



DR. PABLO O. TORRE  
MEMORIAL HOSPITAL

# RIVERSIDE MEDICAL CENTER, INC.



METRO PACIFIC HEALTH  
THE HEART OF FILIPINO HEALTHCARE

<b>DEPARTMENT:</b> Ancillary Division		<b>POLICY NUMBER:</b> DPOTMH-IPP-HEMO-P002-(01)	
<b>TITLE/DESCRIPTION:</b> QUALITY ASSURANCE PROGRAM (QAP) IN HEMODIALYSIS			
<b>EFFECTIVE DATE:</b> May 30, 2025	<b>REVISION DUE:</b> May 29, 2028	<b>REPLACES NUMBER:</b> HEMO-QP-48	<b>NO. OF PAGES:</b> 1 of 4
<b>APPLIES TO:</b> Hemodialysis Unit		<b>POLICY TYPE:</b> Internal	

**PURPOSE:**

Quality Assurance (QA) and Quality Control (QC) are critical components in ensuring the safety, efficacy, and reliability of hemodialysis treatments. This document outlines the essential elements for implementing a robust QA/QC program in a stand-alone hemodialysis clinic, ensuring compliance with international standards.

**DEFINITIONS:**

**Quality Assurance Program (QAP)** – Is a planned series of actions and procedures meant to guarantee that dialysis services fulfill set criteria, enhance patient outcomes, reduce problems, and continue to adhere to accreditation and regulatory obligations.

**Quality Control** – refers to the operational methods and procedures required to meet quality standards, including keeping an eye on dialysate composition, water purity, and dialysis machine performance.

**RESPONSIBILITY:**

Hemodialysis Unit Personnel

**POLICY:**

**1. Policy and Procedure Development**

- 1.1. Develop and maintain comprehensive policies and procedures that align with national and international standards for hemodialysis. These shall cover all aspects of patient care, from admission to discharge (as OutPatient).
- 1.2. Shall ensure that all staff are trained on these policies and procedures and that they are regularly updated to reflect the latest best practices and regulatory requirements.

**2. Staff Training and Competency**

- 2.1. Implement a continuous education program for all staff, including nurses, technicians, and administrative personnel. This shall include regular training sessions on hemodialysis techniques, patient care, and infection control.
- 2.2. Conduct competency assessments to ensure that all staff members are proficient in their roles and can perform their duties safely and effectively.

**3. Patient Safety and Satisfaction**

- 3.1. Establish protocols for patient safety, including the prevention of infections, management of complications, and the use of appropriate vascular access.
- 3.2. Regularly collect and analyze patient feedback to identify areas for improvement and enhance patient satisfaction.





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#### 4. Continuous Quality Improvement (CQI)

- 4.1. Implement a CQI program that encourages staff to identify and address areas for improvement.
- 4.2. Regularly review and update QA/QC processes based on feedback, data analysis, and changes in regulatory requirements.

#### Quality Control (QC)

#### 5. Equipment and Supplies Management

- 5.1. Ensure that all hemodialysis machines and related equipment are regularly maintained and calibrated according to manufacturer specifications and regulatory requirements.
- 5.2. Implement a system for tracking the maintenance and calibration of equipment, and ensure that all records are kept up to date.

#### 6. Infection Control

- 6.1. Develop and enforce strict infection control protocols, including hand hygiene, use of personal protective equipment (PPE), and environmental cleaning.
- 6.2. Conduct regular audits to ensure compliance with infection control standards and address any identified deficiencies promptly.
- 6.3. Recording data on infections in treated dialysis patients; and unannounced practice audits involving quality assurance staff observing performance of reuse techniques.
- 6.4. Do not stock patient care supplies in the treatment rooms. Routine testing of dialysis patients or healthcare workers for HIV for purposes of infection control is not necessary.
- 6.5. Patients with HIV infection need not be isolated from other patients.

#### 7. Data Collection and Analysis

- 7.1. Establish a system for collecting and analyzing data on key performance indicators (KPIs) such as patient outcomes, treatment adherence, and equipment performance.
- 7.2. Use this data to identify trends, monitor performance, and implement corrective actions as needed.





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<b>PROCEDURE (SOP):</b> N/A
<b>WORK INSTRUCTION:</b> N/A
<b>WORK FLOW:</b> N/A
<b>FORMS:</b> N/A
<b>EQUIPMENT:</b> N/A
<b>REFERENCES:</b> <ol style="list-style-type: none"> <li>1. <i>Quality assurance and certification of a hemodialysis unit according to the ISO-9001-2000 standards</i></li> <li>2. <i>The National Haemodialysis Quality Standards 2018</i></li> <li>3. <i>Quality control for hemodialysis: the evaluation-quality process</i></li> <li>4. <i>: Quality Assurance in Hemodialysis</i></li> <li>5. <i>Applicable Standards for Dialysis Clinics</i></li> <li>6. <i>Quality Assurance Guidelines for Hemodialysis Devices</i></li> <li>7. <i>HEMO-QP-48</i></li> </ol>





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