission of Report of Supplies and Materials Issued to the Accounting Section is every 2 weeks of the month.
10. Proper monitoring of basic hospital supplies and materials.
11. Suppliers can promote/introduce their products every Wednesday with the Supply Section.
12. Suppliers are prohibited from carrying/ keeping their papers

13. All incoming and outgoing documents, supplies, materials are properly inspected and documented

ENGINEERING AND MAINTENANCE

Function:

Installation, operations and maintenance of electrical, mechanical and communication equipment and allied facilities including buildings and vehicles.

Headed by: Section Chief

Responsible to: Chief Administrative Officer

Requires service from:

1. Budget
2. Property and Supply

Provides services to: All hospital units/personnel and patients

Responsibilities:

1. Directs and coordinates the installation, operation and maintenance of hospital facilities, buildings and equipment.
2. Reviews and signs job orders and maintenance work carried out by private contractors.
3. Conducts regular inspection of hospital facilities, buildings and equipment to determine functionality.
4. Supervises all repair and maintenance works on hospital facilities and Submits accomplishment report.
5. Reviews plans, design, cost estimates, bill of materials and specifications of proposed repair and maintenance works.

General Policies:

1. There shall be an Engineering and Maintenance Unit in the hospital responsible for the provision of optimum physical environment for patient care.
2. The hospital should comply with the numerous local, national, international codes, standards and regulations on the construction and operation of the hospital facilities and utilities.
3. The engineering and Maintenance Unit shall establish and update a

- Manual of policies and procedures to facilities operations.
4. Hospitals steam/boilers and utilities must be in continuous service except when interrupted for scheduled maintenance requirements.
 5. The Engineering and Maintenance Unit shall established and implement a comprehensive Preventive Maintenance Program, Disaster Preparedness Plan and an Energy Conservation Program. These program shall include training and education of personnel to obtain cooperation.
 6. The Engineering and Maintenance Unit shall maintain good relations with other hospitals department and outside organizations concerned with regulations and development of the field.
 7. Work orders/requests for construction, repairs and maintenance service must be processed by the Engineering Unit prior to final approval. All works orders shall be recorded and monitored to ensure efficient service delivery and reporting.
 8. The Engineering and Maintenance Unit shall an adequate Inventory of hospital facilities, utilities, and equipment including Vehicles/transport.
 9. The Engineering and Maintenance Unit shall be provided with adequate personnel, equipment and facilities to perform their required functions effectively.

WVMC STANDARD OPERATING PROCEDURES

ENGINEERING & MAINTENANCE OPERATION

1. Hospital Engineering and Maintenance Unit (HEMU) shall function in a twenty four (24) hour operations daily with personnel shifting on an eight (8) hour duty.
2. Day operations shall be complemented with full personnel on duty to include drivers-on-duty (DOD) and maintenance-on-duty (MOD) on various work classification, that is, electrical, plumbing, mechanical and carpentry. The night duty shall, however, be overseen by a skeleton force of an MOD and a DOD from 5pm of the ending day to 7am of the next day.
3. HEMU office will be closed from 5pm of the ending day to 8am of the next day, to include the stockroom and the filing room.

4. Padlocks and Keys of the HEMU Office shall be endorsed to the Security Guard on duty. In cases, however that a need to open the HEMU office for material withdrawals and/or other official purpose, the requesting personnel shall log the time and purpose at the guard house.
5. Guidelines for the use of Ambulances, request for fabrications and servicing and corrective and preventive maintenance of the motor pool and other facilities are provided hereunder.
6. Continuous skills training.

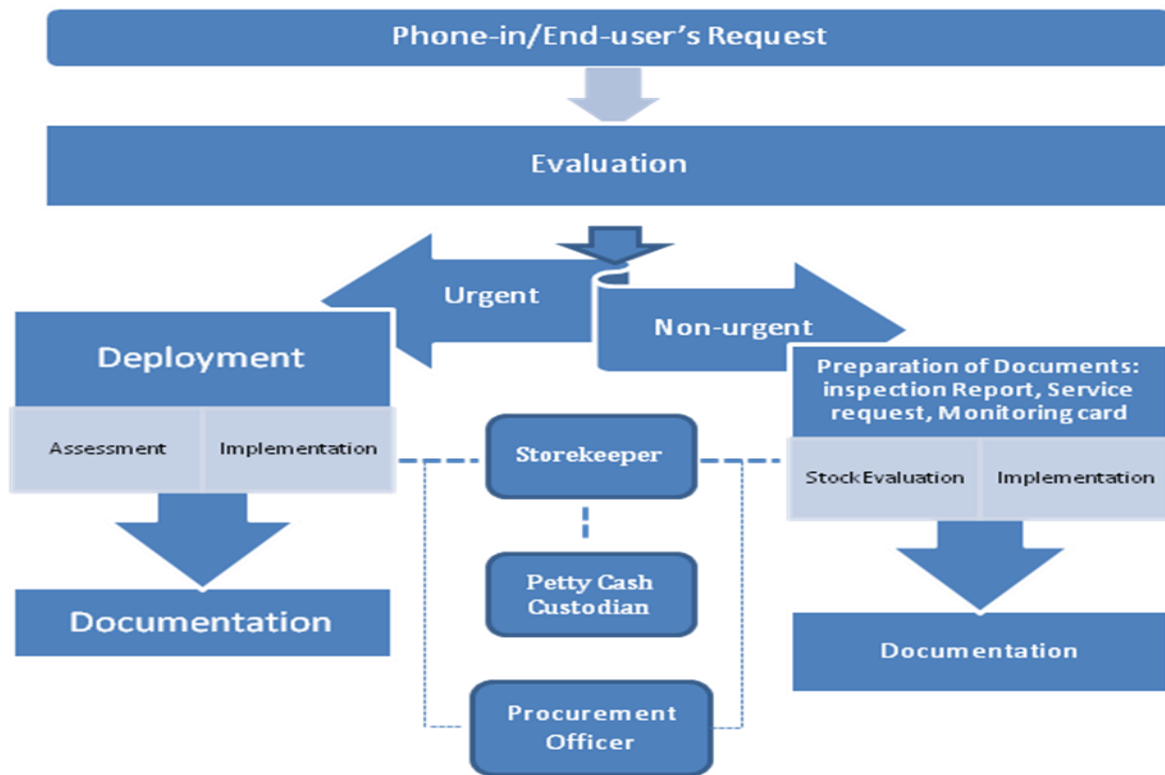
GUIDELINES FOR FABRICATION AND SERVICING

1. All requests phone-in and approved must be accompanied with approved end-user's request form.
2. Requests for fabrication and servicing shall be recorded and evaluated according to priority before it shall be endorsed to the HEMU servicing personnel.
3. Materials for fabrication and servicing shall be drawn out from the HEMU Stockman as approved by the Maintenance Foreman. For unavailable materials, request will be forwarded to the Supply Section for procurement, else it will be purchased thru petty cash.
4. Servicing and fabrication request should always be attaché with pre-repair inspection report, service request form and equipment monitoring card.
5. All services and fabrication fully accomplished by the HEMU Servicing Personnel must be properly endorsed or turned over to the end-user and shall be acknowledged by the latter. The Maintenance Foreman shall inspect the fabrication and servicing prior to turnover.

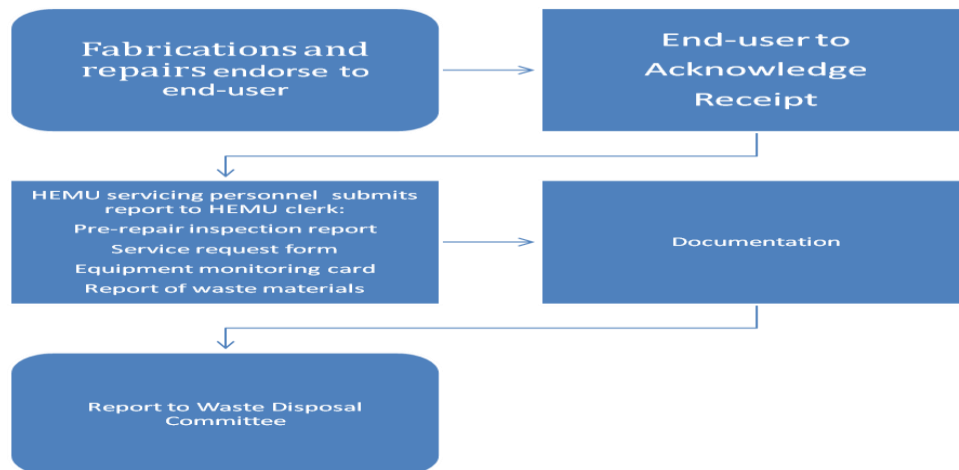
GUIDELINES FOR CORRECTIVE AND PREVENTIVE MAINTENANCE

1. Preventive and Corrective Maintenance shall be done to pro-actively monitor the conditions of buildings and equipment.
2. For the scheduled preventive maintenance an inspection prior week must be facilitated by the Maintenance Foreman to verify needed correction and estimate materials to be utilized.
3. Schedule of Preventive Maintenance shall accommodate all buildings and equipment throughout the year and shall be done on a weekly basis, that is, Saturday of every week.
4. Corrective Maintenance will be considered according to priority of request.
5. Preventive Maintenance will be serviced by Maintenance personnel scheduled for the task.
6. All preventive and corrective maintenance obliges the proper cleaning and turnover of areas to the in-charge after servicing

FLOW SERVICE OF REQUEST



PROCESS FLOW – ENDORSEMENT OF SERVICES



TRANSPORT GROUP

Function:

Convey/transport patients, hospital officials and personnel to their Destination.

Headed by: Section Chief

Responsible to: Chief Administrative Officer

Provide services to: Patients and Hospital Personnel

Require services from: Budget Unit

Responsibilities:

1. Assigns and dispatches drivers for hospital vehicles; and mechanics For repair and maintenance works.
2. Reviews and signs trip reports of drivers.
3. Maintains and updates recorded of destination, distances traveled and fuel/oil consumed by vehicles.
4. Prepares and submits reports of maintenance, gasoline, oil, and spare parts costs.
5. Direct the repair, maintenance and safety inspection of agency vehicles.
6. Determines projects and controls requisition of replacement parts, Motors equipment, and other requirements in maintenance.
7. Recommends purchase of needed parts.

Policies:

1. Travel of hospital vehicles shall be covered by trip tickets and posted for information.
2. All hospital vehicles shall be regularly inspected for repair and maintenance needs. A logbook on repairs and maintenance conducted shall be maintained and updated.
3. Purchase of gasoline and supplies shall be procured only from a Authorized dealers.

WVMC GUIDELINES FOR AMBULANCE CONDUCTION

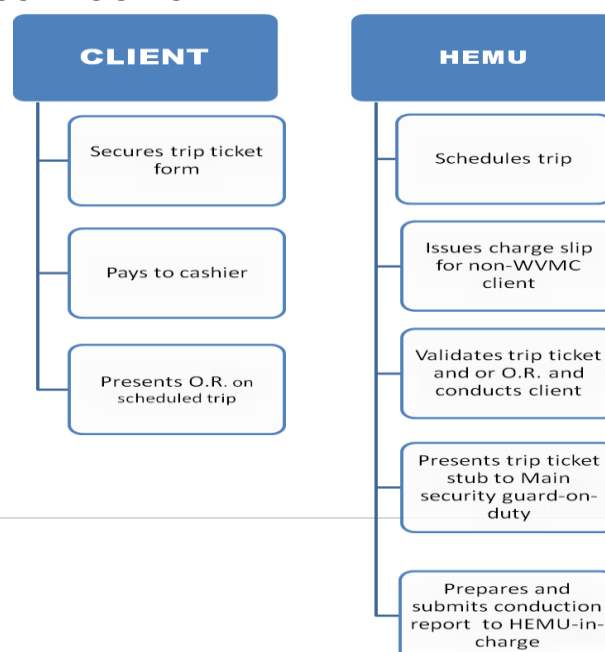
1. Conduction of patient will be available at the requisition of the attending physician and carried through the HEMU for the issuance of a Conduction Charge Slip.
2. The Standard In-City Fee for conduction shall be One Hundred Fifty Pesos (Php150.00) and the succeeding distance will be charged Twenty-Two Pesos (Php22.00) per additional one (1) kilometer.
3. Upon payment, the official receipt will be forwarded to HEMU office for the issuance of a Trip Ticket. In cases where the patient forwarded the official receipt to the Staff Nurse of the requesting area, he/she shall inform the available Driver-On-Duty (DOD) that payment is made so that a Trip Ticket will be issued to the DOD prior to transfer/conduction.

No conduction will be made without payment and or Trip Ticket.

4. Health Services outsourced requires the DOD to conduct the patient back to the medical center. Attending physician must inform the DOD of the time they shall be ready to be fetched.
5. Only official trip must be carried out by the DOD for any approved conduction for the medical center's authorized

FLOWCHART

FOR AMBULANCE CONDUCTION



HOUSEKEEPING

Function:

Develop and maintain clean, safe and sanitary environment for patients and hospital personnel.

Headed by: Section Chief

Responsible to: Chief Administrative Officer

Require services from: Budget, Supply and Property

Provide Services to: All hospital units/personnel/patients

Responsibilities:

1. Provides clean, safe and sanitary environment for patients and hospital personnel.
2. Inspects buildings and grounds regularly determine conformity with sanitation and infection control requirements of the hospital.
3. Directs and coordinates the implementation of the hospital housekeeping and sanitation program.
4. Initiates studies/ researches on hospital environment sanitation and prevention of communicable diseases.
5. Direct repairs and replacement of furniture and other hospital fixtures.
6. Formulates and recommends housekeeping policies and procedures.

Policies:

1. Housekeeping personnel shall be responsible for cleanliness and safety in the hospital.
2. There shall be a hospital-wide infection control program.
3. There shall be a hospital housekeeper who will sit permanently in the Hospital Infection Control Committee (HICC).
4. A Housekeeping Training Program shall be established in each hospital to equip personnel with appropriate knowledge and skills in environmental sanitation. Such program should be continuous and coordinated with other hospital departments.
5. There shall be written policies and procedures for maintaining a clean and safe environment.
6. The Housekeeping Unit shall be provided with adequate personnel, equipment and facilities to perform their required functions effectively.
7. A utility room shall be provided in each ward for safekeeping cleaning materials and to prevent the spread of contaminants.
8. The housekeeping services shall maintain and update an adequate and

- accurate inventory of housekeeping supplies and equipment.
9. There should be an adequate hospital waste disposal system.
 10. Inspection of hospital buildings and premises shall be done daily (before and after every shift).
 11. Safety precaution signs such as NO SMOKING shall be posted in conspicuous areas in the hospital to prevent accidents. Fire drills and other safety programs shall be organized and implemented regularly in coordination with the Engineering and Maintenance Unit.

LINEN AND LAUNDRY

Function:

Ensure adequate supply of clean linens for patients and hospital units.

Headed by: Housekeeping Chief

Responsible to: Chief Administrative Officer

Require services from: Supply and Property,
Engineering and Maintenance

Provide services to: All Hospital units/patients

Responsibilities:

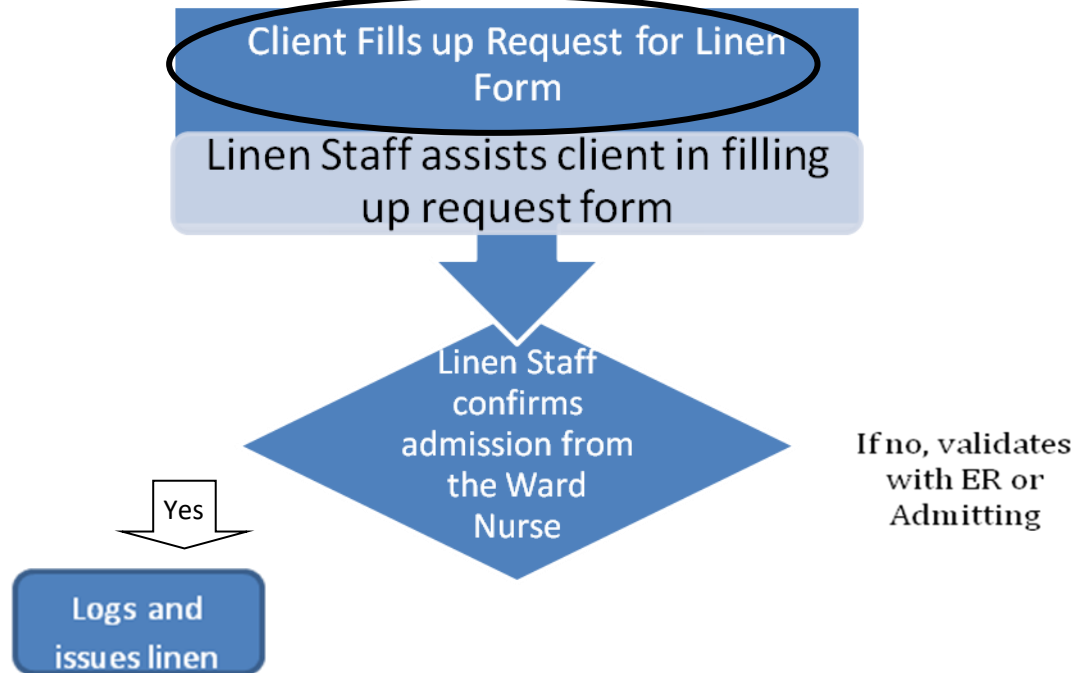
1. Directs and coordinates periodic inventory of linens.
2. Projects linen and other materials requirements of the units.
3. Recommends policies, standards, and guidelines on the proper utilization and disposition of linens.
4. Ensures the efficient collection of soiled linens from and distribution of clean linens to the different units/offices in the hospital.
5. Undertakes repair and/or recycling of linen supplies and materials.

General Policies:

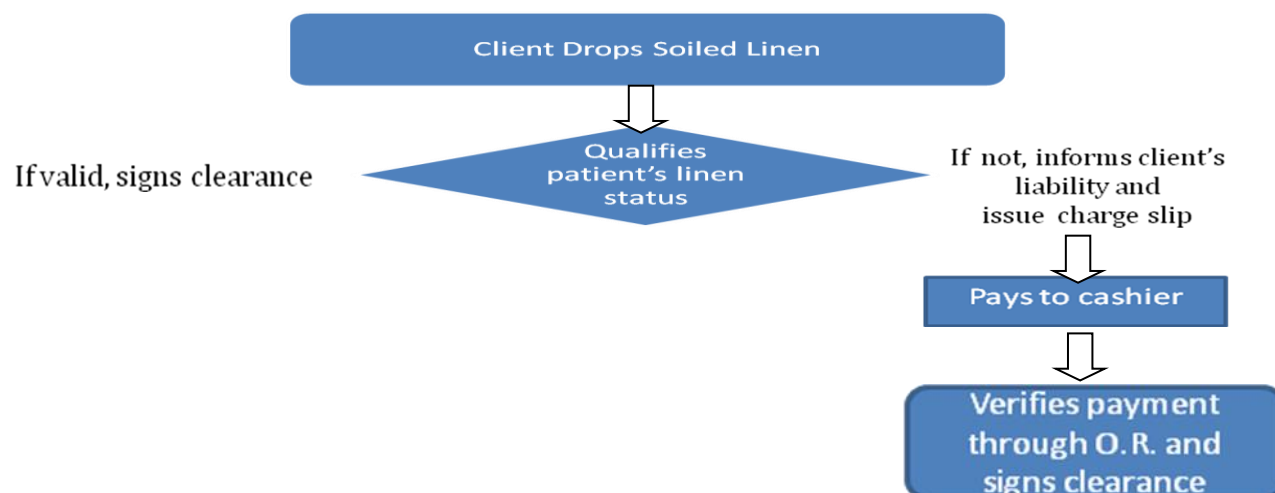
1. The Laundry service shall be responsible for providing an adequate supply of clean linens at all times.
2. The Laundry Service shall have a manual of policies and procedures to guide personnel in performing their functions..
3. The Laundry Service shall maintain adequate documentation and inventory control of linen laundry supplies and equipment.
4. The Laundry Service shall always be represented in the Infection Control Committee.
5. Isolation and sanitation techniques should always be employed when collecting soiled linens.

6. The Laundry Service supervisor/head shall be directly responsible for unit operations. In hospitals where commercial/private linen service is contacted, the laundry supervisor shall be responsible for establishing the adequate quality control standards and procedures.
7. All releases and receipts of laundry from the contractor shall be properly accounted for and thoroughly inspected in accordance to the terms of agreement as prescribed in the contract.

Flow - Issuance of Linens



Process Flow - Discharge Clearance



SECURITY

Function:

Ensure safety of hospital patients, facilities/properties and personnel,
Maintain peace and order, and enforce hospital rules and regulations.

Headed by: Chief Security

Responsible to: Chief Administrative Officer

Require services from: Budget, Supply

Provided service to:

All Hospital personnel

Responsibilities:

1. Responsible for the provision of safety and security to hospital patients, the personnel, the visitors, the facilities, and the hospital properties at all time
2. Initiates the development and implementation of policies, procedures And standards relative to policies security matters.
3. Directs and coordinates the enforcement of laws, rules and regulations and the maintenance of peace and order within the hospital premises.
4. Regulars and controls the issuance of identification cards and gate passes to hospital users.

5. Controls and regulates the movement of vehicles and personnel within the hospital.
6. Directs and coordinates the conduct of investigation on reported Incidents and violations.
7. Submits reports of unusual incidents and violation of rules.
8. Coordinates with the Nursing and Medical Division on matters of restraining patients
9. Assists clients with regard to ward or office direction
10. Turn over to proper authorities persons who were found to have committed, theft, burglary, nuisance, scandal, among others within the hospital premises

General Policies:

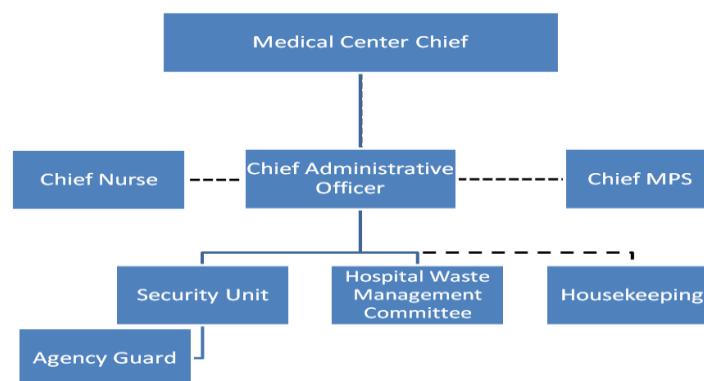
1. Hospital administration shall establish and maintain maximum degree of security within the hospital.
2. There shall be a security Unit responsible for promoting security and peace and order in the hospital.
3. There shall be a security manual to guide hospital personnel in the performance of their duties and responsibilities.
4. The Security Unit shall be adequately manned and armed to perform their duties effectively.
5. The Security Unit shall monitor and record traffic of patients, visitors, personnel and vehicles in the hospital.
6. Issuance of hospital keys shall be limited to responsible officials. A written record of keys authorized and issued shall be maintained by the Security Unit.
7. The Security Unit shall maintain an adequate patrol of the hospital premises. A logbook of inspections and patrols conducted shall be maintained. Any accidents or incident occurring during the shift shall be reported and investigated.
8. The security unit shall establish and implement a Hospital Security program and conduct security education to obtain cooperation from hospital personnel.
9. The Security Unit shall maintain an adequate and accurate documentation and inventory of arms and ammunition.
10. The Security Unit shall coordinate with the housekeeping, engineering and maintenance units in the preparation and conduct of a Disaster Preparedness Plan.

INTERNAL POLICIES

1. A 24-hour security guard in every post.

2. Strict implementation of the "No ID no Entry" policy.
3. Strictly implements the "No Car pass No Parking Policy" within the Hospital Parking Lots.
4. Hauling of Garbage must be strictly accompanied by the Security Guard
5. Strict implementation of the "No Gate Pass No Exit" of all outgoing supplies, materials and property
6. Strict implementation of the "No media entry without Media Pass"
7. Escorts home conduction of Psyche and folkless patients
8. Strict enforcement of the prescribed visiting hours and control of visitors
9. A weekly monitoring of security services in Pototan Mental Health Unit, and the SATRC
10. A regular meeting between agency head guards and government guards
11. Mandatory roving in different areas of responsibilities
12. Investigation on crime-incident reports committed inside the hospital premises shall be mandatory

ORGANIZATIONAL SET-UP



Acknowledgement to all Officers, Staff and Job-hire personnel who committed themselves to the efficiency and effectiveness of the Support Services Division to continually realize the vision of

"Excellence In Tertiary Health Care"!

"All things appear and disappear because of the concurrence of causes and conditions. Nothing ever exists entirely alone; everything is in relation to everything else."

Buddha

