PHILHEALTH CIRCULAR
NO. 2015-037

TO: ALL ACCREDITED HEALTH CARE INSTITUTIONS AND PROFESSIONALS, PHILHEALTH REGIONAL OFFICES, LOCAL HEALTH INSURANCE OFFICES AND ALL OTHERS CONCERNED

SUBJECT: REINSTATEMENT OF THE CERTIFICATE OF GOOD STANDING AS A REQUIREMENT FOR ACCREDITATION OF HOSPITALS, INFIRMARIES AND PHYSICIANS, AND OTHER SUPPLEMENTAL PROVISIONS

I. BACKGROUND

Section 61 of the Revised Implementing Rules and Regulations of RA 7875 as amended by RA 9241 and RA 10606, otherwise known as the National Health Insurance Act of 2013 provides, "Accreditation Requirements for Physicians, Dentists, Nurses, Midwives, Pharmacists and other Licensed Health Care Professionals ... shall not require a certificate of good standing or such other analogous certification for them to be accredited". Likewise, the membership in good standing to any national association of licensed hospitals in the Philippines as a requirement for accreditation for hospitals is no longer provided in the Revised Implementing Rules and Regulations.

PhilHealth recognizes the Philippine Hospital Association (PHA) and the Philippine Medical Association (PMA), as partners in the implementation of the National Health Insurance Program. Membership in good standing in PMA or PHA increases the likelihood of compliance of the health care providers to the Code of Ethics of their respective organizations.

In view of the foregoing, the Corporation reinstates the Certificate of Good Standing (CGS) in the above-mentioned organizations as a requirement for accreditation of health care providers to ensure that members of the National Health Insurance Program (NHIP) and their dependents have better access to quality health care services.

II. OBJECTIVES

This Circular aims to provide guidance on the reinstatement of the Certificate of Good Standing as a requirement for accreditation of hospitals, infirmaries and physicians and other supplemental provisions.
III. COVERAGE

This Circular shall apply to hospitals, infirmaries and physicians who are currently accredited and those with intention to participate in the National Health Insurance Program (NHIP).

IV. GENERAL GUIDELINES:

1. An updated CGS from the respective organizations shall be required of hospitals, infirmaries and physicians applying for accreditation upon the effectivity of this policy.
2. Such organizations shall not collect separate fees for the issuance of the CGS.

V. SPECIFIC GUIDELINES FOR HEALTH CARE INSTITUTIONS

1. Accreditation of health care institutions (HCIs) shall be in accordance with PhilHealth Circular 54 s. 2012 “Provider Engagement and Accreditation through Contracting of Health Care Services” and subsequent issuances.
2. An updated certificate of good standing from the PHA shall be required of all hospitals and infirmaries during application for accreditation (initial, continuous and re-accreditation due to lapse in accreditation).
3. Hospitals and infirmaries shall use the Performance Commitment - Revision 2 (Annex A) during application for initial, continuous and re-accreditation due to lapse in previous accreditation.

VI. SPECIFIC GUIDELINES FOR HEALTH CARE PROFESSIONALS

1. Health care professionals applying for accreditation shall be guided by PhilHealth Circular 10 s. 2014.
2. An updated certificate of good standing from the PMA and specialty society, for medical specialists, shall be required of all physicians applying for accreditation (initial, continuous and re-accreditation due to lapse in accreditation). Currently accredited physicians shall submit the updated CGS from the PMA and specialty society, for medical specialist, on their next application for accreditation.
3. The Corporation shall recognize the specialty societies and their sub-specialty society/ies in the eight specialty divisions of the medical profession under the PMA.
4. All health care professionals in the informal sector applying for initial accreditation or re-accreditation due to lapse in accreditation, shall be guided by PhilHealth Circular 24 s. 2013 on the payment of the premium contributions. In addition, they shall pay the contribution that will cover at least one year of his/her accreditation.
5. Health care professionals shall use the Performance Commitment for Health Care Professionals - Revision 2 (Annex B) during application for initial, continuous and re-accreditation.
VII. MONITORING

PhilHealth shall regularly undertake monitoring activities, anchored on PhilHealth Circular 31 s. 2014: Health Care Provider Performance Assessment System of the Corporation, through the Standards and Monitoring Department (SMD) and PhilHealth Regional Offices, to ensure that all health care providers act in accordance with the Performance Commitment for which they were engaged, and provide a scheme to ensure the following:

1. Strict compliance with all PhilHealth policies, rules and regulations on quality assurance, claims processing and fraud detection and prevention;
2. Determination of the offenses and violations committed by the participating HCPs;
3. Maintenance of high quality standards of care being rendered to members and their dependents by engaged HCI.

In addition, appropriate safeguards and mechanisms shall be adopted to monitor medical societies, e.g. specialty societies that limit the practice of member/s.

VIII. REPEALING CLAUSE

All provisions of previous issuances that are inconsistent with any provisions of this circular are hereby amended/modified/or repealed accordingly.

IX. SEPARABILITY CLAUSE

In the event that a part or provision of this Circular is declared unauthorized or rendered invalid by any Court of Law or competent authority, those provisions not affected by such declaration shall remain valid and effective.

X. EFFECTIVITY:

This circular shall take effect fifteen (15) days from publication in the official gazette or any newspaper of general circulation.

All PhilHealth Offices through the Corporate Communications Units and Health Care Delivery and Management Divisions (HCDMD) of the PROs shall ensure appropriate and massive information campaign efforts regarding this issuance.

ALEXANDRA A. PADILLA
President and CEO
Date signed
(Letterhead of Healthcare Provider)

(Date)

PHILIPPINE HEALTH INSURANCE CORPORATION
17th Flr., City State Centre Bldg.,
Shaw Blvd., Pasig City

SUBJECT : Performance Commitment for HCIs (Revision 2)

Sir/Madam:

To guarantee our commitment to the National Health Insurance Program ("NHIP"), we respectfully submit this Performance Commitment.

And for the purposes of this Performance Commitment, we hereby warrant the following representations:

A. REPRESENTATION OF ELIGIBILITIES

1. That we are a duly registered/licensed/certified health care facility capable of delivering the services expected from the type of healthcare provider that we are applying for.

2. That we are a member in good standing of the Philippine Hospital Association (for hospitals and infirmaries only)

3. a. For single HCI
   That we are owned by ________________________________
   and managed by ________________________________
   and doing business under the name of ________________________________
   with License/Certificate No. ________________________________

   b. For Health Systems/ HCI groups
   That the following facilities, as guaranteed by the heads of facilities listed in the following table, are capable of delivering the services expected from the type of healthcare provider that we are applying for:

<table>
<thead>
<tr>
<th>Name of Facility</th>
<th>Type of facility (hospital, RHU, HC, Lying-in, TB-DOTS, ABTCs, etc)</th>
<th>Hospital Level (if applicable)</th>
<th>License Number/Certificate Number (if applicable)</th>
<th>Management (if different from the LGU)</th>
</tr>
</thead>
</table>

4. That all professional health care providers in our facility are PhilHealth accredited, possess proper credentials and given appropriate privileges in accordance with our policies and procedures.
B. COMPLIANCE TO PERTINENT LAWS/RULES & REGULATIONS /POLICIES/ ADMINISTRATIVE ORDERS AND ISSUANCES

Further, we hereby commit ourselves to the following:

5. That our officers, employees, and other personnel are members in good standing of the NHIP.
6. That, as responsible owner(s) and/or manager(s) of the institution, we shall be jointly and severally liable for all violations committed against the provisions of Rep. Act No. 7875 including its Implementing Rules and Regulations (IRR) and PhilHealth policies issued pursuant thereto.
7. That we shall promptly inform PhilHealth prior to any change in the ownership and/or management of our institution.
8. That any change in ownership and/or management of our institution shall not operate to exempt the previous and/or present owner and/or manager from liabilities for violations of Rep. Act No. 7875, as amended, and its IRR.
9. That we shall maintain active membership in the NHIP as an employer not only during the entire validity of our participation in the NHIP as a Health Care Institution (HCI) but also during the corporate existence of our institution.
10. That we shall abide with all the implementing rules and regulations, memorandum circulars, special orders, advisories and other administrative issuances by PhilHealth affecting us.
11. That we shall abide with all administrative orders, circulars and such other policies, rules and regulations issued by the Department of Health and all other related government agencies and instrumentalities governing the operations of HCIs in participating in the NHIP.
12. That we shall adhere to pertinent statutory laws affecting the operations of HCIs including but not limited to the Senior Citizens Act (R.A.10645), the Breastfeeding Act (R.A. 7600), the Newborn Screening Act (R.A. 9288), the Cheaper Medicines Act (R.A. 9502), the Pharmacy Law (R.A. 5921), the Magna Carta for Disabled Persons (R.A. 9442), and all other laws, rules and regulations that may hereafter be passed by the Congress of the Philippines or any other authorized instrumentalities of the government.
13. That we shall promptly submit reports as may be required by PhilHealth, DOH and all other government agencies and instrumentalities governing the operations of HCIs.
14. That we shall facilitate distribution of the professional fee component of the PhilHealth payment/reimbursement to the concerned professionals not exceeding thirty (30) calendar days upon receipt of the reimbursement or at a time frame as agreed upon by the HCI and their professionals.
15. That being a government-owned health care institution, we shall maintain a trust fund for the PhilHealth reimbursements in compliance to Section 34-A of Republic Act 10606 which provides that "revenues shall be used to defray operating costs other than salaries, to maintain or upgrade equipment, plant or facility, and to maintain or improve the quality of care.

C. CONDUCT OF CLINICAL SERVICES, RECORDS, PREPARATION OF CLAIMS AND UNDERTAKINGS OF PARTICIPATION IN THE NHIP

16. a. For single HCI:

That we are duly capable of delivering the following services for the duration of the validity of this commitment (please check appropriate boxes):

- □ Primary Care Facility
- □ Level 1 hospital services
- □ Level 2 hospital services
- □ Level 3 hospital services
- □ Specialized services
- □ Radiotherapy
b. For Health Systems/ HCI groups

That we shall deliver the following services for the duration of the validity of this commitment:

<table>
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<tr>
<th>Name of Facility</th>
<th>Committed Services (choose from the enumerated services below; e.g. 1, 6a, 6b, 6c)</th>
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17. That we shall provide and charge to the PhilHealth benefit of the client the necessary services including but not limited to drugs, medicines, supplies, devices, and diagnostic and treatment procedures for our PhilHealth clients.

18. That we, being accredited government hospital or infirmary/ MCP / TB DOTS/ Animal Bite package/ Tsekap provider, shall provide the necessary drugs, supplies and services with no out-of-pocket expenses on the part of the qualified PhilHealth member and their dependents admitted or who consulted in the HCI, as mandated by the PhilHealth "No Balance Billing (NBB) Policy”

19. That we shall maintain a high level of service satisfaction among PhilHealth clients including all their qualified dependents/beneficiaries.

20. That we shall be guided by PhilHealth-approved clinical practice guidelines or if not available, other established and accepted standards of practice.

21. That we shall provide a PhilHealth Bulletin Board for the posting of updated information of the NHIP (circulars, memoranda, IEC materials, price reference index, etc.) in conspicuous places accessible to patients, members and dependents of the NHIP within our health facility.

22. That we shall always make available the necessary forms for PhilHealth member-patient’s use.

23. That we shall treat PhilHealth member-patient with utmost courtesy and respect, assist them in availing PhilHealth benefits and provide them with accurate information on PhilHealth policies and guidelines.

24. That we shall ensure that PhilHealth member-patient with needs beyond our service capability are referred to appropriate PhilHealth-accredited health facilities.
D. MANAGEMENT INFORMATION SYSTEM

25. That we shall maintain a registry of all our PhilHealth members-patients (including newborns) and a database of all claims filed containing actual charges (board, drugs, labs, auxiliary, services and professional fees), actual amount deducted by the facility as PhilHealth reimbursement and actual PhilHealth reimbursement, which shall be made available to PhilHealth or any of its authorized personnel.

26. That we shall maintain and submit to PhilHealth an electronic registry of physicians and dentists including their fields of practice, official e-mail and mobile phone numbers.

27. That we shall, if connected with e-claims, electronically encode the laboratory / diagnostic examinations done, drugs and supplies used in the care of the patient in our information system which shall be made available for PhilHealth use.

28. That we shall ensure that true and accurate data are encoded in all patients' records.

29. That we shall only file true and legitimate claims recognizing the period of filing the same after the patient’s discharge as prescribed in PhilHealth circulars.

30. That we shall submit claims in the format required by PhilHealth for our facility.

31. That we shall regularly submit PhilHealth monitoring reports as required in PhilHealth circulars.

32. That we shall annually submit to PhilHealth a copy of our audited financial statement/report, to include the disposition of PhilHealth reimbursement.

E. REGULAR SURVEYS / ADMINISTRATIVE INVESTIGATIONS / DOMICILIARY VISITATIONS ON THE CONDUCT OF OPERATIONS IN THE EXERCISE OF THE PRIVILEGE OF ACCREDITATION

33. That we shall extend full cooperation with duly recognized authorities of PhilHealth and any other authorized personnel and instrumentalities to provide access to patient records and submit to any orderly assessment conducted by PhilHealth relative to any findings, adverse reports, pattern of utilization and/or any other acts indicative of any illegal, irregular and/or unethical practices in our operations as an accredited HCI of the NHIP that may be prejudicial or tends to undermine the NHIP and make available all pertinent official records and documents including the provision of copies thereof, provided that our rights to private ownership and privacy are respected at all times.

34. That we shall ensure that our officers, employees and personnel extend full cooperation and due courtesy to all PhilHealth officers, employees and staff during the conduct of assessment/visitation/investigation/monitoring of our operations as an accredited HCI of the NHIP.

35. That at any time during the period of our participation in the NHIP, upon request of PhilHealth, we shall voluntarily sign and execute a new ‘Performance Commitment’ to cover the remaining portion of our accreditation or to renew our participation under the NHIP as the case may be, as a sign of our good faith and continuous commitment to support the NHIP.

36. That, unless proven to be a palpable mistake or excusable error, we shall take full responsibility for any inaccuracies and/or falsities entered into and/or reflected in our patients' records as well as in any omission, addition, inaccuracies and/or falsities entered into and/or reflected in claims submitted to PhilHealth by our institution.

37. That we shall comply with PhilHealth’s summons, subpoena, subpoena ‘duces tecum’ and other legal or quality assurance processes and requirements.

38. That we shall recognize the authority of PhilHealth, its Officers and personnel and/or its duly authorized representatives to conduct regular surveys, domiciliary visits, and/or conduct administrative assessments at any reasonable time relative to the exercise of our privilege and conduct of our operations as an accredited HCI of the NHIP.

39. That we shall comply with PhilHealth corrective actions given after monitoring activities within the prescribed period.
F. Miscellaneous Provisions

40. That we shall protect the NHIP against abuse, violation and/or over-utilization of its funds and we shall not allow our institution to be a party to any act, scheme, plan, or contract that may directly or indirectly be prejudicial or detrimental to the NHIP.

41. That we shall not directly or indirectly engage in any form of unethical or improper practices as an accredited health care provider such as but not limited to solicitation of patients for purposes of compensability under the NHIP, the purpose and/or the end consideration of which tends unnecessary financial gain rather than promotion of the NHIP.

42. That we shall immediately report to PhilHealth, its Officers and/or to any of its personnel, any act of illegal, improper and/or unethical practices of HCI of the NHIP that may have come to our knowledge directly or indirectly.

43. That we shall allow PhilHealth to deduct or charge to our future claims, all reimbursements paid to our institution under the following, but not limited to: (a) during the period of its non-accredited status as a result of a gap in validity of our DOH LTO, suspension of accreditation, etc; (2) downgrading of level, loss of license for certain services; (c) when NBB eligible PhilHealth members and their dependents were made to pay out-of-pocket for HCI and professional fees, if applicable; (d) validated claims of under deduction of PhilHealth benefits.

Furthermore, recognizing and respecting its indispensable role in the NHIP, we hereby acknowledge the power and authority of PhilHealth to do the following:

44. After due process and in accordance with the pertinent provisions of R.A. 7875 and its IRR, to suspend, shorten, pre-terminate and/or revoke our privilege of participating in the NHIP including the appurtenant benefits and opportunities at any time during the validity of the commitment for any violation of any provision of this Performance Commitment and of R.A. 7875 and its IRR.

45. After due process and in accordance with the pertinent provisions of R.A. 7875 and its IRR, to suspend, shorten, pre-terminate and/or revoke our accreditation including the appurtenant benefits and opportunities incident thereto at any time during the term of the commitment due to verified adverse reports/findings of pattern or any other similar incidents which may be indicative of any illegal, irregular or improper and/or unethical conduct of our operations.

We commit to extend our full support in sharing PhilHealth’s vision in achieving this noble objective of providing accessible quality health insurance coverage for all Filipinos.

Very truly yours,

________________________________________
Head of Facility/Medical Director/
Chief of Hospital

With my express conformity,

________________________________________
Local Chief Executive/ HCI Owner
DATE

PHILIPPINE HEALTH INSURANCE CORPORATION
17th Flr., City State Centre Bldg.,
Shaw Blvd., Pasig City

SUBJECT: Performance Commitment For Health Care Professionals (Revision 2)

Sir/Madam:

To guarantee our commitment to the National Health Insurance Program ("NHIP"), I respectfully submit this Performance Commitment.

And for the purposes of this Performance Commitment, I hereby commit the following representations:

A. Representation of Eligibilities

1. I am ____________________________, a Doctor of Medicine/Dentist/Midwife/Pharmacist/ Nurse duly registered and licensed to practice my profession by the Professional Regulation Commission (PRC) with PRC No. ________________

2. As a licensed professional, it is my responsibility that my license is updated and valid all the time;

3. I am a member in good standing of the NHIP with an active membership in the NHIP by regularly paying my PHIC premium contributions during the validity of my accreditation as a health care professional;

4. Membership in professional organization (for physicians only)

I am member in good standing of ____________________________

(name of the national association/specialty society) regulating my profession;

5. I am affiliated with ____________________________ (Name of accredited HCI/s)

and have undergone credentialing and given appropriate privileges in the said institution/s in accordance with their policies and procedures.

B. Compliance to Pertinent Laws/ Rules and Regulations/ Policies/ Administrative Orders and Issuances

6. I understand, that as a health care professional of the said institution/s, I will follow the policies of the said facility as long as it does not violate Statutory laws, Orders, Circulars and such other policies, rules and regulations issued by the Department of Health (DOH) and all other government agencies and instrumentalities governing the practice of my profession.

7. I have read, understood and I am fully aware of the provisions of Republic Act (RA)7875 as amended by RA 10606 including its Implementing Rules & Regulations particularly that pertaining to and governing the extent and limits of the grant of my privilege to be an accredited health care professional of the NHIP administered by the PHIC.
C. Conduct and Undertakings of Participation in the NHIP

Further, I hereby commit myself to the following:

8. I shall conduct myself strictly and faithfully in accordance with the provisions of the Republic Act 7875 as amended as the National Health Insurance Law of the Philippines including all its Implementing Rules & Regulations (IRR);

9. I shall strictly abide with all the implementing rules and regulations, memorandum circulars, advisories, special orders and other administrative issuances issued by the PHIC governing my accreditation;

10. I shall strictly abide with all Administrative Orders, Circulars and such other policies, rules and regulations issued by the Department of Health (DOH) and all other government agencies and instrumentalties governing the practice of my profession and affecting my accreditation in the NHIP;

11. I shall strictly adhere and abide with all the pertinent statutory laws affecting the practice of my profession and my participation in the NHIP including, but not limited to, the Senior Citizens Act of 2003 (R.A. 10645), the Breastfeeding Act (R.A. 7600), the Newborn Screening Act (R.A. 9288), the Cheaper Medicines Act (R.A. 9502), the Pharmacy Law (R.A. 5921), the Magna Carta for Disabled Persons (RA 9442) and all other laws that may thereafter be passed by the Congress of the Philippines or any other authorized instrumentalties of the government.

12. I am fully aware and I hereby acknowledge that accreditation administered by the PHIC is not a right but a mere privilege as provided under Section 31, Article VIII of R.A. 7875 on the ‘Authority to Grant Accreditation’ by the PHIC;

13. I am fully aware and I hereby acknowledge that my accreditation being a mere privilege extended by the NHIP, the grant of which may be continuous for as long as I comply with the requirements within a particular period as may be determined by the PHIC. I further acknowledge and accept that my accreditation including the appurtenant benefits and opportunities incident thereto, being a mere privilege may be withdrawn, suspended and/or revoked at any time during the term of my accreditation as may be determined by the PHIC to protect the interests of the NHIP;

14. I am fully aware and I unconditionally acknowledge and agree that non-adherence to guidelines or any violation of any provision of my commitment whether directly or indirectly, shall constitute ‘Breach of the Performance Commitment’ and shall be a ground at the discretion of the PHIC, to suspend, shorten, pre-terminate and/or revoke my accreditation including the appurtenant benefits and opportunities incident thereto at any time during the term of my accreditation as may be determined by the PHIC to protect the interests of the NHIP;

15. I undertake that all qualified NHIP beneficiaries shall be given high quality of health care service due them without delay and that I shall deduct without delay the correct amount of chargeable benefits due to qualified beneficiaries upon discharge;

16. I am fully aware and I unconditionally acknowledge and agree that any indication(s), adverse reports/findings of pattern(s) or any other similar incident which may be indicative of any illegal, irregular, improper and/or unethical conduct or practice of my profession may be a ground at the discretion of the PHIC, to suspend, shorten, pre-terminate and/or revoke my accreditation including the appurtenant benefits and opportunities incident thereto at any time during the term of my accreditation as may be determined by the PHIC to protect the interests of the NHIP;

17. I am fully aware, knowledgeable and hereby agree to strictly conduct myself in accordance with and in compliance to all the basic precepts and tenets of my profession including all the laws, guidelines, policies and regulations regulating my profession including all the ethical standards required and governing the exercise of my profession;

18. I shall promote and protect the NHI Program against abuse, violation and/or over-utilization of its Funds and I will not allow our institution to be a party to any act, scheme, plan or contract that may directly or indirectly be prejudicial to the Program;

Performance Commitment For Health Care Professionals (Revision 2)
19. I shall not directly or indirectly engage in any form of unethical or improper practices as an accredited provider such as but not limited to solicitation of patients for purposes of compensability under the NHIP the purpose and/or the end consideration of which tends unnecessary financial gain rather than promotion of the NHIP thereby ultimately undermining the greater interests and noble purpose of the NHIP;

20. I hereby undertake that I shall immediately report to the PHIC, its Officers and/or to any of its personnel, any act(s) of illegal, improper and/or unethical practices of institutional or professional health care providers of the NHIP that may have come to our knowledge directly or indirectly;

21. I shall immediately and promptly make available upon request for PHIC purposes, a listing of my schedule of professional fees readily available to PHIC Officers and authorized personnel, members, dependents and/or representatives;

D. Administrative Investigations in the Exercise of the Privilege of Accreditation

22. I unconditionally recognize the authority of the PHIC, its Officers and personnel and/or its duly authorized representatives to conduct administrative investigation relative to the exercise of my privilege and conduct of my profession as an accredited health care professional of the NHIP and knowing the diversity of my profession, I fully welcome and understand if the investigation shall be done beyond the normal business/operating hours;

23. I undertake that I shall fully cooperate and submit myself to any assessment to be conducted by the PHIC relative to any findings, adverse reports, quality issues, pattern of utilisation and/or any other acts indicative of any illegal, irregular and/or unethical practice of my profession as an accredited healthcare professional of the NHIP that may be prejudicial or tends to undermine the noble purpose of the NHIP;

24. I undertake that I shall comply without delay any and all PHIC’s summons, subpoena, subpoena ‘duces tecum’ and other legal processes;

25. I undertake that at any time during the period of my accreditation, upon request of the PHIC, I shall voluntarily and unconditionally sign and execute a new ‘performance commitment’ to continue my accreditation as the case may be, as a sign of my good faith and continuous dedication and sincerity to comply with my Performance Commitment, to support and promote the National Health Insurance Program being administered by the Philippine Health Insurance Corporation.

26. Finally, I hereby declare under penalties of perjury that my above-stated statements are true and correct without any conditions and free from misrepresentations.

Very truly yours,

Professional Provider
PRC License Number
Expiry Date
Additional provision for facility owner / member of the Credentialing and Privileging Committee

1. I am the approving authority and/or member of the Credentialing and Privileging Committee of the credentialing and privileging of the professionals of my/our institution and have conferred upon myself privileges to practice the profession based on the credentials as certified by the Professional Regulation Commission (PRC) and the national association of health care professionals recognized by PRC.

Professional Provider
PRC License Number
Expiry Date

Performance Commitment For Health Care Professionals (Revision 2)