10. Information and Management

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
10.1.a	Relevant, accurate, quantitative and qualitative data are collected and used in a timely and efficient manner for delivery of patient care and management of services.	a. The organization defines the relevant aspects of its operations from which data will be collected.	_ LEADERSHIP AND MANAGEMENT INTERVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	_ LEADERSHIP AND MANAGEMENT INTERVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____

For leadership/management interview, select at least ONE hospital leader. Put a v mark if the leader or manager of the hospital is able to discuss and offer examples of how this criterion is achieved and X mark if otherwise. Determine evidence score as either 0 or 3.

The score of the evidence will serve as the proof of performance score.

The track record is n/a.

The proof of performance score will serve as the criterion score.

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
10.1.b	Relevant, accurate, quantitative and qualitative data are collected and used in a timely and efficient manner for delivery of patient care and management of services.	b. The organization routinely collects process and outcomes data from its provision of patient care such as: • Patient assessment • Diagnostic laboratory • Imaging • Surgical procedures • Antibiotics and other medications • Infection rates • Adverse event rates (includes needle stick injuries) • Sentinel event • Accuracy and completeness of patient records	_ DOCUMENT REVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	_ DOCUMENT REVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____

For document review, check presence of monitoring reports confirming achievement of the criterion. Put a v mark if compliant to all and X mark if at least one not complied. Evidence score is either 0 or 3.

The evidence score shall serve as the proof of performance score.

Determine track record score (based on document review).

Combine proof of performance + track record to get criterion score.

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
10.1.c	Relevant, accurate, quantitative and qualitative data are collected and used in a timely and efficient manner for delivery of patient care and management of services.	c. The organization routinely collects process and outcomes data from its business management such as: • Occupancy, lengths of stay, top 10 diagnoses admitted, consulted, operated and died • Staff satisfaction • Patient satisfaction • Staff accidents • Facility safety events • Utilization of different healthcare financing sources [including PhilHealth case payments, Point-of-Care (for govt) and No Balance Billing (NBB)]	_ DOCUMENT REVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	_ DOCUMENT REVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____

For document review, check presence of monitoring reports confirming achievement of the criterion. Put a v̲ mark if compliant to all and X̲ mark if at least one not complied. Evidence score is either **0** or **3**.

The evidence score shall serve as the proof of performance score.

Determine track record score (based on document review).

Combine proof of performance + track record to get criterion score.

10.1.d	Relevant, accurate, quantitative and qualitative data are collected and used in a timely and efficient manner for delivery of patient care and management of services.	d. The specific measures (as defined above) are collaboratively selected by leaders, managers and staff based on the following criteria: • Relevance to hospital services • Availability of evidence-based standards • Importance to patients' hospital experience	_ LEADERSHIP AND MANAGEMENT INTERVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	_ LEADERSHIP AND MANAGEMENT INTERVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____

For leadership/management interview, select at least ONE hospital leader. Put a v̲ mark if the leader or manager of the hospital is able to discuss and offer examples of how this criterion is achieved and X̲ mark if otherwise. Determine evidence score as either **0** or **3**.

The score of the evidence will serve as the proof of performance score.

The track record is n̲/̲a̲.

The proof of performance score will serve as the criterion score.

10.1.e	Relevant, accurate, quantitative and qualitative data are collected and used in a timely and efficient manner for delivery of patient care and management of services.	e. For the 15 quality measures (from b and c), the organization defines data sets, data generation, and collection and aggregation methods.	_ LEADERSHIP AND MANAGEMENT INTERVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	_ LEADERSHIP AND MANAGEMENT INTERVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____

For leadership/management interview, select at least ONE hospital leader. Put a v̲ mark if the leader or manager of the hospital is able to discuss and offer examples of how this criterion is achieved and X̲ mark if otherwise. Determine evidence score as either **0** or **3**.

The score of the evidence will serve as the proof of performance score.

The track record is **n̲/̲a̲.**

The proof of performance score will serve as the criterion score.

10.2.a	The organization provides resources for data generation, collection and aggregation methods.	a. The organization trains its management and staff in the collection, analysis and interpretation of data.	_ DOCUMENT REVIEW _ STAFF INTERVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	_ DOCUMENT REVIEW _ STAFF INTERVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____

For document review, check proof of trainings confirming achievement of the criterion. Put a v̲ mark if compliant and X̲ mark if none. Evidence score is either **0** or **3**.

For staff interview, select at least THREE hospital staff. Put a v̲ if the staff's explanation supports achievement of the criterion and X̲ mark if otherwise. Repeat the process for the 2nd and 3rd staff. Count the number of staff with check marks over the total number of staff interviewed. Get evidence score:
• If 3 out of 3, the evidence score will be **3**
• If 2 out of 3, the evidence score will be **2**
• If 1 out of 3, the evidence score will be **1**

• If 0 out of 3, the evidence score will be **0**

Combine the scores for the 2 evidences to get the proof of performance score.

Determine track record score (based on document review).

Combine proof of performance + track record to get criterion score.

10.2.b	The organization provides resources for data generation, collection and aggregation methods.	b. The organization provides information resources for the timely and efficient collection and analysis of data.	_ LEADERSHIP AND MANAGEMENT INTERVIEW _ STAFF INTERVIEW _ DIRECT OBSERVATION	_ LEADERSHIP AND MANAGEMENT INTERVIEW _ STAFF INTERVIEW _ DIRECT OBSERVATION
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
			TRACK RECORD: _____	TRACK RECORD: _____

For leadership/management interview, select at least ONE hospital leader. Put a <u>v</u> mark if the leader or manager of the hospital is able to discuss and offer examples of how this criterion is achieved and <u>X</u> mark if otherwise. Determine evidence score as either **0** or **3**.

For staff interview, select at least THREE hospital staff. Put a <u>v</u> if the staff's explanation supports achievement of the criterion and <u>X</u> mark if otherwise. Repeat the process for the 2nd and 3rd staff. Count the number of staff with check marks over the total number of staff interviewed. Get evidence score:
• If 3 out of 3, the evidence score will be **3**
• If 2 out of 3, the evidence score will be **2**
• If 1 out of 3, the evidence score will be **1**
• If 0 out of 3, the evidence score will be **0**

For direct observation, check physical resources and conditions supporting achievement of this criterion. Put a <u>v</u> mark if compliant and <u>X</u> mark if otherwise. Evidence score is either **0** or **3**.

Combine the scores for the 3 evidences to get the proof of performance score.

Determine track record score (based on document review).

Combine proof of performance + track record to get criterion score.

10.2.c	The organization provides resources for data generation, collection and aggregation methods.	c. The organization provides resources and opportunities to enable management and staff to use data in decision and policy making activities such as: • Clinical audits • Clinical program evaluation • Staff planning and review • Performance evaluation • Budget planning and review	__ DOCUMENT REVIEW _ LEADERSHIP AND MANAGEMENT INTERVIEW _ STAFF INTERVIEW	__ DOCUMENT REVIEW _ LEADERSHIP AND MANAGEMENT INTERVIEW _ STAFF INTERVIEW
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
			TRACK RECORD: _____	TRACK RECORD: _____

For document review, check reports and other documentation of activities supporting achievement of the criterion. Put a <u>v</u> mark if compliant to all and <u>X</u> mark if there is at least one not complied. Evidence score is either **0** or **3**.

For leadership/management interview, select at least ONE hospital leader. Put a <u>v</u> mark if the leader or manager of the hospital is able to discuss and offer examples of how this criterion is achieved and <u>X</u> mark if otherwise. Determine evidence score as either **0** or **3**.

For staff interview, select at least THREE hospital staff. Put a <u>v</u> if the staff's explanation supports achievement of the criterion and <u>X</u> mark if otherwise. Repeat the process for the 2nd and 3rd staff. Count the number of staff with check marks over the total number of staff interviewed. Get evidence score:
• If 3 out of 3, the evidence score will be **3**
• If 2 out of 3, the evidence score will be **2**
• If 1 out of 3, the evidence score will be **1**
• If 0 out of 3, the evidence score will be **0**

Combine the scores for the 3 evidences to get the proof of performance score.

Determine track record score (based on document review).

Combine proof of performance + track record to get criterion score.

10.3.a	Policies and procedures on record storage, retention and disposal are documented and monitored.	a. Policies and procedures on record storage, retention and disposal are in place.	_ DOCUMENT REVIEW	_ DOCUMENT REVIEW
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
			TRACK RECORD: _____	TRACK RECORD: _____

For document review, check presence of the written policy and procedures confirming achievement of the criterion. Put a v mark if compliant and X mark if otherwise. Evidence score is either **0** or **3**.

The evidence score shall serve as the proof of performance score.

Determine track record score.

Combine proof of performance + track record to get criterion score.

10.3.b	Policies and procedures on record storage, retention and disposal are documented and monitored.	b. Medical records are retained and disposed according to statutory requirements.	_ STAFF INTERVIEW _ DIRECT OBSERVATION	_ STAFF INTERVIEW _ DIRECT OBSERVATION
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
			TRACK RECORD: _____	TRACK RECORD: _____

For staff interview, select at least THREE hospital staff. Put a v if the staff's explanation supports achievement of the criterion and X mark if otherwise. Repeat the process for the 2nd and 3rd staff. Count the number of staff with check marks over the total number of staff interviewed. Get evidence score:
• If 3 out of 3, the evidence score will be **3**
• If 2 out of 3, the evidence score will be **2**
• If 1 out of 3, the evidence score will be **1**
• If 0 out of 3, the evidence score will be **0**

For direct observation, check physical resources and actual staff practices based on policy (that supports achievement of the criterion). Put a v mark if compliant and X mark if otherwise. Evidence score is either **0** or **3**.

Combine the scores for the 2 evidences to get the proof of performance score.

Track record is **n/a**.

Combine proof of performance + track record to get criterion score.

10.3.c	Policies and procedures on record storage, retention and disposal are documented and monitored.	c. Medical records are stored and accessed according to statutory requirements. <mark>CORE</mark>	_ STAFF INTERVIEW _ DIRECT OBSERVATION	_ STAFF INTERVIEW _ DIRECT OBSERVATION
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
			TRACK RECORD: _____	TRACK RECORD: _____

For staff interview, select at least THREE hospital staff. Put a v mark for the staff whose explanation confirm the achievement of the criterion and X mark if otherwise. Repeat the process for the 2nd and 3rd staff. Count the number of staff with check marks over the total number of staff interviewed. As this is core, the evidence score should be:
• If 3 out of 3, the evidence score will be **3**
• If 2 out of 3, the evidence score will be **0**
• If 1 out of 3, the evidence score will be **0**
• If 0 out of 3, the evidence score will be **0**

For direct observation, check physical resources and conditions/actual practices based on policy (that support achievement of the criterion). Put a v mark if compliant and X mark if otherwise. Evidence score is either **0** or **3**.

Combine the scores for the 2 evidences to get the proof of performance score.

Track record is **n/a**.

Combine proof of performance + track record to get criterion score.

10.4.a	The collection of data and reporting of information comply with professional standards, statutory and health financing requirements.	a. The organization collects and submits reports required by government agencies.	_ DOCUMENT REVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	_ DOCUMENT REVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____

For document review, check proof of submission of DOH administrative and mandatory reports supporting achievement of the criterion. Put a v mark if compliant and X mark if otherwise. Evidence score is either **0** or **3**.

The evidence score shall serve as the proof of performance score.

Determine track record score.

10.4.b	The collection of data and reporting of information comply with professional standards, statutory and health financing requirements.	b. The organization submits required data to PhilHealth is on time.	_ DOCUMENT REVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	_ DOCUMENT REVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____

For document review, check proof of submission of PhilHealth administrative and mandatory reports supporting achievement of the criterion. Put a v mark if compliant and X mark if otherwise. Evidence score is either **0** or **3**.

The evidence score shall serve as the proof of performance score.

Determine track record score.

10.4.c	The collection of data and reporting of information comply with professional standards, statutory and health financing requirements.	c. The organization submits reports to other regulatory agencies.	_ DOCUMENT REVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	_ DOCUMENT REVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____

For document review, check presence of submitted reports to other regulatory agencies supporting achievement of the criterion. Put a v mark if compliant and X mark if otherwise. Evidence score is either **0** or **3**.

The evidence score shall serve as the proof of performance score.

Determine track record score.

10.5.a	Every patient has a sufficiently detailed patient chart to facilitate continuity of care, and meet education, research, evaluation and medico-legal and statutory requirements.	a. All entries are accurate, legible, promptly accomplished, dated and duly signed by care providers whose identities and designations are clearly indicated.	_ CHART REVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	_ CHART REVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____

For chart review, select THREE patient charts. Each patient chart should be able to document achievement of this criterion. Put a v mark for each chart if compliant and X mark if otherwise. Repeat the evaluation process for the 2nd and 3rd charts. Count the number of charts with compliance over the total number of charts reviewed, then get evidence score:
• If 3 out of 3, the evidence score will be **3**
• If 2 out of 3, the evidence score will be **2**
• If 1 out of 3, the evidence score will be **1**

	• If 0 out of 3, the evidence score will be **0** The evidence score shall serve as the proof of performance score. Determine track record score. Combine proof of performance + track record to get criterion score.			
10.5.b	Every patient has a sufficiently detailed patient chart to facilitate continuity of care, and meet education, research, evaluation and medico-legal and statutory requirements.	b. Illegible patient chart entries, orders or abbreviations are verified with the originator before they are implemented.	_ CHART REVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	_ CHART REVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____

For chart review, select THREE patient charts (should be taken from nurses' station only). Each patient chart should be checked if the handwriting under the Doctor's Order Sheet is legible. Ask staff nurse to read order if surveyor cannot read the orders. Put a <u>v</u> mark for legible handwriting and <u>X</u> mark if otherwise. Repeat the evaluation process for the 2nd and 3rd charts. Count the number of charts with compliance over the total number of charts reviewed, then get evidence score:
• If 3 out of 3, the evidence score will be **3**
• If 2 out of 3, the evidence score will be **2**
• If 1 out of 3, the evidence score will be **1**
• If 0 out of 3, the evidence score will be **0**

The evidence score shall serve as the proof of performance score.

Track record is **n/a**.

Combine proof of performance + track record to get criterion score.

10.5.c	Every patient has a sufficiently detailed patient chart to facilitate continuity of care, and meet education, research, evaluation and medico-legal and statutory requirements.	c. Patient charts are routinely checked for completeness and accuracy; action is taken to improve their quality.	_ CHART REVIEW _ STAFF INTERVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	_ CHART REVIEW _ STAFF INTERVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____

For chart review, select THREE patient charts. Each patient chart should be able to document achievement of this criterion. Put a <u>v</u> mark for each chart if compliant and <u>X</u> mark if otherwise. Repeat the evaluation process for the 2nd and 3rd charts. Count the number of charts with compliance over the total number of charts reviewed, then get evidence score:
• If 3 out of 3, the evidence score will be **3**
• If 2 out of 3, the evidence score will be **2**
• If 1 out of 3, the evidence score will be **1**
• If 0 out of 3, the evidence score will be **0**

For staff interview, select at least THREE hospital staff. Put a <u>v</u> if the staff's explanation supports achievement of the criterion and <u>X</u> mark if otherwise. Repeat the process for the 2nd and 3rd staff. Count the number of staff with check marks over the total number of staff interviewed. Get evidence score:
• If 3 out of 3, the evidence score will be **3**
• If 2 out of 3, the evidence score will be **2**
• If 1 out of 3, the evidence score will be **1**
• If 0 out of 3, the evidence score will be **0**

Combine the scores for the 2 evidences to get the proof of performance score.

Determine track record score (based on patient chart).

Combine proof of performance + track record to get criterion score.

10.6.a	Data in the patient charts are coded and indexed to ensure timely production of quality	a. Policies and procedures on coding and indexing data is consistent with scientific and	_ DOCUMENT REVIEW	_ DOCUMENT REVIEW

	patient care information and reports to PhilHealth.	regulatory requirements.	PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	PROOF OF PERFORMANCE: _____ TRACK RECORD: _____

For document review, check presence of the written policy and procedure supporting achievement of the criterion. Put a <u>v</u> mark if compliant to all and <u>X</u> mark if otherwise. Evidence score is either <u>0</u> or <u>3</u>.

The evidence score shall serve as the proof of performance score.

Determine track record score.

Combine proof of performance + track record to get criterion score.

10.6.b	Data in the patient charts are coded and indexed to ensure timely production of quality patient care information and reports to PhilHealth.	b. Data from patient charts are systematically and efficiently coded and indexed.	_ CHART REVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	_ CHART REVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____

For chart review, select THREE patient charts (from Ward and/or Medical Record Section). Each patient chart should be checked achievement of the criterion. Put a <u>v</u> mark for each chart if compliant and <u>X</u> mark if there is at least one without appropriate ICD-10 code/not properly indexed. Repeat the evaluation process for the 2nd and 3rd charts. Count the number of charts with compliance over the total number of charts reviewed, then get evidence score:
• If 3 out of 3, the evidence score will be <u>3</u>
• If 2 out of 3, the evidence score will be <u>2</u>
• If 1 out of 3, the evidence score will be <u>1</u>
• If 0 out of 3, the evidence score will be <u>0</u>

The evidence score shall serve as the proof of performance score.

Determine track record score (based on patient chart).

Combine proof of performance + track record to get criterion score.

10.7.a	Data from the patient charts are routinely collected, aggregated and reported for use in quality improvement activities and for administrative purposes enhancement and mandatory reporting to the Department of Health (DOH) and PhilHealth.	a. Data from patient charts are routinely collected, aggregated, reported and utilized in quality improvement activities.	_ DOCUMENT REVIEW _ STAFF INTERVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	_ DOCUMENT REVIEW _ STAFF INTERVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____

For document review, check for any documentation of activities supporting achievement of the criterion. Put a <u>v</u> mark if compliant and <u>X</u> mark if otherwise. Evidence score is either <u>0</u> or <u>3</u>.

For staff interview, select at least THREE hospital staff. Put a <u>v</u> if the staff's explanation supports achievement of the criterion and <u>X</u> mark if otherwise. Repeat the process for the 2nd and 3rd staff. Count the number of staff with check marks over the total number of staff interviewed. Get evidence score:
• If 3 out of 3, the evidence score will be <u>3</u>
• If 2 out of 3, the evidence score will be <u>2</u>
• If 1 out of 3, the evidence score will be <u>1</u>
• If 0 out of 3, the evidence score will be <u>0</u>

Combine the scores for the 2 evidences to get the proof of performance score.

Determine track record score (based on document review).

Combine proof of performance + track record to get criterion score.

10.7.b	Data from the patient charts are routinely collected, aggregated and reported for use in quality improvement activities and for administrative purposes enhancement and mandatory reporting to the Department of Health (DOH) and PhilHealth.	b. Data from patient charts are routinely collected, aggregated and reported for management purposes and mandatory reporting to DOH and PhilHealth.	_ DOCUMENT REVIEW _ STAFF INTERVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	_ DOCUMENT REVIEW _ STAFF INTERVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____

For document review, check for any documentation of activities supporting achievement of the criterion. Put a v mark if compliant and X mark if otherwise. Evidence score is either **0** or **3**.

For staff interview, select at least THREE relevant hospital staff. Put a v mark for the staff whose view is consistent with policy (that supports achievement of the criterion) and X mark if otherwise. Repeat the process for the 2nd and 3rd staff. Count the number of staff with check marks over the total number of staff interviewed. Determine evidence score:
• If 3 out of 3, the evidence score will be **3**
• If 2 out of 3, the evidence score will be **2**
• If 1 out of 3, the evidence score will be **1**
• If 0 out of 3, the evidence score will be **0**

Combine the scores for the 2 evidences to get the proof of performance score.

Determine track record score (based on document review).

Combine proof of performance + track record to get criterion score.

10.8.a	Clinical records are readily accessible to facilitate patient care, are kept confidential and safe, and comply with all relevant statutory requirements and codes of practice.	a. Charts documenting any previous care can be quickly retrieved for review, update and concurrent use when patients are admitted or are seen for ambulatory or emergency care. <mark>CORE</mark>	_ STAFF INTERVIEW _ DIRECT OBSERVATION PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	_ STAFF INTERVIEW _ DIRECT OBSERVATION PROOF OF PERFORMANCE: _____ TRACK RECORD: _____

For staff interview, select at least THREE relevant hospital staff. Put a v mark for the staff whose view is consistent with policy that supports achievement of the criterion and X mark if otherwise. Repeat the process for the 2nd and 3rd staff. Count the number of staff with check marks over the total number of staff interviewed. Determine evidence score:
• If 3 out of 3, the evidence score will be **3**
• If 2 out of 3, the evidence score will be **0**
• If 1 out of 3, the evidence score will be **0**
• If 0 out of 3, the evidence score will be **0**

For direct observation, check physical resources and conditions/actual practices based on policy (that support achievement of the criterion). Put a v mark if compliant and X mark if otherwise. Evidence score is either **0** or **3**.

Combine the scores for the 2 evidences to get the proof of performance score.

Track record is **n/a**.

Combine proof of performance + track record to get criterion score.

10.8.b	Clinical records are readily accessible to facilitate patient care, are kept confidential and safe, and comply with all relevant statutory requirements and codes of practice.	b. The organization has policies and procedures, and devotes resources, including infrastructure, to protect records and patient charts against loss, destruction, tampering and unauthorized access or use. <mark>CORE</mark>	_ DOCUMENT REVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	_ DOCUMENT REVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____

For document review, check presence of written policy and procedures supporting achievement of the criterion. Put a v mark if compliant to all and X mark if at least one missing. As this core, the evidence score is either **0** or **3**.

The evidence score shall serve as the proof of performance score.

Determine track record score.

Combine proof of performance + track record* to get criterion score.

10.8.c	Clinical records are readily accessible to facilitate patient care, are kept confidential and safe, and comply with all relevant statutory requirements and codes of practice.	c. Only authorized individuals make entries in the patient chart. <mark>CORE</mark>	_ STAFF INTERVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	_ STAFF INTERVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____

For staff interview, select at least THREE relevant hospital staff. Put a v mark for the staff whose view is consistent with policy (that supports achievement of the criterion) and X mark if otherwise. Repeat the process for the 2nd and 3rd staff. Count the number of staff with check marks over the total number of staff interviewed. As this is core, evidence score:
• If 3 out of 3, the evidence score will be **3**
• If 2 out of 3, the evidence score will be **0**
• If 1 out of 3, the evidence score will be **0**
• If 0 out of 3, the evidence score will be **0**

The evidence score shall serve as the proof of performance score.

The track record is **n/a.**

The proof of performance score will serve as the criterion score.

10.8.d	Clinical records are readily accessible to facilitate patient care, are kept confidential and safe, and comply with all relevant statutory requirements and codes of practice.	d. Only authorized individuals have access to the patient chart.	_ STAFF INTERVIEW _ DIRECT OBSERVATION PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	_ STAFF INTERVIEW _ DIRECT OBSERVATION PROOF OF PERFORMANCE: _____ TRACK RECORD: _____

For staff interview, select at least THREE relevant hospital staff. Put a v mark for the staff whose view is consistent with policy (that supports achievement of the criterion) and X mark if otherwise. Repeat the process for the 2nd and 3rd staff. Count the number of staff with check marks over the total number of staff interviewed. Determine evidence score:
• If 3 out of 3, the evidence score will be **3**
• If 2 out of 3, the evidence score will be **2**
• If 1 out of 3, the evidence score will be **1**
• If 0 out of 3, the evidence score will be **0**

For direct observation, check physical resources and conditions/actual practices based on policy (that support achievement of the criterion). Put a v mark if compliant and X mark if otherwise. Evidence score is either **0** or **3**.

Combine the scores for the 2 evidences to get the proof of performance score.

Track record is **n/a**.

Combine proof of performance + track record to get criterion score.

10.8.e	Clinical records are readily accessible to facilitate patient care, are kept confidential and safe, and comply with all relevant statutory requirements and codes of practice.	e. The organization provides patients with information from the patient chart, subject to policies and laws including the appropriate personnel to carry-out such activity.	_ STAFF INTERVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	_ STAFF INTERVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____

For staff interview, select at least THREE relevant hospital staff. Put a v̲ mark for the staff whose view is consistent with policy (that supports achievement of the criterion) and X̲ mark if otherwise. Repeat the process for the 2nd and 3rd staff. Count the number of staff with check marks over the total number of staff interviewed. Determine evidence score:
• If 3 out of 3, the evidence score will be **3**
• If 2 out of 3, the evidence score will be **2**
• If 1 out of 3, the evidence score will be **1**
• If 0 out of 3, the evidence score will be **0**

The evidence score shall serve as the proof of performance score.

Track record is **n/a**.

Combine proof of performance + track record to get criterion score.

10.8.f	Clinical records are readily accessible to facilitate patient care, are kept confidential and safe, and comply with all relevant statutory requirements and codes of practice.	f. Medical records are stored in an area that is safe and accessible to all members of the health care team, and whenever appropriate, to external providers.	_ STAFF INTERVIEW _ DIRECT OBSERVATION PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	_ STAFF INTERVIEW _ DIRECT OBSERVATION PROOF OF PERFORMANCE: _____ TRACK RECORD: _____

For staff interview, select at least THREE relevant hospital staff. Put a v̲ mark for the staff whose view is consistent with policy (that supports achievement of the criterion) and X̲ mark if otherwise. Repeat the process for the 2nd and 3rd staff. Count the number of staff with check marks over the total number of staff interviewed. Determine evidence score:
• If 3 out of 3, the evidence score will be **3**
• If 2 out of 3, the evidence score will be **2**
• If 1 out of 3, the evidence score will be **1**
• If 0 out of 3, the evidence score will be **0**

For direct observation, For direct observation, check physical resources and conditions/actual practices based on policy (that support achievement of the criterion). Put a v̲ mark if compliant and X̲ mark if otherwise. Evidence score is either **0** or **3**.

Combine the scores for the 2 evidences to get the proof of performance score.

Track record is **n/a**.

Combine proof of performance + track record to get criterion score.