

Ciudad Medical Zamboanga
A MOUNT GRACE PARTNER

PQA Framework in Managing our COVID Crisis at Ciudad Medical Zamboanga

JUNE 25, 2020 | 9:00AM-11:00AM



Accredited

CENTER OF QUALITY

Year 2011

**(1st and Only among hospitals
in region IX)**

Conferred the

PHILIPPINE QUALITY AWARD

Year 2014

**(1st and only in the healthcare industry
in the Philippines)**





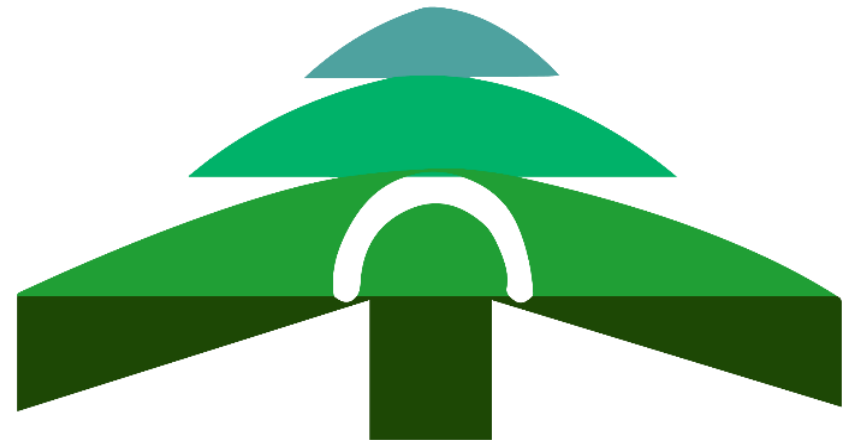
Who Are We?

Established in 2003

160- bed capacity

Tertiary

Level 2 Hospital



Ciudad Medical Zamboanga
A MOUNT GRACE PARTNER



The many firsts of CMZ...



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in Region IX)



Conferred the
PHILIPPINE QUALITY AWARD
Year 2014
(1st in the healthcare industry
in the Philippines)



**Highest Taxpayer
in Zamboanga City
2013**





**More than 600
employees**

**LARGEST
Corporation**



MOUNT GRACE
HOSPITALS, INC.

Mount Grace Hospitals

Trust

Excellence

Empowerment

Collaboration

**Customer
Centricity**

Ciudad Medical Zamboanga

Competence

Integrity

Unity

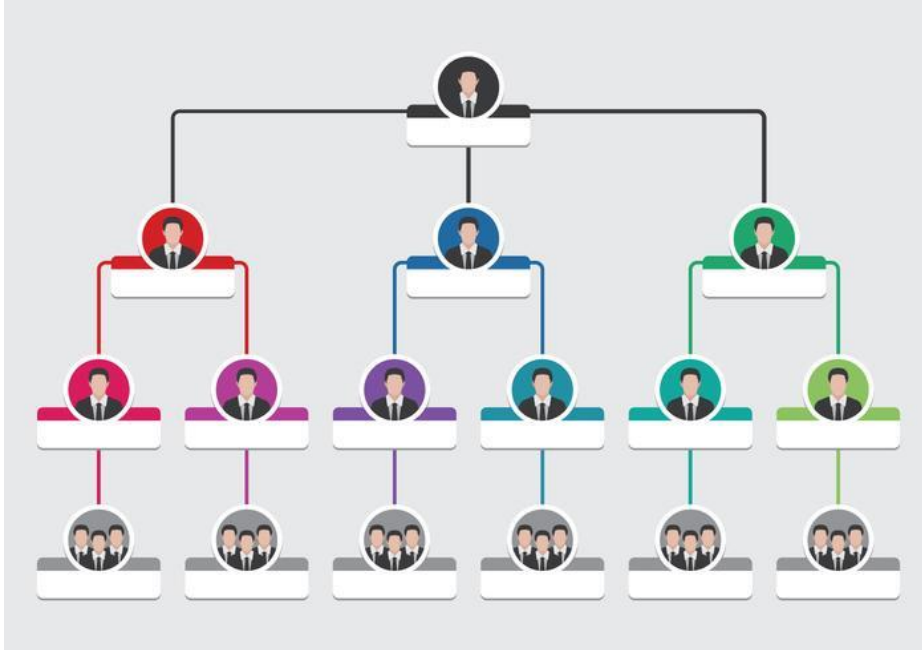
Dynamism

Accountability

Driven by Result

Category 1: LEADERSHIP

How did our leaders lead?



✓ Revised
Organizational
Structure

✓ Well-defined
roles

CRISIS MANAGEMENT TEAM



February 7- Lecture to
Medical Staff



February 14- Lecture
to Hospital Staff

MEMORANDUM NO. PRES-03-12-20

Subject: CMZ Advisory due to corona Virus Disease 2020 (COVID-19)

Date: March 20, 2020



Major Violence Against Women, Zamboanga City, Philippines
Tel. No. (082) 952 1234 to 24, Fax No. (082) 952 1237
E-mail: info@ciudadmedical.com.ph
Website: www.ciudadmedical.com.ph

MEMORANDUM NO. PRES-03-12-20

TO : MANAGEMENT COMMITTEE
ALL AREAS

SUBJECT : CMZ ADVISORY DUE TO CORONA VIRUS DISEASE 2019 (COVID-19)

DATE : March 20, 2020

- Pursuant to Proclamation No. 929, series of 2020, declaring a State of Calamity throughout the Philippines due to COVID-19, which came after Proclamation No. 922 which was issued declaring a State of Public Health Emergency, and the latest directive from the City Government for Enhanced Community Quarantine effective 1AM of March 20, 2020 with curfew hours imposed, let this serve as response of Ciudad Medical Zamboanga (CMZ) to the pandemic.
- CMZ is in the thick of preparations to equip the hospital to handle and contain COVID-19 cases. Necessary measures have been and will be undertaken to ensure the safety and care of all our patients, healthcare professionals and workers, taking into consideration certain protocol and available resources.
- This entailed the creation of a core group with the Medical Director and the Management Committee (MANCOM) members, Infection Control Nurses, and Nursing managers, to address operational details guided by the highest standards of infection management.
- With the clear objective of sustaining hospital operations in the light of the surge of COVID-19 cases and the recent pronouncements, certain measures have already been put in place which require formalization thru this Advisory by top management. In addition, we will strictly implement effective immediately the following guidelines:
 - Modified Patient Flow or Pathway from Entry to Triage and Isolation, and Exit**
 - Designated entry point for ambulatory patients and watchers, with express lane for elderly, PWDs, and pregnant, is at a special Triage Area (in between former PNB and Old Pharmacy). Step by step protocol to be done.
 - Another special entry point immediately outside the Emergency Room has also been identified. Step by step protocol to be done.
 - Patients with sore throat, body malaise, fever, cough, colds, or influenza-like symptoms, are to be directed to the Emergency Room Isolation.
 - Otherwise, the former PNB has been identified as the Isolation Area; unless we will be allowed to transfer patients to a City-wide designated COVID-19 facility. The former PNB is to be established as the containment section for patients under investigation.

"Performance Excellence begins in our hearts."

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The Human Resource Division will take charge of making adjustments (time in, time out) in the HRIS and Automated Payroll System.

m. Unless required in the exigency of service, rendition of overtime (OT) work is strongly discouraged.

n. Starting March 30, 2020

- Divisions can choose to retain regular schedule of staff rendering frontline services. This will be the call of the Director per Division, after consultation with the Human Resource Division that will now revert to the system.

Upon recommendation of the Director concerned, the Human Resource Division may allow initial skeletal staffing only and subject the rest to on-call should census call for it. This will require concurrence of staff involved. Staff will be paid accordingly. Low census equals skeletal staffing. High census translates to full staffing.

Absence of notice to the Human Resource Division will give the presumption, without need for validation, that the staff who did not report for work was absent.

- For those rendering office work or support services that need physical presence to ensure completion of work, then in lieu of skeletal staffing, the Human Resource Division will implement the compressed workweek scheme, that is, 10 hours per day from 8AM to 6 PM for 4 days a week, to preserve pay.
- Any leave of absence will already be charged against leave credits (per revised Leave Benefits based on years of service), following DOLE's regulation. (Even leave days availed of prior to this Advisory are to be deducted from leave credits available.) Only leave credits available will be approved. But should circumstances call for consideration, and leave credits have been exhausted, then the 'No Work, No Pay' policy will be applied.
- In the exigency of service to fulfill a mandate to the public, any staff can be called to report for work. This will however be exercised with caution and due regard to the state of health and condition of staff concerned.
- Our Human Resource Division is and will continue to be manned on weekdays to oversee staff-related concerns.
- Items 1, m and n are alternative work arrangements to cushion and mitigate the effect of loss of income of employees. These are flexible work arrangements that refer to schedules other than the traditional or standard workhours, workdays and workweek. The effectivity and implementation of any of the flexible work arrangements shall be temporary in nature, subject to the prevailing conditions. (Labor Advisory No. 09, series of 2020, re: Guidelines on the Implementation of Flexible Work Arrangements as Remedial Measure due to the Outgoing Outbreak of Coronavirus Disease 2019 (COVID-19))

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These provisions which are mostly hospital prerogatives, seek to implement the 'less staff – less exposure' approach, to lessen exposure of personnel and to conserve utilization of vital PPE and masks.

The HRD is reminded to submit documentary requirements to DOLE, per Labor Advisory No. 12, series of 2020.

X. Data Privacy

- Any request for information about patients' identity and status that is done over the phone should be courteously denied. This is regardless whether or not the call is coming from alleged government agency. But for queries made with personal appearance, only the least of the core group is authorized to respond or disclose information, unless such power is delegated.

The directives indicated in this Advisory are subject to amendment or revocation, but not without written notice. Until further advised, the guidelines here stand for enforcement/implementation.

The whole CMZ Family is enjoined to abide the Advisory. As we all consolidate efforts to prevail over this unprecedented medical crisis, we can only appeal for kindness, patience and love.

Thank you very much for your cooperation. #WeStandAsOneCMZFamilyAgainstCOVID-19. God bless us all!

[Signature]

ATTY. JHANN C. HAIRUN-NATIVIDAD, MPA
President

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ADVISORY

Screening Protocol

To ensure the safety of everyone, every individual has to be properly screened for symptoms prior to entry.

A step by step procedure has been adopted before anybody can enter the hospital.

All patients, watchers, doctors and staff have to undergo screening.

No one is exempted.

f /CiudadMedicalZamboangaZPHI
@CiudadMedicalZamboanga

(062) 992-7330-36
(062) 992-7337





ADVISORY

Continuity of Hospital Services

There is no disruption in our delivery of healthcare services.

Out-patients availing diagnostic services are attended to.

Regular in-patients seeking admission are given priority.

We are at your service 24 hours a day.

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@CiudadMedicalZamboanga

(062) 992-7330-36
(062) 992-7337



ADVISORY

Medical Arts is temporarily closed.

For consultants intending to hold clinic, we have an area for such purpose from Mondays to Friday, from 8 AM to 5 PM. The out-patients will be allowed entry, upon receipt of confirmed appointment. A nurse will assist doctors and patients. Privacy and confidentiality will be maintained at all times.

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ADVISORY

Control of Foot Traffic within Hospital Premises

Only one (1) watcher per hemodialysis patient is given access to the hospital.

For out-patients going to ancillary areas, only one (1) companion is allowed.

No instance will children, regardless of age, be allowed entry as watcher, companion or visitor.

"NO VISITOR" Policy is enforced.

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COVID ISOLATION UNIT



Ward A- Pneumonia Ward



BEST PRACTICE

✓ Agility of leadership to organize and meet the challenges head on



Category 2: STRATEGY

How did we develop our strategy to adapt to the rapidly changing needs?



CMZ ventured into a MOA with the PHAPI- Zamboanga City Chapter





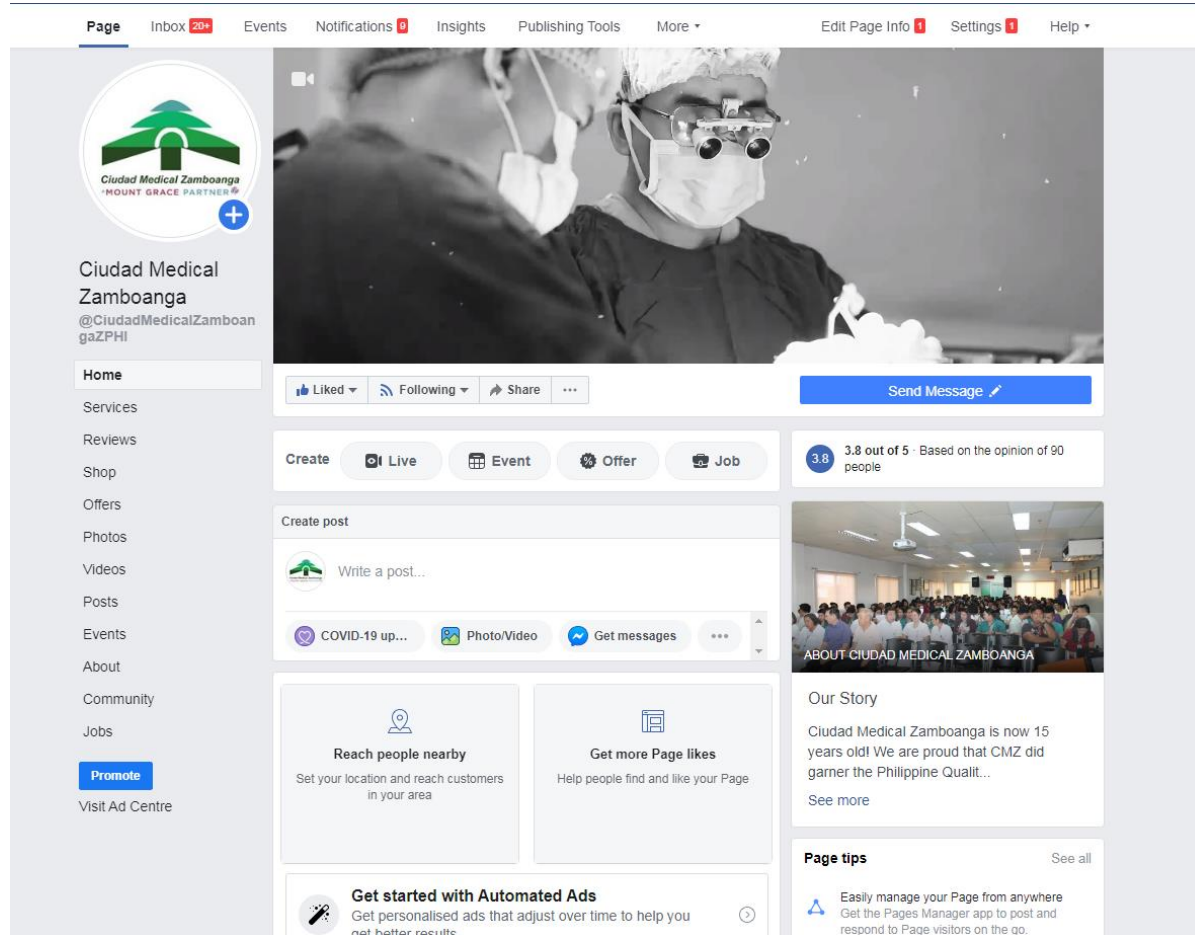
BEST PRACTICE

- ✓ Ability to adapt to changing circumstances
- ✓ Collaboration with all other Private Hospitals



Category 3: CUSTOMERS

***How do we listen to
customers?***



The screenshot displays the Facebook profile of Ciudad Medical Zamboanga. The page header includes navigation links such as Page, Inbox (20+), Events, Notifications (9), Insights, Publishing Tools, and More. The profile picture is the same logo seen in the top left. The cover photo shows two medical professionals in surgical attire. The page has a 3.8 rating out of 5 based on 90 reviews. The 'Create' section offers options for Live, Event, Offer, and Job posts. Below this is a 'Create post' section with a text input field and buttons for adding COVID-19 updates, photos/videos, and messages. The 'About' section is partially visible, showing 'Reach people nearby' and 'Get more Page likes' options. The 'Our Story' section mentions the facility's 15th anniversary and its Philippine Quality Award. The 'Page tips' section suggests using the Pages Manager app.

Strengthened Use of Social Media

From Face-to-face consultation to On-line



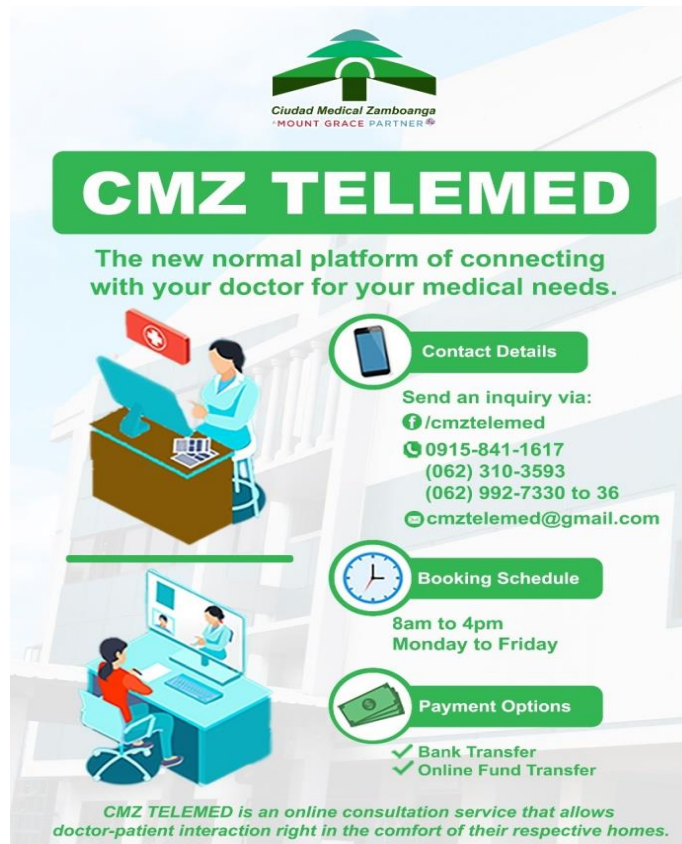
MEDICAL ARTS (CLINICS)

Clinic Hours
9am to 4pm
Monday to Saturday
(with daily schedule)

Contact Details
Please contact the medical secretary of the doctor concerned, or call our Customer Care Section at 992-7330 to 36, for appointment.

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@CiudadMedicalZamboanga

(062) 992-7330 to 36
(062) 992-7337



CMZ TELEMED

The new normal platform of connecting with your doctor for your medical needs.

Contact Details
Send an inquiry via:
f/cmztelemed
0915-841-1617
(062) 310-3593
(062) 992-7330 to 36
cmztelemed@gmail.com

Booking Schedule
8am to 4pm
Monday to Friday

Payment Options
✓ Bank Transfer
✓ Online Fund Transfer

CMZ TELEMED is an online consultation service that allows doctor-patient interaction right in the comfort of their respective homes.

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@CiudadMedicalZamboanga

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(062) 992-7337

TEMPORARY MEDICAL ARTS





MOBILE HEALTH SERVICES

A hospital within reach. Your Wheel to Wellness.



Services Offered

- ✓ Laboratory Tests
- ✓ ECG
- ✓ Other Services

Operating Hours

6:30am to 3pm
Monday to Saturday

Booking Schedule

8am to 4pm | Daily

Payment Options

- ✓ Cash
- ✓ Credit Card thru terminal on-site
- ✓ Online Fund Transfer

*Cash and Volume Discounts,
aside from SCD, may apply.*

Contact Details

☎ 0915-841-1603
(062) 310-3593
f /CiudadMedicalZamboangaZPHI



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We are at your service 24 hours a day.

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✓ A lab on wheels brought the service to the community

✓ New normal platform for consultation

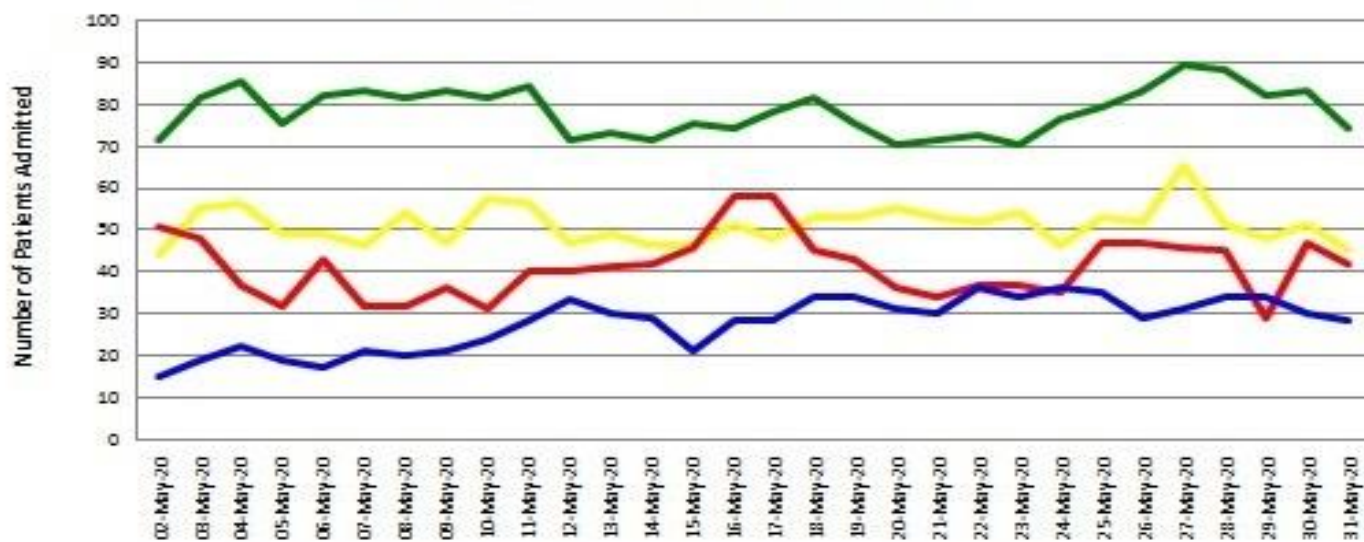
Category 4: MEASUREMENT, ANALYSIS, AND KNOWLEDGE MANAGEMENT

***How did we manage our data
and use them to improve
performance?***

Huddle, Small Group Discussion

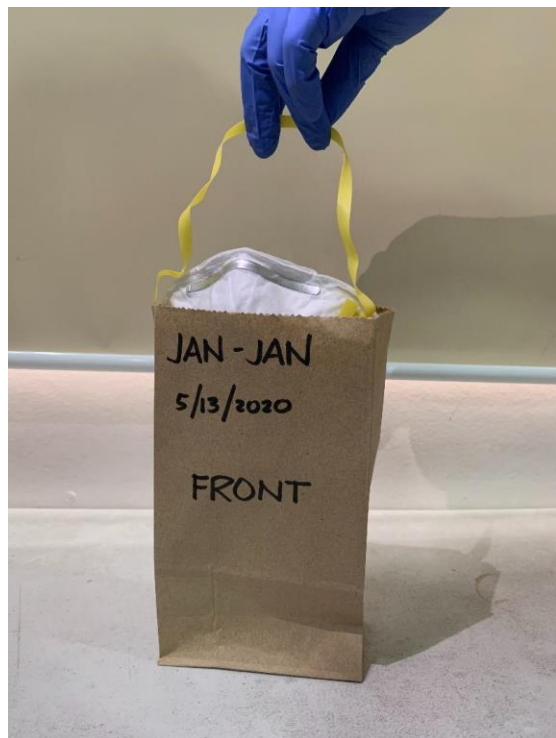


Hospital Census from May 2-31, 2020



	02-May-20	03-May-20	04-May-20	05-May-20	06-May-20	07-May-20	08-May-20	09-May-20	10-May-20	11-May-20	12-May-20	13-May-20	14-May-20	15-May-20	16-May-20	17-May-20	18-May-20	19-May-20	20-May-20	21-May-20	22-May-20	23-May-20	24-May-20	25-May-20	26-May-20	27-May-20	28-May-20	29-May-20	30-May-20	31-May-20
CMZ	71	81	85	75	82	83	81	83	81	84	71	73	71	75	74	78	81	75	70	71	72	70	76	79	83	89	88	82	83	74
Hospital A	44	55	56	49	49	46	54	47	57	56	47	49	46	46	51	48	53	53	55	53	52	54	46	53	52	65	51	48	51	45
Hospital B	51	48	37	32	43	32	32	36	31	40	40	41	42	46	58	58	45	43	36	34	37	37	35	47	47	46	45	29	47	42
Hospital C	15	19	22	19	17	21	20	21	24	28	33	30	29	21	28	28	34	34	31	30	36	34	36	35	29	31	34	34	30	28

Maximizing Utilization of PPEs



AREA	PERSON TASKED	SURGICAL MASK	N95 MASK	CLEAN GLOVES	GOWN	FACE SHIELD/ GOGGLES	SHOE COVER	CAP
All Other Areas	Housekeeping Staff	YES	NO	YES	NO	NO	NO	NO
	Physical Therapist	YES	NO	YES	NO	YES	NO	NO
	Ward Nurses, Institutional Workers and other Ancillary Staff	YES	YES*	NO	NO	YES	NO	NO
	Outsourced Dietary Staff	YES	NO	NO	NO	NO	NO	NO
	Laundry and Linen	YES	NO	YES	NO	NO	NO	NO
	Maintenance Staff	YES	NO	NO	NO	NO	NO	NO
	Front Offices	YES	NO	NO	NO	YES	NO	NO
	Back Offices	YES	NO	NO	NO	NO	NO	NO

AREA	PERSON TASKED	SURGICAL MASK	N95 MASK	CLEAN GLOVES	GOWN	FACE SHIELD/ GOGGLES	SHOE COVER	CAP
Ward A- Pneumonia Ward	Doctors	YES	YES*	YES	YES	YES	NO	NO
	Staff Nurse	YES	YES*	YES	YES	YES	NO	NO
	Med. Tech.	YES	NO	YES	YES	YES	NO	NO
	Respiratory Tech	YES	YES*	YES	YES	YES*	NO	NO
	Radiology Staff	YES	NO	YES	YES	YES	NO	NO
	Pharmacy Staff	YES	NO	NO	YES	YES	NO	NO
	Physical Therapist	YES	NO	YES	YES	YES	NO	NO
	Institutional Worker	YES	YES*	YES	YES	YES	NO	NO
	Housekeeping Staff	YES	NO	YES	YES	YES	NO	NO

COVID-19 Isolation Area	Ante-Room	YES	NO	YES	NO	YES	NO	NO
	All healthcare workers who will go beyond the plastic division	NO	YES	YES	YES	YES	YES	YES

BEST PRACTICE



- ✓ Ability to benchmark with comparable institution and learn from them

Category 5: WORKFORCE

How did we rapidly build a workforce that was capable to manage the situation efficiently?



COVID-19 ADVISORY

**HELP US PREVENT THE SPREAD OF VIRUS.
PRACTISE PROPER HAND HYGIENE.**

-  WET HANDS WITH WATER
-  APPLY ENOUGH SOAP TO COVER ALL HAND SURFACES
-  RUB HANDS PALM TO PALM
-  RIGHT PALM OVER LEFT DORSUM WITH INTERLACED FINGERS AND VICE VERSA
-  PALM TO PALM WITH FINGERS INTERLACED
-  BACK FINGERS TO OPPOSING PALMS WITH FINGERS INTERLOCKED
-  ROTATIONAL RUBBING OF LEFT THUMB CLASPED IN RIGHT PALM AND VICE VERSA
-  ROTATIONAL RUBBING, BACKWARD AND FORWARD WITH CLASPED FINGERS OF RIGHT HAND ON LEFT PALM AND VICE VERSA
-  RINSE HANDS WITH WATER
-  DRY HANDS THOROUGHLY WITH A SINGLE USE TOWEL
-  USE TOWEL TO TURN OFF FAUCET
-  YOUR HANDS ARE NOW SAFE

HANDRUB WITH ALCOHOL-BASED FORMULATION : 20 TO 30 SECONDS
HANDWASH WITH SOAP AND WATER: 40 TO 60 SECONDS

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COVID-19 ADVISORY

**PROTECT YOURSELF, YOUR FAMILY AND THE COMMUNITY
COVER YOUR COUGH**

-  Cover your mouth and nose with a tissue when you cough or sneeze.
-  Cough or sneeze into your sleeve or elbow, not your hands.
-  Throw your tissue into the garbage bin.
-  Wash your hands with soap and water, or sanitize with alcohol-based hand gel.

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Information Materials

Free Shuttle Ride in all shifts





Staff Welfare

Meals to Staff

Staff Quarters

**Staff Changing
Room**

13th Month Pay

Hazard Pay

**Flexible Work
Arrangement**

Vitamins

**Commitment to
shoulder full hospital
bill of infected staff**



Ciudad Medical Zamboanga
MOUNT GRACE PARTNER

#CMZGivesBackt♥

Bravehearts

FREE Pampering Session
April 23-24, 2020 | CMZ Conference Room



Haircut



Manicure



Pedicure



Massage

#SpreadingGoodVibes

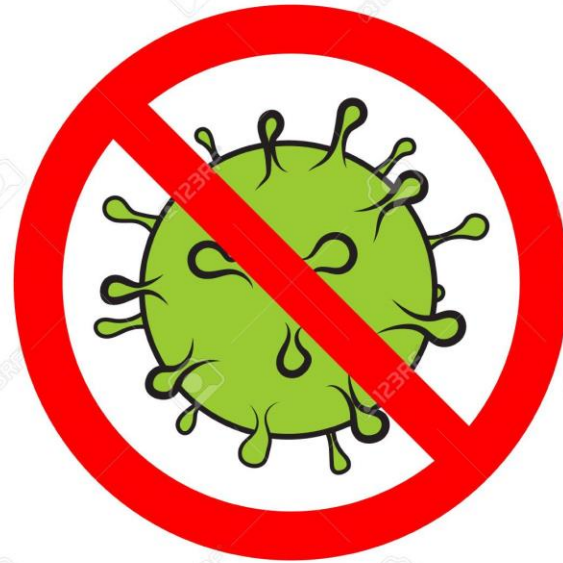
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@CiudadMedicalZamboanga

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BEST PRACTICE



**Hourly Reminder of
Hand Hygiene thru
the paging system**



**No Hospital Staff is
infected**

Category 6: OPERATIONS

How do we improve and innovate our services in this new normal?

ADVISORY

Control of Foot Traffic within Hospital Premises

Only one (1) watcher per hemodialysis patient is given access to the hospital.

For out-patients going to ancillary areas, only one (1) companion is allowed.

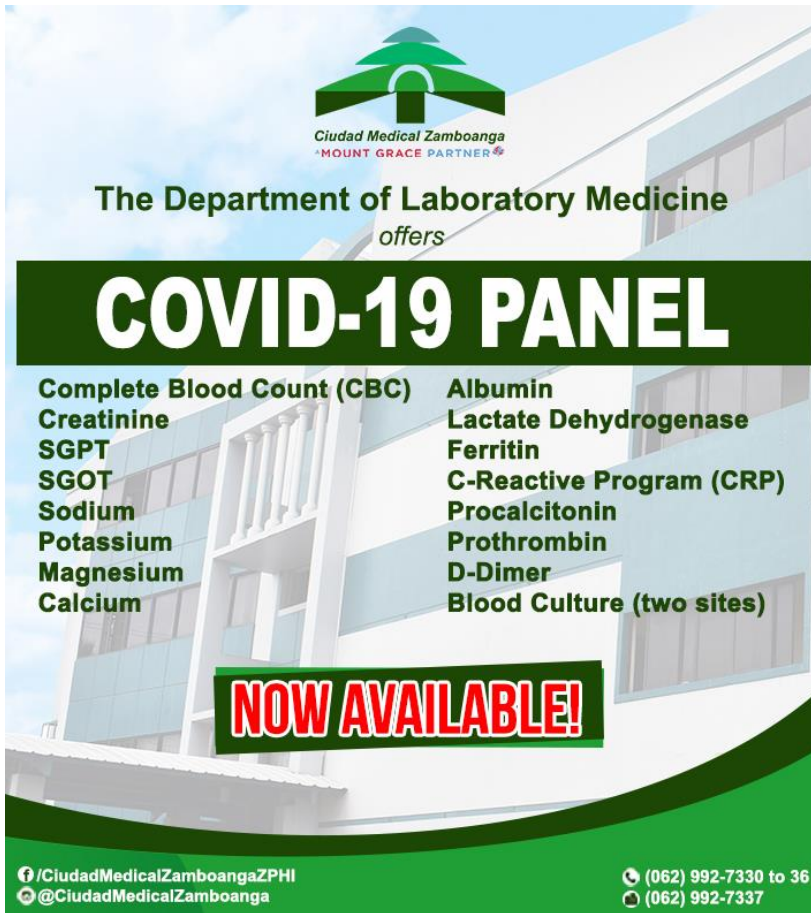
No instance will children, regardless of age, be allowed entry as watcher, companion or visitor.

“NO VISITOR” Policy is enforced.



Medical Secretary Orientation

BEST PRACTICE



The Department of Laboratory Medicine
offers

COVID-19 PANEL

Complete Blood Count (CBC)	Albumin
Creatinine	Lactate Dehydrogenase
SGPT	Ferritin
SGOT	C-Reactive Program (CRP)
Sodium	Procalcitonin
Potassium	Prothrombin
Magnesium	D-Dimer
Calcium	Blood Culture (two sites)


NOW AVAILABLE!

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✓ Developed because of the unavailability of test kits and long turn around time of results

✓ **FIRST in
Zamboanga**




Ciudad Medical Zamboanga
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SARS-CoV-2 (Covid-19) Rapid Antibody Test

It detects antibody
against COVID-19.



ONE STEP RAPID TEST
2019-nCoV Ab Test (Colloidal Gold)
INNOVITA



Disclaimer: The test should always be interpreted
by a Health Professional or your Doctor.

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1st Containerized Molecular Laboratory in Western Mindanao

IN COLLABORATION WITH:



MOUNT GRACE
HOSPITALS, INC.



RT-PCR LABORATORY

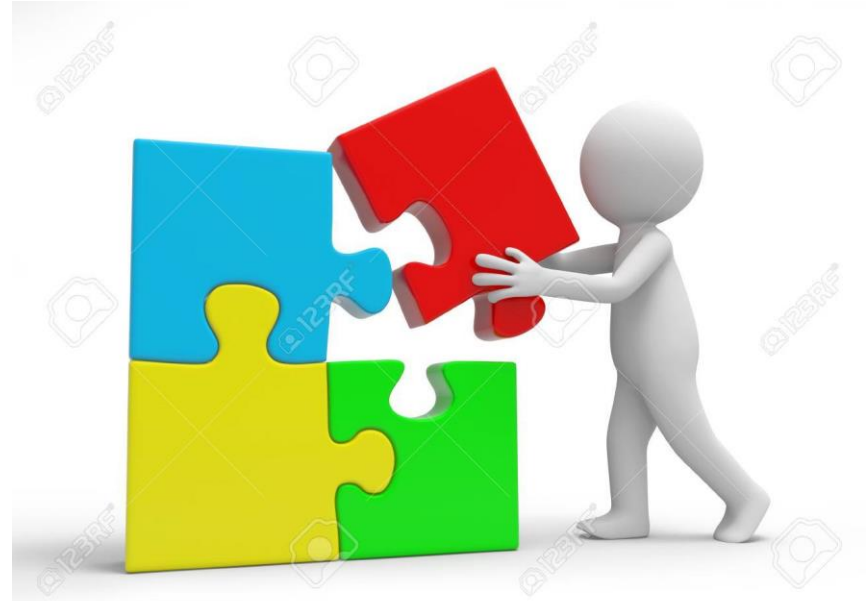
Let's beat COVID-19 Together!



TAKEAWAYS



Leadership needs to be calm, focused, decisive and agile.



Collaboration is crucial for the survival of all.

TAKEAWAYS



Challenges lead to
innovations



Communication is key
to adapt to any
change

TAKEAWAYS



Financial Sustainability to be able to discharge mandate and support manpower



Ciudad Medical Zamboanga
MOUNT GRACE PARTNER

H ME of the *Brave* *hearts*

Por el Amor del Servicio y Salud de todos

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