## 3. Inpatient Admission and Outpatient Registration

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
3.1.a	Prior to entry, the organization matches its clinical services to the patient's clinical needs.	Policies and procedures define clinical conditions that can be serviced by the organization and details how cases beyond the organization's capacity are managed.	_ Document review _ Direct observation	_ Document review _ Direct observation
			PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
			TRACK RECORD:	TRACK RECORD:

For document review, check presence of written policy and procedures including updated DOH license supporting achievement of criterion. Put a <u>v</u> mark if compliant and <u>x</u> mark otherwise. Evidence score is either <u>0</u> or <u>3</u>.

For direct observation, check for relevant structural inputs and conditions confirming achievement of the criterion. Put a  $\underline{V}$  mark if compliant and  $\underline{X}$  mark if otherwise. Evidence score is either  $\underline{O}$  or  $\underline{S}$ .

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.

3.1.b	Prior to entry, the organization matches its	b. Staff determines if patient's needs could be	_Staff interview	_ Staff interview
	clinical services to the patient's clinical	addressed by organization's services prior to		
	needs.	inpatient admission or outpatient registration.	_ 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 patients 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 for compliance. Put a V mark if compliant and X mark if not observe. 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.					
3.1.c	Prior to entry, the organization matches its clinical services to the patient's clinical needs.	the organization's services are referred for definitive management to appropriate	_ Staff interview	_ Staff interview	
			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 patients interviewed. Determine evidence score:  • If 3 out of 3, the evidence score will be $\underline{3}$ • If 2 out of 3, the evidence score will be $\underline{1}$ • If 0 out of 3, the evidence score will be $\underline{0}$ The evidence score shall serve as the proof of performance score.  The track record is $\underline{n/a}$ .  The proof of performance score will serve as the criterion score.					
	The organization documents and follows policies and procedures, and provides resources to ensure proper patient triaging.	a. The triaging of emergency patients is defined by explicit criteria and procedures.	_ Document review _ Staff Interview	_ Document review _ Staff Interview	
			PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:	
			TRACK RECORD:	TRACK RECORD:	
	or document review, check presence of written policies and procedures supporting achievement of the criterion. Put a <u>v</u> mark if compliant and <u>x</u> mark if otherwise. Evidence score is ither <u>o</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  $3^{nd}$  staff. Count the number of staff with check marks over the total number of patients 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  $\underline{\mathbf{1}}$
- $\bullet$  If 0 out of 3, the evidence score will be  $\underline{\textbf{0}}$

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

Determine track record score (based on document review).				
Combine	e proof of performance + track record to get crite	rion score.		
3.2.b	The organization documents and follows policies and procedures, and provides	b. Patients with emergent or urgent needs are immediately treated or at least stabilized if	_ Document review	_ Document review
	resources to ensure proper patient triaging.	transfer to another facility is required.	_ Staff interview	_ Staff interview
			_ Patient or "bantay" interview	_ Patient or "bantay" interview
			PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
			TRACK RECORD:	TRACK RECORD:
For docu		and procedures supporting achievement of the crite	rion. Put a <u>v</u> mark if compliant and <u>X</u> mar	k if otherwise. Evidence score is
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 patients interviewed. Determine evidence score:  • If 3 out of 3, the evidence score will be $\underline{3}$ • If 2 out of 3, the evidence score will be $\underline{2}$ • If 1 out of 3, the evidence score will be $\underline{0}$ 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 $\underline{3}$ • 2 out of 3 so the evidence score will be $\underline{2}$ • 1 out of 3, so the evidence score will be $\underline{2}$ • 1 out of 3, so the evidence score will be $\underline{2}$ • 1 out of 3, so the evidence score will be $\underline{2}$ • 1 out of 3, so the evidence score will be $\underline{2}$ • 1 out of 3, so the evidence score will be $\underline{0}$ Combine the scores for the 3 evidences to get the proof of performance score.  Determine track record score (based on document review).				
Combine	e proof of performance + track record to get crite	rion score.		
3.2.c	The organization documents and follows policies and procedures, and provides resources to ensure proper patient triaging.	c. The organization provides resources for treating emergency patients according to their needs.	_ Staff interview _ Patient Interview	_ Staff interview _ Patient Interview
			_ Direct observation	_ Direct observation

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			PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:	
			TROOF OF TERRORIVIANCE.	TROOF OF TERRORIVIANCE.	
			TRACK RECORD:	TRACK RECORD:	
otherwi • If 3 ou • If 2 ou • If 1 ou • If 0 ou	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 <sup>nd</sup> and 3 <sup>rd</sup> staff. Count the number of staff with check marks over the total number of patients interviewed. Determine evidence score:  • If 3 out of 3, the evidence score will be <u>3</u> • If 2 out of 3, the evidence score will be <u>1</u> • If 0 out of 3, the evidence score will be <u>0</u>				
• 3 out 6 • 2 out 6 • 1 out 6 • 0 out 6	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 <sup>nd</sup> and 3 <sup>rd</sup> 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 <u>3</u> • 2 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 dire		s and conditions confirming achievement of the crite	erion. Put a <u>v</u> mark if compliant and <u>X</u> ma	ark if otherwise. Evidence score is	
Combin	e the scores for the 3 evidences to get the proof o	f performance score.			
Track re	ecord is <u>n/a</u> .				
The pro	of of performance score will serve as the criterion	score.			
3.2.d	The organization documents and follows policies and procedures, and provides	c. The organization provides resources when patients are being held for admission while	_ Document review	_ Document review	
	resources to ensure proper patient triaging.	waiting for vacancies in appropriate care	_ Staff interview	_ Staff interview	
		settings.	_ 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 <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

otherwi	se. Repeat the process for the $2^{nd}$ and $3^{rd}$ staff. C	ount the number of staff with check marks over the	total number of patients interviewed. De	termine evidence score:	
• If 3 ou	t of 3, the evidence score will be <u>3</u>				
• If 2 out of 3, the evidence score will be <b>2</b>					
• If 1 out of 3, the evidence score will be <u>1</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>					
For dire	•	s and conditions confirming achievement of the crite	rion. Put a <u>√</u> mark if compliant and <u>X</u> ma	ark if otherwise. Evidence score is	
Combin	e the scores for the 3 evidences to get the proof c	of performance score.			
Determi	ne track record score (based on document review	v).			
Combin	e proof of performance + track record to get crite	rion score.			
3.3.a	The organization has a standardized process for admitting inpatients and registering outpatients.	a. Policies and procedures define how inpatients' clinical needs are determined at admission and what clinical services will best address them.	_ Document review	_ Document review	
	outputients.	What chillies sel vices will best dadiess them.	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 <u>v</u> mark if compliant and <u>x</u> mark if otherwise. Evidence score is either <u>0</u> or <u>3</u> .  The evidence score shall serve as the proof of performance score.					
Determi	ne track record score (based on document review	v).			
Combin	e proof of performance + track record to get crite	rion score.			
3.3.b	The organization has a standardized process for admitting inpatients and registering outpatients.	b. Policies and procedures define how outpatients' clinical needs are determined at registration and what clinical services will best address them.	_ Document review	_ Document review	
		address trieffi.	PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:	
			TRACK RECORD:	TRACK RECORD:	
For doc	ument review, check presence of written policies	Improve dures supporting achievement of the criter	rion. Put a <u>v</u> mark if compliant and <u>x</u> mar	k if otherwise. Evidence score is	
either <u>0</u>	either <u>0</u> or <u>3</u> .				
The evic	lence score shall serve as the proof of performand	ce score.			
Determi	ne track record score (based on document review	v).			

Combine proof of performance + track record to get criterion score.				
3.3.c	The organization has a standardized process	c. Inpatient admission policies are implemented.	_ Chart review	_ Chart review
	for admitting inpatients and registering outpatients.		_ Staff interview	_ Staff interview
			_ Patient interview	_ Patient interview
			PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
			TRACK RECORD:	TRACK RECORD:
and 3rd c 3 out c 1 out c	charts. Count the number of charts with compliant of 3, so the evidence score will be $\underline{3}$ of 3 so the evidence score will be $\underline{1}$ of 3, so the evidence score will be $\underline{1}$ of 3, so the evidence score will be $\underline{0}$ finterview, select at least THREE relevant hospitates. Repeat the process for the $2^{nd}$ and $3^{rd}$ staff. Cott of 3, the evidence score will be $\underline{3}$ to f 3, the evidence score will be $\underline{2}$ to f 3, the evidence score will be $\underline{1}$ to f 3, the evidence score will be $\underline{0}$ ent interview, select at least THREE patients. Put		nine evidence score: sistent with policy (that supports achiev otal number of patients interviewed. De	ement of the criterion) and $\underline{X}$ mark if termine evidence score:
			_ Patient interview	_ Patient interview
			<u> </u>	

			PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:		
			TRACK RECORD:	TRACK RECORD:		
	or document review, check documentation of outpatient registration and scheduling are consistent with policies and procedures supporting achievement of the criterion. Put a <u>v</u> mark if ompliant and <u>X</u> mark if there is any one missing. Evidence score is either <u>0</u> or <u>3</u> .					
otherwi • If 3 ou • If 2 ou • If 1 ou	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 <sup>nd</sup> and 3 <sup>rd</sup> staff. Count the number of staff with check marks over the total number of patients interviewed. Determine evidence score:  • If 3 out of 3, the evidence score will be <u>3</u> • If 2 out of 3, the evidence score will be <u>2</u> • If 1 out of 3, the evidence score will be <u>1</u> • If 0 out of 3, the evidence score will be <u>0</u>					
• 3 out o • 2 out o • 1 out o	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 <sup>nd</sup> and 3 <sup>rd</sup> 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 <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>					
Combin	e the scores for the 3 evidences to get the proof o	f performance score.				
Determi	ne track record score (based on document review	).				
Combin	e proof of performance + track record to get criter	rion score.				
3.4.a	Patients receive prompt and timely attention by qualified professionals upon entry.	a. Policies establish patients' waiting times based on urgency of their condition.	_ Document review	_ Document review		
			PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:		
			TRACK RECORD:	TRACK RECORD:		
	ument review, check presence of written policy an either <b>0</b> or <b>3</b> .	l d procedures supporting achievement of the criterio	l n. Put a <u>√</u> mark if compliant with criteric	n and <u>X</u> mark if otherwise. Evidence		
The evic	lence score shall serve as the proof of performanc	e score.				
Determi	ne track record score (based on document review	).				
Combin	e proof of performance + track record to get criter	rion score.				
3.4.b	Patients receive prompt and timely attention by qualified professionals upon entry.	b. Patients are informed of the cause of any significant delays in scheduling critical diagnostic or treatment procedures.	_ Chart review _ Staff interview	_ Chart review _ Staff interview		
1			L			

			_ Patient interview	_ Patient interview
			PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
			TRACK RECORD:	TRACK RECORD:
		k for each chart that documents achievement of th nce over the total number of charts reviewed. Dete		eat the evaluation process for the 2 <sup>nd</sup>
	of 3, so the evidence score will be <u>3</u>	nee over the total number of charts reviewed. Bete	e evidence score.	
	of 3 so the evidence score will be <u>2</u>			
	of 3, so the evidence score will be <u>1</u>			
• 0 out	of 3, so the evidence score will be <b>0</b>			
For staf	f interview, select at least THREE relevant hospita	al staff. Put a $\underline{V}$ mark for the staff whose view is co	onsistent with policy (that supports achie	evement of the criterion) and X mark if
		ount the number of staff with check marks over the		
	it of 3, the evidence score will be <u>3</u>			
	it of 3, the evidence score will be 2			
	It of 3, the evidence score will be <u>1</u> It of 3, the evidence score will be <b>0</b>			
1 0 00	it of 3, the evidence score will be <u>v</u>			
For pati	ent interview, select at least THREE patients. Put	a <u>v</u> mark for the patient who was able to confirm a	achievement of the criterion and X mark i	f otherwise. Repeat for the 2 <sup>nd</sup> and 3 <sup>rd</sup>
-		over the total number of patients interviewed. De	etermine evidence score:	
	of 3, so the evidence score will be <u>3</u>			
	of 3 so the evidence score will be <u>2</u> of 3, so the evidence score will be <u>1</u>			
	of 3, so the evidence score will be <u>1</u> of 3, so the evidence score will be <u>0</u>			
Journ	or 5, 50 the evidence score will be <u>u</u>			
Combin	e the scores for the 3 evidences to get the proof o	of performance score.		
Dotorm	ine track record score (based on patient chart).			
Determ	me track record score (based on patient chart).			
Combin	e proof of performance + track record to get crite	rion score.		
3.4.c	Patients receive prompt and timely attention by qualified professionals upon entry.	c. Depending on their needs, patients are managed within the planned waiting period.	_ Staff interview	_ Staff interview
	by qualified professionals upon entry.	managed within the planned waiting period.	Patient interview	Patient interview
			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 patients 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
- 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**

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

Track record is n/a.

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

3.4.d	Patients receive prompt and timely attention by qualified professionals upon entry.	d. Patients with urgent needs are prioritized over others to minimize delays in diagnostic or	_Staff interview	_ Staff interview
	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	treatment procedures.	_ Patient interview	_ Patient interview
			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 patients 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
- 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

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

Track record is n/a.

The proof of performance score will serve as the criterion score.				
3.5.a	The organization has a standardized process for admitting patients to general and special care settings	a. Clinical criteria and procedures define patient entry, assignment, or transfer to appropriate care settings based on their needs.	_ Document review	_ Document review
			_ Direct observation	_ Direct observation
			PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
			TRACK RECORD:	TRACK RECORD:
	ument review, check presence of written policy an either $\underline{0}$ or $\underline{3}$ .	d procedures supporting achievement of the criterio	on. Put a <u>v</u> mark if compliant and <u>X</u> mark	if there is any one missing. Evidence
For dire <u>0</u> or <u>3</u> .	ct observation, check for relevant structural input	s and conditions confirming achievement of criterior	n. Put a <u>√</u> mark if compliant and <u>X</u> mark i	f otherwise. Evidence score is either
Combin	e the scores for the 2 evidences to get the proof o	f performance score.		
Determi	ine track record score (based on document review	).		
Combin	e proof of performance + track record to get criter	rion score.		
	The second of the second of the set of the s	a. Policies and procedures require that at least	Description in the contract of	Description description
3.6.a	The organization uniquely identifies all inpatients and outpatients including newborn infants.	two (2) unique identifiers are given to every patient as they are registered, admitted or born	_ Document review	_ Document review
3.6.a	inpatients and outpatients including newborn	two (2) unique identifiers are given to every	PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
3.6.a	inpatients and outpatients including newborn	two (2) unique identifiers are given to every patient as they are registered, admitted or born		
For docu	inpatients and outpatients including newborn infants.	two (2) unique identifiers are given to every patient as they are registered, admitted or born	PROOF OF PERFORMANCE:  TRACK RECORD:	PROOF OF PERFORMANCE:
For doct	inpatients and outpatients including newborn infants.  ument review, check presence of written policy an	two (2) unique identifiers are given to every patient as they are registered, admitted or born in the hospital.  d procedures supporting achievement of the criterion	PROOF OF PERFORMANCE:  TRACK RECORD:	PROOF OF PERFORMANCE:
For doct score is The evice	inpatients and outpatients including newborn infants.  ument review, check presence of written policy an either <u>0</u> or <u>3</u> .	two (2) unique identifiers are given to every patient as they are registered, admitted or born in the hospital.  d procedures supporting achievement of the criteric escore.	PROOF OF PERFORMANCE:  TRACK RECORD:	PROOF OF PERFORMANCE:
For doct score is The evic Determi	inpatients and outpatients including newborn infants.  ument review, check presence of written policy an either <b>0</b> or <b>3</b> .  dence score shall serve as the proof of performance	two (2) unique identifiers are given to every patient as they are registered, admitted or born in the hospital.  d procedures supporting achievement of the criteric e score.	PROOF OF PERFORMANCE:  TRACK RECORD:	PROOF OF PERFORMANCE:
For doct score is The evic Determi	inpatients and outpatients including newborn infants.  ument review, check presence of written policy are either <b>0</b> or <b>3</b> .  dence score shall serve as the proof of performance ine track record score (based on document review e proof of performance + track record to get criter.  The organization uniquely identifies all inpatients and outpatients including newborn	two (2) unique identifiers are given to every patient as they are registered, admitted or born in the hospital.  d procedures supporting achievement of the criterione score.  b. The unique identifiers may include a hospital number, the patient's full name or the birth	PROOF OF PERFORMANCE:  TRACK RECORD:	PROOF OF PERFORMANCE:
For doct score is The evic Determine	inpatients and outpatients including newborn infants.  ument review, check presence of written policy an either <b>0</b> or <b>3</b> .  dence score shall serve as the proof of performance ine track record score (based on document review e proof of performance + track record to get criter.  The organization uniquely identifies all	two (2) unique identifiers are given to every patient as they are registered, admitted or born in the hospital.  d procedures supporting achievement of the criteric e score.  b. The unique identifiers may include a hospital	PROOF OF PERFORMANCE:  TRACK RECORD:  on. Put a <u>V</u> mark if compliant and <u>X</u> mark	PROOF OF PERFORMANCE:  TRACK RECORD:  if there is any one missing. Evidence

For document review, check presence of written policy and procedures supporting achievement of the criterion. Put a ½ mark if compliant and ½ mark if there is any one missing. Evidence score is either ② or ②.  For chart review, select THREE patient charts. Put a ½ mark for each chart that documents achievement of the criterion and ¾ mark if otherwise. Repeat the evaluation process for the 2 <sup>nd</sup> and 3 <sup>nd</sup> charts. Count the number of charts with compliance over the total number of charts reviewed. Determine evidence score:  - 3 out of 3, so the evidence score will be ② - 1 out of 3, so the evidence score will be ② - 1 out of 3, so the evidence score will be ② - 2 out of 3 so the evidence score will be ② - 3 out of 3, so the evidence score will be ② - 1 out of 3, so the evidence score will be ② - 2 out of 3 so the evidence score will be ② - 3 out of 3, so the evidence score will be ② - 4 out of 3 so the evidence score will be ② - 5 out of 3 so the evidence score will be ② - 6 out of 3 so the evidence score will be ② - 7 out of 3 so the evidence score will be ② - 9 out of 3 so the evidence score will be ② - 1 out of 3 so the evidence score will be ② - 1 out of 3 so the evidence score will be ② - 1 out of 3 so the evidence score will be ② - 1 out of 3 so the evidence score will be ② - 1 out of 3 so the evidence score will be ② - 2 out of 3 so the evidence score will be ② - 1 out of 3 so the evidence score will be ③ - 2 out of 3 so the evidence score will be ③ - 3 out of 3 so the evidence score will be ③ - 4 out of 3 so the evidence score will be ③ - 5 out of 3 so the evidence score will be ③ - 6 out of 3 so the evidence score will be ③ - 7 out of 3 so the evidence score will be ③ - 8 out of 3 so the evidence score will be ③ - 9 out of 3 so the evidence score will be ③ - 1 out of 3 so the evidence score will be ③ - 1 out of 3 so the evidence score will be ③ - 1 out of 3 so the evidence score will be ③ - 1 out of 3 so the evidence score will be ③ - 2 out of 3 so the evidence score will be ③ - 3 out of 3 so the evidenc						
For document review, check presence of written policy and procedures supporting achievement of the criterion. Put a ½ mark if compliant and ½ mark if there is any one missing. Evidence score is either ② or 3.  For chart review, select THREE patient charts. Put a ½ mark for each chart that documents achievement of the criterion and ½ mark if otherwise. Repeat the evaluation process for the 2 <sup>nd</sup> and 3 <sup>nd</sup> charts. Count the number of charts with compliance over the total number of charts reviewed. Determine evidence score:  • 3 out of 3, so the evidence score will be ½  • 1 out of 3, so the evidence score will be 0  For patient interview, select at least THREE patients. Put a ½ mark for the patient who was able to confirm achievement of the criterion and ½ mark if otherwise. Repeat for the 2 <sup>nd</sup> and 3 <sup>nd</sup> 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 2  • 3 out of 3, so the evidence score will be 2  • 1 out of 3, so the evidence score will be 2  • 1 out of 3, so the evidence score will be 2  • 1 out of 3, so the evidence score will be 0  Combine the scores for the 3 evidences to get the proof of performance score.  Determine track record score (based on document review or patient chart, whichever is oldest).  Combine proof of performance + track record to get criterion score.  3.6.c The patient's unique identifiers are verified before any treatment, procedure or medication infants.  C. The patient's unique identifiers are verified before any treatment, procedure or medication is administered.  Patient interview  — Patient interview  — Direct observation  — PROOF OF PERFORMANCE:				PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:	
For document review, check presence of written policy and procedures supporting achievement of the criterion. Put a ½ mark if compliant and ½ mark if there is any one missing. Evidence score is either ② or 3.  For chart review, select THREE patient charts. Put a ½ mark for each chart that documents achievement of the criterion and ½ mark if otherwise. Repeat the evaluation process for the 2 <sup>nd</sup> and 3 <sup>nd</sup> charts. Count the number of charts with compliance over the total number of charts reviewed. Determine evidence score:  • 3 out of 3, so the evidence score will be ½  • 1 out of 3, so the evidence score will be 0  For patient interview, select at least THREE patients. Put a ½ mark for the patient who was able to confirm achievement of the criterion and ½ mark if otherwise. Repeat for the 2 <sup>nd</sup> and 3 <sup>nd</sup> 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 2  • 3 out of 3, so the evidence score will be 2  • 1 out of 3, so the evidence score will be 2  • 1 out of 3, so the evidence score will be 2  • 1 out of 3, so the evidence score will be 0  Combine the scores for the 3 evidences to get the proof of performance score.  Determine track record score (based on document review or patient chart, whichever is oldest).  Combine proof of performance + track record to get criterion score.  3.6.c The patient's unique identifiers are verified before any treatment, procedure or medication infants.  C. The patient's unique identifiers are verified before any treatment, procedure or medication is administered.  Patient interview  — Patient interview  — Direct observation  — PROOF OF PERFORMANCE:						
Score is either $\underline{0}$ or $\underline{3}$ .  For chart review, select THREE patient charts. Put a $\underline{v}$ mark for each chart that documents achievement of the criterion and $\underline{v}$ mark if otherwise. Repeat the evaluation process for the $2^{nd}$ and $3^{nd}$ charts. Count the number of charts with compliance over the total number of charts reviewed. Determine evidence score:  3 out of 3, so the evidence score will be $\underline{0}$ 4 out of 3, so the evidence score will be $\underline{0}$ 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 $\underline{v}$ mark if otherwise. Repeat for the $2^{nd}$ and $3^{nd}$ 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 $\underline{0}$ 5 out of 3, so the evidence score will be $\underline{0}$ 1 out of 3, so the evidence score will be $\underline{0}$ 1 out of 3, so the evidence score will be $\underline{0}$ Combine the scores for the 3 evidence score will be $\underline{0}$ Combine the scores for the 3 evidence score will be $\underline{0}$ Combine the scores for the 3 evidence score will be $\underline{0}$ Combine proof of performance + track record to get criterion score.  Determine track record score (based on document review or patient chart, whichever is oldest).  Combine proof of performance + track record to get criterion score.  3.6.c. The organization uniquely identifies all inpatients and outpatients including newborn infants.  C. The patient's unique identifiers are verified before any treatment, procedure or medication is administered.  Patient interview  Direct observation  PROOF OF PERFORMANCE:  Direct observation				TRACK RECORD:	TRACK RECORD:	
Score is either $\underline{0}$ or $\underline{3}$ .  For chart review, select THREE patient charts. Put a $\underline{v}$ mark for each chart that documents achievement of the criterion and $\underline{v}$ mark if otherwise. Repeat the evaluation process for the $2^{nd}$ and $3^{nd}$ charts. Count the number of charts with compliance over the total number of charts reviewed. Determine evidence score:  3 out of 3, so the evidence score will be $\underline{0}$ 4 out of 3, so the evidence score will be $\underline{0}$ 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 $\underline{v}$ mark if otherwise. Repeat for the $2^{nd}$ and $3^{nd}$ 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 $\underline{0}$ 5 out of 3, so the evidence score will be $\underline{0}$ 1 out of 3, so the evidence score will be $\underline{0}$ 1 out of 3, so the evidence score will be $\underline{0}$ Combine the scores for the 3 evidence score will be $\underline{0}$ Combine the scores for the 3 evidence score will be $\underline{0}$ Combine the scores for the 3 evidence score will be $\underline{0}$ Combine proof of performance + track record to get criterion score.  Determine track record score (based on document review or patient chart, whichever is oldest).  Combine proof of performance + track record to get criterion score.  3.6.c. The organization uniquely identifies all inpatients and outpatients including newborn infants.  C. The patient's unique identifiers are verified before any treatment, procedure or medication is administered.  Patient interview  Direct observation  PROOF OF PERFORMANCE:  Direct observation						
and 3°° charts. Count the number of charts with compliance over the total number of charts reviewed. Determine evidence score:  • 3 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 1  • 0 out of 3, so the evidence score will be 0  For patient interview, select at least THREE patients. Put a ½ mark for the patient who was able to confirm achievement of the criterion and ½ mark if otherwise. Repeat for the 2 <sup>nd</sup> and 3° 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 2  • 1 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 2  • 1 out of 3, so the evidence score will be 2  • 1 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 2  • 1 out of 3, so the evidence score will be 2			l d procedures supporting achievement of the criterio	n. Put a <u>v</u> mark if compliant and <u>X</u> mark i	if there is any one missing. Evidence	
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 • 2 out of 3, so the evidence score will be 1/2 • 1 out of 3, so the evidence score will be 1/2 • 0 out of 3, so the evidence score will be	<ul> <li>and 3<sup>rd</sup> charts. Count the number of charts with compliance over the total number of charts reviewed. Determine evidence score:</li> <li>3 out of 3, so the evidence score will be 3</li> <li>2 out of 3 so the evidence score will be 2</li> <li>1 out of 3, so the evidence score will be 1</li> </ul>					
Determine track record score (based on document review or patient chart, whichever is oldest).  Combine proof of performance + track record to get criterion score.  3.6.c The organization uniquely identifies all inpatients and outpatients including newborn infants.  C. The patient's unique identifiers are verified before any treatment, procedure or medication is administered.  Staff interview  Patient interview  Patient interview  Direct observation  PROOF OF PERFORMANCE:  PROOF OF PERFORMANCE:	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 <sup>nd</sup> and 3 <sup>rd</sup> 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 <u>3</u> • 2 out of 3 so the evidence score will be <u>1</u>					
Combine proof of performance + track record to get criterion score.  3.6.c The organization uniquely identifies all inpatients and outpatients including newborn infants.  C. The patient's unique identifiers are verified before any treatment, procedure or medication is administered.  C. The patient's unique identifiers are verified before any treatment, procedure or medication is administered.  Patient interview  Direct observation  PROOF OF PERFORMANCE:	Combine	e the scores for the 3 evidences to get the proof o	f performance score.			
3.6.c The organization uniquely identifies all inpatients and outpatients including newborn infants.  C. The patient's unique identifiers are verified before any treatment, procedure or medication is administered.  C. The patient's unique identifiers are verified before any treatment, procedure or medication is administered.  Patient interview  Direct observation  PROOF OF PERFORMANCE: PROOF OF PERFORMANCE:	Determi	ne track record score (based on document review	or patient chart, whichever is oldest).			
inpatients and outpatients including newborn infants.  before any treatment, procedure or medication is administered.  Patient interview  Direct observation  PROOF OF PERFORMANCE:	Combine	e proof of performance + track record to get criter	rion score.			
infants.    Patient interview	3.6.c	. ,	l :	_ Staff interview	_ Staff interview	
PROOF OF PERFORMANCE: PROOF OF PERFORMANCE:				_ Patient interview	_ Patient interview	
				_ Direct observation	_ Direct observation	
TRACK RECORD: TRACK RECORD:				PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:	
				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 2<sup>nd</sup> and 3<sup>rd</sup> staff. Count the number of staff with check marks over the total number of patients 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  $\underline{\mathbf{1}}$
- If 0 out of 3, the evidence score will be  $\overline{\underline{\mathbf{0}}}$

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
- 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 for relevant structural inputs and actual practices of staff confirming achievement of 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.

Track record is **n/a**.

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

3.7.a	The organization creates a specific patient chart for each new patient who is admitted or	a. Policies and procedures require that a unique patient chart is generated for every new	_ Document review	_ Document review
registered. inpatient admission or new outpatien registration.  CORE	registration.	PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:	
			TRACK RECORD:	TRACK RECORD:

For document review, check presence of written policy and procedures supporting achievement of the criterion. 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 (based on document review).

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

3.7.b	The organization creates a specific patient	b. Each chart or record is linked to the unique	_ Chart review	_ Chart review
	chart for each new patient who is admitted or	identifiers of the patient.		
	registered.		_ Patient Interview	_ Patient Interview
			PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
			TRACK RECORD:	TRACK RECORD:

For chart review, select THREE patient charts. Put a  $\underline{V}$  mark for each chart that documents achievement of the criterion and  $\underline{X}$  mark if otherwise. Repeat the evaluation process for the  $2^{nd}$  and  $3^{rd}$  charts. Count the number of charts with compliance over the total number of charts reviewed. 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

<ul> <li>0 out of 3</li> </ul>	so the evidence	score will be 0
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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
- 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

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

Track record is n/a.

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

3.8.a	Upon admission, the health professional responsible for the care of the patient obtains	a. Policies and procedures define when general and special consents are taken, who are the	_ Document review	_ Document review
	informed consent for treatment.	qualified personnel to inform the patient and when.	PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
			TRACK RECORD:	TRACK RECORD:

For document review, check presence of written policy and procedures supporting achievement of the criterion. Put a <u>v</u> mark if compliant and <u>X</u> 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.

3.8.b	Upon admission, the health professional	b. The policies are implemented.	_ Staff interview	_ Staff interview
	responsible for the care of the patient obtains informed consent for treatment.		_ Patient Interview	_ Patient Interview
			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 patients 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
- 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**

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

Track record is n/a.

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

3.8.c	Upon admission, the health professional responsible for the care of the patient obtains informed consent for treatment.	c. Patients and/or their families demonstrate knowledge of their disease, condition or disability, its severity, likely prognosis, benefits,	Patient interview (may ask "bantay" also)	_ Patient interview (may ask "bantay" also)
	anomica consent for treatment.	and possible adverse effects of various treatment options, and the likely costs of	PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
		treatment.	TRACK RECORD:	TRACK RECORD:

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 the process for the  $2^{nd}$  and  $3^{rd}$  patients. Count the number of patients with check marks over the total number of patients interviewed, and then get 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**

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

Track record is **n/a**.

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