

QUALITY MANAGEMENT UNIT

Service Name: Control of Documents (Policy/Guidelines Creation/Revision)

Office or Division:	Quality Management Unit			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Departments Head/ Section Chief/ Document Controller			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
New Policy documents		Department/Sections Office		
Revised Manual of Policies & Procedures		Department/Sections Office		
New and Revised Forms		Medical Records Committee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the revise/modify/ new policy/procedure/forms complying the formatting.	1. Receives the revise/modify policy/procedures/forms adapting the covid-19 pandemic	None	15 minutes	<ul style="list-style-type: none"> • QA- Staff
	2. Schedule one on one policy review with the department/section concerned in accordance with the policy formatting and substance content.		2 days	<ul style="list-style-type: none"> • Quality Management Representative • Quality Management Consultant • Concerned Department Head
	3. Transmits the revision/created policy/procedure/guidelines for review of other affecting department/sections.		2 days	<ul style="list-style-type: none"> • Quality Coordinator
	4. Inform the department about the comment/inputs to the		1 day	<ul style="list-style-type: none"> • Quality Coordinator

	submitted policy for finalization. 5. Approved policy/procedure/form or guidelines should register with coding number for controlled.		1day	<ul style="list-style-type: none"> • DCC Head • QA- staff
2. Receives the controlled and approved documents	2. Distributes & Safekeeping of controlled documents to concern department/section.	None	1day	<ul style="list-style-type: none"> • QA- Staff
TOTAL:		None	7 days & 15 minutes	

Service Name: Conduct of Quality Trainings: Policy & Procedure Development

Office or Division:		Quality Management Unit		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		Document Controller per Department/Section		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
List of attendees		Department/Section office		
Modules		QA-Office		
Certificate of Completion		PDER office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the list of names or representative attending trainings.	1. Receives the list of names/representative of document controller per department/section.	None	1 day	<ul style="list-style-type: none"> Department/Section Head QA- Staff
	2.Submit the schedule of trainings to hospital director for approval 3. Conduct training/workshop on Policy & Procedure Development.	None	1 day 2 days	<ul style="list-style-type: none"> QA-Coordinator Quality Management Consultant
2. Submit the evaluation to QA secretariat.	2. Issues a certificate of completion/attendance.	None	1 day	<ul style="list-style-type: none"> QA- Staff
TOTAL:		None	5 days	

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CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
New Policy documents		Department/Sections Office		
Revised Manual of Policies & Procedures		Department/Sections Office		
New and Revised Forms		Medical Records Committee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the revise/modify/ new policy/procedure/forms complying the formatting.	1. Receives the revise/modify policy/procedures/forms adapting the covid-19 pandemic	None	15 minutes	<ul style="list-style-type: none"> QA- Staff
	<p>2. Schedule one on one policy review with the department/section concerned in accordance with the policy formatting and substance content.</p> <p>3. Transmits the revision/created policy/procedure/guidelines for review of other affecting department/sections.</p> <p>4. Inform the department about the comment/inputs to the submitted policy for finalization.</p>		<p>2 days</p> <p>2 days</p> <p>1 day</p>	<ul style="list-style-type: none"> Quality Management Representative Quality Management Consultant Concerned Department Head Quality Coordinator Quality Coordinator

	5. Approved policy/procedure/form or guidelines should register with coding number for controlled.		1day	<ul style="list-style-type: none"> • DCC Head • QA- staff
2. Receives the controlled and approved documents	2. Distributes & Safekeeping of controlled documents to concern department/section.	None	1day	<ul style="list-style-type: none"> • QA- Staff
TOTAL:		None	7 days & 15 minutes	

