

2. Access to Healthcare

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
2.1.a	The organization informs the community about the services it provides and the hours of their availability.	a. Information detailing clinical services offered and its hours of availability is strategically distributed and prominently posted.	= Staff interview	= Staff interview
			_ Direct observation	_ Direct observation
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
			TRACK RECORD: _____	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 direct observation, check physical resources and conditions based on policy (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 2 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>				
2.1.b	The organization informs the community about the services it provides and the hours of their availability.	b. Policies and procedures guide staff in helping patients with urgent needs access alternative care providers when clinical services are unavailable.	_ Document review	_ Document review
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
			TRACK RECORD: _____	TRACK RECORD: _____
<p>For document review, check presence of written policy and procedure. 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.</p>				

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Combine proof of performance + track record to get criterion score.				
2.1.c	The organization informs the community about the services it provides and the hours of their availability.	c. The community is aware of clinical services offered and times of availability.	_ Patient interview	_ Patient interview
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
			TRACK RECORD: _____	TRACK RECORD: _____
<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>✗</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>The track record is <u>n/a</u>.</p> <p>The proof of performance score will serve as the criterion score.</p>				
2.2.a	Clinical services are appropriate to patients' needs and the former's availability is consistent with the organization's service capability and role in the community.	a. Critical clinical services are available 24/7. CORE	_ 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 presence of documentation of activities supporting achievement of the criterion. Put a <u>✓</u> mark if compliant and <u>✗</u> mark if otherwise. As this is core, 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> mark for the staff whose view is consistent with policy (that supports achievement of the criterion) and <u>✗</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. As this is core, evidence score is:</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>0</u> • If 1 out of 3, the evidence score will be <u>0</u> 				

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<p>• If 0 out of 3, the evidence score will be <u>0</u></p> <p>For direct observation, check physical resources and conditions/actual practices based on policy (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>As this is a core criterion, ALL of the evidences must get check marks for compliance. Criterion score either <u>0</u> or <u>3</u>.</p>				
<p>2.2.b</p>	<p>Clinical services are appropriate to patients' needs and the former's availability is consistent with the organization's service capability and role in the community.</p>	<p>b. Clinical services are appropriate to the organization's case mix.</p>	<p><input type="checkbox"/> Document review <input type="checkbox"/> Staff interview <input type="checkbox"/> Direct observation</p>	<p><input type="checkbox"/> Document review <input type="checkbox"/> Staff interview <input type="checkbox"/> Direct observation</p>
			<p>PROOF OF PERFORMANCE: _____</p>	<p>PROOF OF PERFORMANCE: _____</p>
			<p>TRACK RECORD: _____</p>	<p>TRACK RECORD: _____</p>
<p>For document review, check presence of PhilHealth Performance Commitment Form. Put a <u>√</u> mark if compliant and <u>X</u> mark if none at all. 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> 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 direct observation, check physical resources and conditions/actual practices based on policy (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>Determine track record score (based on document).</p> <p>Combine proof of performance + track record to get criterion score.</p>				
<p>2.2.c</p>	<p>Clinical services are appropriate to patients' needs and the former's availability is consistent with the organization's service</p>	<p>c. Clinical services are consistent with the organization's regulatory classification.</p>	<p><input type="checkbox"/> Staff interview <input type="checkbox"/> Direct observation</p>	<p><input type="checkbox"/> Staff interview <input type="checkbox"/> Direct observation</p>
			<p>PROOF OF PERFORMANCE: _____</p>	<p>PROOF OF PERFORMANCE: _____</p>

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	capability and role in the community.		TRACK RECORD: _____	TRACK RECORD: _____
<p>For staff interview, select at least THREE 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 direct observation, For direct observation, check physical resources and conditions/actual practices based on policy (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 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>				
2.2.d	Clinical services are appropriate to patients' needs and the former's availability is consistent with the organization's service capability and role in the community.	d. Clinical services are appropriate to the health needs of the organization's communities.	_ Staff interview _ Direct observation PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	_ Staff interview _ Direct observation PROOF OF PERFORMANCE: _____ TRACK RECORD: _____
<p>For staff interview, select at least THREE 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 direct observation, check physical resources and actual practices supporting 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>				

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<p>Determine track record score (based on document).</p> <p>Combine proof of performance + track record to get criterion score.</p>				
<p>2.3.a</p>	<p>The organization provides uniform access to care according to acuity of needs.</p>	<p>a. Access of patients with critical needs to <u>diagnostic procedures</u> is prioritized.</p>	<p><input type="checkbox"/> Document review</p> <p><input type="checkbox"/> Staff interview</p> <p><input type="checkbox"/> Direct observation</p> <p>PROOF OF PERFORMANCE: _____</p> <p>TRACK RECORD: _____</p>	<p><input type="checkbox"/> Document review</p> <p><input type="checkbox"/> Staff interview</p> <p><input type="checkbox"/> Direct observation</p> <p>PROOF OF PERFORMANCE: _____</p> <p>TRACK RECORD: _____</p>
<p>For document review, check presence of written policy and procedures including prescribed elements (as applicable). Put a <u>√</u> mark if compliant to all and <u>X</u> mark if there is any one missing (only those applicable). Evidence score is either <u>0</u> or <u>3</u>.</p> <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 direct observation, check physical resources and conditions/actual practices based on policy (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>Determine track record score (based on document review).</p> <p>Combine proof of performance + track record to get criterion score.</p>				
<p>2.3.b</p>	<p>The organization provides uniform access to care according to acuity of needs.</p>	<p>b. Access of patients with critical needs to <u>treatment procedures</u> is prioritized.</p>	<p><input type="checkbox"/> Document review</p> <p><input type="checkbox"/> Staff interview</p> <p><input type="checkbox"/> Direct observation</p> <p>PROOF OF PERFORMANCE: _____</p>	<p><input type="checkbox"/> Document review</p> <p><input type="checkbox"/> Staff interview</p> <p><input type="checkbox"/> Direct observation</p> <p>PROOF OF PERFORMANCE: _____</p>

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
			TRACK RECORD: _____	TRACK RECORD: _____
<p>For document review, check presence of written policies/procedures and other documents as prescribed including expected elements. Please consider electronic forms of documentation. Put a <u>√</u> mark if compliant to all and <u>X</u> mark if there is at least one missing. Evidence score is either <u>0</u> or <u>3</u>.</p> <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 direct observation, check physical resources and conditions supporting achievement of this 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 review).</p> <p>Combine proof of performance + track record to get criterion score.</p>				
2.3.c	The organization provides uniform access to care according to acuity of needs.	c. The organization provides uniform care to patients regardless of care setting, time of day or day of week.	_ Staff interview _ Direct observation PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	_ Staff 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 direct observation, check physical resources and conditions/actual practices based on policy (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>				

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<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>				
2.3.d	The organization provides uniform access to care according to acuity of needs.	d. The organization provides uniform care to patients regardless of their mode of health financing.	<input type="checkbox"/> Document review <input type="checkbox"/> Patient interview <input type="checkbox"/> Direct observation PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	<input type="checkbox"/> Document review <input type="checkbox"/> Patient interview <input type="checkbox"/> Direct observation PROOF OF PERFORMANCE: _____ TRACK RECORD: _____
<p>For document review, written policy and procedures including expected elements. Put a <u>√</u> mark if compliant to all 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 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/actual practices based on policy (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>Determine track record score (based on document review).</p> <p>Combine proof of performance + track record to get criterion score.</p>				
2.4.a	The organization addresses socioeconomic barriers to access to its services	a. Information on healthcare financing benefits and how to access them are communicated to patients. CORE FP	<input type="checkbox"/> Staff interview <input type="checkbox"/> Direct observation PROOF OF PERFORMANCE: _____	<input type="checkbox"/> Staff interview <input type="checkbox"/> Direct observation PROOF OF PERFORMANCE: _____

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
			TRACK RECORD: _____	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. As this is core, evidence score is:</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>0</u> • If 1 out of 3, the evidence score will be <u>0</u> • If 0 out of 3, the evidence score will be <u>0</u> <p>For direct observation, check physical resources and actual practices supporting achievement of this 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>The track record is <u>n/a</u>.</p> <p>The proof of performance score will serve as the criterion score.</p>				
2.4.b	The organization addresses socioeconomic barriers to access to its services	b. The patient’s eligibility status to their health insurance, including NHIP, is considered during admission.	_ Staff interview _ Patient interview _ Direct observation	_ Staff interview _ Patient interview _ Direct observation
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
			TRACK RECORD: _____	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> 				

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<p>• 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> <p>For direct observation, check physical resources and conditions/actual practices based on policy (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>				
2.4.c	The organization addresses socioeconomic barriers to access to its services	c. Clinical services for common causes of admissions and consults are bundled and priced in standardized packages. CORE FP	_ Document review _ Staff interview _ Direct observation PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	_ Document review _ Staff interview _ Direct observation PROOF OF PERFORMANCE: _____ TRACK RECORD: _____
<p>For document review, check presence of hospital health packages and related documents supporting achievement of 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>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. As this is core, evidence score is:</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>0</u> • If 1 out of 3, the evidence score will be <u>0</u> • If 0 out of 3, the evidence score will be <u>0</u> <p>For direct observation, check physical resources and conditions/actual practices based on policy (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>				

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<p>Determine track record score (based on document review).</p> <p>Combine proof of performance + track record to get criterion score.</p>				
<p>2.4.d</p>	<p>The organization addresses socioeconomic barriers to access to its services</p>	<p>d. Charging and payment policies and procedures optimize the support value of the patients' health insurance. CORE FP</p>	<p><input type="checkbox"/> Document review <input type="checkbox"/> Staff interview <input type="checkbox"/> Patient interview</p> <p>PROOF OF PERFORMANCE: _____</p> <p>TRACK RECORD: _____</p>	<p><input type="checkbox"/> Document review <input type="checkbox"/> Staff interview <input type="checkbox"/> Patient interview</p> <p>PROOF OF PERFORMANCE: _____</p> <p>TRACK RECORD: _____</p>
<p>For document review, check presence of documents showing achievement of the criterion. Put a <u>✓</u> mark if compliant and <u>X</u> mark if otherwise. As this is core, evidence score is either <u>0</u> or <u>3</u>.</p> <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. As this is core, evidence score is:</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>0</u> • If 1 out of 3, the evidence score will be <u>0</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. As this is core, evidence score is:</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>0</u> • 1 out of 3, so the evidence score will be <u>0</u> • 0 out of 3, so the evidence score will be <u>0</u> <p>Combine the scores for the 3 evidences to get 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>				
<p>2.4.e</p>	<p>The organization addresses socioeconomic barriers to</p>	<p>e. The organization monitors and reduces out of pocket spending for patients who avail of</p>	<p><input type="checkbox"/> Document review</p>	<p><input type="checkbox"/> Document review</p>

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	access to its services	their health financing plans. CORE FP	_ Staff interview PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	_ Staff interview PROOF OF PERFORMANCE: _____ TRACK RECORD: _____
<p>For document review, check presence of monitoring report showing achievement of 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>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. As this is core, 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>0</u> • If 1 out of 3, the evidence score will be <u>0</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 review).</p> <p>Combine proof of performance + track record to get criterion score.</p>				
2.4.f	The organization addresses socioeconomic barriers to access to its services	f. Based on compliance with regulatory requirements, the organization deducts all health insurance benefits and discounts at the time of discharge. CORE FP	_ Document review _ Staff interview PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	_ Document review _ Staff interview PROOF OF PERFORMANCE: _____ TRACK RECORD: _____
<p>For document review, check presence of document showing deduction of health insurance benefits. Put a <u>√</u> mark if there is and <u>X</u> mark if none at all. Evidence score is either <u>0</u> or <u>3</u>.</p> <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. As this is core, evidence score is:</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>0</u> • If 1 out of 3, the evidence score will be <u>0</u> 				

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
<p>• If 0 out of 3, the evidence score will be <u>0</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 review).</p> <p>Combine proof of performance + track record to get criterion score.</p>				
<p>2.4.g</p>	<p>The organization addresses socioeconomic barriers to access to its services</p>	<p>g. There are policies and procedures to assist socioeconomically disadvantaged patients AND these policies are implemented.</p> <p>CORE FP</p>	<p>_ Document review _ Staff interview</p> <p>PROOF OF PERFORMANCE: _____</p> <p>TRACK RECORD: _____</p>	<p>_ Document review _ Staff interview</p> <p>PROOF OF PERFORMANCE: _____</p> <p>TRACK RECORD: _____</p>
<p>For document review, check written policies and procedures and other documents supporting achievement of 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>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. As this is core, 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>0</u> • If 1 out of 3, the evidence score will be <u>0</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 review).</p> <p>Combine proof of performance + track record to get criterion score.</p>				