 <p>DR. PABLO O. TORRE MEMORIAL HOSPITAL</p>	Document Code:	DPOTMH-D-48-P02
	Effective Date:	07-15-2022
	Document Type:	Policy
	Page Number:	1 of 6
	Department/Section:	Labor Relations/ Employee Relations
	Document Title:	NSD GOLD AWARDS

B.S. Aquino Drive,
Bacolod City,
Negros Occidental,
6100

PURPOSE:

Riverside Medical Center, Inc. takes part in acknowledging and recognizing the exemplary contributions and continuous service of our employees in the forms of rewards and recognition such as the Nursing Service Division (NSD) Gold Awards. The company believes that these are instrumental in encouraging excellence in service in the forms of limiting occurrences of infractions, and errors, and maintaining compliance standards. Furthermore, rewards and recognition's are intended to nurture the achievements and contributions of the employees to the company.

LEVEL:

All Nursing stations and special areas of the Nursing Service Division

DEFINITION OF TERMS


Demerit System- it is a system that whenever you commit violations, certain points will be deducted from your current score. See Demerit Point System Table on page 3.

Hand Hygiene Policy- it is a company-wide policy that aims to consider hand washing as the single most important practice in reducing the transmission of infectious agents.

Infraction- it is a breach or violation of an agreed policy or regulation from the company Code of Discipline.


Recognition- it is an act of identifying someone and recognizing something as a sign of respect and/or admiration.

Reward- it is given for or received in return for a deed or rendered service. It may be in monetary or non-monetary form.

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	Effective Date:	07-15-2022
	Document Type:	Policy
	Page Number:	2 of 6
	Department/Section:	Labor Relations/ Employee Relations
	Document Title:	NSD GOLD AWARDS

POLICY:

1. A recognition program shall be established which will include monthly, quarterly, and, an annual recognition of excellence in stations and special areas of the Nursing Service Division (NSD).
2. The NSD Gold Awards shall be awarded to the nursing station and special areas that has the best compliance to the Code of Conduct and Hand Hygiene Policy (from the month of January until November of the same year).
3. The policy should include the following provisions:
 - 3.1. The RMCi HR- Labor Relations Section shall spearhead the NSD Gold Awards, to be done monthly, quarterly, and annually, in coordination with the IPCU and the Chief Nurse.
 - 3.2. The HR- Labor Relations shall keep track of the stations' performance by generating a list of incurred infractions of all staff nurses in all stations, and if they complied with the Hand Hygiene Policy.
 - 3.3. Extracted data of all stations shall be verified and certified by the HR - Labor Relations Section and the Total Quality Division, and to be approved by the Chief Nurse.
 - 3.4. The monthly awarding for the stations' performance will be based on a demerit point system. Accumulated and averaged scores will be the basis for the quarterly and annual awarding.
 - 3.5. All participating Nurse Stations will have 100 points at the start of every month. Corresponding points will be deducted for every incurred infraction or non-compliance.
 - 3.6. For Employees who committed a violation in other areas during their rotation, the same demerit point system will be used to deduct points from his/her parent station and from the station where the violation was committed. However, violations committed by nurses under ISTP shall not bear any deduction.
 - 3.7. Monthly deductions shall only take effect during the month of Notice of Decision issuance.

 <p>DR. PABLO O. TORRE MEMORIAL HOSPITAL</p>	Document Code:	DPOTMH-D-48-P02
	Effective Date:	07-15-2022
	Document Type:	Policy
	Page Number:	3 of 6
	Department/Section:	Labor Relations/ Employee Relations
	Document Title:	NSD GOLD AWARDS

B.S. Aquino Drive,
Bacolod City,
Negros Occidental,
6100


4. The Demerit Point System

Category	Demerit Points
Infractions and their corresponding penalties are to be based on the company Code of Discipline. Deductions are applicable on the month of Notice of Decision issuance.	
Infraction/s with a penalty of DISMISSAL	15
Infraction/s merits SUSPENSION	10
Infraction/s with a penalty of verbal/written warning	5
Hand Hygiene Compliance <i>shall be based on monthly audit report</i> <i>shall be done once a month for every station</i>	
Hit	0
Missed	10

5. Recommendation

- 5.1. The stations with scores falling within the range of **HIGH** will be receiving the respective recognition's and incentives.
- 5.2. On the other hand, stations that will fall within the **LOW** range will be recommended to undergo re-orientation, mentoring, and coaching and counseling.
- 5.3. The specific range of scores are as follows:

Points	Classification
91 – 100 points	High
81 – 90 points	Average
80 points and below	Low

 <p>DR. PABLO O. TORRE MEMORIAL HOSPITAL</p>	Document Code:	DPOTMH-D-48-P02
	Effective Date:	07-15-2022
	Document Type:	Policy
	Page Number:	4 of 6
	Department/Section:	Labor Relations/ Employee Relations
	Document Title:	NSD GOLD AWARDS

B.S. Aquino Drive,
Bacolod City,
Negros Occidental,
6100

6. Awards:

The awarding will be facilitated by the Labor Relations in coordination with the Nursing Service Office.

6.1. Monthly Recognition

- a) Monthly high scorers will be receiving a certificate of achievement, to be awarded by the HR representative, Nurse Manager for Operations, and the Chief Nurse during the WMM.

6.2. Quarterly Recognition


- a) Stations that scored HIGH for all months within the 3-month span will be the basis for identifying the quarterly high scores, thus, will be receiving the following recognition and rewards.

Quarter	Incentive
1 st Quarter (January – March)	Certificate of Achievement and Php 2,000.00
2 nd Quarter (April – June)	Certificate of Achievement and Php 2,000.00
3 rd Quarter (July – September)	Certificate of Achievement and Php 2,000.00
4 th Quarter (October – November)	Certificate of Achievement and Php 2,000.00

The certificate and cash prize will be awarded on the last WMM of the particular quarter. The awards will be given by the HR Division Head and the Nursing Director.

6.3. Annual Recognition

Stations that scored HIGH for all months within the 1-year span will be the basis for identifying the annual high scores, and will be receiving a plaque of recognition and cash incentive of Php 4,000.00. The awarding of the annual high scores will be held on the Employee's Day, to be given by the HR Division Head, VP-CMO and the President.


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	Effective Date:	07-15-2022
	Document Type:	Policy
	Page Number:	5 of 6
	Department/Section:	Labor Relations/ Employee Relations
	Document Title:	NSD GOLD AWARDS

DOCUMENTATION:

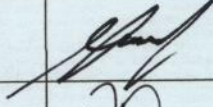


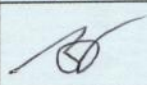

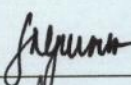
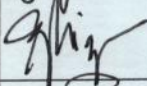

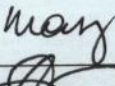
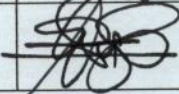
New Policy


DISSEMINATION:

Hospital Communicator
Policies and Procedure Manual


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	Effective Date:	07-15-2022
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	Page Number:	6 of 6
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APPROVAL:

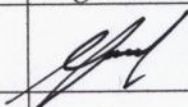

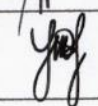
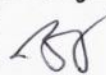

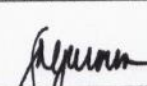
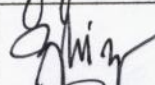

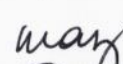

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	Effective Date:	07-15-2022
	Document Type:	Work Instruction
	Page Number:	1 of 2
	Department/Section:	Labor Relations/ Employee Relations
	Document Title:	NSD GOLD AWARDS

KEY TASKS	PERSON RESPONSIBLE
1. Keeps track of the stations' performance by generating a list of incurred infractions of all staff nurses in all stations and compliance to the Hand Hygiene Policy	HR- Labor Relations Section Personnel
2. Requests data of Hand Hygiene Compliance from IPCU	HR- Labor Relations Section Personnel
3. Verifies and certifies extracted data of all station	HR- Labor Relations Section, Total Quality Division and Chief Nurse
4. Deducts points for every infraction incurred	HR- Labor Relations Section
5. Receives certificates, recognition and incentive	Nursing station with the highest point

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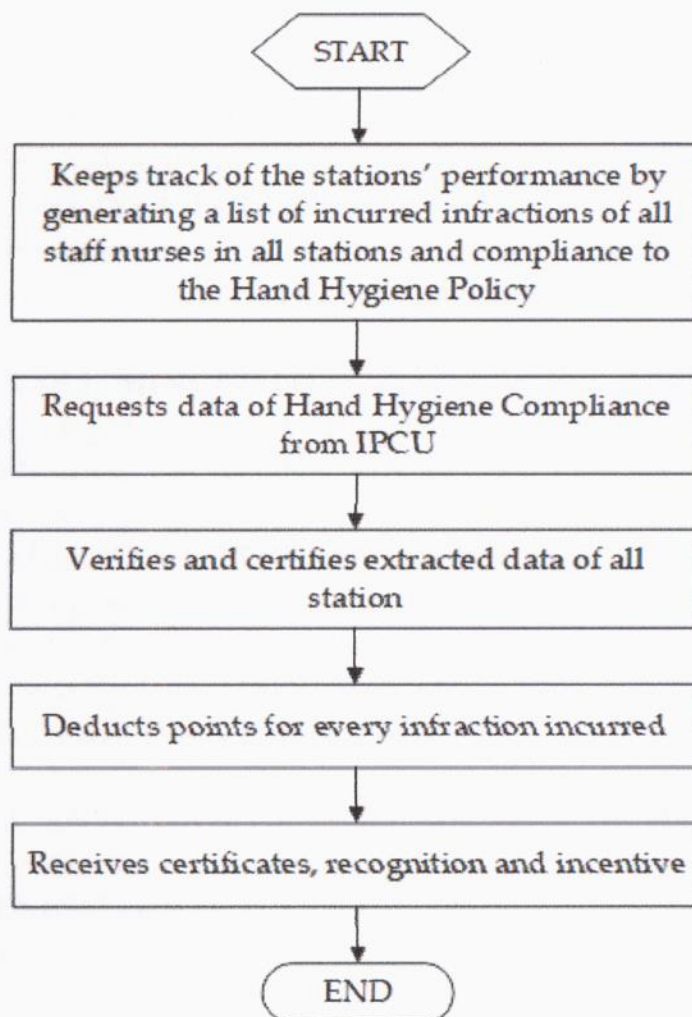


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Effective Date:	07-15-2022
Document Type:	Flowchart
Page Number:	1 of 2
Department/Section:	Labor Relations/ Employee Relations
Document Title:	NSD GOLD AWARDS

FLOWCHART






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6100

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	Page Number:	1 of 2
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PURPOSE:

To discuss the processes involved in the implementation of the Nursing Service Division (NSD) Gold Awards.

SCOPE:


Applies to all Human Resource Division staff of Dr. Pablo O. Torre Memorial Hospital

PERSON RESPONSIBLE:

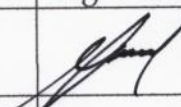


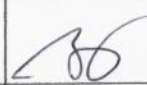

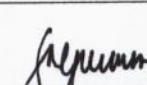
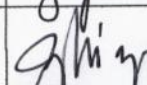
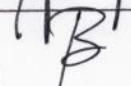
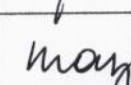

HR-Labor Relations Section Personnel

PROCEDURE:

1. The HR- Labor Relations Section Personnel shall keep track of the stations' performance by generating a list of incurred infractions of all staff nurses in all stations and compliance to the Hand Hygiene Policy (data shall be requested from the IPCU).
2. Extracted data of all stations shall be verified and certified by the HR- Labor Relations Section, Total Quality Division and the Chief Nurse.
3. All participating Nurse Stations shall have 100 points at the start of each month. Corresponding points will be deducted for every incurred infraction or non-compliance by the station or its individual staff.
4. The nurse station or special area with the highest point by the end of **each period** (monthly, quarterly or annually) shall receive certificates, recognition and incentives according to policy.

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