PURPOSE

To ensure quality, objectivity, utility and integrity of information dissemination to the patients, hospital personnel and to the public.

To assign specific department to generate reports and communications in accordance with the policy.

LEVEL

All hospital personnel (medical and non-medical)

POLICY

1. Hospital Information System is vital to decision making and plays a crucial role in the success of DPOTM hospital.

   1.1   The system reveals the benefits for doctors and nurses which includes   access to good and timely information about patient health care and   treatment options.

   1.2   Qualitatively better data for patients, direct/on-line consultation of Attending Physicians and Specialty Doctors, use of decision based systems, reduced work load, the gain of time and the availability of administrative support.

   1.3   Hospital wide intranet access of documents (ex. Department policies and procedure manual), reports (ex. Hospital daily statistical reports) and   intra hospital communication.

2. The Top Management is responsible for monitoring and controlling the quality of patient care, assessing of the performance of the medical staff, keeping check on how some of the hospital's resources are being put to use and gathering of data for short term and long term decisions.

3. The office circulating the information must comply with the basic standard of quality (including objectivity, utility, and integrity) as a performance goal for all information that it disseminates. Each office is responsible for ensuring that the pre-dissemination review by the supervisor is performed and documented at a level appropriate for the type of information disseminated.

4. Information management of the internet includes employee use of the Internet, business access to the Internet, liability/accountability, education and training, maintenance, resources, data privacy and customer service.

   4.1   Moral and legal obligation of personnel on management of electronic information access and dissemination.

   4.2   Staff who abuse the privilege of access, either by promoting inappropriate activities or by misusing access time will be subjecting for disciplinary action.

   4.3   Authorized executives has the responsibility and accountability for managing the organization's information resources.

      4.3.1 Emphasis should be placed on responsible use, providing quality information and services with equal access to all, maintaining proper security precautions.

DEFINITION

Quality is an encompassing term comprising utility, objectivity, and integrity.

Utility refers to the usefulness of the information to its intended users, including the public.

Objectivity includes whether disseminating information is being presented in an accurate, clear, complete, and unbiased manner.

Integrity refers to the security of information, or protection of the information from unauthorized access or revision, to ensure that the information is not compromised through corruption or falsification.

Information means any communication or representation of knowledge, such as facts or data, in any medium or form, including textual, numerical, graphic, cartographic, narrative, or audiovisual forms.

Dissemination means initiated or sponsored distribution of information to the public in all media and formats.

PROCEDURE

1. Appropriate dissemination of promotional materials is essential to promote the key messages of the hospital.

    1.1 Dissemination to patients can be more than just a brochure on a table in the waiting area or sitting in a brochure holder. Active communication should involve more interactive dissemination channels between the hospital and patient.

        1.1.1 Provide information on audio-visual materials in English for those patients with special need patient/client.

        1.1.2 Relevant health teachings to patients were promoted and displayed in the hospital and also accessible and available for the general public. (ex. Mother's Class-Breastfeeding, Dietary Instructions, etc.)

        1.1.3 Materials provided to inpatients via:

            1.1.3.1 Information available at the Information

            1.1.3.2 Included in the Patient Admitting package

            1.1.3.3 Give directly to patients

            1.1.3.4 Present in brochure holders in Marketing and Client & Relations

            1.1.3.5 Poster displayed on walls, in every ward, waiting room and hospital corridors

            1.1.3.6 Poster displayed on the walls in Hospital & Medical Arts Bldg.

            1.1.3.7 Information available at the patients bedside (the patient maybe more relaxed and willing to read the information provided while lying in bed)

            1.1.3.8 May prefer to provide the information package to families or carer (as the patient may not be in a condition to take in all the information)

        1.1.4 Materials available to outpatients via:

            1.1.4.1 Materials available in waiting areas

            1.1.4.2 Poster hanged in hospital & college gates

2. It is important to engage/involve all hospital personnel including; senior management, boards and committees, medical and non-medical staff.

2.1 Ways to engage hospital staff involvement and increase awareness include:

    2.1.1 Develop a staff bulletin and publication for all staff. This aims to promote an advocate partnership approach to delivery of healthcare services

    2.1.2 Staff that have 'direct patient' contact should receive awareness training

    2.1.3 Education sessions with hospital staff. Sessions should be targeted to Medical Staff, Residents, PGI, nurses and other hospital staff that have contact with the patients.

    2.1.4 Education sessions may focus on the following areas:

        2.1.4.1 Detail the hospital policies and procedures

        2.1.4.2 Personnel compliance

    2.1.5 Incorporate hospital chaplains in the education process

    2.1.6 Poster and other materials in areas where ward/multidisciplinary team meet and gather.

3. Patient/Client Involvement

    3.1 Admitting Staff provides written information and Nurse discusses with each patient their rights and responsibilities

    3.2 Provide information to families and carers

    3.3 Print larger copies specific for the elderly

4. Information specific for Multi-cultural communications

4.1 Produce audio-visual materials for patients

    4.1.1 Give to patients upon admission following initial discussions regarding their requirements eg. English not the preferred language

    4.1.2 Develop and encourage staff to have good listening skills, as information may need to be repeated several times especially if the patient is stressed about entering the hospital

    4.1.3 Upon admission and when each patient is handed the package the clerk should ascertain if information is required in another language

    4.1.4 Education sessions to hospital staff on interpreter awareness, usage, availability and appropriateness

    4.1.5 Determine the need of translations of all available brochures into other languages

    4.1.6 Identify patient's needs and link them with the appropriate support services in order to improve and maximize patient and family care

5. Computerization of the medical records and documentation has resulted in efficient data management and information dissemination for the users. Managers, Clinicians and other healthcare workers can now access the information without delay or errors.

6. Department Head will make incident report for sending wrong information and immediate changes will be made to correct dissemination.

RESPONSIBLE DEPARTMENT AND DOCUMENTATION

Department	Type of Communication/Reports	Distributed to
Client and Relations Department	SYNAPSE-monthly issue	Hospital, College and Medical Arts Building
	Corporate Publication & Advertisement-local newspaper	General Public
	Website Update – www.rivermedcenter.net	General Public
	Telephone Directory	
	MOAs – draft	Corporate Lawyer
Marketing Department	Hospital Packages – OB, Surgery, ENT, Laboratory	General Public
Licensing Department	Hospital & School Licenses	DOH, PHIC, CHED
	Monthly Report	POEA, PNRI
Medical Records	Top Ten Diseases – Monthly	Nursing Stations, DOH
	Daily Hospital Statistical Report	
	Annual Hospital Statistical Reports	DOH
	Mortality and Morbidity	
	Occupancy Rate – Monthly	Executive Officers
Infection Control	Notifiable Diseases – Weekly	PHO, CHO
	Online Injury Surveillance	DOH
Philhealth Section	Monthly Mandatory Hospital Report (MMHR)	Records, VPMA
Admitting Section	Hospital Statistical Report – Daily and Monthly	Executive Officers
	Daily Admissions – station, service, physicians	Executive Officers, Physicians
Quality Assurance	Audit Findings – Monthly	All Departments
	Hospital Policy and Procedure Review	All Departments
	5S-System of Good Housekeeping	All Departments
Personnel	Staffing Compliment	
	Contract of Appointments	
HRD	Corporate Calendar of Activities	All Departments

RESPONSIBLE DEPARTMENT AND DOCUMENTATION

Department	Type of Communication/Reports	Distributed to
All Departments	Daily Written Memoranda	Concern staff/department
	Electronic Memoranda	Concern staff/department
President (Executive Office)	Corporate Circular & Memoranda	All Employees
	Commendations	All Employees
	Appointments of Corporate Officers	Concern Officers
	Minutes of Management Committee Meeting	Top Management
VP Medical Affairs	Hospital Documentation – Policies and Procedures	All Departments
	Minutes of Meetings	Nursing Services, Ancillary Services, Tumor Board
	Inter/Intrahospital memos	All Concerned
Healthcare providers and practitioners	Patient Rights and Responsibilities-brochure	Patients/Families
Finance Department	Payroll Reports	Top Management
	Income & Expenses	Top Management
	Budget of Departments	All Departments

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