

## HOSPITAL AWARDS 2023 – CRITERIA AND POINT SYSTEM

		POINTS	Activities	Evidence Document
A.	<b>Training of hospital staff</b>	10	to ensure that the hospital staff are competent, ethical, compassionate, etc	Proof of training (certificates, pictures, videos, etc)
B.	<b>Use of innovative technology</b>	10	<ul style="list-style-type: none"> <li>to automate, streamline and improve hospital systems.</li> </ul>	Proof of technology (document, pictures or video of EMR, telemedicine, digital appointment system, etc)
C.	<b>Accountability</b>	10	<ul style="list-style-type: none"> <li>Accountability of hospital managers, staff and stakeholders for their performance, quality and safety</li> </ul>	Printed SOP's on the accountability of hospital staff (addressing complaints, sanctions against erring staff, etc)
D.	<b>Establishment of a managed care system</b>	5	<ul style="list-style-type: none"> <li>to coordinate and integrate health services, reduce costs and increase access.</li> </ul>	Documents to prove reduce cost of services (e.g. list of costs of services, etc)
E.	<b>Development of an effective communication strategy</b>	10	<ul style="list-style-type: none"> <li>to inform, educate and engage patients and the public</li> </ul>	Example is proof meetings with patient or patient group, announcements in social media with feedbacks, meetings with stakeholders, updated contact numbers of patients, etc
F.	<b>Identification of vulnerable areas</b>	20	<ul style="list-style-type: none"> <li>That need improvement, such as infection control, waste management and patient satisfaction</li> </ul>	
	1. <b>Infection Control</b>	5	Programs and activities for control of hospital infection	Awards, Accreditations, written SOP's that are in place, etc.
	2. <b>Waste Management</b>	5	Programs and activities for compliance with waste management regulations	Awards, Accreditations, written SOP's that are in place, etc.
	3. <b>Patient Satisfaction</b>	5	Programs and activities to measure satisfaction of patients and how to address dissatisfaction	Forms, Sample actual survey documents, etc.
	4. <b>Patient Safety</b>	5	Programs and activities for Quality Control standards	Quality Control Compliance (Awards, Certificates of accreditations, local and international, e.g. ISO, JCI, etc.)
G.	<b>Community based activities -</b>	10	CSR, green initiatives to preserve natural resources,	Proof of documents showing blood donations, adopting barangay, planting trees, complying with green hospital requirements, etc
H.	<b>Oversight of important departments</b>	10	<ul style="list-style-type: none"> <li>such as finance, human resources, pharmacy and laboratory to ensure efficiency and compliance.</li> </ul>	Documents showing discounts for deserving patients, quality control compliance by Departments (e.g. Laboratory joining external quality control programs like NEQAS, proof of availability of essential medicines in the pharmacy, etc)
I.	<b>Adoption of health technology assessment (HTA)</b>	5	<ul style="list-style-type: none"> <li>to evaluate the clinical effectiveness, cost-effectiveness and social impact of health technologies.</li> </ul>	List of members of the HTA of the hospital, pictures of HTA in active assessments or meetings, etc.
J.	<b>Reform towards health systems that are more resilient, people-centered and sustainable</b>	10	<ul style="list-style-type: none"> <li>by addressing the challenges and opportunities of the current and future context.</li> </ul>	Documents showing preparation for the full implementation of Universal Health Care; etc.