

11. Safe Practice and Environment

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
11.1.a	The organization provides a safe and effective environment of care consistent with its mission and services, and with laws and regulations.	a. Patient care areas provide sufficient space, lighting and ventilation for patient care activities.	STAFF INTERVIEW PATIENT INTERVIEW DIRECT OBSERVATION PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	STAFF INTERVIEW PATIENT INTERVIEW DIRECT OBSERVATION PROOF OF PERFORMANCE: _____ TRACK RECORD: _____
<p>For staff interview, select at least THREE relevant hospital staff. Put a <u>✓</u> mark for the staff whose view is consistent with policy (that 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. Determine evidence score:</p> <ul style="list-style-type: none"> • 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> <p>For patient interview, select at least THREE patients. Put a <u>✓</u> mark for the patient who was able to confirm achievement of the criterion and <u>X</u> mark if otherwise. Repeat for the 2nd and 3rd patients. Count the number of patients with check marks over the total number of patients interviewed. Determine evidence score:</p> <ul style="list-style-type: none"> • 3 out of 3, so the evidence score will be <u>3</u> • 2 out of 3 so the evidence score will be <u>2</u> • 1 out of 3, so the evidence score will be <u>1</u> • 0 out of 3, so the evidence score will be <u>0</u> <p>For direct observation, check physical resources and conditions that support achievement of the criterion. Put a <u>✓</u> mark if compliant and <u>X</u> mark if otherwise. Evidence score is either <u>0</u> or <u>3</u>.</p> <p>Combine the scores for the 3 evidences to get the proof of performance score.</p> <p>The track record is <u>n/a</u>.</p> <p>The proof of performance score will serve as the criterion score.</p>				
11.2.a	Physical access to the organization and its services is facilitated and is appropriate to patients' needs.	a. Entrances and exits are clearly and prominently marked, free of any obstruction and readily accessible. CORE	STAFF INTERVIEW PATIENT INTERVIEW DIRECT OBSERVATION PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	STAFF INTERVIEW PATIENT INTERVIEW DIRECT OBSERVATION PROOF OF PERFORMANCE: _____ TRACK RECORD: _____
<p>For staff interview, select at least THREE relevant hospital staff. Put a <u>✓</u> mark for the staff whose view is consistent with policy (that 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. Determine evidence score:</p> <ul style="list-style-type: none"> • 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> <p>For patient interview, select at least THREE patients. Put a <u>✓</u> mark for the patient who was able to confirm achievement of the criterion and <u>X</u> mark if otherwise. Repeat for the 2nd and 3rd patients. Count the number of patients with check marks over the total number of patients interviewed. Determine evidence score:</p> <ul style="list-style-type: none"> • 3 out of 3, so the evidence score will be <u>3</u> • 2 out of 3 so the evidence score will be <u>2</u> • 1 out of 3, so the evidence score will be <u>1</u> • 0 out of 3, so the evidence score will be <u>0</u> 				

For direct observation, check physical resources and conditions that support achievement of the criterion. Put a √ mark if compliant and X mark if otherwise. Evidence score is either 0 or 3.

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

The track record is n/a.

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

11.2.b	Physical access to the organization and its services is facilitated and is appropriate to patients' needs.	b. Directional signs are prominently posted to help locate service areas within the organization. CORE	STAFF INTERVIEW	STAFF INTERVIEW
			PATIENT INTERVIEW	PATIENT INTERVIEW
			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 √ mark for the staff who can confirm the achievement of this 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 patients 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 patient interview, select at least THREE patients. Put a √ mark for the patient who was able to confirm achievement of the criterion and X mark if otherwise. Repeat for the 2nd and 3rd patients. Count the number of patients with check marks over the total number of patients interviewed. Determine evidence score:

- 3 out of 3, so the evidence score will be 3
- 2 out of 3 so the evidence score will be 2
- 1 out of 3, so the evidence score will be 1
- 0 out of 3, so the evidence score will be 0

For direct observation, check physical resources and conditions that support achievement of the criterion. Put a √ mark if compliant and X mark if otherwise. Evidence score is either 0 or 3.

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

The track record is n/a.

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

11.2.c	Physical access to the organization and its services is facilitated and is appropriate to patients' needs.	c. Alternative passageways for patients with special needs (e.g. ramps) are available, clearly and prominently marked and free of any obstruction. CORE	STAFF INTERVIEW	STAFF INTERVIEW
			PATIENT INTERVIEW	PATIENT INTERVIEW
			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 √ mark for the staff who can confirm the achievement of this 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 patients 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 patient interview, select at least THREE patients. Put a √ mark for the patient who was able to confirm achievement of the criterion and X mark if otherwise. Repeat for the 2nd and 3rd patients. Count the number of patients with check marks over the total number of patients interviewed. Determine evidence score:

- 3 out of 3, so the evidence score will be 3

- 2 out of 3 so the evidence score will be 2
- 1 out of 3, so the evidence score will be 1
- 0 out of 3, so the evidence score will be 0

For direct observation, check physical resources and conditions that support achievement of the criterion. Put a √ mark if compliant and X mark if otherwise. Evidence score is either 0 or 3.

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

The track record is n/a.

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

11.2.d	Physical access to the organization and its services is facilitated and is appropriate to patients' needs.	d. Major service areas have nearby waiting facilities that are clean, well-lit, adequately ventilated and equipped with appropriate fixtures and furniture.	STAFF INTERVIEW	STAFF INTERVIEW
			PATIENT INTERVIEW	PATIENT INTERVIEW
			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 √ if 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 patient interview, select at least THREE patients. Put a √ mark for the patient who was able to confirm achievement of the criterion and X mark if otherwise. Repeat for the 2nd and 3rd patients. Count the number of patients with check marks over the total number of patients interviewed. Determine evidence score:

- 3 out of 3, so the evidence score will be 3
- 2 out of 3 so the evidence score will be 2
- 1 out of 3, so the evidence score will be 1
- 0 out of 3, so the evidence score will be 0

For direct observation, check physical resources and conditions that support achievement of the criterion. Put a √ 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.

The track record is n/a.

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

11.2.e	Physical access to the organization and its services is facilitated and is appropriate to patients' needs.	e. The organization has policies and procedures for the safe and efficient direction of patients, their families and visitors and staff traffic.	DOCUMENT REVIEW	DOCUMENT REVIEW
			STAFF INTERVIEW	STAFF INTERVIEW
			DIRECT OBSERVATION	DIRECT OBSERVATION
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
			TRACK RECORD: _____	TRACK RECORD: _____

For document review, check presence of written policies and procedures supporting achievement of the criterion. Put a √ mark if compliant and X mark if deficient. Evidence score is either 0 or 3.

For staff interview, select at least THREE hospital staff. Put a √ if 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 conditions that support achievement of the criterion. Put a √ mark if compliant and X 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).

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

11.2.f	Physical access to the organization and its services is facilitated and is appropriate to patients' needs.	f. Patients, their visitors and staff can efficiently and safely move within the confines of the organization.	STAFF INTERVIEW	STAFF INTERVIEW
			PATIENT INTERVIEW	PATIENT INTERVIEW
			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 √ if 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 patient interview, select at least THREE patients. Put a √ mark for the patient who was able to confirm achievement of the criterion and X mark if otherwise. Repeat for the 2nd and 3rd patients. Count the number of patients with check marks over the total number of patients interviewed. Determine evidence score:

- 3 out of 3, so the evidence score will be 3
- 2 out of 3 so the evidence score will be 2
- 1 out of 3, so the evidence score will be 1
- 0 out of 3, so the evidence score will be 0

For direct observation, check physical resources and conditions that support achievement of the criterion. Put a √ mark if compliant and X mark if otherwise. Evidence score is either 0 or 3.

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

The track record is n/a.

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

11.3.a	The organizational environment complies with structural standards and safety codes as prescribed by law.	a. The organization complies with hospital building standards.	DOCUMENT REVIEW	DOCUMENT REVIEW
			STAFF INTERVIEW	STAFF INTERVIEW
			DIRECT OBSERVATION	DIRECT OBSERVATION
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
			TRACK RECORD: _____	TRACK RECORD: _____

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

For staff interview, select at least THREE hospital staff. Put a √ if 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 presence of updated DOH license to operate. Put a √ mark if compliant and X 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).

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

11.4.a	The organization plans and implements a program for the general safety and security of patients and staff and their possessions.	a. The plan includes activities for: <ul style="list-style-type: none"> • Proactively identifying security and safety risks • Assessing and prioritizing their importance • Developing and testing ways to eliminate or reduce identified risks • Mitigating the consequences of accidents and other unsafe events • Training the staff 	DOCUMENT REVIEW	DOCUMENT REVIEW
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
			TRACK RECORD: _____	TRACK RECORD: _____

For document review, check written policies and procedures including other documentation of activities supporting achievement of the criterion. Put a √ mark if compliant and X mark if otherwise. Criterion score 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.

11.4.b	The organization plans and implements a program for the general safety and security of patients and staff and their possessions.	b. The plan is implemented.	DOCUMENT REVIEW	DOCUMENT REVIEW
			STAFF INTERVIEW	STAFF INTERVIEW
			DIRECT OBSERVATION	DIRECT OBSERVATION
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
			TRACK RECORD: _____	TRACK RECORD: _____

For document review, check documentation of activities relative to the implementation of hospital policies/procedures and safety programs on electrical safety, medical device safety, chemical safety, radiation safety, mechanical safety, water safety, combustible material safety, waste management, hospital safety program (fire, emergency and disaster preparedness). Put a √ mark if compliant and X mark if there is any one missing. Evidence score is either 0 or 3.

For staff interview, select at least THREE hospital staff. Put a √ if 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 conditions/actual staff practices that support achievement of the criterion. Put a √ mark if compliant and X 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).

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

11.4.c	The organization plans and implements a program for the general safety and security of patients and staff and their possessions.	c. The plan is reviewed once a year and revised if needed.	DOCUMENT REVIEW	DOCUMENT REVIEW
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
			TRACK RECORD: _____	TRACK RECORD: _____

For document review, check annual plan review / revision supporting achievement of the criterion. Put a √ mark if compliant and X mark if there is any one missing. Criterion score 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.

11.4.d	The organization plans and implements a program for the general safety and security of patients and staff and their possessions.	d. Buildings and facilities are inspected at least once a year and improved as necessary.	DOCUMENT REVIEW	DOCUMENT REVIEW
			STAFF INTERVIEW	STAFF INTERVIEW
			DIRECT OBSERVATION	DIRECT OBSERVATION
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
			TRACK RECORD: _____	TRACK RECORD: _____

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

For staff interview, select at least THREE hospital staff. Put a √ if 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 conditions that support achievement of the criterion. Put a √ mark if compliant and X 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).

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

11.4.e	The organization plans and implements a program for the general safety and security of patients and staff and their possessions.	e. Resources are committed and provided for upgrades, maintenance and repairs of buildings, grounds and the physical plant.	DOCUMENT REVIEW	DOCUMENT REVIEW
			STAFF INTERVIEW	STAFF INTERVIEW
			DIRECT OBSERVATION	DIRECT OBSERVATION
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
			TRACK RECORD: _____	TRACK RECORD: _____

For document review, check documentation of activities pertaining to allocation of budget for upgrades, maintenance and repairs of buildings, grounds and the physical plant. Put a √ mark if compliant and X mark if there is any one missing. Evidence score is either 0 or 3.

For staff interview, select at least THREE hospital staff. Put a √ if 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 conditions that support achievement of the criterion. Put a √ mark if compliant and X 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).

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

11.4.f	The organization plans and implements a program for the general safety and security of patients and staff and their possessions.	f. The safety and security of patients, visitors and staff are ensured and their possessions are protected. CORE	DOCUMENT REVIEW	DOCUMENT REVIEW
			STAFF INTERVIEW	STAFF INTERVIEW
			DIRECT OBSERVATION	DIRECT OBSERVATION
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
			TRACK RECORD: _____	TRACK RECORD: _____

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

For staff interview, select at least THREE hospital staff. Put a √ mark for the staff who can confirm the achievement of this 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 patients 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 that support achievement of the criterion. Put a √ mark if compliant and X 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).

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

11.4.g	The organization plans and implements a program for the general safety and security of patients and staff and their possessions.	g. All persons within the premises are identified.	DOCUMENT REVIEW	DOCUMENT REVIEW
			STAFF INTERVIEW	STAFF INTERVIEW
			DIRECT OBSERVATION	DIRECT OBSERVATION
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
			TRACK RECORD: _____	TRACK RECORD: _____

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

For staff interview, select at least THREE hospital staff. Put a √ if 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 conditions/actual staff practices confirming achievement of the criterion. Put a √ mark if compliant and X mark if otherwise. Evidence score is either 0 or 3.

Combine the scores for the 4 evidences to get the proof of performance score.				
Determine track record score (based on document).				
Combine proof of performance + track record to get criterion score.				
11.4.h	The organization plans and implements a program for the general safety and security of patients and staff and their possessions.	h. Security risk areas are identified and monitored.	DOCUMENT REVIEW	DOCUMENT REVIEW
			STAFF INTERVIEW	STAFF INTERVIEW
			DIRECT OBSERVATION	DIRECT OBSERVATION
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
TRACK RECORD: _____	TRACK RECORD: _____			
<p>For document review, check documentation of activities supporting achievement of the criterion. Put a <u>✓</u> mark if compliant and X mark if otherwise. Evidence score is either 0 or 3.</p> <p>For staff interview, select at least THREE hospital staff. Put a <u>✓</u> if 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:</p> <ul style="list-style-type: none"> • 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> <p>For direct observation, check physical resources and conditions/actual staff practices confirming achievement of the criterion. Put a <u>✓</u> mark if compliant and <u>X</u> mark if otherwise. Evidence score is either <u>0</u> or <u>3</u>.</p> <p>Combine the scores for the 3 evidences to get the proof of performance score.</p> <p>Determine track record score (based on document).</p> <p>Combine proof of performance + track record to get criterion score.</p>				
11.5.a	The organizations plans and provides for the safe handling, storage, use and disposal of hazardous materials and biological wastes.	a. The plan includes activities for: <ul style="list-style-type: none"> • Proactively identifying risks associated with hazardous materials and biological wastes • Assessing and prioritizing their importance, • Developing and testing ways to eliminate or reducing identified risks • Mitigating the consequence of handling and accidental exposure • Training the staff 	DOCUMENT REVIEW	DOCUMENT REVIEW
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
			TRACK RECORD: _____	TRACK RECORD: _____
<p>For document review, check documentation of activities supporting achievement of the criterion. Put a <u>✓</u> mark if compliant and X mark if otherwise. Evidence score is either 0 or 3.</p> <p>The evidence score shall serve as the proof of performance score.</p> <p>Determine track record score.</p> <p>Combine proof of performance + track record to get criterion score.</p>				
11.5.b	The organizations plans and provides for the safe handling, storage, use and disposal of hazardous materials and biological wastes.	b. The plan is implemented.	DOCUMENT REVIEW	DOCUMENT REVIEW
			STAFF INTERVIEW	STAFF INTERVIEW
			DIRECT OBSERVATION	DIRECT OBSERVATION
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____

			TRACK RECORD: _____	TRACK RECORD: _____
<p>For document review, check documentation of activities supporting achievement of the criterion. Put a <u>✓</u> mark if compliant and X mark if otherwise. Evidence score is either 0 or 3.</p> <p>For staff interview, select at least THREE hospital staff. Put a <u>✓</u> if 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:</p> <ul style="list-style-type: none"> • 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> <p>For direct observation, check physical resources and conditions/actual staff practices confirming achievement of the criterion. Put a <u>✓</u> mark if compliant and <u>X</u> mark if otherwise. Evidence score is either <u>0</u> or <u>3</u>.</p> <p>Combine the scores for the 3 evidences to get the proof of performance score.</p> <p>Determine track record score (based on document).</p> <p>Combine proof of performance + track record to get criterion score.</p>				
11.5.c	The organizations plans and provides for the safe handling, storage, use and disposal of hazardous materials and biological wastes.	c. The plan is reviewed annually and revised if needed.	DOCUMENT REVIEW	DOCUMENT REVIEW
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
			TRACK RECORD: _____	TRACK RECORD: _____
<p>For document review, check documentation that plan is annually reviewed and revised if needed. Put a <u>✓</u> mark if compliant to all and <u>X</u> mark if there is none at all. Evidence score either <u>0</u> or <u>3</u>.</p> <p>The evidence score shall serve as the proof of performance score.</p> <p>Determine track record score.</p> <p>Combine proof of performance + track record to get criterion score.</p>				
11.5.d	The organizations plans and provides for the safe handling, storage, use and disposal of hazardous materials and biological wastes.	d. The handling, use and storage of hazardous materials and biological wastes comply with technical specifications and safety standards.	DOCUMENT REVIEW STAFF INTERVIEW DIRECT OBSERVATION	DOCUMENT REVIEW STAFF INTERVIEW DIRECT OBSERVATION
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
			TRACK RECORD: _____	TRACK RECORD: _____
<p>For document review, check documentation of activities supporting achievement of the criterion. Put a <u>✓</u> mark if compliant and X mark if otherwise. Evidence score is either 0 or 3.</p> <p>For staff interview, select at least THREE hospital staff. Put a <u>✓</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:</p> <ul style="list-style-type: none"> • 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> <p>For direct observation, check physical resources and conditions/actual staff practices confirming achievement of the criterion. Put a <u>✓</u> mark if compliant and <u>X</u> mark if otherwise. Evidence score is either <u>0</u> or <u>3</u>.</p> <p>Combine the scores for the 3 evidences to get the proof of performance score.</p> <p>Determine track record score (based on document).</p> <p>Combine proof of performance + track record to get criterion score.</p>				

11.5.e	The organizations plans and provides for the safe handling, storage, use and disposal of hazardous materials and biological wastes.	e. Facilities and equipment for spillage and/or exposure to hazardous materials and biological wastes are provided and used.	DOCUMENT REVIEW	DOCUMENT REVIEW
			STAFF INTERVIEW	STAFF INTERVIEW
			DIRECT OBSERVATION	DIRECT OBSERVATION
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
			TRACK RECORD: _____	TRACK RECORD: _____

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

For staff interview, select at least THREE hospital staff. Put a ✓ if 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 conditions/actual staff practices confirming achievement of the criterion. Put a ✓ mark if compliant and X 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).

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

11.6.a	The organizations plans and implements a program for fire prevention, detection, containment, suppression and response.	a. The plan includes activities for: <ul style="list-style-type: none"> • Proactively identifying fire safety risks • Assessing and prioritizing their importance, • Developing and testing ways to eliminate or reducing identified risks • Early detection and containment of fires • Training the staff 	DOCUMENT REVIEW	DOCUMENT REVIEW
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
			TRACK RECORD: _____	TRACK RECORD: _____

For document review, check documentation of activities supporting achievement of the criterion. Put a ✓ 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 (based on document review).

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

11.6.b	The organizations plans and implements a program for fire prevention, detection, containment, suppression and response.	b. The plan is reviewed once a year and revised if needed.	DOCUMENT REVIEW	DOCUMENT REVIEW
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
			TRACK RECORD: _____	TRACK RECORD: _____

For document review, check documentation of annual review and revision of plans, if needed. Put a ✓ mark if compliant and X mark if otherwise. Criterion score 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.

11.6.c	The organizations plans and implements a program for fire prevention, detection, containment, suppression and response.	c. Areas at high risk for fires are identified, monitored and improved.	DOCUMENT REVIEW	DOCUMENT REVIEW
			STAFF INTERVIEW	STAFF INTERVIEW
			DIRECT OBSERVATION	DIRECT OBSERVATION
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
			TRACK RECORD: _____	TRACK RECORD: _____

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

For staff interview, select at least THREE hospital staff. Put a ✓ if 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 conditions confirm achievement of the criterion. Put a ✓ mark if compliant and X 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).

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

11.6.d	The organizations plans and implements a program for fire prevention, detection, containment, suppression and response.	d. Fire prevention includes safe storage and use of flammable materials, including oxygen.	STAFF INTERVIEW	STAFF INTERVIEW
			DIRECT OBSERVATION	DIRECT OBSERVATION
			TRACK RECORD: _____	TRACK RECORD: _____

For staff interview, select at least THREE hospital staff. Put a ✓ if 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 conditions confirm achievement of the criterion. Put a ✓ 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.

The track record is n/a.

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

11.6.e	The organizations plans and implements a program for fire prevention, detection, containment, suppression and response.	e. The entry and use of all electrical appliances inside the premises are controlled and compliant with fire safety standards.	STAFF INTERVIEW	STAFF INTERVIEW
			DIRECT OBSERVATION	DIRECT OBSERVATION
			TRACK RECORD: _____	TRACK RECORD: _____

For staff interview, select at least THREE hospital staff. Put a √ if 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 conditions confirm achievement of the criterion. Put a √ 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.

The track record is n/a.

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

11.6.f	The organizations plans and implements a program for fire prevention, detection, containment, suppression and response.	f. A general fire drill is conducted at least once a year.	DOCUMENT REVIEW	DOCUMENT REVIEW
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
			TRACK RECORD: _____	TRACK RECORD: _____

For document review, check presence of written policy and procedure that fire drill is conducted at least annually. Put a √ mark if compliant and X mark if otherwise. Criterion score 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.

11.6.g	The organizations plans and implements a program for fire prevention, detection, containment, suppression and response.	g. Facilities and equipment for early detection and suppression of fire and containment of smoke are tested annually and improved.	DOCUMENT REVIEW	DOCUMENT REVIEW
			DIRECT OBSERVATION	DIRECT OBSERVATION
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
			TRACK RECORD: _____	TRACK RECORD: _____

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

For direct observation, check physical resources and conditions confirm achievement of the criterion. Put a √ 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.

Determine track record score (based on document).

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

11.6.h	The organizations plans and implements a program for fire prevention, detection, containment, suppression and response.	h. Safe exits of all building occupants is constantly ensured and improved.	DOCUMENT REVIEW	DOCUMENT REVIEW
			DIRECT OBSERVATION	DIRECT OBSERVATION
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
			TRACK RECORD: _____	TRACK RECORD: _____

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

For direct observation, check physical resources and conditions confirm achievement of the criterion. Put a ✓ 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.

Determine track record score (based on document).

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

11.6.i	The organizations plans and implements a program for fire prevention, detection, containment, suppression and response.	i. The organization prohibits anyone from smoking within its premises.	DOCUMENT REVIEW	DOCUMENT REVIEW
			STAFF INTERVIEW	STAFF INTERVIEW
			DIRECT OBSERVATION	DIRECT OBSERVATION
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
			TRACK RECORD: _____	TRACK RECORD: _____

For document review, check documentation of prohibition of smoking within premises. Put a ✓ mark if compliant and X mark if there is any one missing. Evidence score is either 0 or 3.

For staff interview, select at least THREE hospital staff. Put a ✓ if 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 conditions/actual staff practices confirm achievement of the criterion. Put a ✓ mark if compliant and X 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).

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

11.7.a	The continuous supply of electrical power and safe, potable water is planned and provided.	a. The plan includes activities for: <ul style="list-style-type: none"> • Proactively identifying risks of power and water interruption, • Assessing and prioritizing their importance, • Developing and testing ways to eliminate or reducing these risks, • Mitigating their consequences and • Training the staff. 	DOCUMENT REVIEW	DOCUMENT REVIEW
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
			TRACK RECORD: _____	TRACK RECORD: _____

For document review, check written management plan that includes: proactively identifying risks of power and water interruption, assessing and prioritizing their importance, developing and testing ways to eliminate or reducing these risks, mitigating their consequences and training the staff. Put a ✓ mark if compliant and X mark if there is any one missing. 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.

11.7.b	The continuous supply of electrical power and safe, potable water is planned and provided.	b. The plan is reviewed once a year and revised if needed.	DOCUMENT REVIEW	DOCUMENT REVIEW
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____

			TRACK RECORD: _____	TRACK RECORD: _____
<p>For document review, check documentation that plan is reviewed annually and revised as necessary. Put a <u>√</u> mark if compliant and <u>X</u> mark if there is any one missing. Evidence score is either <u>0</u> or <u>3</u>.</p> <p>The evidence score shall serve as the proof of performance score.</p> <p>Determine track record score (based on document review).</p> <p>Combine proof of performance + track record to get criterion score.</p>				
11.7.c	The continuous supply of electrical power and safe, potable water is planned and provided.	c. Safe water is supplied throughout the organization 24/7.	DOCUMENT REVIEW STAFF INTERVIEW DIRECT OBSERVATION	DOCUMENT REVIEW STAFF INTERVIEW DIRECT OBSERVATION
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
			TRACK RECORD: _____	TRACK RECORD: _____
<p>For document review, check documentation of activities supporting achievement of the criterion. Put a <u>√</u> mark if compliant and <u>X</u> mark if otherwise. Evidence score is either 0 or 3.</p> <p>For staff interview, select at least THREE hospital staff. Put a <u>√</u> if 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:</p> <ul style="list-style-type: none"> • 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> <p>For direct observation, check physical resources and conditions confirm achievement of the criterion. Put a <u>√</u> mark if compliant and <u>X</u> mark if otherwise. Evidence score is either <u>0</u> or <u>3</u>.</p> <p>Combine the scores for the 3 evidences to get the proof of performance score.</p> <p>Determine track record score (based on document).</p> <p>Combine proof of performance + track record to get criterion score.</p>				
11.7.d	The continuous supply of electrical power and safe, potable water is planned and provided.	d. Potable drinking water is available 24/7.	DOCUMENT REVIEW STAFF INTERVIEW DIRECT OBSERVATION	DOCUMENT REVIEW STAFF INTERVIEW DIRECT OBSERVATION
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
			TRACK RECORD: _____	TRACK RECORD: _____
<p>For document review, check documentation of activities supporting achievement of the criterion. Put a <u>√</u> mark if compliant and <u>X</u> mark if otherwise. Evidence score is either 0 or 3.</p> <p>For staff interview, select at least THREE hospital staff. Put a <u>√</u> if 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:</p> <ul style="list-style-type: none"> • 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> <p>For direct observation, check physical resources and conditions confirm achievement of the criterion. Put a <u>√</u> mark if compliant and <u>X</u> mark if otherwise. Evidence score is either <u>0</u> or <u>3</u>.</p> <p>Combine the scores for the 3 evidences to get the proof of performance score.</p> <p>Determine track record score (based on document).</p>				

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

11.7.e	The continuous supply of electrical power and safe, potable water is planned and provided.	e. Electrical power is available to meet critical needs 24/7.	DOCUMENT REVIEW	DOCUMENT REVIEW
			STAFF INTERVIEW	STAFF INTERVIEW
			DIRECT OBSERVATION	DIRECT OBSERVATION
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
			TRACK RECORD: _____	TRACK RECORD: _____

For document review, check 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 hospital staff. Put a v if 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 conditions confirm 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 3 evidences to get the proof of performance score.

Determine track record score (based on document).

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

11.8.a	The organization plans and implements a program for managing the risks from natural and man-made disasters, epidemics and emergencies.	a. The disaster preparedness plan includes activities for: <ul style="list-style-type: none"> • Proactively identifying risks associated with specific disasters • Assessing and prioritizing their importance • Developing and testing ways to immediately respond to disasters • Mitigating their consequences of disasters • Training the staff 	DOCUMENT REVIEW	DOCUMENT REVIEW
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
			TRACK RECORD: _____	TRACK RECORD: _____

For document review, check presence of written policy and procedure including a disaster preparedness plan that includes activities for: proactively identifying risks associated with specific disasters, assessing and prioritizing their importance, developing and testing ways to immediately respond to disasters, mitigating their consequences of disasters and training the staff. Put a v mark if compliant and x mark if there is any one missing. 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.

11.8.b	The organization plans and implements a program for managing the risks from natural and man-made disasters, epidemics and emergencies.	b. The disaster preparedness program addresses a prioritized list of natural and manmade disasters.	DOCUMENT REVIEW	DOCUMENT REVIEW
			STAFF INTERVIEW	STAFF INTERVIEW
			DIRECT OBSERVATION	DIRECT OBSERVATION
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
			TRACK RECORD: _____	TRACK RECORD: _____

For document review, check presence of a prioritized list of natural and manmade disasters. Put a √ mark if compliant and X mark if there is any one missing. Evidence score is either 0 or 3.

For staff interview, select at least THREE hospital staff. Put a √ if 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 conditions confirm achievement of the criterion. Put a √ mark if compliant and X 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).

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

11.8.c	The organization plans and implements a program for managing the risks from natural and man-made disasters, epidemics and emergencies.	c. The disaster preparedness program addresses floods and typhoons.	DOCUMENT REVIEW	DOCUMENT REVIEW
			STAFF INTERVIEW	STAFF INTERVIEW
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
			TRACK RECORD: _____	TRACK RECORD: _____

For document review, check presence of a disaster preparedness program addressing floods and typhoons. Put a √ mark if compliant and X mark if there is any one missing. Evidence score is either 0 or 3.

For staff interview, select at least THREE hospital staff. Put a √ if 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

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

Determine track record score (based on document).

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

11.8.d	The organization plans and implements a program for managing the risks from natural and man-made disasters, epidemics and emergencies.	d. The disaster preparedness program addresses mass casualties and local epidemics.	DOCUMENT REVIEW	DOCUMENT REVIEW
			STAFF INTERVIEW	STAFF INTERVIEW
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
			TRACK RECORD: _____	TRACK RECORD: _____

For document review, check presence of a disaster preparedness program addressing mass casualties and local epidemics. Put a √ mark if compliant and X mark if there is any one missing. Evidence score is either 0 or 3.

For staff interview, select at least THREE hospital staff. Put a √ if 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

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

Determine track record score (based on document).

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

11.8.e	The organization plans and implements a program for managing the risks from natural and man-made disasters, epidemics and emergencies.	<p>e. The disaster preparedness program includes:</p> <ul style="list-style-type: none"> • Facilities adaptation • Patient reassignments • Mobilization of emergency resources • Staff deployment and reassignment • Linkages with external organizations and government agencies 	<p>DOCUMENT REVIEW</p> <p>STAFF INTERVIEW</p> <p>PROOF OF PERFORMANCE: _____</p> <p>TRACK RECORD: _____</p>	<p>DOCUMENT REVIEW</p> <p>STAFF INTERVIEW</p> <p>PROOF OF PERFORMANCE: _____</p> <p>TRACK RECORD: _____</p>
<p>For document review, check documentation of disaster preparedness program includes: facilities adaptation, patient reassignments, mobilization of emergency resources, staff deployment and reassignment, and linkages with external organizations and government agencies. Put a <u>√</u> mark if compliant and <u>X</u> mark if there is any one missing. Evidence score is either <u>0</u> or <u>3</u>.</p> <p>For staff interview, select at least THREE hospital staff. Put a <u>√</u> if 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:</p> <ul style="list-style-type: none"> • 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> <p>Combine the scores for the 2 evidences to get the proof of performance score.</p> <p>Determine track record score (based on document).</p> <p>Combine proof of performance + track record to get criterion score.</p>				
11.8.f	The organization plans and implements a program for managing the risks from natural and man-made disasters, epidemics and emergencies.	f. The disaster preparedness plan is tested at least once a year.	<p>DOCUMENT REVIEW</p> <p>PROOF OF PERFORMANCE: _____</p> <p>TRACK RECORD: _____</p>	<p>DOCUMENT REVIEW</p> <p>PROOF OF PERFORMANCE: _____</p> <p>TRACK RECORD: _____</p>
<p>For document review, check documentation that disaster preparedness plan is tested at least once a year. Put a <u>√</u> mark if compliant and <u>X</u> mark if there is any one missing. Evidence score is either <u>0</u> or <u>3</u>.</p> <p>The evidence score shall serve as the proof of performance score.</p> <p>Determine track record score (based on document review).</p> <p>Combine proof of performance + track record to get criterion score.</p>				
11.9.a	The organization plans and implements a program for the safe procurement, handling, use, maintenance, repair and disposal of medical devices and equipment.	<p>a. The medical device management plan includes activities for:</p> <ul style="list-style-type: none"> • Proactively identifying risks associated with device use • Assessing and prioritizing their importance • Developing and testing ways to eliminate or reduce identified risks • Mitigating their consequences and • Training the staff 	<p>DOCUMENT REVIEW</p> <p>PROOF OF PERFORMANCE: _____</p> <p>TRACK RECORD: _____</p>	<p>DOCUMENT REVIEW</p> <p>PROOF OF PERFORMANCE: _____</p> <p>TRACK RECORD: _____</p>

For document review, check documentation of medical device management plan that includes activities for: proactively identifying risks associated with device use, assessing and prioritizing their importance, developing and testing ways to eliminate or reduce identified risks, mitigating their consequences and training the staff. Put a √ mark if compliant and X mark if there is any one missing. 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.

11.9.b	The organization plans and implements a program for the safe procurement, handling, use, maintenance, repair and disposal of medical devices and equipment.	b. The plan is reviewed annually and revised if needed.	DOCUMENT REVIEW	DOCUMENT REVIEW
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
			TRACK RECORD: _____	TRACK RECORD: _____

For document review, check documentation that the medical device management plan is review annually and revised as needed. Put a √ mark if compliant and X mark if there is any one missing. 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.

11.9.c	The organization plans and implements a program for the safe procurement, handling, use, maintenance, repair and disposal of medical devices and equipment.	c. Medical devices and equipment are selected and procured based on organization's case mix, staff expertise, service capability and according to policies and procedures consistent with scientific evidence and government policies.	DOCUMENT REVIEW	DOCUMENT REVIEW
			STAFF INTERVIEW	STAFF INTERVIEW
			DIRECT OBSERVATION	DIRECT OBSERVATION
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
			TRACK RECORD: _____	TRACK RECORD: _____

For document review, check documentation that medical devices and equipment are selected and procured based on organization's case mix, staff expertise, service capability and according to policies and procedures consistent with scientific evidence and government policies. Put a √ mark if compliant and X mark if there is any one missing. Evidence score is either 0 or 3.

For staff interview, select at least THREE hospital staff. Put a √ if 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 conditions confirm achievement of the criterion. Put a √ mark if compliant and X 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).

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

11.9.d	The organization plans and implements a program for the safe procurement, handling, use, maintenance, repair and disposal of medical devices and	d. The provision of appropriate equipment and supplies involve staff inputs concerning: • Its intended use	DOCUMENT REVIEW	DOCUMENT REVIEW
			STAFF INTERVIEW	STAFF INTERVIEW
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____

	equipment.	<ul style="list-style-type: none"> • Cost benefits • Infection control issues • Safety issues • Waste creation and disposal • Storage 	TRACK RECORD: _____	TRACK RECORD: _____
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For document review, check documentation that the provision of appropriate equipment and supplies involve staff inputs concerning: its intended use, cost benefits, infection control issues, safety issues, waste creation and disposal, and storage. Put a ✓ mark if compliant and X mark if there is any one missing. Evidence score is either 0 or 3.

For staff interview, select at least THREE hospital staff. Put a ✓ if 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

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

Determine track record score (based on document).

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

11.9.e	The organization plans and implements a program for the safe procurement, handling, use, maintenance, repair and disposal of medical devices and equipment.	e. The organization maintains an accurate and up-to-date inventory of all medical equipment operated within its premises.	DOCUMENT REVIEW	DOCUMENT REVIEW
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
			TRACK RECORD: _____	TRACK RECORD: _____

For document review, check documentation of an accurate and up-to-date inventory of all medical equipment operated within its premises. Put a ✓ mark if compliant and X mark if there is any one missing. Evidence score 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.

11.9.f	The organization plans and implements a program for the safe procurement, handling, use, maintenance, repair and disposal of medical devices and equipment.	f. Newly acquired medical equipment is tested prior to use and from thence according to its use, repair history and technical specifications.	DOCUMENT REVIEW STAFF INTERVIEW	DOCUMENT REVIEW STAFF INTERVIEW
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
			TRACK RECORD: _____	TRACK RECORD: _____

For document review, check documentation that newly acquired medical equipment are tested prior to use and from thence according to its use, repair history and technical specifications. Put a ✓ mark if compliant and X mark if none. Evidence score is either 0 or 3.

For staff interview, select at least THREE hospital staff. Put a ✓ if 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

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.

11.9.g	The organization plans and implements a program for the safe procurement, handling, use, maintenance, repair and disposal of medical devices and equipment.	g. Policies and procedures for safe and efficient use of medical equipment according to specifications are documented and implemented.	DOCUMENT REVIEW	DOCUMENT REVIEW
			STAFF INTERVIEW	STAFF INTERVIEW
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
			TRACK RECORD: _____	TRACK RECORD: _____

For document review, check written policies and procedures for safe and efficient use of medical equipment according to specifications including proof of implementation. Put a ✓ mark if compliant and X mark if otherwise. Evidence score is either 0 or 3.

For staff interview, select at least THREE hospital staff. Put a ✓ if 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

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.

11.9.h	The organization plans and implements a program for the safe procurement, handling, use, maintenance, repair and disposal of medical devices and equipment.	h. Medical equipment undergoes preventive maintenance by qualified personnel and according to technical specifications.	DOCUMENT REVIEW	DOCUMENT REVIEW
			STAFF INTERVIEW	STAFF INTERVIEW
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
			TRACK RECORD: _____	TRACK RECORD: _____

For document review, check documentation that medical equipment undergo preventive maintenance by qualified personnel and according to technical specifications. Put a ✓ mark if compliant and X mark if none. Evidence score is either 0 or 3.

For staff interview, select at least THREE hospital staff. Put a ✓ if 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

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.

11.9.i	The organization plans and implements a program for the safe procurement, handling, use, maintenance, repair and disposal of medical devices and equipment.	i. Appropriately-trained staff operates specialized equipment according to specifications and.	DOCUMENT REVIEW	DOCUMENT REVIEW
			DIRECT OBSERVATION	DIRECT OBSERVATION
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
			TRACK RECORD: _____	TRACK RECORD: _____

For document review, check written policy and procedures that only appropriately-trained staff operate specialized equipment according to specifications . Put a ✓ mark if compliant and X mark if otherwise. Evidence score is either 0 or 3.

For direct observation, check physical resources and conditions confirm achievement of the criterion. Put a ✓ 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.

Determine track record score (based on document).				
Combine proof of performance + track record to get criterion score.				
11.9.j	The organization plans and implements a program for the safe procurement, handling, use, maintenance, repair and disposal of medical devices and equipment.	j. Current information and scientific data from manufacturers concerning their products are available as reference to guide the operation and maintenance of plant and equipment.	DOCUMENT REVIEW	DOCUMENT REVIEW
			DIRECT OBSERVATION	DIRECT OBSERVATION
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
			TRACK RECORD: _____	TRACK RECORD: _____
For document review, check presence of operations manual or product information guide. Put a <u>√</u> mark if compliant and <u>X</u> mark if there is any one missing. Evidence score is either <u>0</u> or <u>3</u> .				
For direct observation, check physical resources and conditions confirm achievement of the criterion. Put a <u>√</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.				
Determine track record score (based on document).				
Combine proof of performance + track record to get criterion score.				
11.9.k	The organization plans and implements a program for the safe procurement, handling, use, maintenance, repair and disposal of medical devices and equipment.	k. Reuse of equipment and devices is guided by specific policies and guidelines which define: <ul style="list-style-type: none"> • Technical specifications of the manufacturer • The number of times of reuse • The wear and tear signs that signal their immediate disposal • Appropriate cleaning, disinfection and sterilization as defined by infection control requirements CORE	DOCUMENT REVIEW	DOCUMENT REVIEW
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
			TRACK RECORD: _____	TRACK RECORD: _____
For document review, check presence of policies and procedures on the reuse of equipment and devices is guided by specific policies and guidelines which define: technical specifications of the manufacturer, the number of times of reuse, wear and tear signs that signal their immediate disposal, appropriate cleaning, disinfection and sterilization as defined by infection control requirements. Put a <u>√</u> mark if compliant and <u>X</u> mark if there is any one missing. Evidence score either <u>0</u> or <u>3</u> .				
The evidence score shall serve as the proof of performance score.				
Determine track record score (based on document review).				
As this is a core, criterion score should be either <u>0</u> or <u>3</u> .				
11.9.l	The organization plans and implements a program for the safe procurement, handling, use, maintenance, repair and disposal of medical devices and equipment.	l. Medical equipment under repair is temporarily replaced to prevent interruption of patient care.	DOCUMENT REVIEW	DOCUMENT REVIEW
			DIRECT OBSERVATION	DIRECT OBSERVATION
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
			TRACK RECORD: _____	TRACK RECORD: _____

<p>For document review, check presence of contingency program for medical equipment. Put a <u>√</u> mark if compliant and <u>X</u> mark if there is any one missing. Evidence score is either <u>0</u> or <u>3</u>.</p> <p>For direct observation, check physical resources and conditions confirm achievement of the criterion. Put a <u>√</u> mark if compliant and <u>X</u> mark if otherwise. Evidence score is either <u>0</u> or <u>3</u>.</p> <p>Combine the scores for the 2 evidences to get the proof of performance score.</p> <p>Determine track record score (based on document).</p> <p>Combine proof of performance + track record to get criterion score.</p>				
11.9.m	The organization plans and implements a program for the safe procurement, handling, use, maintenance, repair and disposal of medical devices and equipment.	m. Medical equipment are decommissioned and disposed according to technical and regulatory standards.	DOCUMENT REVIEW DIRECT OBSERVATION	DOCUMENT REVIEW DIRECT OBSERVATION
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
			TRACK RECORD: _____	TRACK RECORD: _____
<p>For document review, check proof that medical equipment are decommissioned and disposed according to technical and regulatory standards. Put a <u>√</u> mark if compliant and <u>X</u> mark if there is any one missing. Evidence score is either <u>0</u> or <u>3</u>.</p> <p>For direct observation, check physical resources and conditions confirm achievement of the criterion. Put a <u>√</u> mark if compliant and <u>X</u> mark if otherwise. Evidence score is either <u>0</u> or <u>3</u>.</p> <p>Combine the scores for the 2 evidences to get the proof of performance score.</p> <p>Determine track record score (based on document).</p> <p>Combine proof of performance + track record to get criterion score.</p>				
11.9.n	The organization plans and implements a program for the safe procurement, handling, use, maintenance, repair and disposal of medical devices and equipment.	n. The radiation safety program covers all radiation – emitting medical equipment that meets local and national laws and technical standards and is being implemented.	DOCUMENT REVIEW STAFF INTERVIEW DIRECT OBSERVATION	DOCUMENT REVIEW STAFF INTERVIEW DIRECT OBSERVATION
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
			TRACK RECORD: _____	TRACK RECORD: _____
<p>For document review, check Radiation Safety Program of hospital. Put a <u>√</u> mark if compliant and <u>X</u> mark if otherwise. Evidence score is either <u>0</u> or <u>3</u>.</p> <p>For staff interview, select at least THREE hospital staff. Put a <u>√</u> if 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:</p> <ul style="list-style-type: none"> • 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> <p>For direct observation, check physical resources and conditions confirm achievement of the criterion. Put a <u>√</u> mark if compliant and <u>X</u> mark if otherwise. Evidence score is either <u>0</u> or <u>3</u>.</p> <p>Combine the scores for the 3 evidences to get the proof of performance score.</p> <p>Determine track record score (based on document).</p> <p>Combine proof of performance + track record to get criterion score.</p>				
11.10.a	The organization ensures that personnel understand and fulfill their role in maintaining a safe environment of care.	a. All personnel understand and fulfill their role in safe practice.	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. Each staff should show understanding and explain their role in safe practice Put a ✓ mark for the staff that provided the expected answers to all the questions and X mark to the staff who supplied an incorrect answer to any of the questions. Repeat the process for the 2nd and 3rd staff. Count the number of staff with check marks over the total number of staff interviewed, and then get evidence score:

- 3 out of 3 = 100%, so the evidence score will be 3
- 2 out of 3 = 66.66%, so the evidence score will be 2
- 1 out of 3 = 33.33%, so the evidence score will be 1
- 0 out of 3 = 0, so the evidence score will be 0

For direct observation, check physical resources and conditions/actual practices of staff confirm achievement of the criterion. Put a ✓ 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.

The track record is n/a.

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

11.10.b	The organization ensures that personnel understand and fulfill their role in maintaining a safe environment of care.	b. An incident reporting system identifies potential harms, evaluates causal and contributing factors for the necessary corrective and preventive action.	DOCUMENT REVIEW	DOCUMENT REVIEW
			STAFF INTERVIEW	STAFF INTERVIEW
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
			TRACK RECORD: _____	TRACK RECORD: _____

For document review, check presence of an incident reporting system. Put a ✓ mark if compliant and X mark if none. Evidence score is either 0 or 3.

For staff interview, select at least THREE hospital staff. Put a ✓ if 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

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.

11.11.a	The handling, collection, and disposal of general wastes conform to relevant statutory requirements and codes of practice.	a. Waste disposal by the organization and/or its contracted agencies complies with scientific and statutory requirements. CORE	DOCUMENT REVIEW	DOCUMENT REVIEW
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
			TRACK RECORD: _____	TRACK RECORD: _____

For document review, check presence of updated licenses/permits/clearances relevant to the criterion. Put a ✓ mark if compliant to all and X mark if there is at least one missing. 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.

11.11.b	The handling, collection, and disposal of general wastes conform to relevant statutory requirements and codes of practice.	b. Policies and procedures on general waste reduction, re-use, and recycling and proof of waste segregation from collection to disposal. CORE	DOCUMENT REVIEW	DOCUMENT REVIEW
			STAFF INTERVIEW	STAFF INTERVIEW
			DIRECT OBSERVATION	DIRECT OBSERVATION
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
			TRACK RECORD: _____	TRACK RECORD: _____

For document review, check presence of written policy and procedure supporting achievement of the criterion. Put a √ mark if compliant and X mark if otherwise. As this is core, evidence score is either 0 or 3.

For staff interview, select at least THREE hospital staff. Put a √ mark for the staff who can confirm the achievement of this 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 patients 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 confirm achievement of the criterion. Put a √ mark if compliant and X 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).

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

11.11.c	The handling, collection, and disposal of general wastes conform to relevant statutory requirements and codes of practice.	c. Biological and hazardous wastes are disposed separately from general waste.	DOCUMENT REVIEW	DOCUMENT REVIEW
			DIRECT OBSERVATION	DIRECT OBSERVATION
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
			TRACK RECORD: _____	TRACK RECORD: _____

For document review, check written policy and procedures that biological and hazardous wastes are disposed separately from general waste. Put a √ mark if compliant and X mark if otherwise. Evidence score is either 0 or 3.

For direct observation, check physical resources and conditions confirm achievement of the criterion. Put a √ 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.

Determine track record score (based on document).

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