



Quezon City General Hospital

Infection Prevention and Control Committee

CITIZEN'S CHARTER



CONDUCTING BASIC INFECTION PREVENTION AND CONTROL ORIENTATION FOR NEWLY HIRED HEALTHCARE WORKERS

Schedule of Availability of Service

Days : Mondays – Sundays
Hours : 8am to 10am
Who May Avail of the Service : Newly Hired Healthcare Workers
Documentary Requirements : Orientation Program

Processing Period : 2 hours

How to avail of the Service

STEP	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Newly hired Healthcare Workers	Schedule the orientation. <i>(Iskedyul ang oryentasyon.)</i>	30 minutes <i>(30 minuto)</i>	Infection Prevention and Control Nurse	None	
2		<i>Identify the participants: the orientation should be attended by all newly hired healthcare workers, including clinical and non-clinical staff</i> <i>(Tukuyin ang mga kalahok: ang oryentasyon ay dapat na dadaluhan ng lahat ng bagong manggagawa sa pangangalagang pangkalusugan, kabilang ang mga klinikal at hindi klinikal na kawani)</i>	30 minutes <i>(30 minuto)</i>		None	List of Attendees
3		Prepare the materials that cover the basics of infection prevention and control practices, including hand hygiene, standard precautions, personal protective	2 hours <i>(2 oras)</i>		None	Power point Presentation



		equipment, isolation precautions and environmental cleaning. <i>(Ihanda ang mga materyales na sumasaklaw sa mga pangunahing kaalaman sa mga kasanayan sa pag-iwas at pagkontrol sa impeksyon, kabilang ang kalinisan ng kamay, karaniwang pag-iingat, personal na kagamitan sa proteksyon, mga pag-iingat sa paghihiwalay at paglilinis ng kapaligiran.)</i>				
4		Conduct the orientation. <i>(Isagawa ang oryentasyon.)</i>	2 hours <i>(2 oras)</i>	Infection Prevention and Control Nurse	None	
END of TRANSACTION						



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MONITORING OF HAND HYGIENE COMPLIANCE

Schedule of Availability of Service

Days : Mondays – Sundays
Hours : 6am to 10pm
Who May Avail of the Service : HealthCare Workers
Documentary Requirements : Hand Hygiene Observation Form

Processing Period : 1 to 4 hours

How to avail of the Service

STEP	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Healthcare Workers	Activities (steps) 1. Observing Hand hygiene practices <i>(pagmamasid sa kalinisan ng kamay)</i>	30 mins <i>(30 minuto)</i>	Infection Prevention and Control Nurse	None	Hand Washing Observation Form
2		2. Collection data on compliance rate using Observation Hand washing <i>(Pangongolekta ng impormasyon sa compliance rate gamit ang Observation Hand washing)</i>	1 hour <i>(1 oras)</i>		None	Hand Washing Observation Form
3		3. Analyzing hand hygiene compliance data can help IPCC identify trends, Areas for improvement and the effectiveness of interventions.	1 hour <i>(1 oras)</i>		None	Monthly Infection rate report



		(Ang pagsusuri sa impormasyon ng pagsunod sa kalinisan ng kamay ay makakatulong sa IPCC na matukoy ang mga uso, Mga lugar para sa pagpapabuti at ang bisa ng mga interbensyon.)				
4		4. IPC Nurse provide feedback to healthcare workers on their hand hygiene compliance, including both positive feedback and constructive criticism to encouraged continuous improvement. (Ang IPC Nurse ay nagbibigay ng feedback sa mga manggagawa sa pangangalagang pangkalusugan sa kanilang pagsunod sa kalinisan ng kamay, kabilang ang parehong positibong feedback at nakabubuo na pagpuna upang mahikayat ang patuloy na pagpapabuti.)	1 hour (1 oras)	Infection Prevention and Control Nurse	None	Hand Washing Observation Form
END of TRANSACTION						



STEP	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Patient (Pasyente)	Collect data on infections that occur in patients, including the type of infection, the location in the body and causative organism (Mangolekta ng impormasyon patungkol sa mga impeksiyon na nangyayari sa mga pasyente, kabilang ang uri ng impeksiyon, ang lokasyon sa katawan at sanhi ng organismo)	2 hours (2 oras)	Infection Prevention and Control Nurse	None	Patient Chart
2		Validates Statement of Accounts through the Hospital & Information System (HIS) and receives corresponding payments (Suriin ang talaan ng serbisyongbabayaran)	1 minute (1 minuto)		None	Healthcare Associated Infections Form
3		Issues official receipt (Magbigay ng opisyalnaresibo)	30 seconds (30 segundo)		None	Monthly Infection rate Report
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