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.	Information detailing clinical services offered and its hours of availability is strategically distributed and prominently posted.	_ 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 relevant hospital staff. Put a \underline{V} mark for the staff whose view is consistent with policy (that supports achievement of the criterion) and \underline{X} mark if otherwise. Repeat the process for the 2nd and 3rd staff. Count the number of staff with check marks over the total number of staff interviewed. Determine evidence score:

- If 3 out of 3, the evidence score will be 3
- If 2 out of 3, the evidence score will be 2
- \bullet If 1 out of 3, the evidence score will be $\underline{\mathbf{1}}$
- If 0 out of 3, the evidence score will be **0**

For direct observation, check physical resources and conditions based on policy (that support achievement of the criterion). Put a \underline{V} mark if compliant and \underline{X} mark if otherwise. Evidence score is either $\underline{\mathbf{0}}$ or $\underline{\mathbf{3}}$.

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

The track record is n/a.

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

2.1.b	The organization informs the	b. Policies and procedures guide staff in helping	_ Document review	_ Document review
	community about the services	patients with urgent needs access alternative		
	it provides and the hours of	care providers when clinical services are	PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
	their availability.	unavailable.		
			TRACK RECORD:	TRACK RECORD:

For document review, check presence of written policy and procedure. Put a <u>v</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>.

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

Determine track record score.

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
Combine pro	roof of performance + track record	to get criterion score.		
2.1.c	The organization informs the community about the services	c. The community is aware of clinical services offered and times of availability.	_ Patient interview	_ Patient interview
	it provides and the hours of their availability.	, i	PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
			TRACK RECORD:	TRACK RECORD:
• 2 out of 3 • 1 out of 3,	so the evidence score will be <u>3</u> so the evidence score will be <u>2</u> , so the evidence score will be <u>1</u> , so the evidence score will be <u>0</u> ecord is n/a.			
	f performance score will serve as th	ne criterion score		
2.2.a	Clinical services are appropriate to patients' needs and the former's availability is	a. Critical clinical services are available 24/7. CORE	_ Document review Staff interview	_ Document review Staff interview
	consistent with the organization's service capability and role in the community.		_ Direct observation	_ Direct observation
	community.		PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
			TRACK RECORD:	TRACK RECORD:
	Intreview, check presence of docurors is either $\underline{0}$ or $\underline{3}$.	 mentation of activities supporting achievement of t	l he criterion. Put a <u>v</u> mark if compliant a	and <u>X</u> mark if otherwise. As this is core,
otherwise. If 3 out of If 2 out of	erview, select at least THREE hosp Repeat the process for the 2^{nd} and 3, the evidence score will be $\underline{3}$ 3, the evidence score will be $\underline{0}$ 3, the evidence score will be $\underline{0}$	ital staff. Put a \underline{V} mark for the staff whose view is 3^{rd} staff. Count the number of staff with check ma	consistent with policy (that supports a rks over the total number of staff interv	chievement of the criterion) and \underline{X} mark viewed. As this is core, evidence score is:

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
• If 0 out of 3	, the evidence score will be 0			
if otherwise.	Evidence score is either <u>0</u> or <u>3</u> .	s and conditions/actual practices based on policy (t		on). Put a <u>v</u> mark if compliant and <u>X</u> mark
As this is a co	ore criterion, ALL of the evidences	must get check marks for compliance. Criterion sco	re either <u>0</u> or <u>3</u> .	
2.2.b	Clinical services are appropriate to patients' needs and the former's availability is	b. Clinical services are appropriate to the organization's case mix.	_ Document review Staff interview	_ Document review Staff interview
	consistent with the organization's service capability and role in the		_ Direct observation	_ Direct observation
	community.		PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
			TRACK RECORD:	TRACK RECORD:
For documen	t review, check presence of PhilHe	ealth Performance Commitment Form. Put a <u>V</u> mark	κ if compliant and \underline{X} mark if none at all.	Evidence score is either 0 or 3 .
otherwise. R • If 3 out of 3 • If 2 out of 3 • If 1 out of 3	rview, select at least THREE hospi epeat the process for the 2^{nd} and 3 , the evidence score will be 3 , the evidence score will be 2 , the evidence score will be 1 , the evidence score will be 0	tal staff. Put a \underline{V} mark for the staff whose view is 3^{rd} staff. Count the number of staff with check mar	consistent with policy (that supports a ks over the total number of staff interv	chievement of the criterion) and \underline{X} mark if iewed. Determine evidence score:
	servation, check physical resource Evidence score is either <u>0</u> or <u>3</u> .	s and conditions/actual practices based on policy (t	hat support achievement of the criterio	on). Put a <u>v</u> mark if compliant and <u>X</u> mark
Combine the	scores for the 3 evidences to get t	the proof of performance score.		
Determine tr	ack record score (based on docum	ent).		
Combine pro	of of performance + track record t	o get criterion score.		
2.2.c	Clinical services are	c. Clinical services are consistent with the	_ Staff interview	_ Staff interview
	appropriate to patients' needs and the former's availability is consistent with the	organization's regulatory classification.	_ Direct observation	_ Direct observation
	organization's service		PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
	capability and role in the community.		TRACK RECORD:	TRACK RECORD:

For staff interview, select at least THREE hospital staff. Put a \underline{V} mark for the staff whose view is consistent with policy (that supports achievement of the criterion) and \underline{X} mark if otherwise. Repeat the process for the 2^{nd} and 3^{rd} staff. Count the number of staff with check marks over the total number of staff interviewed. Determine evidence score:

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

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

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

Determine track record score (based on document).

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

2.2.d	Clinical services are	d. Clinical services are appropriate to the health	_ Staff interview	_ Staff interview
	appropriate to patients' needs and the former's availability is consistent with the	needs of the organization's communities.	_ Direct observation	_ Direct observation
	organization's service capability and role in the		PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
	community.		TRACK RECORD:	TRACK RECORD:

For staff interview, select at least THREE hospital staff. Put a \underline{V} mark for the staff whose view is consistent with policy (that supports achievement of the criterion) and \underline{X} mark if otherwise. Repeat the process for the 2^{nd} and 3^{rd} staff. Count the number of staff with check marks over the total number of staff interviewed. Determine evidence score:

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

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

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

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
Determine tr	ack record score (based on docum	nent).		
Combine pro	of of performance + track record t	to get criterion score.		
2.3.a	The organization provides uniform access to care	a. Access of patients with critical needs to diagnostic procedures is prioritized.	_ Document review	_ Document review
	according to acuity of needs.		_ Staff interview	_ Staff interview
			_ Direct observation	_ Direct observation
			PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
			TRACK RECORD:	TRACK RECORD:
For staff inte mark if other • If 3 out of 3 • If 2 out of 3 • If 0 out of 3 For direct ob- if otherwise.	rview, select at least THREE relevances. Repeat the process for the 23, the evidence score will be 33, the evidence score will be 23, the evidence score will be 13, the evidence score will be 13.	ant hospital staff. Put a <u>v</u> mark for the staff whose 2 nd and 3 rd staff. Count the number of staff with chess and conditions/actual practices based on policy (the proof of performance score.	e view is consistent with policy (that su eck marks over the total number of sta	pports achievement of the criterion) and \underline{X} ff interviewed. Determine evidence score:
2.3.b	The organization provides uniform access to care	b. Access of patients with critical needs to treatment procedures is prioritized.	_ Document review	_ Document review
	according to acuity of needs.		_ Staff interview	_ Staff interview
			_ Direct observation	_ Direct observation
			PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
			TRACK RECORD:	TRACK RECORD:
			THACK RECORD.	TWACK RECORD.

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>v</u> mark if compliant to all and <u>v</u> mark if there is at least one missing. Evidence score is either <u>0</u> or <u>3</u>.

For staff interview, select at least THREE relevant hospital staff. Put a <u>v</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:

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

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

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

Determine track record score (based on document review).

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

2.3.c	The organization provides	c. The organization provides uniform care to	_ Staff interview	_ Staff interview
	uniform access to care according to acuity of needs.	patients regardless of care setting, time of day or day of week.	_ Direct observation	_ Direct observation
			PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
			TRACK RECORD:	TRACK RECORD:

For staff interview, select at least THREE relevant hospital staff. Put a \underline{V} mark for the staff whose view is consistent with policy (that supports achievement of the criterion) and \underline{X} mark if otherwise. Repeat the process for the 2^{nd} and 3^{rd} staff. Count the number of staff with check marks over the total number of staff interviewed. Determine evidence score:

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

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

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC		
Combine the	Combine the scores for the 2 evidences to get the proof of performance score.					
Determine tr	ack record score (based on docum	ent).				
Combine proof of performance + track record to get criterion score.						
2.3.d	The organization provides uniform access to care	d. The organization provides uniform care to patients regardless of their mode of health	_ Document review	_ Document review		
	according to acuity of needs.	financing.	_ Patient interview	_ Patient interview		
			_ Direct observation	_ Direct observation		
			PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:		
			TRACK RECORD:	TRACK RECORD:		
For document review, written policy and procedures including expected elements. Put a \(\frac{1}{2} \) mark if compliant to all and \(\frac{1}{2} \) mark if there is any one missing. Evidence score is either \(\frac{0}{2} \) or \(\frac{3}{2} \). For patient interview, select at least THREE patients. Put a \(\frac{1}{2} \) mark for the patient who was able to confirm achievement of the criterion and \(\frac{1}{2} \) mark if otherwise. Repeat for the \(2^{nd} \) and \(3^{rd} \) 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 \(\frac{3}{2} \) • 2 out of 3 so the evidence score will be \(\frac{1}{2} \) • 0 out of 3, so the evidence score will be \(\frac{1}{2} \) • 0 out of 3, so the evidence score will be \(\frac{0}{2} \) For direct observation, check physical resources and conditions/actual practices based on policy (that support achievement of the criterion). Put a \(\frac{1}{2} \) mark if compliant and \(\frac{1}{2} \) mark if otherwise. Evidence score is either \(\frac{0}{2} \) or \(\frac{3}{2} \). Determine track record score (based on document review). Combine proof of performance + track record to get criterion score.						
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	_ Staff interview _ Direct observation PROOF OF PERFORMANCE:	_ Staff interview _ Direct observation PROOF OF PERFORMANCE:		

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
			TRACK RECORD:	TRACK RECORD:

For staff interview, select at least THREE relevant hospital staff. Put a <u>v</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:

- 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 actual practices supporting achievement of this criterion. Put a \underline{V} mark if compliant and \underline{X} mark if otherwise. Evidence score is either $\underline{\mathbf{0}}$ or $\underline{\mathbf{3}}$.

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

The track record is n/a.

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

2.4.b	The organization addresses socioeconomic barriers to	b. The patient's eligibility status to their health insurance, including NHIP, is considered during	_ Staff interview	_ Staff interview
	access to its services	admission.	_ 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 relevant hospital staff. Put a \underline{V} mark for the staff whose view is consistent with policy (that supports achievement of the criterion) and \underline{X} mark if otherwise. Repeat the process for the 2^{nd} and 3^{rd} staff. Count the number of staff with check marks over the total number of staff interviewed. Determine evidence score:

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

For patient interview, select at least THREE patients. Put a \underline{V} mark for the patient who was able to confirm achievement of the criterion and \underline{X} mark if otherwise. Repeat for the 2^{nd} and 3^{rd} 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

CODE **STANDARDS** CRITERIA HOSPITAL **PHIC** • 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/actual practices based on policy (that support achievement of the criterion). Put a <u>v</u> mark if compliant and <u>v</u> mark if otherwise. Evidence score is either **0** or **3**. Combine the scores for the 3 evidences to get the proof of performance score. The track record is n/a. The proof of performance score will serve as the criterion score. 2.4.c The organization addresses c. Clinical services for common causes of Document review Document review socioeconomic barriers to admissions and consults are bundled and priced in standardized packages. Staff interview access to its services Staff interview CORE FP Direct observation Direct observation PROOF OF PERFORMANCE: PROOF OF PERFORMANCE: TRACK RECORD: TRACK RECORD: For document review, check presence of hospital health packages and related documents supporting achievement of criterion. Put a V mark if compliant and X mark if otherwise. Evidence score is either **0** or **3**. For staff interview, select at least THREE relevant hospital staff. Put a <u>v</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: • If 3 out of 3, the evidence score will be 3 • If 2 out of 3, the evidence score will be 0 • If 1 out of 3, the evidence score will be 0 • If 0 out of 3, the evidence score will be 0

For direct observation, check physical resources and conditions/actual practices based on policy (that support achievement of the criterion). Put a <u>v</u> mark if compliant and <u>X</u> mark

if otherwise. Evidence score is either 0 or 3.

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

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC	
Determine track record score (based on document review).					
Combine proof of performance + track record to get criterion score.					
2.4.d	The organization addresses socioeconomic barriers to	d. Charging and payment policies and procedures optimize the support value of the	_ Document review	_ Document review	
	access to its services	patients' health insurance. CORE FP	_ Staff interview	_ Staff interview	
			_ Patient interview	_ Patient interview	
			PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:	
			TRACK RECORD:	TRACK RECORD:	
For document review, check presence of documents showing achievement of the criterion. Put a <u>V</u> mark if compliant and <u>X</u> mark if otherwise. As this is core, evidence score is either 0 or 3 .					
For staff interview, select at least THREE relevant hospital staff. Put a <u>v</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 2 nd and 3 rd staff. Count the number of staff with check marks over the total number of staff interviewed. As this is core, evidence score is: • 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>					
For patient interview, select at least THREE patients. Put a <u>v</u> mark for the patient who was able to confirm achievement of the criterion and <u>x</u> mark if otherwise. Repeat for the 2 nd and 3 rd patients. Count the number of patients with check marks over the total number of patients interviewed. As this is core, evidence score is: • 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>					
Combine the scores for the 3 evidences to get the proof of performance score.					
Determine track record score (based on document review).					
Combine proof of performance + track record to get criterion score.					
2.4.e	The organization addresses socioeconomic barriers to	e. The organization monitors and reduces out of pocket spending for patients who avail of	_ Document review	_ Document review	

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
	access to its services their health financing plans. CORE FP	<u> </u>	_ Staff interview	_ Staff interview
			PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
		TRACK RECORD:	TRACK RECORD:	

For document review, check presence of monitoring report showing achievement of criterion. Put a V mark if compliant and X mark if otherwise. Evidence score is either 0 or 3.

For staff interview, select at least THREE relevant hospital staff. Put a <u>v</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:

- 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

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.

2.4.f	The organization addresses	f. Based on compliance with regulatory	_ Document review	_ Document review
	socioeconomic barriers to	requirements, the organization deducts all		
	access to its services	health insurance benefits and discounts at the	_ Staff interview	_ Staff interview
		time of discharge.		
		CORE FP	PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
			TRACK RECORD:	TRACK RECORD:

For document review, check presence of document showing deduction of health insurance benefits. Put a <u>v</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>.

For staff interview, select at least THREE relevant hospital staff. Put a \underline{V} mark for the staff whose view is consistent with policy (that supports achievement of the criterion) and \underline{X} mark if otherwise. Repeat the process for the 2^{nd} and 3^{rd} staff. Count the number of staff with check marks over the total number of staff interviewed. As this is core, evidence score is:

- 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

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC	
• If 0 out of 3, the evidence score will be <u>0</u>					
Combine the scores for the 2 evidences to get the proof of performance score.					
Determine track record score (based on document review).					
Combine proof of performance + track record to get criterion score.					
2.4.g	The organization addresses socioeconomic barriers to	g. There are policies and procedures to assist socioeconomically disadvantaged patients AND	_ Document review	_ Document review	
	access to its services	these policies are implemented. CORE FP	_ Staff interview	_ Staff interview	
			PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:	
			TRACK RECORD:	TRACK RECORD:	
For document review, check written policies and procedures and other documents supporting achievement of criterion. Put a <u>v</u> mark if compliant and <u>x</u> mark if otherwise. Evidence score is either <u>0</u> or <u>3</u> .					
For staff interview, select at least THREE relevant hospital staff. Put a <u>v</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 2 nd and 3 rd staff. Count the number of staff with check marks over the total number of staff interviewed. As this is core, evidence score:					
 If 3 out of 3, the evidence score will be 3 If 2 out of 3, the evidence score will be 0 					
• If 1 out of 3, the evidence score will be <u>0</u> • If 0 out of 3, the evidence score will be <u>0</u>					
Combine the scores for the 2 evidences to get the proof of performance score.					
Determine track record score (based on document review).					
Combine proof of performance + track record to get criterion score.					