

VMMC hurdles DOH-IHOMP Self-Assessment Tool

The Veterans Memorial Medical Center successfully passed the Department of Health Integrated Hospital Operation and Management Program (DOH IHOMP) Assessment Tool conducted by (Department of Health Metro Manila Center for Health Development) last March 24, 2022.

In the assessment exit conference at the CPS Conference Room, Ms. Maria Ivy M. Cruz, Senior Health Program of the DOH MMCHD announced that VMMC obtained a total score of 96 points on the six (6) major components of the IHOMP Assessment Tool.

The six (6) major components of the DOH Assessment Tool are as follows: Governance, Ethics and Patient's Rights, Quality Measurement and Improvement, Patient Safety, Facility Safety and Emergency Management and Resource Management.

Ms. Maria Ivy M. Cruz who headed the 8-man DOH audit team/delegation, revealed that the objective of the DOH IHOMP Assessment is to improve the management systems and procedures in the hospital in order to enhance the facility's provision of quality essential healthcare. She also said that the methodology of the assessment shall involve interviews of heads and representatives as well as physical inspection/walk through of concerned areas during the hospital tour. Prior to the audit proper, a short meeting with top officials was held at the CPS Conference room where a comprehensive power presentation of the history of VMMC was made by the VMMC Director Dr. Dominador M. Chiong. Afterwards, the DOH auditors proceeded to their assigned areas for inspection of the hospital facilities and interview of concerned personnel/process owners. During the interview, the auditors requested the latter to present the necessary documents to enable them to review and have a more objective evaluation of the hospital processes. After data collection, the DOH audit team convened in the CPS conference room to consolidate, finalize their reports and presented their findings gathered from the activity.

The DOH audit team commended the hospital's commitment in meeting the quality standards and continual enhancement of its services through its established Quality Management System (QMS). She also gave credit to the process owners/heads and representatives of the areas under audit for being well-versed and knowledgeable of their respective responsibilities and accountabilities.

Passing the DOH Assessment Tool further validates VMMC's consistent efforts to maintain its quality standard in customer service, patient care and safety and clinical excellence. It may be recalled that barely two weeks had passed since Veterans Memorial Medical Center has been recertified to ISO 9001:2015 by the ISO third party auditor, SOCOTEC Certification Philippines for complying with international quality management system standards.



VMMC Quality Assurance Unit Head Dr. Eloisa De Guia with the DOH-Audit Team



VMMC top officials met with the DOH Audit Team at the CPS Conference Room.



The DOH Audit Team at work