



**Philippine Heart Center**  
**Balanced Scorecard**  
**Refresh 2015**

(Harmonized with new DOH Scorecard for Hospitals 2015)



**PHC**

Pathway Towards Healthy  
Happy Hearts  
2012-2021

**VISION :**

The Philippine Heart Center is the leader in upholding the highest standards of cardiovascular care, a self reliant institution responsive to the health needs of the Filipino people.

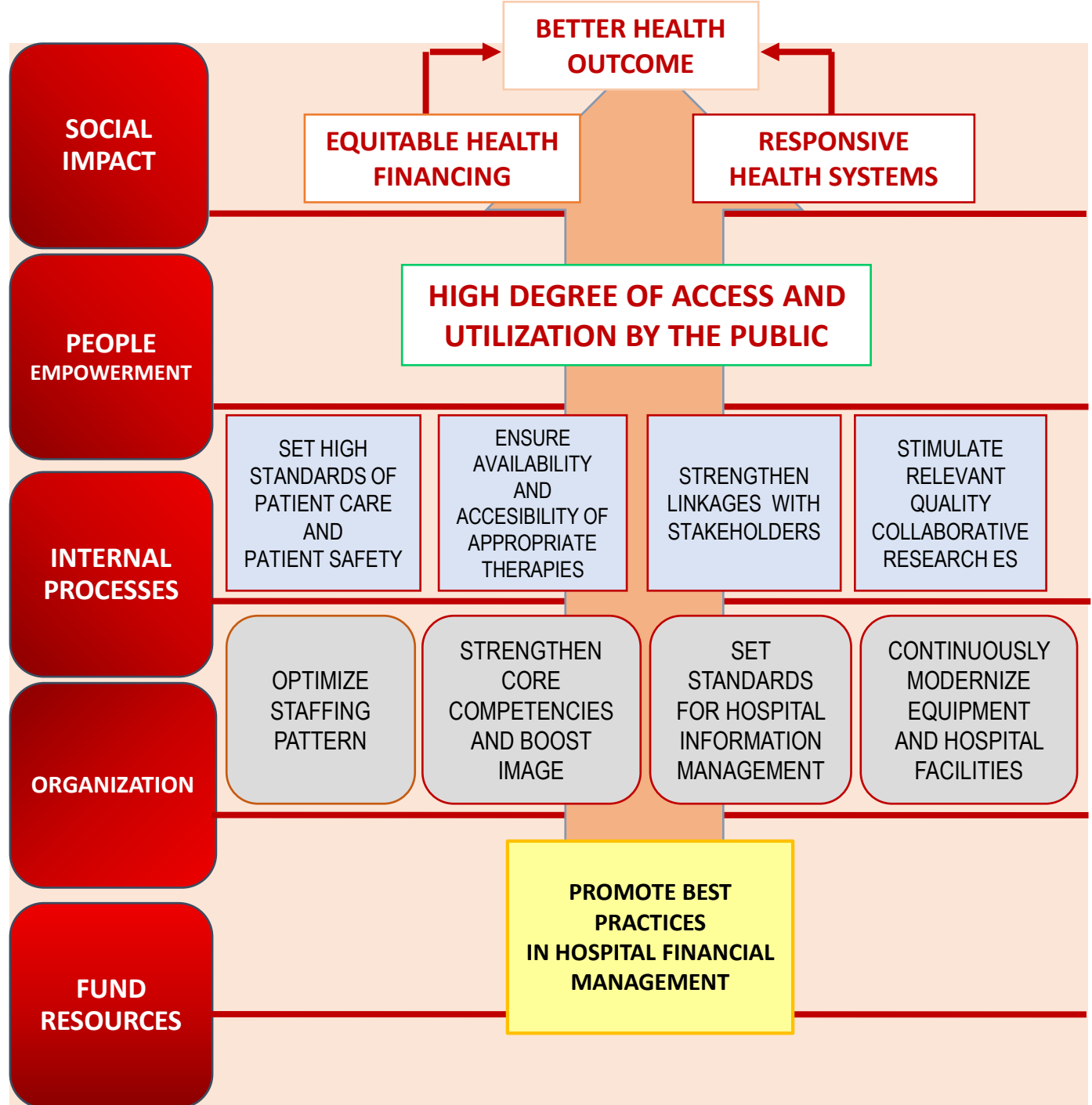
**MISSION :**

Driven by our shared desire to improve the health status of the Filipino people,

we, the Philippine Heart Center shall provide comprehensive cardiovascular care, enhanced by education and research that is accessible to all.

**CORE VALUES:**

- Patient – Focused Care
- Compassion
- Integrity
- Respect
- Excellence



**SOCIAL IMPACT**

**PEOPLE EMPOWERMENT**

**INTERNAL PROCESSES**

**ORGANIZATION**

**FUND RESOURCES**

**BETTER HEALTH OUTCOME**

**EQUITABLE HEALTH FINANCING**

**RESPONSIVE HEALTH SYSTEMS**

**HIGH DEGREE OF ACCESS AND UTILIZATION BY THE PUBLIC**

SET HIGH STANDARDS OF PATIENT CARE AND PATIENT SAFETY

ENSURE AVAILABILITY AND ACCESSIBILITY OF APPROPRIATE THERAPIES

STRENGTHEN LINKAGES WITH STAKEHOLDERS

STIMULATE RELEVANT QUALITY COLLABORATIVE RESEARCH ES

OPTIMIZE STAFFING PATTERN

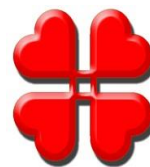
STRENGTHEN CORE COMPETENCIES AND BOOST IMAGE

SET STANDARDS FOR HOSPITAL INFORMATION MANAGEMENT


CONTINUOUSLY MODERNIZE EQUIPMENT AND HOSPITAL FACILITIES

**PROMOTE BEST PRACTICES IN HOSPITAL FINANCIAL MANAGEMENT**

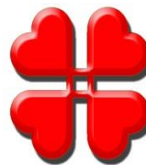
# Perspective : Social Impact





PHILIPPINE HEART CENTER  
Balanced Score Card 2012- 2016  
Year 2015

#	Objectives	#	Measures	Baseline	Targets					2015 % Acc
				2011	2012	2013	2014	2015		
A	Better Health Outcomes	1	% discharged as Improved	93%	<u>90%</u> 93.4%	<u>93%</u> 94.15	<u>93%</u> 94.5%	<u>95%</u> 93%	97.9%	
		2	Healthcare Associated Infection Rate (HCAI)	2.84%	<u>2.5%</u> 2.46%	<u>2.3%</u> 2.08	<u>2.3%</u> 2.07%	<u>2.1%</u> 1.06%	620%	
		3	Overall Mortality Rate Cardiac Surgery 	3.6%	<u>3.5%</u> 4.03	<u>3.0%</u> 2.93%	<u>3.0%</u> 2.6%	<u>2.7%</u> 2.51%	163%	
B	Equitable Health Care Financing	4	% of Philhealth Reimbursements	4.8%	<u>10%</u> 6.4%	<u>10%</u> 8%	<u>10%</u> 14.5%	<u>20%</u> 35.6%	178%	
		5	% No Balance Billing	NA	NA	<u>70%</u> 52%	<u>70%</u> 79%	<u>70%</u>	DOH	
		6	Philhealth Utilization Rate	NA	NA	<u>87%</u> 70.8	<u>87%</u> 76.5%	<u>87%</u>	DOH	

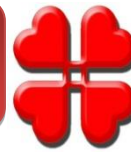
# Perspective : People Empowerment



PHILIPPINE HEART CENTER  
Balanced Score Card 2012-2016  
Year 2015

#	Objectives	#	Measures	Baseline	Targets					2015 % Acc
				2011	2012	2013	2014	2015		
C	Responsive Health Systems	7	Client Satisfaction Rating	84.9%	<u>85%</u> 87.2%	<u>90%</u> 89.3%	<u>92%</u> 88.82	<u>94%</u> 97.16%	103.4%	
		8	% ER patients disposed within 4 hours	No Data	<u>80%</u> 49.99%	<u>80%</u> 79.2%	<u>85%</u> 91.59	<u>90%</u> 95.13%	105.7%	
D	High Degree of Access to Public Utilization Equitable Health Care Financing	9	Occupancy rate 	72.7%	<u>75 %</u> 75.0%	<u>80%</u> 73.3	<u>80%</u> 75.45%	<u>85%</u> 79.61%	93.7%	
		10	Average Length of Stay	6.72	<7d 4.95	<7d 6.53	<7d 7.1	<7d 6.55	145%	
		11	% Increase in Volume of Lab Out-Patient Tests 	(-)7.5%	<u>10%</u> + 1.5	<u>10%</u> +1.2	<u>10%</u> 13.4%	<u>15%</u> 1.3%	8.7%	
		12	Increase in Number of New Patients	5915	<u>7,000</u> 7,078	<u>9,000</u> 20,775	<u>11,000</u> 33,565	<u>20,000</u> 9,259	84.18	
E	Set standards for patient care and patient safety	13	Number of Clinical Pathways Implemented	NONE	<u>3/yr</u> 3	<u>3/yr</u> 5	<u>5/yr</u> 9	<u>16/yr</u> 14	87.5%	
		14	Number of Patient Falls	NA	15	<u>12</u> 9	<u>12</u> 8	<u>9</u>		

# Perspective : Internal Process




PHILIPPINE HEART CENTER  
Balanced Score Card 2012-2016  
Year 2015: 1<sup>st</sup> Quarter

#	Objectives	#	Measures	Baseline	Targets					2015 % Acc
				2011	2012	2013	2014	2015		
F	Strengthen Linkages with stake holders	15	No. of networking programs with other health facilities	NA	0 NA	>5/yr 13	>5/yr 14		DOH	
		16	Number of ongoing patient engagement projects for stakeholders	NA	NA	>6/yr 8	>6/yr 7		DOH	
G	Ensure Availability and Accessibility of Appropriate Therapies	17	Percentage of Unfilled Prescriptions	3.6%	2-5% 5%	<5% 0.1%	<5% 0.3%	<5% 1.5%	DOH	
H	Produce Relevant And Quality Researches	18	Number of researches published and/or presented	4.8%	10% 6.4%	60% 54%	60% 80%	70% 83%	118.6%	
I	Continuing Quality Improvement Program <sup>1</sup>	19	No. of new QI projects implemented by hospital	NA	NA	>5/y 22	>5/yr 43		DOH	

# Perspective : Organization and Fund Resource



PHILIPPINE HEART CENTER  
Balanced Score Card 2012-2016  
Year 2015: 1<sup>st</sup> Quarter

#	Objectives	#	Measures	Baseline	Targets					2015 % Acc
				2011	2012	2013	2014	2015		
J	Manpower development & Training; Good Governance & Management	20	Number of training courses organized by the hospital each year 	NA	NA	<u>&gt;6</u> 179	<u>&gt;6</u> 247		DOH	
		21	Number of ongoing programs to improve governance	NA	NA	<u>&gt;4/yr</u> 23	<u>&gt;4/yr</u> 16		DOH	
K	Promote best practices in hospital financial management	22	% Increase in Gross Hospital revenue	4.5% 2.04B	<u>8%</u> 10.2% 2.2B	<u>10%</u> 8.7% 2.23B	<u>10%</u> 9.2% 2.6B	<u>12%</u> 9.3% 686.6M	77.5	
		23	% Increase in Additional Funds From All Government Sources	156.3M	<u>10%</u> 137M	<u>10%</u> 200.8 M	<u>10%</u> 32.8%	<u>12%</u> 68.2%	568.3	