



Republic of the Philippines
PHILIPPINE HEALTH INSURANCE CORPORATION
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PhilHealth Circular
 No. 2017-0002

TO : ALL ACCREDITED HEALTH CARE PROVIDERS,
 PHILHEALTH MEMBERS, PHILHEALTH REGIONAL
 OFFICES AND ALL OTHER CONCERNED

SUBJECT : Adoption of the Enhanced Benchbook for Hospitals and the
 Benchbook for Non-hospital Facilities

I. RATIONALE

The Benchbook on Performance Improvement of Health Services was first adopted by PhilHealth in 2005. It was primarily a reference for assessing and evaluating the performance of accredited Health Care Institutions (HCIs). Fully implemented in 2010, it was an innovative approach where PhilHealth shifted from a purely accountable framework to that of continuous quality improvement. The following year, Department of Health (DOH) issued Administrative Order (AO) no. 2011-20 re: "Streamlining of Licensure and Accreditation of Hospitals" adopting the 51 core indicators of the Benchbook and incorporating them in the DOH licensing standards. Accordingly, licensed hospitals shall no longer be surveyed by PhilHealth as a pre-requisite to accreditation. Furthermore, DOH released AO 2012-012A that stated all hospitals duly licensed by DOH shall be deemed qualified for accreditation by PhilHealth with Basic Participation, without the need for a pre-accreditation survey.

Despite the aforementioned, PhilHealth as administrator of the National Health Insurance Program, deems it necessary to implement a Quality Assurance Program for all accredited HCIs that promotes improvement in the health services that shall result in satisfaction of the community and better health outcomes. This is consistent with the Corporation's mandate to implementing quality assurance as provided in R.A. 7875, as amended by RA 9241 and RA 10606. Further stated in DOH AO No. 2016-0038 re: "Philippine Health Agenda 2016 – 2022", one of its goals is to promote health and deliver healthcare through means that respect, value, and empower clients and patients as they interact with the health system in which PhilHealth has a vital role.

II. GENERAL GUIDELINES

PhilHealth, in order to achieve higher level of quality health care and provide better financial protection for members, hereby adopts the following:

1. **Enhanced Benchbook for Hospitals** approved by the PhilHealth Executive Committee (Execom) on September 26, 2016. It shall be applicable to all hospital levels based on DOH classification.

MASTER DOCUMENT
 Date: 1/11/17
 DC: [Signature]



2. **Benchbook for Non-Hospital Facilities** approved through PhilHealth Board Resolution No. 2166, s. 2016. It shall be applicable for Ambulatory Surgical Clinics, Free Standing Dialysis Clinics, Maternity Lying-In Clinics, Oncology Centers, Primary Care Facilities (PCF) and Rural Health Units (RHUs).


Both Benchbooks shall be utilized by PhilHealth as its references in assessing and identifying facilities that are **Centers Of Excellence (COE)**. Please refer to PhilHealth website at www.philhealth.gov.ph to view and download copies of both Benchbooks. Non-certification as COE shall have no effect on a facility accreditation status. Facilities that shall be certified as COE are eligible for incentives that shall be determined by the Corporation. The implementing guidelines regarding accreditation, certification and incentives shall be released in a future issuance.

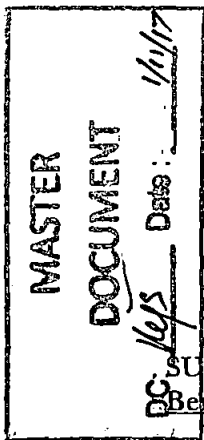
III. REPEALING CLAUSE

This shall supersede PhilHealth Circular No. 12, s.2005 and any other previous issuances, circulars, and directives that are inconsistent with any of the provisions of this Circular, are hereby amended, modified or repealed accordingly.

IV. EFFECTIVITY

This Circular shall take effect fifteen days after publication in any newspaper of general circulation and shall be deposited thereafter with the National Administrative Register at the University of the Philippines Law Center.


RAMON F. ARISTOZA JR.
Acting President and CEO
Date signed: 1/10/17



SUBJECT : Adoption of the Enhanced Benchbook for Hospitals and the Benchbook for Non-hospital Facilities