



PhilHealth Benchbook 2nd Edition Documentation


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 Seminar

 9 Dates available

 Certificate of Completion

 Classroom training, Virtual learning

 12 Lessons

 Available online

Seminar Number: PH-C05-PHEALTHv2-Benchbook-Documentation

Status: 16.03.2026. All current information can be found at <https://academy-ph.tuv.com/s/PH-C05-PHEALTHv2-Benchbook-Documentation>

This two-day course focuses on how to document, organize, and present the evidence required under **PhilHealth Benchbook Version 2**. It supports healthcare institutions in producing traceable, compliant documentation that reflects service quality and policy implementation—key requirements for **PhilHealth accreditation** and achieving the **Center of Excellence (COE)** status.

Participants will learn how to design audit-ready policies, apply standard documentation practices, and maintain a robust system for document control and retrieval. The training also covers compliance with applicable **DOH and PhilHealth standards**, preparation for accreditation interviews, and organizing operational and legal documents required during accreditation surveys.

This course ensures your hospital's documentation is not only complete but immediately retrievable under pressure—supporting smooth, successful accreditation outcomes.

Benefits

- Learn how to write compliant, traceable policies linked to national laws and Benchbook criteria
- Standardize clinical and administrative records for audit-readiness
- Create a secure, structured system for documentation retention and retrieval
- Support accreditation survey success through better organization and preparation
- Understand required documentation for key areas like infection control, patient rights, and facility safety
- Align operations with PhilHealth, DOH, and other healthcare regulatory frameworks

Target group

This program is recommended for::

- **Quality and Accreditation Officers:** Leads on documentation and survey readiness
- **Department Heads and Managers:** Responsible for policy generation and approval
- **Medical Records, HIM, and IT Staff:** Custodians of institutional data
- **Process Owners:** Staff whose daily operations generate compliance-related documentation

Requirements

No prior certification required. Best suited for personnel involved in documentation, audit, or compliance within PhilHealth-accredited healthcare institutions.

Training outline

1. How does an organization plan for accreditation?
2. Hospital Overview of Organization Services: Organizational structure with names and designation of managers

3. Tour of Facility

Documents / Materials Needed

- Hospital facility plans
- Safety inspection report and actions
- Disaster preparedness policies, procedures and reports of training, drills and monitoring
- Other plans, policies and procedures, reports that monitor safety and security of the physical facility, equipment, drugs, clients and visitors

4. Leadership Interview

Documents / Materials Needed

- Organizational structure
- Operations manual
- Human resource development plan
- Compendium of DOH, PHIC and local laws and codes
- Quality monitoring and control plans and improvements reports

5. Document Review

Documents / Materials Needed

- Operations manual
- Building plans
- Power, water, sewage plans

- Hospital licenses and permits
- Staff licenses, permits, credentials and 201 files
- Disaster preparedness plans
- Memoranda of agreement and contract services
- Compendium of clinical practice guidelines and pathways applicable to the hospital
- Quality monitoring and control plans and improvement report
- All documents specified in the list of required policies and procedures in the appendix

6. Infection Control Interview and System Tracer Documents / Materials Needed

- Operations manual
- List of all employees
- List of doctors

TOPICS COVERED

- List of employees of outsource services
- Human resource developmental plan
- Performance appraisal report
- 201 files of clinical and non-clinical staff

7. Improving Performance Interview

Documents / Materials Needed

- Operations manual
- Data on clinical and managerial quality indicators
- Data on guideline or pathways implementation

8. Safe Practice and Environment Interview

Documents / Materials Needed

- Operations manual
- Building and other plans
- Safety and security plan
- Fire and electrical safety plan
- Disaster and emergency preparedness plans
- Hazardous materials and management plans
- Utility management plans
- Report of safety testing and quality improvement projects

9. The Benchbook Core Standard and Criteria in terms of documentation

- Patient Rights and Organizational Ethics
- Access to Healthcare
- Inpatient Admission and Outpatient Registration
- Assessment of Patients
- Care Planning and Delivery
- Medication Management
- Surgical and Anesthesia Care
- Leadership and Management
- Human Resource and Management

- Information and Management
 - Safe Practice and Environment
 - Infection Control
 - Improving Performance
10. Applicable laws and regulation relevant to Benchbook Standard
- Patient Rights
 - Access to Healthcare
 - Assessment of Patients
 - Care Planning and care delivery
 - Surgery and Anesthesia
 - Medication Management and Use
 - Infection Control
 - Leadership and Management
 - Facility Management Safety
 - Information and Resource Management
11. Summary and Conclusion

Event overview and booking

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PhilHealth Benchbook 2nd Edition Documentation

Seminar Number: PH-C05-PHEALTHv2-Benchbook-Documentation

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