

| Frontline Service                                       | Process Improvement                                                                                                            | Action Taken to Improve Process                             | Results/Benefits                                                                       |
|---------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------|----------------------------------------------------------------------------------------|
| Clinical Chemistry – Dept. of Laboratories              | Sending results to open MRS                                                                                                    | LIS was connected                                           | Results can be viewed faster                                                           |
| Property & Supply Division                              | Citizen's Charter tarpaulin to be transferred to a place more visible to clients                                               | Prepared JOR for provision of a stand to hold the tarpaulin | More awareness on the part of clients to the processes and procedures of the division. |
| Medical Social Services Division                        | Evaluation/assessment and interview to patients and relatives                                                                  | Shorten interview time from 15-20 to 10-15 minutes          | Shortened waiting time and increased coverage                                          |
| Central Block – Department of Radiology                 | Reduced time in encoding data of patients and giving radiologic procedure file number                                          | Encoding of data through computer                           | Fast & easy search for data                                                            |
| Out Patient – Department of Radiology                   | Reduced time in encoding data of patients and giving radiologic procedure file number                                          | Encoding of data through computer                           | Fast & easy search for data                                                            |
| Central Block & OPD – Department of Radiology           | Reduced time in releasing/ issuing radiologic films/ images/reports and lending films/images of patients to authorized doctors | Encoding of data through computer                           | Quick and easy search for radiologic files/records for patients                        |
| Pay Admitting Unit – Department of Pay Patient Services | Admission of pay/private patient at Pay Admitting Unit                                                                         | Admission of pay/private patient at Pay Admitting Unit      | Shortened turnaround time                                                              |
| Billing Section – Accounting Services Division          | Identify the place, name of person in-charge (for complaints)                                                                  | Reflected in the Citizen's Charter                          | Feedback shall be used for improvement                                                 |
| Palistahan, Dept. of Emergency Medicine                 | Filling-up of Kaalaman Form oftentimes incompletely filled-up                                                                  | Posted enlarged completely filled-up sample form            | Reduced incidence of incompletely filled-up Kaalaman forms                             |

This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

IN WITNESS HEREOF, I have hereunto set my hand this 26th day of May, 2017 in Manila, Philippines.

  
**GERARDO D. LEGASPI, M.D.**  
 Director 

SUBSCRIBED AND SWORN to before me this 26<sup>th</sup> day of MAY, 2017 in Manila, Philippines, with affiant exhibiting to me his **PHILIPPINE GENERAL HOSPITAL ID No. 380000545** issued on JANUARY 2010 at Manila, Philippines.