

Health Care Provider Performance Assessment System



As provided for in

PhilHealth Circular No. 2018-0019
Health Care Provider Performance Assessment System (Revision 2)



The idea behind the issuance

- To ensure that all accredited health care providers (HCPs) render accessible, safe, quality and affordable health care to all NHIP beneficiaries;
- To establish guidelines to monitor access to PhilHealth benefits, provision of quality health care and assurance of financial risk protection to all members.
- Standardize the process of recording, reporting and analysing the performance of HCPs; and
- Establish a feedback mechanism that will serve as a basis for evaluation and the recommendation/s on remedial measures or sanctions to accredited HCPs, whichever is applicable.



Indicators used in assessing the performance of HCPs are grouped into 4 domains:

- Quality of care
- Patient satisfaction
- Financial risk protection
- Detection of offense



Tools to be used in HCP assessment

- o PhilHealth will regularly monitor and assess the performance of the HCPs through the use of various tools such as but not limited to the following:
 - Medical Post-Audit Module (MPAM)
 - Mandatory Monthly Hospital Report (MMHR)
 - Chart review
 - Facility inspection
 - Field validation
 - Claims profiling or utilization review
 - Domiciliary visits
 - Patient exit surveys
 - Relevant reports from internal and external stakeholders



Addressing the findings gathered

- The PROs conducts monthly deliberation to discuss findings reported from the different monitoring activities such as post audit report, field observations, facility inspection, etc.
- All monitoring findings shall be validated by the Corporation
- PhilHealth shall provide feedback on all monitoring findings to the concerned HCP.
- For any negative monitoring finding, the concerned HCP shall be required to submit a notarized justification letter within ten (10) working days from receipt of the feedback
- Adverse monitoring findings with issues on quality of care not refuted by the concerned HCP within the prescribed period shall result to issuance of a Notice for Corrective Action (NCA)
- Adverse monitoring findings with legal issues shall be endorsed to the Legal Office of the concerned PRO.



Factors to consider when giving feedback to HCPs to improve performance

- Any identified poor performance
- Adverse monitoring findings
- Administrative offense for corrective measure/s



Applicability

- o All accredited health care providers (HCPs)
 - Accredited health care institutions (HCIs)
 - Accredited health care professionals



Effectivity of issuance

January 8, 2019

(This policy covers claims with admission dates from January 1, 2014)

