## 10. Information and Management

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
0.1.a	Relevant, accurate, quantitative and qualitative data are collected and used in a timely and efficient manner for	a. The organization defines the relevant aspects of its operations from which data will be collected.	_ LEADERSHIP AND MANAGEMENT INTERVIEW	_ LEADERSHIP AND MANAGEMEN' INTERVIEW
	delivery of patient care and management of services.		PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
			TRACK RECORD:	TRACK RECORD:
xample:	rship/management interview, selects of how this criterion is achieved an e of the evidence will serve as the pr	d <u>X</u> mark if otherwise. Determine	a $\underline{V}$ mark if the leader or manager of the evidence score as either $\underline{0}$ or $\underline{3}$ .	hospital is able to discuss and offer
ne track	record is <u>n/a</u> .			
he proo	f of performance score will serve as	the criterion score.		
.0.1.b	Relevant, accurate, quantitative and qualitative data are	b. The organization routinely collects process and outcomes	_ DOCUMENT REVIEW	_ DOCUMENT REVIEW
	collected and used in a timely and efficient manner for delivery of patient care and	data from its provision of patient care such as:  • Patient assessment	PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
	<ul> <li>Diagnostic laboratory</li> <li>Imaging</li> <li>Surgical procedures</li> <li>Antibiotics and other medications</li> <li>Infection rates</li> </ul>	Imaging     Surgical procedures     Antibiotics and other medications     Infection rates     Adverse event rates (includes needle stick injuries)     Sentinel event     Accuracy and completeness	TRACK RECORD:	TRACK RECORD:
ne not o	ment review, check presence of more complied. Evidence score is either <b>0</b> ence score shall serve as the proof one track record score (based on docu	or <u>3</u> . f performance score.	ement of the criterion. Put a <u>v</u> mark if co	mpliant to all and <u>X</u> mark if at least
Combine	proof of performance + track record	d to get criterion score.		
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	_ DOCUMENT REVIEW	_ DOCUMENT REVIEW
		Staff satisfaction     Patient satisfaction     Staff accidents     Facility safety events     Utilization of different healthcare financing sources [including PhilHealth case payments, Point-of-Care (for	PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE: TRACK RECORD:

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

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

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

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.

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

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

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.

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

For document review, check proof of trainings confirming achievement of the criterion. Put a  $\underline{V}$  mark if compliant and  $\underline{X}$  mark if none. Evidence score is either  $\underline{\mathbf{0}}$  or  $\underline{\mathbf{3}}$ .

For staff interview, select at least THREE hospital staff. Put a  $\underline{V}$  if the staff's explanation supports achievement of the criterion and  $\underline{X}$  mark if otherwise. Repeat the process for the  $2^{nd}$  and  $3^{rd}$  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	b. The organization provides information resources for the timely and efficient collection	_ LEADERSHIP AND MANAGEMENT INTERVIEW	_ LEADERSHIP AND MANAGEMENT INTERVIEW
	methods.	and analysis of data.	_ STAFF INTERVIEW	_ STAFF INTERVIEW
			_ DIRECT OBSERVATION	_ DIRECT OBSERVATION
			PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
			TRACK RECORD:	TRACK RECORD:

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

For staff interview, select at least THREE hospital staff. Put a  $\underline{V}$  if the staff's explanation supports achievement of the criterion and  $\underline{N}$  mark if otherwise. Repeat the process for the  $2^{nd}$  and  $3^{rd}$  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  $\underline{\mathbf{2}}$
- $\bullet$  If 1 out of 3, the evidence score will be  $\underline{\mathbf{1}}$
- 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  $\underline{V}$  mark if compliant and  $\underline{X}$  mark if otherwise. Evidence score is either  $\underline{0}$  or  $\underline{3}$ .

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	c. The organization provides	DOCUMENT REVIEW	DOCUMENT REVIEW
	resources for data generation,	resources and opportunities to	1545550UD 4415 44414 65455UT	15455501115 AND 144414 OF 1511T
	collection and aggregation	enable management and staff	_ LEADERSHIP AND MANAGEMENT	_ LEADERSHIP AND MANAGEMENT
	methods.	to use data in decision and	INTERVIEW	INTERVIEW
		policy making activities such		
		as:	_ STAFF INTERVIEW	_ STAFF INTERVIEW
		Clinical audits		
		Clinical program evaluation		
		<ul> <li>Staff planning and review</li> </ul>		
		<ul><li>Performance evaluation</li><li>Budget planning and review</li></ul>	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  $\underline{V}$  mark if compliant to all and  $\underline{X}$  mark if there is at least one not complied. Evidence score is either  $\mathbf{0}$  or  $\mathbf{3}$ .

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

For staff interview, select at least THREE hospital staff. Put a  $\underline{V}$  if the staff's explanation supports achievement of the criterion and  $\underline{X}$  mark if otherwise. Repeat the process for the  $2^{nd}$  and  $3^{rd}$  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 <u>0</u>

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. DOCUMENT REVIEW DOCUMENT REVIEW 10.3.a Policies and procedures on a. Policies and procedures on record storage, retention and record storage, retention and disposal are documented and disposal are in place. monitored. 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 b. Medical records are STAFF INTERVIEW STAFF INTERVIEW record storage, retention and retained and disposed disposal are documented and according to statutory DIRECT OBSERVATION **DIRECT OBSERVATION** monitored. requirements. PROOF OF PERFORMANCE: PROOF OF PERFORMANCE: TRACK RECORD: \_\_ TRACK RECORD: \_ For staff interview, select at least THREE hospital staff. Put a  $\underline{V}$  if the staff's explanation supports achievement of the criterion and  $\underline{X}$  mark if otherwise. Repeat the process for the 2<sup>nd</sup> and 3<sup>rd</sup> 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 <u>v</u> mark if compliant and  $\underline{X}$  mark if otherwise. Evidence score is either  $\underline{0}$  or  $\underline{3}$ . 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	c. Medical records are stored	_ STAFF INTERVIEW	_ STAFF INTERVIEW
	record storage, retention and disposal are documented and monitored.	and accessed according to statutory requirements.  CORE	_ DIRECT OBSERVATION	_ DIRECT OBSERVATION
			PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
			TRACK RECORD:	TRACK RECORD:

For staff interview, select at least THREE hospital staff. Put a  $\underline{V}$  mark for the staff whose explanation confirm the achievement of the criterion and  $\underline{X}$  mark if otherwise. Repeat the process for the  $2^{nd}$  and  $3^{rd}$  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**
- $\bullet$  If 1 out of 3, the evidence score will be  $\underline{\textbf{0}}$
- 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  $\underline{V}$  mark if compliant and  $\underline{X}$  mark if otherwise. Evidence score is either  $\underline{\mathbf{0}}$  or  $\underline{\mathbf{3}}$ .

Combine the scores for the 2 evidences to get the proof of performance score.						
Track rec	Track record is <u>n/a</u> .					
Combine	proof of performance + track record	I to get criterion score.				
10.4.a	The collection of data and reporting of information comply with professional standards,	a. The organization collects and submits reports required by government agencies.	_ DOCUMENT REVIEW	_ DOCUMENT REVIEW		
	statutory and health financing requirements.		PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:		
			TRACK RECORD:	TRACK RECORD:		
	ment review, check proof of submiss t and <u>X</u> mark if otherwise. Evidence		andatory reports supporting achievement	t of the criterion. Put a <u>√</u> mark if		
The evide	ence score shall serve as the proof o	f performance score.				
Determin	e track record score.					
10.4.b	The collection of data and reporting of information comply with professional standards,	b. The organization submits required data to PhilHealth is on time.	_ DOCUMENT REVIEW	_ DOCUMENT REVIEW		
	statutory and health financing requirements.		PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:		
	requirements.		TRACK RECORD:	TRACK RECORD:		
			I nd mandatory reports supporting achieve	I ement of the criterion. Put a <u>√</u> mark if		
	t and <u>X</u> mark if otherwise. Evidence					
	ence score shall serve as the proof o	t performance score.				
Determin	e track record score.					
10.4.c	The collection of data and reporting of information comply with professional standards,	c. The organization submits reports to other regulatory agencies.	_ DOCUMENT REVIEW	_ DOCUMENT REVIEW		
	statutory and health financing requirements.		PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:		
	- requirements		TRACK RECORD:	TRACK RECORD:		
and <u>X</u> ma	rk if otherwise. Evidence score is ei	ther <u>0</u> or <u>3</u> .	agencies supporting achievement of the	criterion. Put a <u>v</u> mark if compliant		
The evidence score shall serve as the proof of performance score.  Determine track record score.						
10.5.a	Every patient has a sufficiently	a. All entries are accurate,	_ CHART REVIEW	_ CHART REVIEW		
	detailed patient chart to facilitate continuity of care, and meet education, research,	legible, promptly accomplished, dated and duly signed by care providers				
	evaluation and medico-legal and statutory requirements.	whose identities and designations are clearly	PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:		
	, ,	indicated.	TRACK RECORD:	TRACK RECORD:		
complian number of • If 3 out • If 2 out	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 2 <sup>nd</sup> and 3 <sup>rd</sup> 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>1</u>					

• If 0 ou	t of 3, the evidence score will be <u>0</u>				
The evid	ence score shall serve as the proof o	f performance score.			
Determi	ne track record score.				
Combine	e proof of performance + track record	d to get criterion score.			
10.5.b	Every patient has a sufficiently detailed patient chart to facilitate continuity of care, and	b. Illegible patient chart entries, orders or abbreviations are verified with	_ CHART REVIEW	_ CHART REVIEW	
	meet education, research, evaluation and medico-legal and statutory requirements.	the originator before they are implemented.	PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:	
	statutory requirements.		TRACK RECORD:	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 2 <sup>nd</sup> and 3 <sup>rd</sup> 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>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.  Track record is <u>n/a</u> .					
	e proof of performance + track record	- T	CHART DEVIEW	CHART BEVIEW	
10.5.c	Every patient has a sufficiently detailed patient chart to facilitate continuity of care, and	c. Patient charts are routinely checked for completeness and accuracy; action is taken to improve their quality.	_ CHART REVIEW _ STAFF INTERVIEW	_ CHART REVIEW _ STAFF INTERVIEW	
	meet education, research, evaluation and medico-legal and statutory requirements.		PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:	
			TRACK RECORD:	TRACK RECORD:	
For chart review, select THREE patient charts. Each patient chart should be able to document achievement of this criterion. Put a \( \frac{1}{2} \) mark for each chart if compliant and \( \frac{1}{2} \) mark if otherwise. Repeat the evaluation process for the 2 <sup>nd</sup> and 3 <sup>rd</sup> 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 \( \frac{2}{2} \)  • If 2 out of 3, the evidence score will be \( \frac{1}{2} \)  • If 0 out of 3, the evidence score will be \( \frac{1}{2} \)  For staff interview, select at least THREE hospital staff. Put a \( \frac{1}{2} \) if the staff's explanation supports achievement of the criterion and \( \frac{1}{2} \) mark if otherwise. Repeat the process for the 2 <sup>nd</sup> and 3 <sup>rd</sup> 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 \( \frac{2}{2} \)  • If 2 out of 3, the evidence score will be \( \frac{2}{2} \)  • If 0 out of 3, the evidence score will be \( \frac{2}{2} \)  • If 0 out of 3, the evidence score will be \( \frac{2}{2} \)  • If 0 out of 3, the evidence score will be \( \frac{2}{2} \)  • If 0 out of 3, the evidence score will be \( \frac{2}{2} \)  • If 0 out of 3, the evidence score will be \( \frac{2}{2} \)  • If 0 out of 3, the evidence score will be \( \frac{2}{2} \)  • Ombine the scores for the 2 evidences to get the proof of performance score.  Determine track record score (based on patient chart).					
10.6.a	Data in the patient charts are coded and indexed to ensure	a. Policies and procedures on coding and indexing data is	_ DOCUMENT REVIEW	_ DOCUMENT REVIEW	
	timely production of quality	consistent with scientific and			

	patient care information and reports to PhilHealth.	regulatory requirements.	PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
			TRACK RECORD:	TRACK RECORD:
	l ment review, check presence of the therwise. Evidence score is either <u>0</u>		l oorting achievement of the criterion. Put	a $\underline{V}$ mark if compliant to all and $\underline{X}$
The evide	ence score shall serve as the proof o	f performance score.		
Determin	ne track record score.			
Combine	proof of performance + track record	d to get criterion score.		
10.6.b	Data in the patient charts are coded and indexed to ensure timely production of quality	b. Data from patient charts are systematically and efficiently coded and indexed.	_ CHART REVIEW	_ CHART REVIEW
	patient care information and reports to PhilHealth.		PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
			TRACK RECORD:	TRACK RECORD:
process f If 3 out If 2 out If 1 out	or the $2^{nd}$ and $3^{rd}$ charts. Count the of 3, the evidence score will be $\underline{3}$ of 3, the evidence score will be $\underline{2}$ of 3, the evidence score will be $\underline{1}$ of 3, the evidence score will be $\underline{0}$	<u>X</u> mark if there is at least one withon number of charts with compliance	out appropriate ICD-10 code/not properl over the total number of charts reviewe	y indexed. Repeat the evaluation ed, then get evidence score:
The evide	ence score shall serve as the proof o	f performance score.		
Determin	ne track record score (based on patie	ent chart).		
Combine	proof of performance + track record	d to get criterion score.		
10.7.a	Data from the patient charts are routinely collected, aggregated	a. Data from patient charts are routinely collected,	_ DOCUMENT REVIEW	_ DOCUMENT REVIEW
	and reported for use in quality improvement activities and for	aggregated, reported and utilized in quality improvement	_ STAFF INTERVIEW	_ STAFF INTERVIEW
	administrative purposes enhancement and mandatory reporting to the Department of	activities.	PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
	Health (DOH) and PhilHealth.		TRACK RECORD:	TRACK RECORD:
	ment review, check for any docume score is either <b>0</b> or <b>3</b> .	ntation of activities supporting ach	ievement of the criterion. Put a <u>V</u> mark i	f compliant and <u>X</u> mark if otherwise.
	<del></del> <u>-</u>			

For staff interview, select at least THREE hospital staff. Put a  $\underline{V}$  if the staff's explanation supports achievement of the criterion and  $\underline{X}$  mark if otherwise. Repeat the process for the  $2^{nd}$  and  $3^{rd}$  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 2
- $\bullet$  If 1 out of 3, the evidence score will be  $\underline{\textbf{1}}$
- 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.

10.7.b	Data from the patient charts are	b. Data from patient charts are	_ DOCUMENT REVIEW	_ DOCUMENT REVIEW	
	routinely collected, aggregated and reported for use in quality improvement activities and for	routinely collected, aggregated and reported for management purposes and mandatory	_ STAFF INTERVIEW	_ STAFF INTERVIEW	
	administrative purposes enhancement and mandatory	reporting to DOH and PhilHealth.	PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:	
	reporting to the Department of Health (DOH) and PhilHealth.				
	(		TRACK RECORD:	TRACK RECORD:	
	ment review, check for any document score is either $\underline{0}$ or $\underline{3}$ .	ntation of activities supporting ach	ievement of the criterion. Put a <u>v</u> mark i	f compliant and <u>X</u> mark if otherwise.	
the criter interview • If 3 out • If 2 out • If 1 out	interview, select at least THREE rele ion) and <u>X</u> mark if otherwise. Repeated. Determine evidence score: of 3, the evidence score will be <u>3</u> of 3, the evidence score will be <u>1</u> of 3, the evidence score will be <u>1</u> of 3, the evidence score will be <u>0</u>	vant hospital staff. Put a <u>v</u> mark fo at the process for the 2 <sup>nd</sup> and 3 <sup>rd</sup> st	or the staff whose view is consistent witl aff. Count the number of staff with chec	h policy (that supports achievement of ck marks over the total number of staff	
Combine	the scores for the 2 evidences to ge	t the proof of performance score.			
Determin	e track record score (based on docu	ment review).			
Combine	proof of performance + track record	d to get criterion score.			
10.8.a	Clinical records are readily	a. Charts documenting any	_ STAFF INTERVIEW	_ STAFF INTERVIEW	
	accessible to facilitate patient care, are kept confidential and	previous care can be quickly retrieved for review, update	DIRECT OBSERVATION	DIRECT OBSERVATION	
	safe, and comply with all	and concurrent use when	_ DIRECT OBSERVATION	_ DIRECT OBSERVATION	
	relevant statutory requirements and codes of practice.	patients are admitted or are seen for ambulatory or			
	and sould of product.	emergency care.	PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:	
		CORE			
			TRACK RECORD:	TRACK RECORD:	
			or the staff whose view is consistent wit		
	ion and <u>x</u> mark it otherwise.  Repea red. Determine evidence score:	t the process for the 2 and 3 sta	aff. Count the number of staff with chec	ck marks over the total number of staff	
	of 3, the evidence score will be <u>3</u> of 3, the evidence score will be <b>0</b>				
	of 3, the evidence score will be $\underline{0}$				
• If 0 out	of 3, the evidence score will be <b>0</b>				
	t observation, check physical resourd t and <u>X</u> mark if otherwise. Evidence	·	based on policy (that support achievem	nent of the criterion). Put a <u>v</u> mark if	
Combine	the scores for the 2 evidences to ge	t the proof of performance score.			
Track rec	ord is <u>n/a</u> .				
Combine	Combine proof of performance + track record to get criterion score.				
10.8.b	Clinical records are readily accessible to facilitate patient	b. The organization has policies and procedures, and devotes	_ DOCUMENT REVIEW	_ DOCUMENT REVIEW	
	care, are kept confidential and	resources, including			
	safe, and comply with all relevant statutory requirements	infrastructure, to protect records and patient charts	PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:	
	and codes of practice.	against loss, destruction,			
		tampering and unauthorized access or use.	TRACK RECORD:	TRACK RECORD:	
		CORE			

	For document review, check presence of written policy and procedures supporting achievement of the criterion. Put a <u>v</u> mark if compliant to all and <u>X</u> mark if at least one missing. As this core, the evidence score is either <u>0</u> or <u>3</u> .					
The evide	The evidence score shall serve as the proof of performance score.					
Determin	e track record score.					
Combine	proof of performance + track record	I* to get criterion score.				
10.8.c	Clinical records are readily accessible to facilitate patient care, are kept confidential and	<ul> <li>c. Only authorized individuals make entries in the patient chart.</li> </ul>	_ STAFF INTERVIEW	_ STAFF INTERVIEW		
	safe, and comply with all relevant statutory requirements and codes of practice.	CORE	PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:		
	and codes of practice.		TRACK RECORD:	TRACK RECORD:		
the criter interview • If 3 out • If 2 out • If 1 out • If 0 out	ion) and $\underline{X}$ mark if otherwise. Repeated. As this is core, evidence score: of 3, the evidence score will be $\underline{3}$ of 3, the evidence score will be $\underline{0}$	it the process for the 2 <sup>nd</sup> and 3 <sup>rd</sup> sta	or the staff whose view is consistent with aff. Count the number of staff with chec	n policy (that supports achievement of k marks over the total number of staff		
	ence score shall serve as the proof of	performance score.				
The track	record is <u>n/a</u> .					
The proof	f of performance score will serve as	the criterion score.				
10.8.d	Clinical records are readily accessible to facilitate patient	d. Only authorized individuals have access to the patient	_ STAFF INTERVIEW	_ STAFF INTERVIEW		
	care, are kept confidential and safe, and comply with all	chart.	_ DIRECT OBSERVATION	_ DIRECT OBSERVATION		
	relevant statutory requirements and codes of practice.		PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:		
			TRACK RECORD:	TRACK RECORD:		
For staff interview, select at least THREE relevant hospital staff. Put a $\underline{V}$ mark for the staff whose view is consistent with policy (that supports achievement of the criterion) and $\underline{X}$ mark if otherwise. Repeat the process for the 2 <sup>nd</sup> and 3 <sup>rd</sup> 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 $\underline{3}$ • If 2 out of 3, the evidence score will be $\underline{2}$ • If 1 out of 3, the evidence score will be $\underline{1}$ • If 0 out of 3, the evidence score will be $\underline{0}$						
For direct observation, check physical resources and conditions/actual practices based on policy (that support 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> .						
Combine the scores for the 2 evidences to get the proof of performance score.						
Track record is <u>n/a</u> .						
Combine	proof of performance + track record	I to get criterion score.				
10.8.e	Clinical records are readily accessible to facilitate patient care, are kept confidential and	e. The organization provides patients with information from the patient chart, subject to	_ STAFF INTERVIEW	_ STAFF INTERVIEW		
	safe, and comply with all relevant statutory requirements	policies and laws including the appropriate personnel to	PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:		
	and codes of practice.	carry-out such activity.	TRACK RECORD:	TRACK RECORD:		

For staff interview, select at least THREE relevant hospital staff. Put a  $\underline{v}$  mark for the staff whose view is consistent with policy (that supports achievement of the criterion) and  $\underline{x}$  mark if otherwise. Repeat the process for the  $2^{nd}$  and  $3^{rd}$  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	_ STAFF INTERVIEW
			_ DIRECT OBSERVATION	_ DIRECT OBSERVATION
			PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
			TRACK RECORD:	TRACK RECORD:

For staff interview, select at least THREE relevant hospital staff. Put a  $\underline{V}$  mark for the staff whose view is consistent with policy (that supports achievement of the criterion) and  $\underline{X}$  mark if otherwise. Repeat the process for the  $2^{nd}$  and  $3^{rd}$  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  $\underline{v}$  mark if compliant and  $\underline{N}$  mark if otherwise. Evidence score is either  $\underline{0}$  or  $\underline{3}$ .

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.