



DR. PABLO O. TORRE
MEMORIAL HOSPITAL

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

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Revision Number:	0
Effective Date:	04-01-2020
Document Type:	Standard Operating Procedure
Page Number:	1
Department/Section:	Quality Assurance
Document Title:	NON-CONFORMITY REPORT

PURPOSE:

To standardized reporting of all non-conformity after the Internal Quality Audit has been conducted in a section or department.

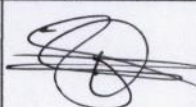
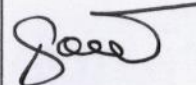
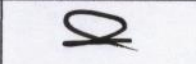
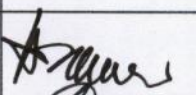
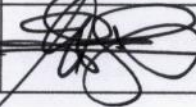
OBJECTIVE:


To develop a basis for continuous quality improvement for the unit/department/division.

RESPONSIBLE PERSON:

Total Quality Division Officer, Quality Assurance Head, Internal Quality Auditor both Patient Care and Non Patient Care.

APPROVAL:

	Name/Title	Signature	Date
Prepared by:	BERNIE B. SIASON Internal Quality Auditor for Non-Patient Care		02-24-2020
	SUZETTE J. PIDO, RN Internal Quality Auditor for Patient Care		02-24-2020
Reviewed by:	DENNIS C. ESCALONA, MN, FPCHA Quality Assurance Supervisor		02-24-2020
Recommending Approval:	HENRY F. ALAVAREN, MD, FPSMID Total Quality Division Officer		2/24/2020
Approved:	GENESIS GOLDI D. GOLINGAN President and CEO		28 FEB 2020

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PROCEDURE

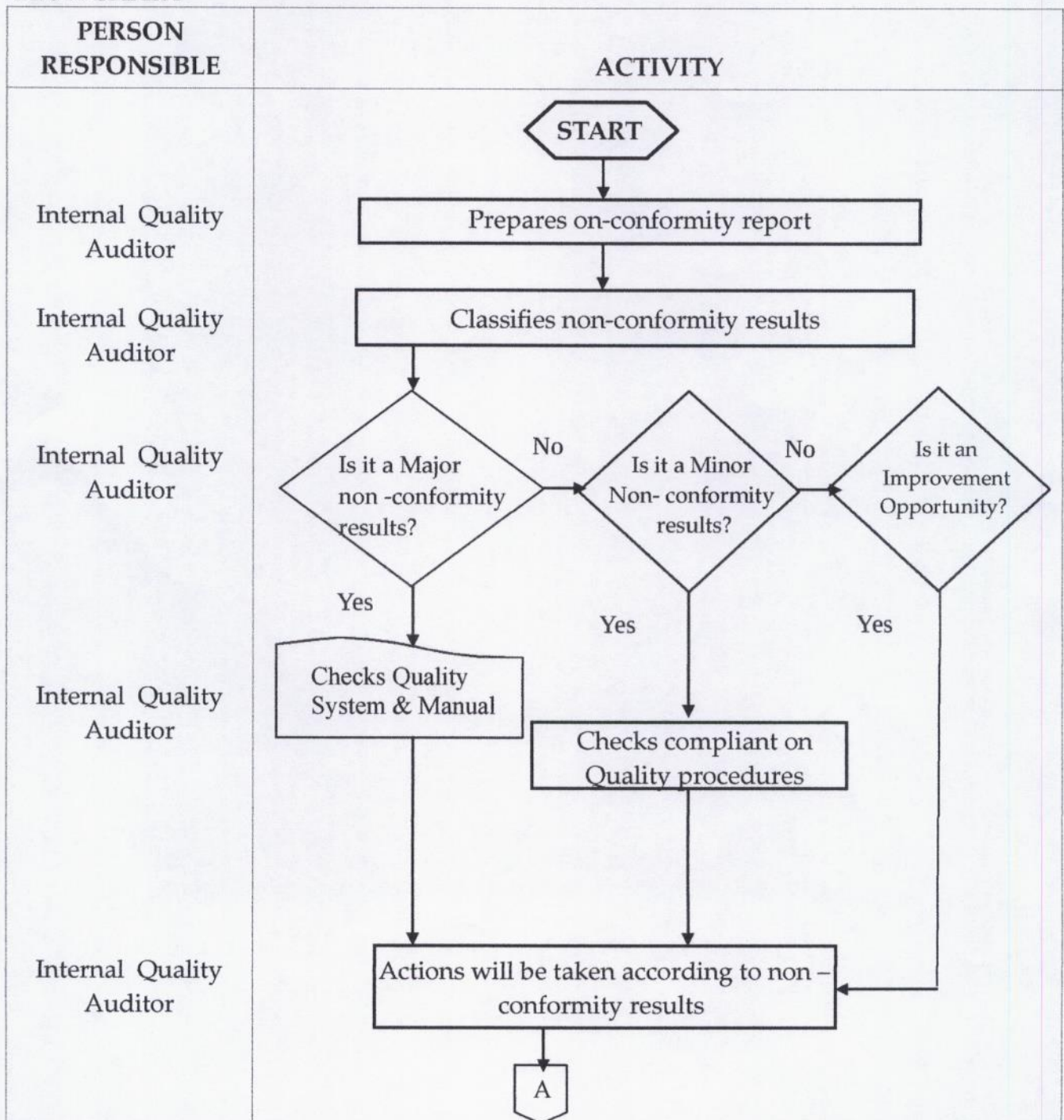
1. The Internal Quality Auditor determines the classification of the non-conformity whether it is;
 - 1.1 Major (System Observations) – absence of a Quality System or Quality Manual is not used.
 - 1.2 Minor (Procedure Observation) – failure to comply with procedural requirements.
 - 1.3 Improvement Opportunity – are statements outside the scope are important and may include the following;
 - 1.3.1 a possible breakdown maybe imminent
 - 1.3.2 moving towards non-conformance
 - 1.3.3 health/safety requirements
2. The IQA together with the Auditee determines the different stages of action for non-conformance's.
 - 2.1 Containment action – is the immediate intervention to correct to non-conformity to prevent the problem from getting worse or prevent the occurrence in other areas. It is also referred to as the quick-fix action.
 - 2.2 Corrective action – Is an action that will prevent the recurrence of the non- conformity.
 - 2.2.1 address the non-conformance
 - 2.2.2 identify the root causes
 - 2.2.3 have a realistic time frame
 - 2.2.4 be corrected on time
 - 2.2.5 prevent recurrence
 - 2.2.6 help to improve the Quality System
 - 2.3 Preventive action – is an action that will prevent the recurrence of the non-conformity in the same area will prevent the occurrence of the potential non- conformities when applied to other areas.
3. the IQA does follow-up Audit to determine if the committed action is implemented and if the implemented action is effective.



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FLOWCHART





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Internal Quality
Auditor

