

# The Southern Philippines Medical Center report card survey findings in 2019: policy notes

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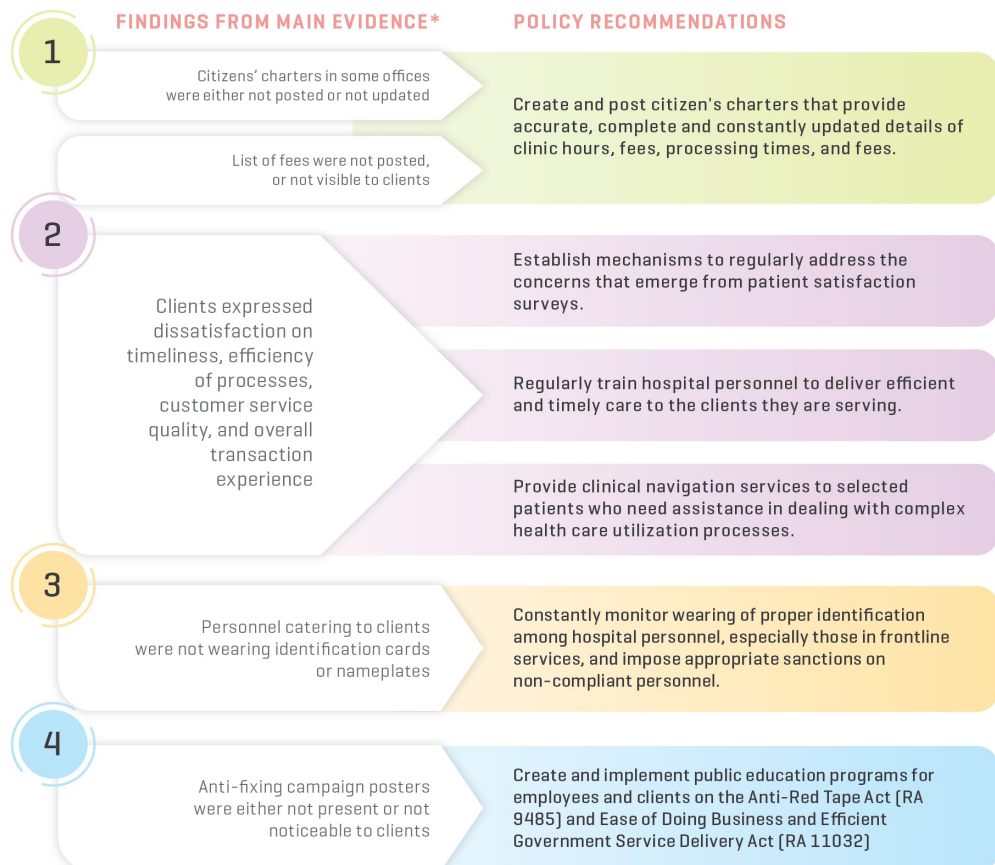
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## EVIDENCE to POLICY



\*Cotabato Regional and Medical Center. Anti-Red Tape Act (ARTA) report card survey, report of findings. Cotabato: Cotabato Regional and Medical Center. 2019 Dec.

### INTRODUCTION

Republic Act 9485, best known as the Anti-Red Tape Act (ARTA), was enacted in 2007 to improve government service delivery by promoting integrity and accountability and by properly managing public property and affairs. The ARTA aims to expedite transactions in government offices by simplifying procedures and by reducing red tape.<sup>1</sup> In 2008, a program launched by the Civil Service Commission (CSC) as an initiative to implement the ARTA initiated the posting of a citizen's charter (CC) in every

government office that provides particular services to the public.<sup>2</sup> A CC is a document that details, in a simplified manner, all relevant information regarding a government service and the steps needed to be undertaken to avail of that service.<sup>3</sup>

In 2009, the CSC was tasked to monitor the compliance of government agencies with ARTA requirements such as the existence of a CC, the presence of anti-fixing campaign materials, and the observance of the no-noon-break policy. As mandated by law, such monitoring should be



done by the CSC through a Report Card Survey (RCS).<sup>4 5</sup> The RCS, as designed by the CSC, measures compliance with ARTA requirements and overall client satisfaction based on the quality of service delivery, amount of time to complete a transaction, physical setup, and availability of basic facilities.<sup>6</sup> The RCS reflects results in two core areas: ‘compliance with ARTA provisions’ and ‘overall client satisfaction.’ ‘Compliance with ARTA provisions’ has the following subareas: public assistance and complaints desk (PACD), no noon break (NNB), no hidden costs (NHC), identification/nameplates (ID), citizen's charter (CC) and anti-fixing campaign (AFC). On the other hand, ‘overall client satisfaction’ has the following subareas: service quality (SQy), respondent-client satisfaction (RS), physical setup (PS), frontline service provider (FSP), and basic facilities (BF).

In 2018, RA 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 (EODB-EGSD) was enacted, and it amended some provisions in RA 9485. Since then, the Anti-Red Tape Authority, through its Compliance Monitoring and Evaluation Office (CMEO), started to be responsible for monitoring compliance of government agencies with the ARTA. The CMEO has also started managing the conduct of the RCS in all government agencies. Recently, the Department of Health (DOH), through the DOH ARTA Field Implementation and Coordination Team (FICT), also started managing the conduct of the RCS in different public hospitals.<sup>7</sup>

The aim of this article is to recommend policies in a healthcare facility based on the results of an ARTA-RCS done in a tertiary hospital in Davao City.

### MAIN EVIDENCE

The reference ARTA-RCS was conducted by a CSC-employed RCS researcher during the survey period of July 16 to July 19, 2019 in Southern Philippines Medical Center (SPMC), a tertiary government hospital in Davao City, Philippines.<sup>8</sup> The designated researcher used two instruments—an inspection checklist (IC) and a survey questionnaire (SQ)—during the survey to measure ‘compliance with ARTA provisions’ and ‘overall client satisfaction’ in SPMC. The IC was used to record the researcher’s objective observations in SPMC that pertain to the subareas in both core areas of the survey. The researcher’s IC rating accounted for 20% of the final RCS score. The SQ, which accounted for 80% of the final RCS score, was used as an interview guide for the clients to assess all subareas from the perspective

of the clients. During the survey period, a total of 30 clients were interviewed. In 2019, the SPMC RCS final score was 82.63 (Good) out of a perfect score of 100. The descriptive findings from the study and the corresponding policy recommendations are outlined in the evidence-to-policy diagram.

### RELATED EVIDENCE

With the enactment of the EODB-EGSD Act of 2018, government offices and facilities are now required to deliver services promptly and to resolve all government transactions efficiently. The law intends to reduce processing times in government agencies and government-owned corporations, and it requires all local government units (LGUs) to create one-stop shops to facilitate their business transactions.<sup>9 10</sup>

The EODB-EGSD law reinforces the requirement for government agencies and LGUs to post updated CCs along main entrances and in the respective websites of the agencies. As with the ARTA law, the CC should still contain simplified details of the processes, personnel, requirements, and fees (if necessary) involved in availing government services. The details should be written in English, Filipino, or in the local dialect, and should be presented in a manner that is easily comprehensible by the clients.<sup>7</sup>

Government agencies are expected to institute mechanisms that proactively address client concerns, and that promote client satisfaction. Republic Act 6713 also known as “Code of Conduct and Ethical Standards for Public Officials and Employees” states that public officials and employees “shall perform and discharge their duties with the highest degree of excellence, professionalism, intelligence and skill.”<sup>11</sup> Since the implementation of the ARTA in 2007, different reports have started showing high levels of client satisfaction with frontline services in government agencies.<sup>12-15</sup>

Wearing identification promotes transparency of government operations.<sup>16</sup> Government employees should wear their IDs or nameplates at all times during office hours to ensure that clients can easily identify them during transactions.<sup>7</sup>

The Anti-Red Tape Act (ARTA) of 2007 was enacted to ensure the delivery of fast and reliable services from government agencies. In order to meet the needs and expectations of their clientele, government agencies should implement mechanisms that provide accurate information to the public about their services, process and address client feedback, promote ease of doing business, and ensure compliance of their personnel to local and national rules and regulations.

**Contributors**

MM, LJ, VC and AJB contributed to the conceptualization of this article. All authors wrote the original draft, performed the subsequent revisions, approved the final version, and agreed to be accountable for all aspects of this report.

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