 <p>B.S. Aquino Drive, Bacolod City, Negros Occidental, 6100</p> <p>DR. PABLO O. TORRE MEMORIAL HOSPITAL</p>	Document Code:	DPOTMH-G-84-P01
	Effective Date:	03-31-2022
	Document Type:	Policy
	Page Number:	1 of 3
	Department/Section:	Client Relations and Communication Office
	Document Title:	<b>POLICY ON THREAT, UNLAWFUL AGGRESSION, AND PHYSICAL INJURY OF HOSPITAL STAFF BY PATIENT AND/OR FOLKS</b>

### **PURPOSE:**

To establish a hospital-wide procedure and response regarding threats and/or physical injury on the hospital staff by patients or their folks.

### **LEVEL:**


All Hospital Employee

### **DEFINITION OF TERMS:**

**Threat-** is a spoken or written words that are intended to intimidate the hospital staff, or a menace or declaration of the patient's purpose (or the folks of the patient), or intention toward injury to the person, property, or rights of the hospital staff, by commission of an unlawful act. A mere threat that does not cause any harm is generally not actionable. However, when the threat is combined with apparently imminent bodily harm, it can be considered as an assault for which the patient or his folks might be subject to civil or criminal liability. In case of a grave threat, or where the patient or his folks shall threaten the hospital staff with the infliction upon the person, honor, or property of the latter or of his family or any wrong amounting to a crime (e.g. uttering the words "I will kill you!") the act is punishable under Article 282 of the Philippine Penal Code.

**Unlawful Aggression-** means an attack by the patient or his folks with physical force or with a weapon towards the hospital staff, an offensive act that positively determines the intent of the patient or his folks to cause the injury. Unlawful Aggression must be actual or imminent that it is impending or at the point of happening. It must not consist in a mere threatening attitude, nor must it be merely imaginary, but the same must be offensive and positively strong.



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**Physical Injury-** refers to damage caused by the patient or his folks to any bodily tissue of the hospital staff to the extent that the tissue must at least undergo a healing process in order to be restored to a sound and healthy condition.

#### **POLICY:**

1. If a patient or their folks slap a hospital staff, the act shall be considered as a serious personal attack equivalent to Unlawful Aggression as the face represents a person and his dignity.
2. Shouting, raising of voice, or cursing by patient or their folks towards a hospital staff may be punishable by law under Republic Act 11313 or the Safe Spaces Act. For purposes of this policy, the said act is discouraged and recourses are provided for hospital staffs that are on the receiving end of it.
3. The RMCI Management shall, by all means, extend its support to the concerned hospital staff by:
  - 3.1. assisting the staff in filing a blotter report
  - 3.2. assisting in filing a claim/ complaint with the barangay (in the event that no amicable settlement is reached)
  - 3.3. if the case reaches court, the management may refer a private lawyer or direct the same to the Public Attorney's Office (PAO).

#### **DOCUMENTATION:**


New Policy

#### **DISSEMINATION:**

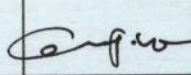

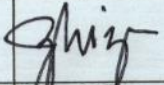
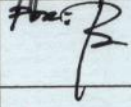
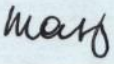
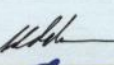

Hospital-wide Memorandum

Hospital Communicator's Bulletin Board




 <p><b>DR. PABLO O. TORRE MEMORIAL HOSPITAL</b></p> <p>B.S. Aquino Drive, Bacolod City, Negros Occidental, 6100</p>	Document Code:	DPOTMH-G-84-P01
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**APPROVAL:**

	Name/Title	Signature	Date
Prepared by:	<b>GERONIMO TEOFISTO P. ESTRELLA</b> Corporate Communications Officer		3/17/22
Reviewed:	<b>DENNIS C. ESCALONA, MN, FPCHA, FPSQua</b> Quality Assurance Supervisor		3/17/2022
Recommending Approval:	<b>NANCY B. HIZON, MS Psych, FPCHA</b> Human Resource Division Officer		3/17/22
	<b>HENRY F. ALAVAREN, MD, FPSMID, FPSQua</b> Total Quality Division Officer		6/2/22
	<b>MA. ANTONIA S. GENSOLI, MD, FPPS, FPCHA</b> Vice President- Chief Medical Officer		6-13-22
	<b>SOCORRO VICTORIA L. DE LEON, CPA, MBA, PhD, FPCHA</b> Vice President- Chief Operating Officer		06/17/2022
Approved:	<b>GENESIS GOLDI D. GOLINGAN</b> President and CEO		6/23/22



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### **PURPOSE:**

To establish a hospital-wide procedure and response regarding threats and/or physical injury on the hospital staff by patients or their folks.

### **SCOPE:**


Applies to all Hospital Employee of Dr. Pablo O. Torre Memorial Hospital

### **PERSON RESPONSIBLE:**

Hospital Employee concerned, Unit/Department/Section Supervisor, Office of the Medical Director staff, Corporate Communications Officer, Human Resources Division staff, Client Relations and Communication Office staff, Wellness Clinic staff


### **PROCEDURE:**

1. In any case that involves a patient or his folks threatening a hospital staff; or where a patient or his folks exhibit Unlawful Aggression or cause Physical Injury to the hospital staff, the said case shall immediately be referred to and handled by the nearest available supervisor.
2. The supervisor should exert all efforts to immediately distance the hospital staff concerned from the patient and / or his folks. The schedule of the hospital staff concerned should then be arranged in a manner that the hospital staff will no longer handle the patient until the latter is discharged from the hospital, unless said reschedule will negatively impact the treatment and care of patients in the station.
3. The incident should be reported to the Office of the Medical Director – through the Office of the Nurse Supervisor for Operations, the Human Resources Division, and to the Client Relations Office as soon as possible.

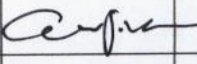

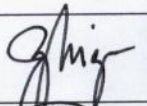
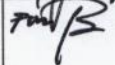
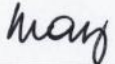
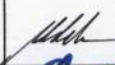

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4. The hospital staff concerned shall have the right to file a blotter report and / or a complaint with the barangay regarding the actions of the patient and / or his folks.
5. Upon determination that the hospital staff was in the right during his or her confrontation with the patient and/or his folks, the Management shall exert all effort to assist said hospital staff in the filing of his blotter report and/or complaint with the barangay. Should it be necessary to later file a criminal complaint against the patient and/or his folks, the same shall be deliberated upon by Management and the handling thereof in a case-to-case basis.
6. In all cases, the Human Resources Division shall debrief the hospital staff concerned and assist in the provision of physical or mental treatment, in coordination with the Wellness Clinic.
7. A detailed summary of the case shall be provided to the President & CEO as soon as possible without prejudice to the provision of a verbal report while the case is progressing.



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**APPROVAL:**

	Name/Title	Signature	Date
Prepared by:	<b>GERONIMO TEOFISTO P. ESTRELLA</b> Corporate Communications Officer		3/17/22
Reviewed:	<b>DENNIS C. ESCALONA, MN, FPCHA, FPSQua</b> Quality Assurance Supervisor		3/17/2022
Recommending Approval:	<b>NANCY B. HIZON, MS Psych, FPCHA</b> Human Resource Division Officer		3/17/22
	<b>HENRY F. ALAVAREN, MD, FPSMID, FPSQua</b> Total Quality Division Officer		4/2/22
	<b>MA. ANTONIA S. GENSOLI, MD, FPPS, FPCHA</b> Vice President- Chief Medical Officer		6-13-22
	<b>SOCORRO VICTORIA L. DE LEON, CPA, MBA, PhD, FPCHA</b> Vice President- Chief Operating Officer		06/17/2022
Approved:	<b>GENESIS GOLDI D. GOLINGAN</b> President and CEO		6/23/22

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KEY TASKS	PERSON RESPONSIBLE
1. Refers to the immediate supervisor any case that involves a patient or his folks that: 1.1. threatens a hospital staff 1.2. exhibits unlawful aggression 1.3. or caused physical injury to the hospital staff.	Hospital Employee concerned
2. Handles the referred case immediately	Unit/Department/Section Supervisor
3. Exerts all efforts to immediately distance the hospital staff concerned from the patient and / or his folks	Unit/Department/Section Supervisor
4. Reports the incident as soon as possible to the Office of the Medical Director through the following: 4.1. Office of the Nurse Supervisor for Operations 4.2. Human Resources Division 4.3. Client Relations and Communications Office	Unit/Department/Section Supervisor
5. Receives the incident report	Office of the Medical Director
6. Files a blotter report and/or a complaint with the barangay regarding the actions of the patient and / or his folks if they opt to	Hospital Employee concerned
7. Exerts all effort to assist the hospital employee in the filing of his blotter report and/or complaint with the barangay and if necessary, to file a	Hospital Management



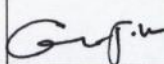

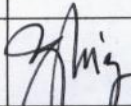
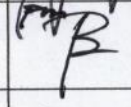
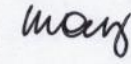
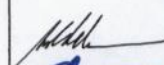

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criminal complaint	
8. Debriefs the hospital staff concerned and assists in the provision of physical or mental treatment	Human Resources Division staff in coordination of Wellness Clinic staff
9. Provides a detailed summary of the case to the President & CEO as soon as possible without prejudice to the provision of a verbal report while the case is progressing	Corporate Communications Officer



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**APPROVAL:**

	Name/Title	Signature	Date
Prepared by:	<b>GERONIMO TEOFISTO P. ESTRELLA</b> Corporate Communications Officer		3/17/22
Reviewed:	<b>DENNIS C. ESCALONA, MN, FPCHA, FPSQua</b> Quality Assurance Supervisor		3/17/2022
Recommending Approval:	<b>NANCY B. HIZON, MS Psych, FPCHA</b> Human Resource Division Officer		3/17/22
	<b>HENRY F. ALAVAREN, MD, FPSMID, FPSQua</b> Total Quality Division Officer		6/2/2022
	<b>MA. ANTONIA S. GENSOLI, MD, FPPS, FPCHA</b> Vice President- Chief Medical Officer		6-13-22
	<b>SOCORRO VICTORIA L. DE LEON, CPA, MBA, PhD, FPCHA</b> Vice President- Chief Operating Officer		06/17/2022
Approved:	<b>GENESIS GOLDI D. GOLINGAN</b> President and CEO		6/23/22

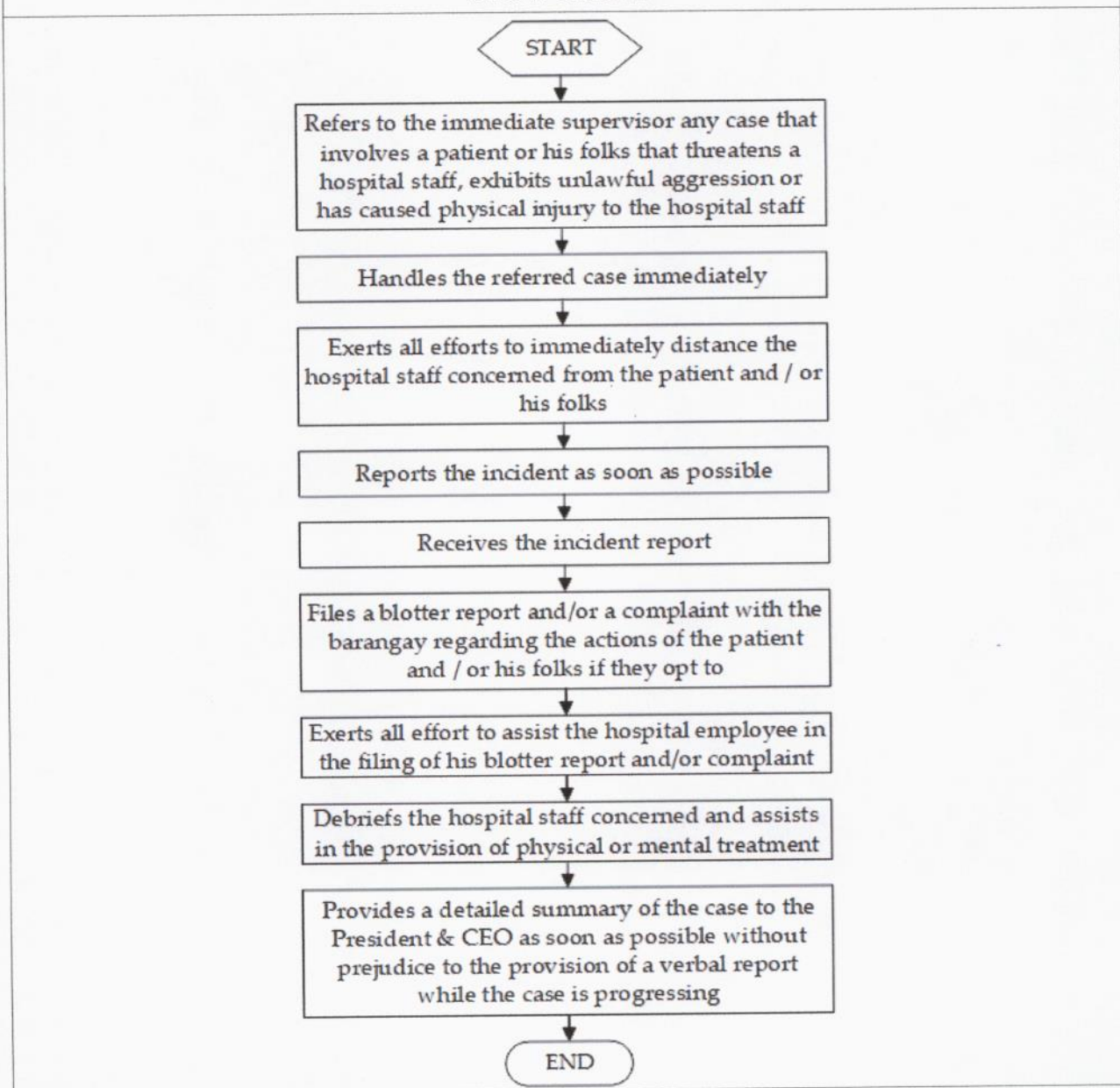





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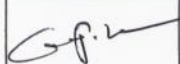

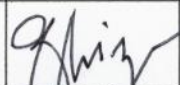
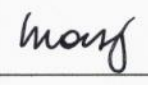


## FLOWCHART





 <p><b>DR. PABLO O. TORRE MEMORIAL HOSPITAL</b></p> <p>B.S. Aquino Drive, Bacolod City, Negros Occidental, 6100</p>	Document Code:	DPOTMH-G-84-P01-FC01
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**APPROVAL:**

	Name/Title	Signature	Date
Prepared by:	<b>GERONIMO TEOFISTO P. ESTRELLA</b> Corporate Communications Officer		6/3/22
Reviewed:	<b>DENNIS C. ESCALONA, MN, FPCHA, FPSQua</b> Quality Assurance Supervisor		6/06/2022
Recommending Approval:	<b>NANCY B. HIZON, MS Psych, FPCHA</b> Human Resource Division Officer		6/7/22
	<b>HENRY F. ALAVAREN, MD, FPSMID, FPSQua</b> Total Quality Division Officer		6/9/22
	<b>MA. ANTONIA S. GENSOLI, MD, FPPS, FPCHA</b> Vice President- Chief Medical Officer		6-13-22
	<b>SOCORRO VICTORIA L. DE LEON, CPA, MBA, PhD, FPCHA</b> Vice President- Chief Operating Officer		06/17/2022
Approved:	<b>GENESIS GOLDI D. GOLINGAN</b> President and CEO		6/23/22