

HEADQUARTERS  
ARMED FORCES OF THE PHILIPPINES HEALTH SERVICE COMMAND  
Camp Colonel Victoriano K Luna, V. Luna Avenue, Quezon City

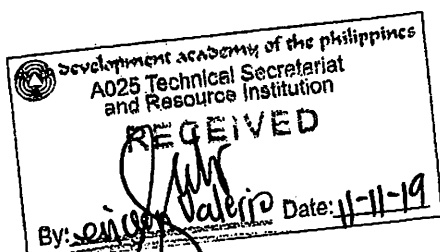
AFPHSC

SUBJECT: **Submission of Performance Evaluation Report FY 2018**

TO: **Chief of Staff, AFP**  
Camp General Emilio Aguinaldo  
Quezon City  
(Attn: Chief, OTIG)

1. Reference: Performance Evaluation Report (PER)
2. In connection with the above, respectfully submitted is the attached Performance Evaluation Report of this Command for CY 2018 as part of the requirements in assessing unit eligibility for the grant of FY -2018 Performance Base Bonus (PBB).
3. Request acknowledge receipt.

  
**EDGAR M CARDINOZA**  
COL PAF (GSC)  
Commander



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ARMED FORCES OF THE PHILIPPINES HEALTH SERVICE COMMAND  
Office of the Assistant Chief of Staff for Operations, H3  
Camp Colonel Victoriano K Luna, V Luna Avenue, Quezon City

OTAG/Admin

07 November 2019

**CITIZEN/CLIENT SATISFACTION SURVEY**

**I. Description of the Citizen/ Client Satisfaction Survey**

The Patient Satisfaction Survey is a tool designed to evaluate the quality of care provided to military, dependents and authorized civilian patients of VLHC. It is a process of collecting critical patient's feedback and non-conformances which serves as a measure to improve level of satisfaction to meet client's expectations.

The survey form is divided into three (3) categories which evaluate facilities, doctors and nurses. Each category is subdivided into questions that assess timeliness of work, professional skills and knowledge on illness, and personnel attitude. Facilities include availability of medicines; healthy meal compliant with dietary requirements; and cleanliness of bedsides, rooms and comfort rooms. It also provides a space for patient's comments and recommendations to better improve health care services. This survey is conducted to all clinical departments of VLHC where patients who are about to be discharged were given a chance to answer the form. The Likert Scale is used by the Quality Assurance Department wherein qualitative form of answers was transferred into numerical value to easily understand the result.

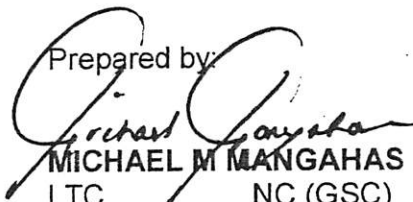
**II. Improvement Action Plan for FY 2019**

Patient Satisfaction Survey is distributed to all clinical and special areas of VLHC except Operating Room, Post Anesthesia Care Units and Out-Patient Department. This serves as a critical indicator which provides information to develop quality improvement plans and initiatives to improve the facilities and professional capabilities of health service personnel.

**Actions:**

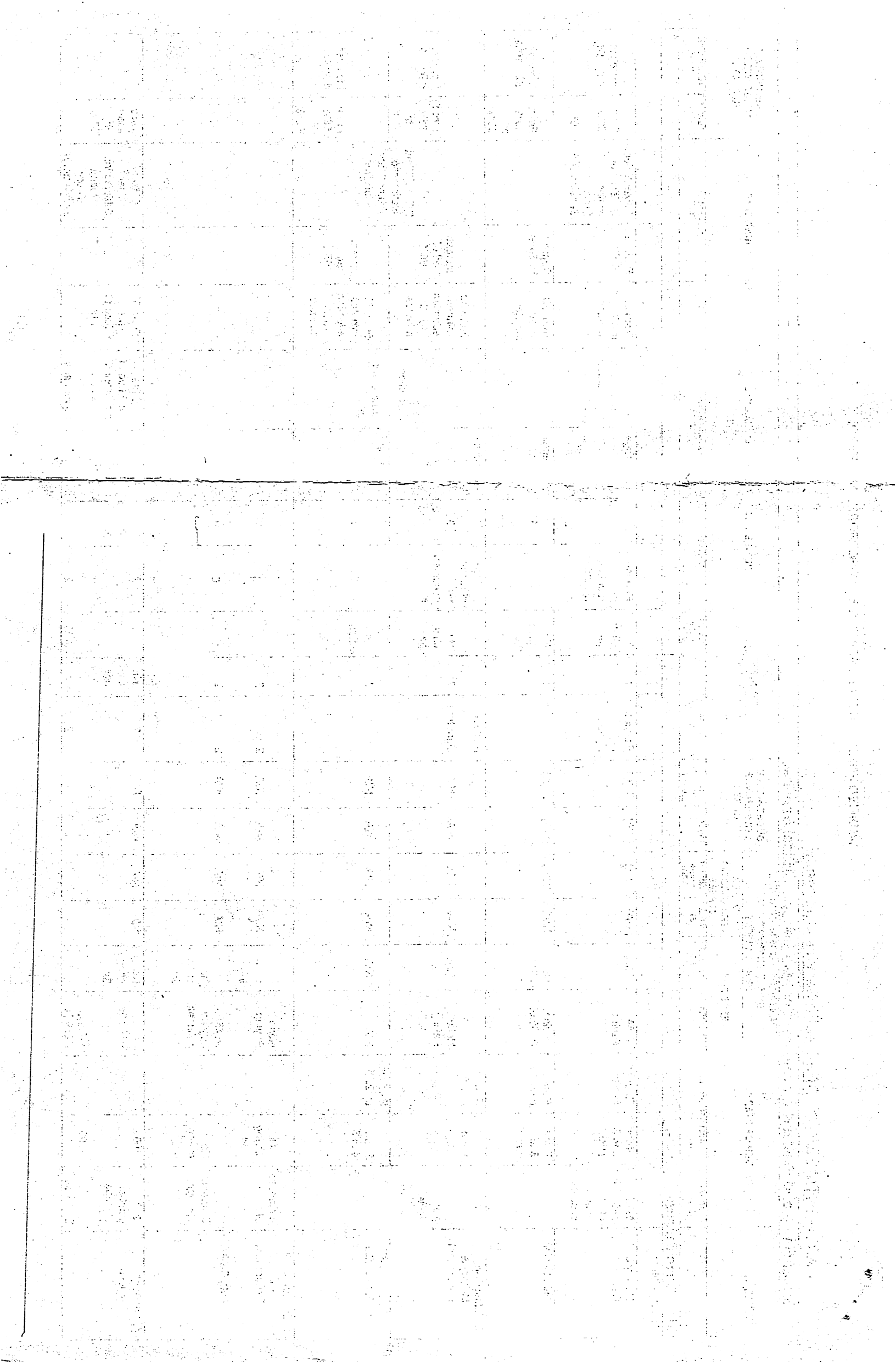
- Submit an evaluated monthly PSS result to higher headquarters
- Discuss PSS results during Head Nurse's and Staff Conference
- Continuous monitoring of PSS tool for possible modification that will adapt to present hospital condition
- Report areas that need improvement for training and education program
- Submit and evaluate Safety Officer's report for appropriate action

Prepared by:

  
**MICHAEL M MANGAHAS**  
LTC NC (GSC)  
ACS for Operations, H3

**DEPARTMENT/AGENCY: AFP Health Service Command**

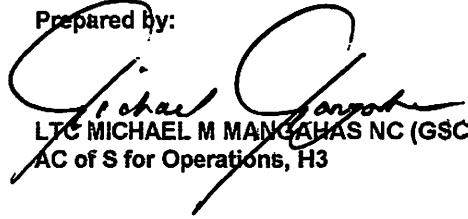
I. Streamlining and Process Improvement of the Agency's Critical Services																						
NAME OF SERVICES*	NUMBER OF STEPS		TRANSACTION COSTS INCURRED BY THE TRANSACTING PUBLIC/CLIENT					SUBSTANTIVE COMPLIANCE COST		NUMBER OF SIGNATURES		NUMBER OF REQUIRED DOCUMENTS		TURNAROUND TIME		CLIENT/CITIZEN SATISFACTION RESULTS						
			FEES PAID		OTHER TRANSACTION FEES																	
	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT				
<b>Healthcare Services</b>																						
<b>1. Consultations</b>																						
▪ Military & Dep	% of reduction of number of steps	From 5 to 3 steps	Reduce by 60%	None Paying	N/A	(N/A)	(N/A)	(N/A)	(N/A)	Reduce to signature	1	No change	Reduce of required documents	1	No change	% of Reduction of turnaround time	From 20 to 10 minutes	Reduce by 50%	Citizen/Client Satisfaction Rating (Very Satisfactory)	From 80% to 90%	Increase d by 10%	
▪ Auth Civilian		From 5 to 3 steps	Reduce by 60%	Paying: P200.00	No change	(N/A)	(N/A)	(N/A)	(N/A)		1	No change		1	No change		From 20 to 10 minutes	Reduce by 50%		From 80% to 90%	Increase d by 10%	
<b>2. Admission</b>																						
▪ Military & Department	% of reduction of number of steps	From 4 to 3	Reduce by 25%	None Paying	N/A	N/A	N/A	N/A	N/A	Reduce to signature	2	No change	Reduce of required documents	3	No change	% of Reduction of turnaround time	From 30 minutes reduction to 20 minutes	Increase d of 66%	Citizen/Client Satisfaction Rating (Very Satisfactory)	From 88% to 92%	Increase d by 4%	
▪ Auth Civilian		From 4 to 3	Reduce by 25%	N/A	N/A	N/A	N/A	N/A	N/A		3	No change		3	No change		From 30 minutes reduction to 20 minutes	Increase d of 66%			From 88% to 92%	Increase d by 4%
<b>3. Discharge</b>																						
▪ Military & Department	6 number of steps	No change		None Paying	No change	N/A	N/A	N/A	N/A	2	2		9	9								
▪ Auth Civilian	6 number of steps	No change		P545/ Day no philhealth	No change	N/A	N/A	N/A	N/A	2	2		6	6								
<b>4. Ancillary Services</b>																						
	2 number of steps	100%		Lab: P100.00	No change	N/A	N/A	N/A	N/A	2	No change		2	No change	2 hrs reduction of turnaround time	From 3 hrs reduce to 1 hr			Citizen/ Client Satisfaction Rating (Very Satisfactory)	Increase d by 33%		
	3 number	100%		X-Ray: P275.00						2			2		10 minutes							



	of steps				No change						No change			No change		reduction of turnaround time	From 30 minutes reduce to 20 minutes			Increased by 67%	
5. Ambulance Service	3	100% 2 steps	33%	Free	(N/A)	(N/A)	(N/A)	(N/A)	(N/A)	1	(N/A)	1	2	(N/A)	2	30 mins reduction	From 1 hour 30 mins	50%	83%	10%	95%

\* Departments/Agencies may add rows as needed.

Prepared by:



LTC MICHAEL M MANGAHAS NC (GSC)  
AC of S for Operations, H3

07 November 2019  
Date

Approved by:



COL EDGAR M CARDINOZA PAF (GSC)  
Commander

07 November 2019  
Date

