

DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT
National Capital Region

FOR : ALL CENTER/RESIDENTIAL CARE FACILITIES
ALL UNITS/SECTIONS
ALL RPMOs (Pantawid, SLP and RCTSU)

FROM : THE REGIONAL DIRECTOR

SUBJECT : Health and Allied Services Section Regional Business Process and Requirements Analysis (BPRA) and Process Flow Chart

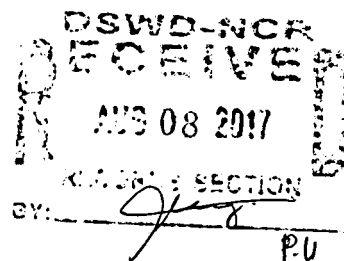
DATE : August 4, 2017

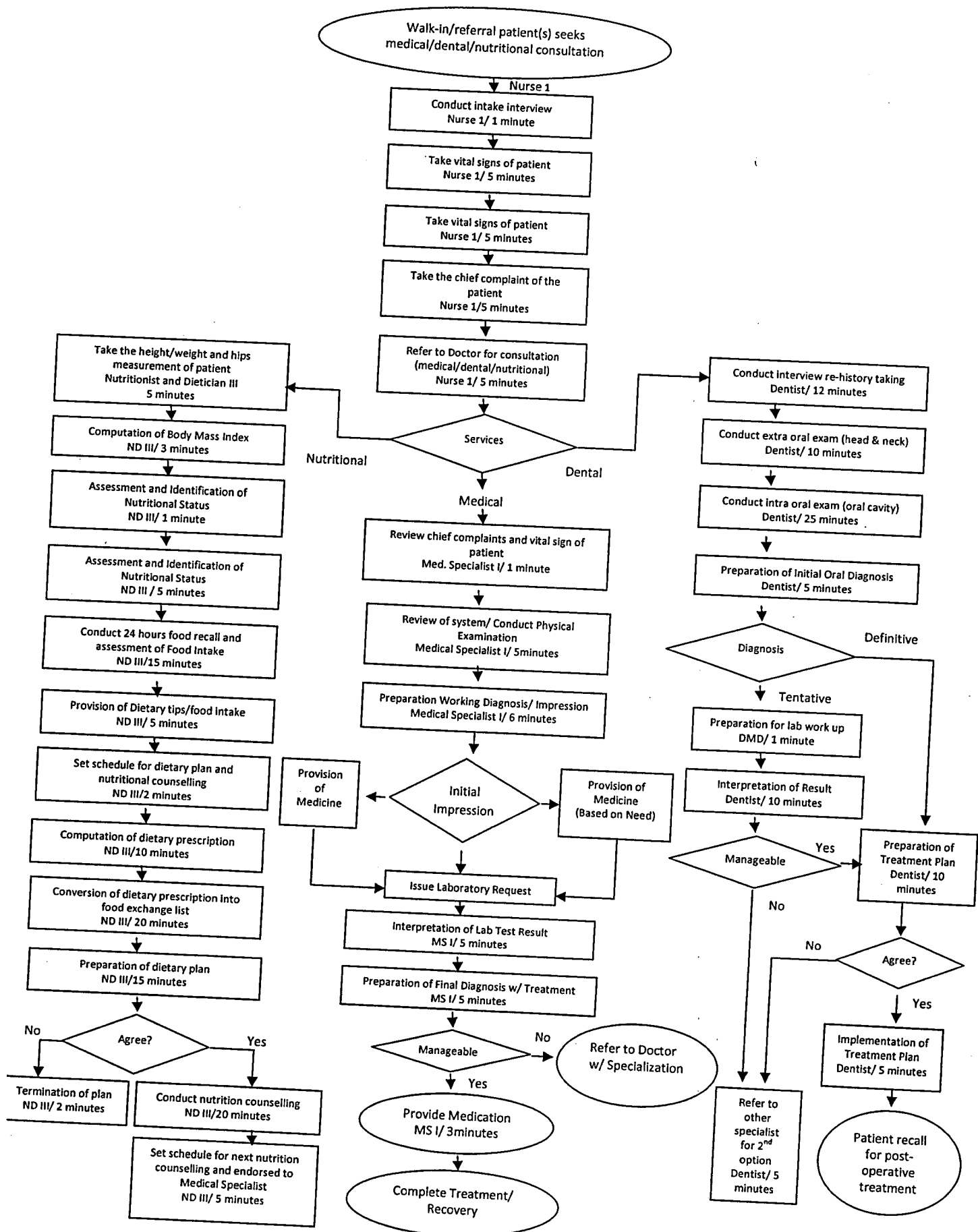
This is to share with you the approved BPRA and Process Flow Chart of Health and Allied Services Section as per result of the technical assistance session with Health and Allied Services Section held on July 6, 2017 at Mini-OSEC.

For your information and guidance.


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JJP/MML/MMG/sga







BUSINESS PROCESS AND REQUIREMENTS ANALYSIS

Minimum Initial Patient Assessment and First Aid
Deliverable:

[A] PROCESSES					[B] REQUIREMENTS				[10] Remarks	
[1] No.	[2] Task	[3] Responsible Person	[4] Time Frame	[5] Output	[6] Policy	[7] Application	[8] Material/Infra	[9] Competency		
1	(Intake interview) Intake basic information of patient (name, age, sex, address)	Nurse I/ Nursing Assistant	2 minutes	Accomplished patient record	None	Recording/ Data Banking	Pen, logbook, OPD form and Laptop	Assessment	No available OPD form/Need a Nurse II	
2	Take Vital Signs (BP, PR, RR, Temperature, PS, Height, Weight, Oxygen Saturation)		5 minutes		Nursing Code of Ethics				Nurse II	Pulse Oximeter
3	Take the chief complaint of patient (medical history, medications taken, time frame)		5 minutes							
4	Refer to Doctor for consultation (medical, dental, nutritional)		1 minute							
5	Provision of first aid (based on need with supervision of the doctor)	Nurse II		Treatment	Nursing Code of Ethics	First Aid/ Dispensary	cotton, gauze, beta dine, hydrogen peroxide, band aid Nebulizer, salbutamol Oxygen tank	First Aid		
	a. Wound Care		10 minutes							
	b. Nebulization		15 minutes							
	c. Oxygen inhalation		30 minutes							



BUSINESS PROCESS AND REQUIREMENTS ANALYSIS

Minimum Deliverable: Medical Consultation

[A] PROCESSES					[B] REQUIREMENTS				[10] Remarks
[1] No.	[2] Task	[3] Responsible Person	[4] Time Frame	[5] Output	[6] Policy	[7] Application	[8] Material/Infra	[9] Competency	
1	Review the chief complaint and vital signs of the patient	Medical Specialist I	1 min	Medical Profile	-none-	-none-	Medical record of patient	Assessment Skills	
2	Review of systems/Physical Examination a. Head b. EENT c. Chest and lungs d. Heart e. Abdomen f. Extremities g. Neurological	-do-	5mins	-do-	Medical Jurisprudence	-none-	BP apparatus, Stethoscope, Otoscope, Ophthalmoscope, Thermometer, Tongue Depressor, Penlight, Minor Set, Pulse Oximeter	Medical Skills	Incomplete medical equipment
3	Preparation of working diagnosis/Impression	-do-	6 minutes	Medical Chart/Record with impression	-none-	-none-	Medical record, pen	Medical and Assessment Skills	
	Initial impression a. Provision of medicine b. Provision of prescription c. Issued lab. req. (yes or no)	-do-		Medicine or Prescription	Procurement Law				Generic Use Policy
4	Reading/interpretation of laboratory result	-do-	5 mins	Medical Findings			Medical record, pen, lab result	Medical assessment skills	
5	Preparation of final Diagnosis with treatment Manageable (Y/N) a. Refer to Doctor with	-do-	5 mins	Medical Findings			Medical record, pen, lab result	Medical assessment skills	



	b. Specialization Provide medication and follow up								
6	Completed treatment/recovery								



BUSINESS PROCESS AND REQUIREMENTS ANALYSIS

Minimum Deliverable: Dietary Planning

[A] PROCESSES					[B] REQUIREMENTS				[10] Remarks
[1] No.	[2] Task	[3] Responsible Person	[4] Time Frame	[5] Output	[6] Policy	[7] Application	[8] Material/Infra	[9] Competency	
1	Computation of dietary prescription	ND II	10 minutes	Dietary prescription (diet Rx Calories CgPgFg)	None	Knowledge on diet therapy	Food exchange list	Diet therapy	Additional competency
2	Conversion of Dietary Prescription into food exchange list		20 minutes	Food exchange list					
3	Preparation of dietary plan		15 minutes	Dietary Plan					
4	Nutrition Counseling (explain the dietary plan)		20 minutes	Set meals			Dietary Plan	Counseling Skills	
5	Set schedule for next nutrition counseling and endorsed to Medical Specialist		1 min	Set Schedule					



BUSINESS PROCESS AND REQUIREMENTS ANALYSIS

Minimum Deliverable: Dental Service

[A] PROCESSES					[B] REQUIREMENTS				[10] Remarks
[1] No.	[2] Task	[3] Responsible Person	[4] Time Frame	[5] Output	[6] Policy	[7] Application	[8] Material/Infra	[9] Competency	
1	Received/ endorsed patient	Nurse II							
2	Conduct interview re:History Taking -Filling out Patient's dental form -Chief Complaint - Past Medical and Dental History	Dentist II	12 minutes	Patients personal information and presenting dental problem and gather data on previous medical and dental history	None	None	-Dental patient 's record form -ballpeen	Licensed Dentist	
3	Conduct extra oral examination -Head and neck	Dentist II	10 minutes	Define other existing normal and abnormal conditions			Dental patient's record form -ballpeen -Correction tape -Mouth mirror -Explorer -Spoon excavator -Cotton plier -Dental unit and chair -Cotton balls -Autoclave/sterilizer -70% Isopropyl alcohol -Disposable latex /nitrile gloves -Disposable face mask -Bouffant -Face mask -Scrub suit		



							<ul style="list-style-type: none"> -Disposable dental bib -Enamel tray-stainless, plastic -Alligator clip -Glass -mouthwash 		
4	Conduct intra Oral examination Oral Cavity -Soft tissue - Hard tissue	Dentist II	25 minutes	Determine the general oral health conditions			<ul style="list-style-type: none"> Dental patient's record form -ballpeen -Correction tape -Mouth mirror -Explorer -Spoon excavator -Cotton plier -Dental unit and chair -Cotton balls -Autoclave/sterilizer -70% Isopropyl alcohol -Disposable latex /nitrile gloves -Disposable face mask -Bouffant -Face mask -Scrub suit -Disposable dental bib -Enamel tray-stainless, plastic -Alligator clip -Glass -mouthwash 		



5	Preparation of initial Oral Diagnosis (Y/N) A. Tentative B. Definitive	Dentist II	5 minutes	Established the exact oral condition/ disease	None	None	-Dental form patient's record form -Ballpeen	Licensed dentist	
6	Preparation of Treatment Plan (definitive) (Y/N) If NO, refer to other specialist for 2 nd opinion. If Yes, implementation of treatment plan		10 minutes	Detailed plan of dental treatment based on oral diagnosis			-Dental form patient's record form -Ballpeen		
7	Patient recall for Post Operative Treatment		5 minutes	Treatment Completed			Patient's record		
8	Preparation of laboratory work up (Tentative)		1 min	10 minutes			Patient's record Prescription pad ballpeen		
9	Interpretation of result Manageable (Y/N) If No, refer to other specialist for 2 nd opinion.		10 mins	Detailed treatment plan based on oral diagnosis			Result of Laboratory work-up		



[A] PROCESSES					[B] REQUIREMENTS				[10] Remarks
[1] No.	[2] Task	[3] Responsible Person	[4] Time Frame	[5] Output	[6] Policy	[7] Application	[8] Material/Infra	[9] Competency	
9	If Yes, Implementation of treatment plan								
	Dental treatment A. TOOTH RESTORATION -Class I, II, III, IV, V & VI	Dentist II	1 ½ hour		None	None	<ul style="list-style-type: none"> -Mouth mirror -Explorer -Spoon excavator -Cotton plier -Dental unit and chair -Cotton balls -Autoclave/sterilizer -70% Isopropyl alcohol -Disposable latex /nitrile gloves -Disposable face mask -Bouffant -Face mask -Scrub suit -Disposable dental bib -Enamel tray-stainless, plastic -Alligator clip -Glass -mouthwash -light cure unit -restorative filling materials-etchant, bonding agent, light composite resin, light cured calcium hydroxide, glass ionomers, IRM -highspeedhandpiece -dental diamond burs -restorative filling dental instruments-plugger, burnisher -glass slab 	Licensed dentist	



							<ul style="list-style-type: none"> -spatula -dental compressor -celluloid strip -matrix band -matrix band holder -wedge -finishing strips -dental syringe -dental anesthesia -dental needle -topical anesthesia -cotton buds 		
			30 minutes				<ul style="list-style-type: none"> -Mouth mirror -Explorer -Spoon excavator -Cotton plier -Dental unit and chair -Cotton balls -Autoclave/sterilizer -70% Isopropyl alcohol -Disposable latex /nitrile gloves -Disposable face mask -Bouffant -Face mask -Scrub suit -Disposable dental bib -Enamel tray-stainless, plastic -Alligator clip -Glass -mouthwash -lowspeedhandpiece -dental compressor -ultrasonic scaler scalers -rubber cup 		
			1 hour						
	<p>B. ORAL PROPHYLAXIS - minimal degree of biofilm and calcular deposit formation</p> <p>-Heavy calcular deposit formations</p>								

