



Republic of the Philippines
Department of Health
OFFICE OF THE SECRETARY

6 October 2020

DEPARTMENT CIRCULAR

No. 2020 - 0338

FOR: ALL UNDERSECRETARIES, ASSISTANT SECRETARIES; DIRECTORS OF BUREAUS, DOH-CENTER FOR HEALTH DEVELOPMENT, SERVICES AND SPECIALTY HOSPITALS; CHIEFS OF DOH-HOSPITALS AND MEDICAL CENTERS; AND OTHERS CONCERNED

SUBJECT: Online Training on Risk Management in Healthcare during Pandemic of the Healthcare on October 28-30, 2020

The Healthcare is inviting participants to the Online Training on Risk Management in Healthcare during Pandemic on October 28-30, 2020.

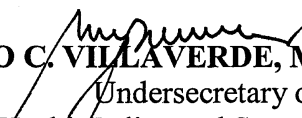
Attendance to this activity shall be on **Official Business** to all concerned **personnel in DOH hospitals and health facilities**. Expenses to be incurred for the attendance to this activity shall be charged against the sending office.

All other transactions shall be in accordance with Department Order (DO) No. 2007-0053, entitled "Guidelines on the Attendance to Conventions/Seminars/Conference and Similar Human Resource Development Activities Outside of the Department of Health," and DO No. 2014-0094, entitled "Guidelines on the Allowable Rates of Payment for Human Resource Development Activities."

Attached is the flyers with other details for your ready reference.

Dissemination of the information to all concerned is requested.

By Authority of the Secretary of Health:


MARIO C. VILLAVARDE, MD, MPH, MPM, CESO I
Undersecretary of Health
Health Policy and Systems Development Team

Request for Endorsement | "RISK MANAGEMENT IN HEALTHCARE DURING PANDEMIC" (Online Training), 28-30 Oct 2020

1 message

Joyce Alumno <joyce.alumno@health-core.org>
To: HHRDB Administrative Unit <officeofthedirector.hhrdb.doh@gmail.com>
Cc: Learning & Development Division <ldd@doh.gov.ph>

Mon, Oct 5, 2020 at 9:33 PM

4 September 2020

LEARNING AND DEVELOPMENT DIVISION
Health Human Resource Development Bureau
Department of Health, Philippines

Dear Gentlemen:

We would like to respectfully request for your endorsement of our online workshop on **"RISK MANAGEMENT IN HEALTHCARE DURING PANDEMIC"** that will be held on 28-30 October 2020, 10AM-3PM. Attached is the Course Outline for your reference. CPD units are currently under process with the Philippine Medical Association and Philippine Nurses Association.

Thank you and we look forward to your usual kind support and assistance. Should you have any questions, please do not hesitate to contact us.

Very truly yours,

Joyce Socao-Alumno
President & CEO, **HealthCore**
President, Health Retirement & Tourism (HeaRT) Alliance of the Philippines

HEALTHCORE*Your reliable partner for world-class healthcare delivery & patient safety*

CERTIFICATE OF LEADERSHIP 2019 AWARDEE:

MEMBER OF:



www.health-core.org | M: +63908.8887880 | info@health-core.org

Tel: +632.32242132 Fax: +632.32242133
Level 10-1 Fort Legend Tower, 31st Street & 3rd Avenue, Bonifacio Global City, Taguig City, 1634 Philippines

2 attachments**MEDITRON** Meditron logo fits.png
18K Risk Management Online Workshop (28-30 Oct 2020).pdf
11088K



HEALTHCORE
ACADEMY

ONLINE TRAINING ON RISK MANAGEMENT IN HEALTHCARE DURING PANDEMIC

*****with CPD units*****

28-30 October 2020

10AM – 3PM (Philippine Time) via Zoom

Risk management in a hospital is complex, as it involves identifying, assessing and averting risks in virtually every area of the hospital. Managers should perform risk assessments to identify risks before problems occur rather than reacting to an event. Managers should conduct failure mode effects analyses, which score a process or product based on potential failures, the probability of these failures occurring, their likely frequency and the ability to detect them. The resulting risk score enables managers to proactively establish practices that will reduce or eliminate these risks for failure.

How has the COVID-19 pandemic created different risks and crisis management situations for hospitals?

A lot of the same risk in safety situations that we see in a normal or non-crisis time that we would see now are situations involving patient safety and quality. To maintain a low-risk environment, risk managers need to standardize appropriate practices across the organization. Hardwiring these practices into people's workflow requires managers to educate providers and staff, and establish redundancies that ensure certain steps are completed.

While risk managers have the main responsibility to identify risks, it would be difficult for them to detect every single risk throughout an entire organization. Instead, providers, staff members and leaders should be able and encouraged to report observed risks. Creating a "just" culture, a non-punitive environment in which people feel comfortable speaking up about areas of risk or near misses is crucial. Patient and health worker's safety is everyone's responsibility that must be carried out in the entire organization.

PURPOSE: Health Core is committed to providing health care leaders and staff with a set of core topics that serve as building blocks for improving quality and patient safety. This three-day workshop aims to improve level of knowledge and competencies in the basic concepts, methods, and tools related risk management in provision of health care services.

The overall workshop objectives are to:

- Understand concepts and methods for risk management
- Understand the design of a risk management program
- Understand use of Primary Driver Diagram for risk mitigation
- Understand criteria and method for assessing and prioritizing high risk clinical, managerial, and facility safety processes
- Understand concepts and method of a proactive risk reduction method called "Failure Mode Effect Analysis"
- Understand the concepts and methods of a facility and environment proactive risk reduction method called "Hazard Vulnerability Analysis"



HEALTHCORE
ACADEMY

PROCESS: The workshop will provide a series of 45-minute dialogue supported by training slides and combined with brief practice session to gain confidence in applying concepts, methods and tools to existing healthcare settings

PARTICIPANTS: Leaders, managers, and quality improvement staff in healthcare facilities will benefit from participation in this workshop. There are no specific requisites for participation. However, participants should be in a position to improve quality and patient safety processes in their respective organizations.

PROGRAM DELIVERABLES: Participants will receive copies of training materials, CPD units and a certificate of participation.

THE CONTENT OF EACH ONE HOUR DIDACTIC SESSION IS DESIGNED TO ENSURE PARTICIPANTS CAN ANSWER THE FOLLOWING QUESTIONS:

1. ESSENTIALS OF RISK MANAGEMENT

- What is the definition of risk?
- What is risk management?
- What are the building blocks of a risk management program?
- How to use Primary Driver Diagram to develop risk reduction solutions?

2. RISK PRIORITIZATION

- What is the purpose of a risk assessment?
- What are the key determinants of risk assessment?
- What are the different risk assessment methods?
- What is the method for conducting a "Hazard Vulnerability Analysis

3. FAILURE MODE EFFECT ANALYSIS (FMEA)

- What is the purpose of an FMEA
- What is the method for conducting a FMEA?
- What are risk reduction solutions and how do they related to FMEA?
- How to use FMEA to mitigate risks in pandemics

4. HAZARD VULNERABILITY ANALYSIS (HVA)

- What is the purpose of an HVA
- What is the method for conducting a HVA
- How to use HVA to mitigate risks in emergency preparedness for pandemics



HEALTHCORE
ACADEMY

PROGRAM

| DAY 1, 28 October 2020 | |
|-------------------------------|--|
| 10:00 - 10:15 AM | Registration & Introduction / Pre-Test |
| 10:15 – 11:00 AM | OVERVIEW OF RISK MANAGEMENT IN HEALTHCARE CONCEPTS OF RISK AND RISK MANAGEMENT PROGRAM DESIGN |
| 11:00 – 12:00 PM | PANDEMIC RISKS DEFINITIONS AND APPLICATION TO COVID-19 |
| 12:00 – 12:30 PM | LUNCH BREAK & GROUP CASE ASSIGNMENT |
| 12:30 – 1:45 PM | RISK ASSESSMENT RISK IDENTIFICATION AND RISK PRIORITIZATION SCORING |
| 1:45 – 2:15 PM | HAZARD VULNERABILITY ANALYSIS RISK IDENTIFICATION AND RISK PRIORITIZATION SCORING FOR FACILITY AND ENVIRONMENTAL RISK |
| 2:15 – 3:00 PM | Q & A and Breakout Group Discussion |

| DAY 2, 29 October 2020 | |
|-------------------------------|--|
| 10:00 – 11:00 AM | HAZARD VULNERABILITY ANALYSIS (Continued) RISK IDENTIFICATION AND RISK PRIORITIZATION SCORING FOR FACILITY AND ENVIRONMENTAL RISK |
| 11:00 – 12:00 PM | PRIMARY DRIVER DIAGRAM HOW TO IDENTIFY RISK MITIGATION SOLUTIONS |
| 12:00 – 12:30 PM | LUNCH BREAK |
| 12:30– 2:00 PM | FAILURE MODE EFFECT ANALYSIS HOW TO IDENTIFY RISK MITIGATION SOLUTIONS USING FMEA |



HEALTHCORE
ACADEMY

| DAY 3, 30 October 2020 | |
|------------------------|---|
| 10:00 – 10:30 AM | RESPONSE & RISK STRATEGIES ON COVID-19 (MALAYSIA EXPERIENCE) Dato Dr. Jacob Thomas Chairman of the Board, Ramsay Sime Darby Health Care Group Vice Chairman, Joint Commission International, USA Head of the Private Healthcare Productivity Nexus, Government of Malaysia Emergency Medicine Specialist |
| 10:30 – 11:30 AM | CASE STUDY: COVID-19 RISK FACTORS IN THE HOSPITAL SETTING Dr. Shirard Leonard Adiviso Director for Ancillary Services, Asian Hospital & Medical Center |
| 11:30 – 12:30 PM | GROUP CASE PRESENTATIONS |
| 12:30 – 1:00 PM | LUNCH BREAK |
| 1:00 – 1:30 PM | OPEN FORUM |
| 1:30 – 2:00 PM | POST TEST EXAMINATION & ADJOURNMENT |

FACULTY



Richard Wright, MD, MPH, is an international consultant and expert on quality and patient safety. He is a board certified internal medicine and infectious disease specialist. Dr. Wright is an independent consultant with the **Joint Commission Resources (JCR)** and **Joint Commission International (JCI)**, providing consulting services for hospitals and ambulatory centers both in the United States and in numerous countries, with specific expertise in credentialing and privileging, performance measurement and quality management, leadership development, and the use of Lean Redesign methods to improve clinical processes impacting quality and patient safety. His expertise is in performance improvement and evaluation, care process redesign, and disease management by clinical teams. Previously, he served as a senior executive of Denver Health Authority as the Executive Director of the largest network of Federally Qualified Community-based Primary Care Health Centers in the country, serving 100,000 residents in Denver and providing more than 300,000 ambulatory visits. Dr. Wright authored numerous articles on a broad array of topics related to health care quality and management.



HEALTHCORE
ACADEMY

KEYNOTE SPEAKER

“Response and Risk Strategies on COVID-19 (Malaysia Experience)”



DATO' DR. JACOB THOMAS

Chairman of the Board of Directors, Ramsay Sime Darby Health Care (RSDHC)
Vice Chairman of the Board of Directors, Joint Commission International, USA
Head of the Private Healthcare Productivity Nexus, Government of Malaysia
Past President, Association of Private Hospitals of Malaysia (APHM)
Emergency Medicine Specialist

CASE STUDY

“COVID-19 Risk Factors in the Hospital Setting”



DR. SHIRARD LEONARD ADIVISO

Director for Ancillary Services
Asian Hospital & Medical Center

PROGRAM DIRECTOR



PROF. JOYCE SOCAO-ALUMNO

Founder & President, HealthCore
Patient Safety Ambassador (ASEAN & Philippines), Patient Safety Movement
Foundation, USA

REGISTRATION FEE: \$90 / P4,500
includes e-Certificate, Materials and CPD units

Deadline to Register: 24 October 2020

**For information, visit www.health-core.academy or call +63917.5857923 |
+63908.8887880 or email info@health-core.org**



HEALTHCORE
ACADEMY

ABOUT HEALTHCORE

HealthCore International Consultancy, Inc. was founded in 2010 with the aim to assist the various stakeholders involved in international healthcare management, medical and wellness tourism, and retirement services to achieve global competitiveness, excellent patient service and outcomes, and enhanced bottom line – through international quality accreditation, education and training, and other strategic approaches. HealthCore’s businesses are divided into four: Quality Accreditation, Training & Education, Consultancy, and Trading.

It represents and works with the following accreditation agencies:



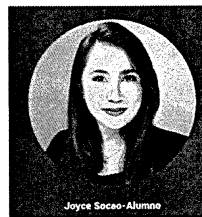
ACCREDITATION
CANADA



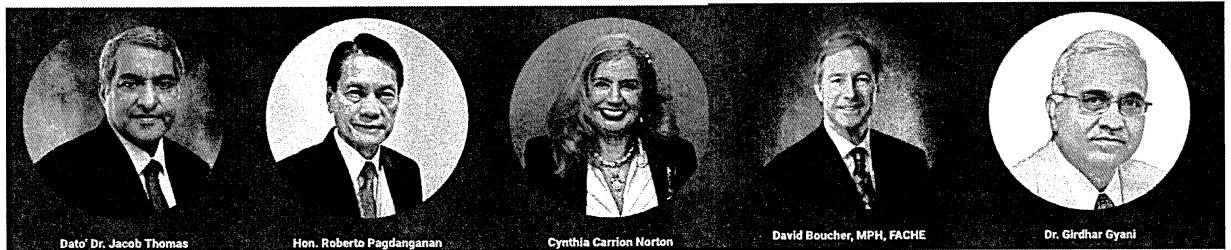
Temos
Trust. effective medicine. optimized services.



ADVISORY BOARD



Joyce Socao-Alumno



Dato' Dr. Jacob Thomas

Hon. Roberto Pagdanganan

Cynthia Carrion Norton

David Boucher, MPH, FACHE

Dr. Girdhar Gyani

supported by:



member:

