

PCOL CLETO P MANONGAS, Chief PNPGH
**Health Service- Philippine National Police- General
Hospital- Outpatient Department**
National Headquarters, Camp BGen Rafael T
Crame, Quezon City

December 13, 2021

Subject: **2nd Follow-up Audit**

Dear PCOL CLETO P MANONGAS,

Greetings!

Enclosed is our report on the ISO 9001:2015 2nd Follow-up Audit
conducted last September 21, 2021 for your company.

Thank you.

Best regards,


Mica De Mesa
TÜV Rheinland Philippines Inc.
Technical Support
Systems Department

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Precisely Right.

01 100 1900206TRP

**Second Surveillance Audit Report as per
ISO 9001:2015**

for

**Health Service- Philippine National Police-
General Hospital- Outpatient Department
National Headquarters, Camp BGen Rafael T
Crame, Quezon City**



AMB

Audit Report



Client	Standard	Certification Number(s)	Audit Type
Health Service- Philippine National Police- General Hospital- Outpatient Department	ISO 9001:2015	01 100 1900206TRP	2nd Follow-up Audit / 100% Remote Audit

Audit Leader : Maribeth Lucañas

Audit Team : Abigail Salomon, Kharen Tan-Concepcion, Edna Castillo, Reynaldo Lim- Technical Expert

Client's representative : PCOL CLETO P MANONGAS, Chief PNP GH

Audit Date : 21 September 2021

1 Audit result

Management system effectiveness was verified on site by means of random sampling by an appropriately selected audit team. This applies in particular to the compliance of workflows with standard requirements and the descriptions in management system documentation. The audit objectives as mentioned in the audit plan, the special features of the organization's business activities, the applicable statutory and regulatory requirements and the requirements set forth in other generally applicable documents were also taken into account. This was done by means of a sampling approach, by conducting interviews and reviewing the appropriate documentation. Audit findings and recommendations regarding opportunities for improvement have been set forth in Sections 4 of this report.

<input checked="" type="checkbox"/>	The last audit revealed nonconformities which have been demonstrably corrected. The corrections and corrective actions taken in this respect have been verified.
<input type="checkbox"/>	A stage 1 audit was performed and the organization found ready for certification. Identified weaknesses, if any, have been eliminated and the respective corrective action verified.
<input checked="" type="checkbox"/>	The current audit revealed 0 major nonconformities and 0 minor nonconformities.
<input type="checkbox"/>	The major nonconformities (No. x) with individual standard elements require a re-audit to verify the effectiveness of the corrections and corrective actions (probable date: ddmmyyyy)
<input checked="" type="checkbox"/>	The organization has established and maintains an effective system to ensure compliance with its policy and objectives. The audit team confirms in line with the audit targets that the organization's management system complies with, adequately maintains and implements the requirements of the stand-

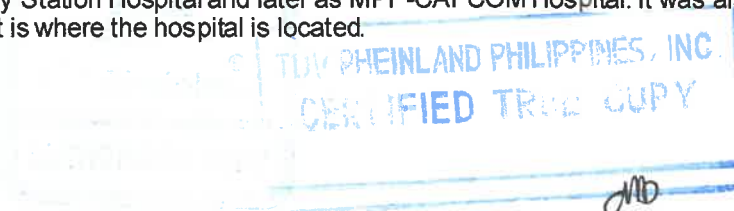
The auditor therefore recommends (provided nonconformity response has been approved):

<input type="checkbox"/>	Award of the new certificates.
<input checked="" type="checkbox"/>	Maintenance of the existing certification.
<input type="checkbox"/>	Inclusion of the changes (see Section 3) in the scope of application of existing certifications
<input type="checkbox"/>	Maintenance or issue of the certificates only after successful completion of a re-audit.

2 Scope

2.1 Description of the organization

The PNP General Hospital has a long history. It started off as a 25-bed infirmary in 1950 as a support unit to the Philippine Constabulary Command. The Philippine Constabulary was one of the two national police forces in the Philippines organized by the American government in 1901 when the country was still of US colony. The infirmary was an extension facility of the Victoriano Luna General Hospital. Five years later, its bed capacity increased to fifty and was renamed the Constabulary Station Hospital and later as MPF-CAPCOM Hospital. It was also known as the Camp Panopio Hospital because it is where the hospital is located.



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10	Medical Services- Radiology	<p>a. Ensure to monitor the level of satisfaction monitor customers' perceptions of the degree to which their needs and expectations have been fulfilled</p> <p>b. Consider including opportunities brought by pandemic such as increase of x-ray services acquired.</p> <p>c. Consider to improve the collection/return of plaque used from ward that may affect the attainment of target (On time release of result)</p>
11	Medical Services Division- Clinical Department	Ensure Calibration Certificate of equipment use are available at point of use.
12	Medical Services Division- Pathology	Consider only 1 dedicated temperature to monitor the Serology Refrigerator to ensure required temperature of re-agent products are met.
13	Objectives & Target Medical Services- Radiology, Clinical Department	Consider to review the measurement of target of increase percentage of beneficiaries acquired health services relative to pandemic, may consider to change it on the quality of service of each clinic and laboratory.

5 Dates

Due Date for the next audit

2022-12-16

Agreed date for the next audit

2022-12

21 September 2021


Maribeth Lucañas, Abigail Salomon, Kharen Tan-Concepcion,
Edna Castillo,

Date

Audit Leader / Auditor(s)

