



NCMH QUALITY MANAGEMENT TEAM



OVERALL QUALITY MANAGEMENT REPRESENTATIVE
BEVERLY A. AZUCENA, MD, FPPA, MMHoA
Officer-In-Charge, Medical Center Chief II

QMR FOR HOSPITAL SERVICE
ALDEN C. CUYOS, MD, FPPA, MMHoA
Officer-In-Charge, Hospital Service

QMR FOR COMMUNITY SERVICE
JULIEN V. GUIJANG, MD, FPPA, MMHoA
Officer-In-Charge, Community Service

QMR FOR NURSING SERVICE
PUBLICO B. PLOTENA, RN, MAN, MMHoA
Chief Nurse

QMR FOR ADMINISTRATIVE SERVICE
CLARITA M. AVILA, MPA
Chief Administrative Officer

QMR FOR FINANCE SERVICE
DIONICIO A. TOLENTINO, MPA
Chief Finance Officer

QUALITY MANAGEMENT REPRESENTATIVE – ISO POINT PERSON
TERESA ROSALIE DEL VALLE, MD, FPPA, MMHoA

WORKPLACE ORGANIZATION

INFECTION CONTROL
DR. BERNADETTE T. SELUDO

ENGINEERING
ENGR. ESTEBAN GAMUROT

MEMBERS
ENGR. EVELYN PURINO
ENGR. CASIMIRO DONATO III
MS. FLORENCIA ENRIQUEZ, RN
MR. GODOFREDO VALLES
MS. BELMA CRUZ

SECRETARIAT
MS. GABRIELLE ERYKA L. FADRIGALAN, RN
MS. ANNA KATRINA D. SANTOS, RN

DOCUMENTS AND RECORDS CONTROL

DOCUMENT CONTROLLER
MS. EPIFANIA AGUSTIN-CRESPO

DC FOR OFFICE OF THE MCC
MS. ROSARIO CHRISTINA GUILLERME
DC FOR COMMUNITY SERVICE
DR. CHARINA ABERIN
DC FOR HOSPITAL SERVICE
DR. EVELYN BELEN
DC FOR NURSING SERVICE
MR. CESAR ZARANDONA, RN
DC FOR ADMINISTRATIVE SERVICE
MS. CECILLE REYES
DC FOR FINANCE SERVICE
MS. RUSSELLE SP OLASO

SECRETARIAT
MR. MARO BIANCO BANEZ, RN
MR. ALLEN JASON G. GREGORIO, RN

TRAINING AND EDUCATION

LEAD TRAINER
DR. ALDEN C. CUYOS

COMMUNITY SERVICE
DR. CYNTHIA AGUSTIN
HOSPITAL SERVICE
DR. JENKIN GO
NURSING SERVICE
MS. JANE DE GUZMAN, RN
ADMINISTRATIVE SERVICE
MS. SUSAN SABADO
FINANCE SERVICE
MR. JERRY RODRIGUEZ

SECRETARIAT
MS. MARY ANN CASTANEDA, RN
MR. TRISTIAN JOHN PALMANI, RN

IT SPECIALIST
MR. ROMMEL M. RODRIGUEZ

INTERNAL QUALITY AUDIT

LEAD AUDITOR
DR. ROBERT ROY K. MAPA

ASST. LEAD AUDITOR
MS. ESTELITA G. PASCUA, RN

MEMBERS
MS. JONELLY ANN WESNIT, RMT
MR. ALFREDO TORRES
MR. JOSE MARIE IPORAC, RN

SECRETARIAT
MR. JOHANN ALEXIS MARIO, RN
MS. JESSICA ALFON, RN

QUALIFIED INTERNAL QUALITY AUDITORS

DR. TERESA ROSALIE DEL VALLE
DR. ROBERT ROY K. MAPA
DR. REGIENALD AFROILAN
DR. JUMELYN S. PEREZ
DR. EVELYN BELEN
DR. WESLEY PETER QUIMBO
DR. IRFA B. DUCUSIN

ESTELITA G. PASCUA
ELIZABETH D. JOSE
ARLENE D. DE CHAVEZ
ARNEE C. REYES
JACQUELINE F. VILLANUEVA
SHARLON FRANCISCO
EPIFANIA A. CRESPO

FIDELA TRILLANA
MA. JORDANA DELA CRUZ
ENGR. EVELYN PURINO
GABRIELLE ERYKA L. FADRIGALAN
MA. VICTORIA G. LEVISTE
ARTURO SALCEDO
JOHANN ALEXIS A. MARIO

SUSAN SABADO
MARO BIANCO R. BANEZ
MARY ANN C. CASTANEDA
TRISTIAN JOHN O. PALMANI
MARIETTA C. GERONIMO
NEPTALIE OCAMPO
JESSICA V. ALFON

JONELLY ANN A. WESTNIT
ARIEL D. BERNARDO
RUBEN A. VIBAR
JOSE MARIE M. IPORAC
SOLEDAD G. YAMBABO
ALLEN JASON G. GREGORIO
ANNA KATRINA D. SANTOS

ALFREDO M. TORRES
GERTRUDES SABARICOS
DOLORES PALACIO
JOSHUA MAGSUMBOL
JONATHAN OLARTE
ANGELEE PALAGANAS
VANESSA G. CREDO

Approved by:

BEVERLY A. AZUCENA, MD, FPPA, MMHoA
Officer-In-Charge, Medical Center Chief II

QUALITY MANAGEMENT TEAM DUTIES AND RESPONSIBILITIES

1. WORKPLACE ORGANIZATION TEAM

Ensures consistent overall implementation of the ISO program using 7'S and regularly monitors and assess its effectiveness. Conducts briefing and training regarding quality workplace to concerned areas as needed most especially the hospital's Infection Control Program. Coordinates closely with Section's Head on all matter concerning the Quality Workplace Program. Oversees the centers facilities, equipment and all serviceable items when it comes to its preventive maintenance and monitoring activities.

2. INTERNAL QUALITY AUDIT

Conducts internal quality audits of the agency to determine the effectiveness of the implemented quality management system. They shall assess the QMS compliance to the requirements of the ISO 9001:2015 standards and reports the results of such audits to the Management. Ensures that the results of the audits, corrective and preventive actions (and follow-up actions) are documented and maintained. Monitors the implementation of corrective and preventive actions for non-conformances.

Responsible in assisting the QMR in monitoring the effectiveness of the implemented Improvement, Corrective Action Report (ICARe) affecting the quality management system and performs the following duties:

- ✓ Prepares the Internal Quality Audit Program.
- ✓ Distributes Audit Plan to all concerned services.
- ✓ Ensures that all internal and external (customer) feedback reports are recorded and monitored.
- ✓ Manages internal quality audits and verifies its conformity with the standard requirements.
- ✓ Coordinates with regard to non-conformity report during internal and external quality audits and ensures that these are promptly investigated and appropriate actions are being taken.
- ✓ Controls and monitors Improvement, Corrective Action Report.
- ✓ Ensures the competencies of the auditors in the internal quality audit based on their personal attributes, knowledge and skills etc.

3. DOCUMENTS AND RECORDS CONTROL

Overall in charge of all quality documents. Keep track and records all revisions / modifications of controlled documents, and maintains one copy of obsolete documents. Updates the Master list of Controlled Document as needed and externally registers generated documents that are used as references.

Ensures that all QMS-related and Improvement Project documentation complies with the requirements of International Standard. These documents are carefully reviewed for accuracy, adequacy and recommends action and approval to the QMR.

Responsible in assisting the QMR for the clear and precise control of the issuance, distribution, revision and updating of existing documents and the retrieval of obsolete documents. The document and data controller's responsibilities are:

- ✓ Act as custodian of the master copy of the quality manual, procedures manual and other supporting documents relative to the implementation of the quality management system.
- ✓ Issues and controls the distribution of the quality manual, procedures manual and other supporting documents in electronic format.
- ✓ Updates and amends all pertinent revisions to the Quality Management System documentation.
- ✓ Reproduces, distributes and compiles all approved revisions or changes on the documents related to the Quality Management System, as deemed necessary.
- ✓ Retrieves and disposes of obsolete documents related to the Quality Management System.
- ✓ Ensures that all controlled documents in use are current, approved and authorized.

4. TRAINING AND EDUCATION TEAM

Overall in charge of training the staff with regards to ISO Programs. Provide updates on the ISO status of the agency and facilitates information dissemination of all ISO related activities. Facilitates Management Review, meetings, trainings, seminars and all other ISO related activities; reporting and documentation; and oversees the day to day activities of the QMT Office.