

GROUP 1

Factors Affecting PRO VIII and BARMM Public Hospitals' Compliance to the Provisions of Performance Commitment Ensuring Quality of Care

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SUMMARY *(Why is this important?)*

PhilHealth is mandated to ensure quality of health care services for Filipinos. Unfortunately, provision of quality care is not being fully implemented by its accredited hospitals, as reflected by the low client satisfaction rating due to ineffective medical treatment and high out-of-pocket expenditures of its indigent members.

A 2019 study by PhilHealth Regional Offices VIII and BARMM looked at the factors contributing to this problem.



THE PROBLEM *(What should be addressed?)*

Findings show that public hospitals have low compliance to PhilHealth's quality standards due to three factors: non-availability of medicines, long turnaround time in the procurement of hospital goods and services, and the long travel time from hospital facilities to government centers for disbursements, procurement of supplies, and other inputs.



POLICY RECOMMENDATIONS *(What are the solutions?)*

For PhilHealth, it is recommended that mechanisms be established for its regional offices to regularly monitor public hospitals in terms of their compliance with quality standards. This must be backed with the objective of collecting information which can help the government address issues hindering them to perform their commitment. Moreover, the study reveals the strong need to address the factors contributing to hospitals' low compliance ratings.

It is imperative to provide hospitals greater access to drugs and medicines through creating policies that will allow them to procure enough goods for their present and future patients. We need more investments for public hospitals to help alleviate issues on lack of drugs and medicines. This must be coupled with implementation of existing mechanisms to monitor budget utilization for hospital goods.

Policies to shorten procurement process of hospital goods and services should be implemented, which in turn will help increase their access to medicines, among others. Longer turnaround time of hospital goods has a higher probability of creating negative effects on both the hospital and the patients. It is thus necessary to mandate prioritization of procurements related to goods and services needed by public hospitals.

Third, it is necessary to establish mechanisms that address the long travel time of personnel from healthcare facilities to government centers. Increased transportation services may help hospitals to improve processes concerning disbursements and procurement of supplies to achieve higher satisfaction ratings.

Finally, PhilHealth can establish information dissemination systems targeted towards policymakers to create solutions to help public hospitals overcome such concerns.