

PHILIPPINE HEART CENTER

ANNUAL Report

2010

OUR 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.

OUR 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.

OUR OBJECTIVES

To provide compassionate and expert patient care.

To provide world-class education and training.

To conduct internationally-acclaimed research.

To responsibly disseminate scientific and lay information to the public.

As the Philippine Heart Center observed its 35th Anniversary in 2010, it gained more recognition for its outstanding programs and services.

The Heart Month of February was auspicious for PHC because it was chosen as a Pilot Organization in the Asian launch of the new Qmentum International Accreditation program of Accreditation Canada. We therefore subject our hospital and its practices to an external independent review by ACI, with the goal of elevating PHC's primary concern for safety and quality of care to the level of international best practices.

Our Program for Awards and Incentives for Service Excellence (P.R.A.I.S.E.) and Surgical Outreach Program (Open Heart Surgery Mission) were given Excellence Awards in (the categories of Human Resource Development and Community Service, respectively) by the Asian Hospital Management Awards held last August in Korea.

Likewise, PHC was given recognition by the Solid Waste Management in Asia and the University of the Philippines Planning and Development for exemplifying good practice and innovative solution in health care waste management. We ranked first among 15 Philippine institutions and placed 5th among eight Asian countries.

Before the year ended, the Philippine Heart Center topped the GOLD Awardees of the Department of Health Campaign "Ospital ng Bayan: Mabango, Malinis" with the highest rating of 99.6%.

All these accolades were made possible by the dedicated work and cooperation of our employees and the support of partner organizations that inspire us to soar to greater heights in all our pursuits. The ultimate beneficiaries of PHC's achievements are our PATIENTS, the "be all and end all" of our existence.

It has been 35 years since the Philippine Heart Center opened its doors to serve heart patients....and with God's blessings, our Journey towards Cardiovascular Excellence will continue for the next three decades.



LUDGERIO D. TORRES, MD
Director

- ❖ The Philippine Heart Center celebrated its 35th Anniversary with the theme "PHC Proud to be 35."
- ❖ PHILHEALTH Benchbook of Standards recognized and accredited the Philippine Heart Center as a Center of Excellence.
- ❖ ACCREDITATION CANADA chose PHC as a pilot organization in the Asian launch of their new Qmentum International Accreditation.
- ❖ The Philippine Heart Center received excellence awards from the 2010 Hospital Asian Management Awards for its programs in Human Resource Development and Corporate Social Responsibility (Surgical Mission).
- ❖ PHC topped the Department of Health's campaign for OSPITAL NG BAYAN -- MALINIS, MABANGO as a Gold Awardee.
- ❖ The PHC was chosen as a National Reference Laboratory (Anatomic Pathology for Cardiovascular Diseases) by the Department of Health. It also opened its Point-of-Care Satellite Laboratory near the Emergency Room.
- ❖ The Central Business Center was operational before the end of the year to facilitate services at the billing and cashier offices.



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MEDICAL SERVICES

Highlights of Accomplishments

MEDICAL SERVICES

Our efforts to better serve our clientele through the improvement of our facilities paid off as more patients availed of our services in the year 2010. Our OPD clinics and multi-specialty diagnostic centers teemed with patients daily for their non-invasive examinations and invasive procedures prior to medical management or surgical intervention.

The increasing patient census in our multidisciplinary rehabilitation programs is a positive indication of patient trust in PHC's capability to help them overcome their disabilities and return to a functional and productive life.

ADMITTING SECTION

	2009	2010
Total Admission	12,672	13,856
Pay	11,579	12,517
Service	1,093	1,339
Occupancy Rate	75.04%	76.97%



Occupancy Rate increased by 1.93%.

Total Bed Capacity Increased from 358 in 2009 to 372 in 2010.

OUTPATIENT DIVISION

	2009	2010
Total Number of OutPatients	52,281	51,944
Adults	40,335	39,193
Pedia	11,946	12,751

Most of the patients are from distant provinces and they decided not to turn up for regular consultations due to financial constraints.

EMERGENCY ROOM

	2009	2010
Total ER Patients	15,405	11,030



NON-INVASIVE DIAGNOSTIC CARDIOLOGY

Cardiac Graphics Laboratory

	2009	2010
Total Number of Procedures Done	34,385	36,296
In-Patients	9,902	11,128
OutPatients	24,483	25,168
Total Number of Patients Served	34,616	35,855
In-Patients	10,109	10,950
OutPatients	24,507	24,905



Highlights of Accomplishments

INVASIVE CARDIOLOGY

Cardiac Catheterization Lab

	2009	2010
Total Number of Procedures Done	4,395	4,756
Total Number of Patients Served	4,325	4,692
Hemodynamic Studies	146	132
Coronary Angiograms	2,858	3,193
PTCA Cases	14	8
PTCA w/ Stent	487	438



RADIOLOGY

	2009	2010
Total Number of Procedures Done	61,534	56,183
Ultrasound	4,574	4,953
Interventional	4,879	5,060
MRI	1,181	1,443
General Diagnostic	47,219	41,657
CT Scan	3,681	3,070
Total Patients Served	42,081	42,102



Total procedures decreased due to equipment breakdown and numerous declared holidays.

CARDIOVASCULAR SURGERY

	2009	2010
Total Number of Surgeries	3,135	3,097
Pay Patients	2,464	2,523
Service Patients	641	574
Total Number Open Heart Surgeries	1,510	1,521
Total Bypass Surgeries	771	775
Total Valvular Surgeries	302	294
Total Congenital Heart Surgeries	710	715
Total Thoracic CV Surgeries	2,740	2,738
Total Vascular Surgeries	260	235



LABORATORY MEDICINE

	2009	2010
Total Number of Procedures Done	292,607	289,478
Total Patients Served	35,005	35,071

ELECTROPHYSIOLOGY

	2009	2010
Total Number of Procedures Done	756	781
Total Patients Served	753	787

Highlights of Accomplishments

NUCLEAR MEDICINE

	2009	2010
Total Number of Procedures Done	6,749	5,934
Total Patients Served	3,981	3,697

Decrease in number of procedures and patients due to equipment breakdown.

PERIPHERAL VASCULAR

	2009	2010
Total Number of Procedures Done	4,602	4,685
Total Patients Served	5,646	5,419
Total Wound Care Patients Served	1,044	734



The PHC Pathologic Laboratory was as a National Reference Laboratory for Cardiovascular Diseases. A Point-of-Care Satellite Lab was also opened near the Emergency Room to facilitate release of test results.

PULMONARY MEDICINE

	2009	2010
Total Number of Procedures Done	20	32
Total Patients Served	101,754	101,931

BLOOD BANK

	2009	2010
Total Number of Procedures Done	65,260	63,737
Total Patients Served	7,601	6,258
Total Blood-Letting Sessions	34	51



CARDIAC REHABILITATION

	2009	2010
Total Number of Procedures Done	12,575	13,960
Total Patients Served	2,515	2,792

The PHC Wellness Program for employees/staff was launched to promote exercise, fitness and health.

PHYSICAL REHABILITATION

	2009	2010
Total Number of Procedures Done	17,469	20,612
Total Patients Served	9,165	10,542

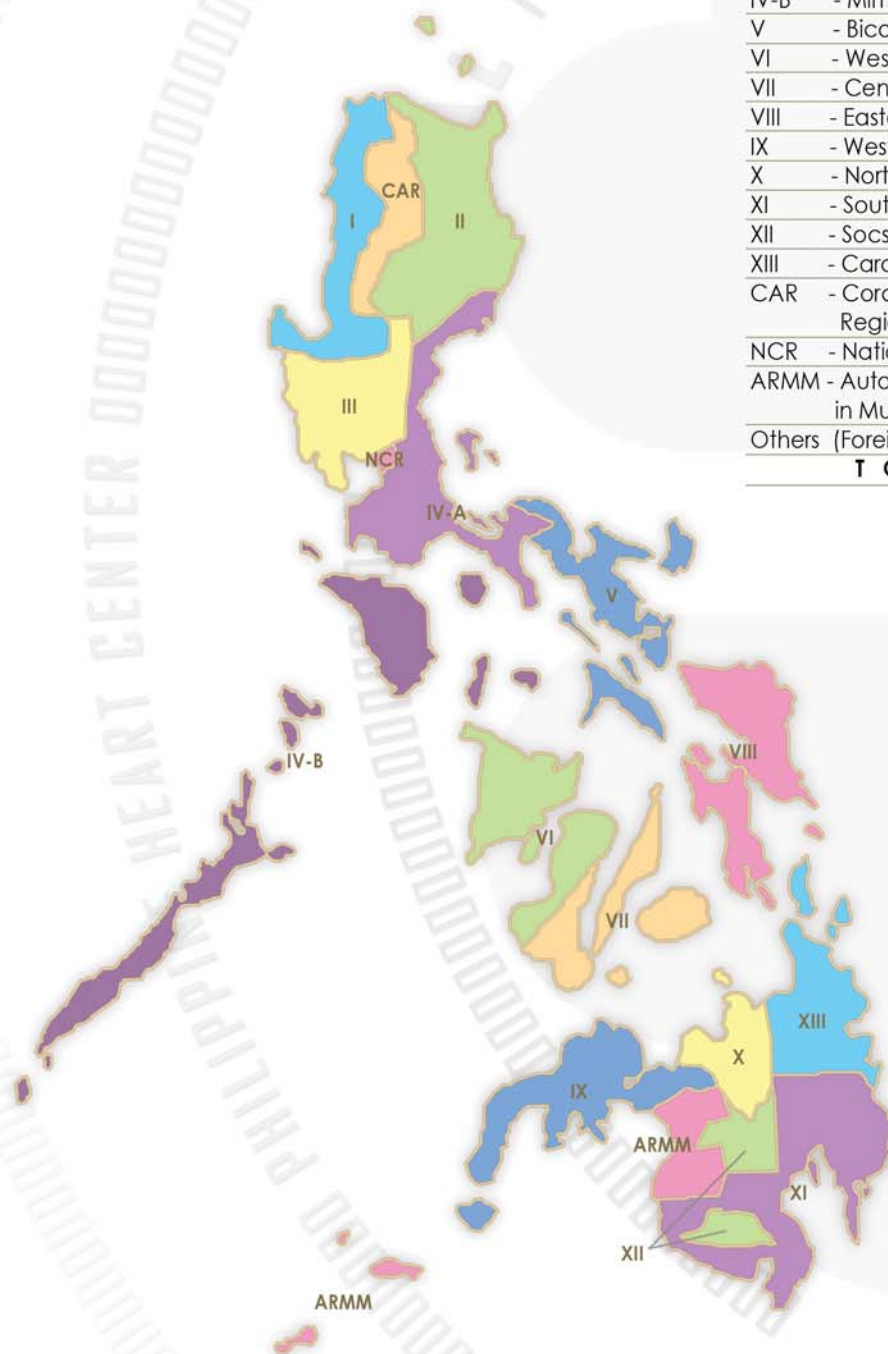
PULMONARY REHABILITATION

	2009	2010
Total Number of Procedures Done	592	493
Total Patients Served	592	493



Catchment Area

REGION	2010	2009
I - Ilocos Region	277	269
II - Cagayan Valley	182	158
III - Central Luzon	2,022	1,855
IV-A - Calabarzon	2,349	2,225
IV-B - Mimaropa	125	99
V - Bicol Region	215	193
VI - Western Visayas	213	206
VII - Central Visayas	94	70
VIII - Eastern Visayas	128	132
IX - Western Mindanao	47	50
X - Northern Mindanao	99	116
XI - Southern Mindanao	31	70
XII - Socsargen	25	8
XIII - Caraga Region	20	7
CAR - Cordillera Administrative Region	101	99
NCR - National Capital Region	7,804	6,991
ARMM - Autonomous Region in Muslim Mindanao	39	36
Others (Foreign Based)	85	72
T O T A L	13,856	12,656



EDUCATION, TRAINING & RESEARCH



EDUCATION AND TRAINING

The Philippine Heart Center continues to be the major training ground for physicians in the different subspecialties of cardiology, with about 900 graduates practicing in clinics and hospitals throughout the country.

Our Nursing training programs are also in demand among nurses in need of postgraduate courses and other updates. PHC employees are also provided with in-house seminars and workshops for their professional development.

	2009	2010
♦ Number of Medical Specialty Trainees Graduated	53	64
♦ Number of Medical Training Programs Conducted	18	24
♦ Number of Participants in Medical Training Programs	738	1,259
♦ Number of Nursing Training Programs Conducted	13	14
♦ Number of Participants in Nursing Training Programs	478	480
♦ Number of In-House HRD Training Programs Conducted	16	48
♦ Number of Participants in In-House HRD Trainings	976	2,332

DIVISION OF EDUCATION, TRAINING AND RESEARCH

Number of Specialty Trainees Graduated	2009	2010
Adult Cardiology	27	25
Pediatric Cardiology	5	8
Thoracic and Cardiovascular Surgery	1	4
Pulmonary Medicine	12	13
Laboratory Medicine	1	1
CV Radiological Sciences	4	5
Nuclear Medicine	0	3
Anesthesia	3	5



Total Dispersal	2009	2010
NCR	17	18
CAR	0	3
Region I	7	4
Region II	1	3
Region III	6	11
Region IV-A	7	7
Region IV-B	1	2
Region V	1	4
Region VI	7	2
Region VII	3	2
Region VIII	0	0
Region IX	0	5
Region X	2	3
Region XI	1	0
Region XII	0	0
CARAGA	0	0
ARMM	0	0



Highlights of Accomplishments

RESEARCH

The Philippine Heart Center is a center of excellence in cardiovascular research and development. The scope of research includes hospital-based development of diagnostic and therapeutic procedures and community-based prevention of cardiovascular diseases.

The division of Preventive Cardiology started in 2009 a community-based program for the prevention and control of cardiovascular diseases in a Gawad Kalinga housing project (GK Ruby) in East Fairview, Quezon City. The program was planned to be a service-oriented research. In 2010, the research program undertook the following activities:

- ♦ Training of community leaders and health care volunteers on primary prevention and control of cardiovascular diseases (CVD)- 42 leaders trained
- ♦ Census of the community population concluded in May 2010 – 432 households
- ♦ Screening for CVD risk factors among the 40 years and above population - 482 screened from January to September 2010
- ♦ Medical treatment/follow-up consults of patients with hypertension and diabetes - 212 patients seen

Number of Researches Completed

	2009	2010
Medical	107	136
Nursing	8	8



PUBLIC INFORMATION & COMMUNITY SERVICE

PUBLIC INFORMATION AND COMMUNITY SERVICE

The Philippine Heart Center's corporate social responsibility benefits the public through its information and community service programs.

The monthly PEOPLE'S DAY free clinics and consultation program is an activity which combines heart disease awareness lay forum, promotion of heart care, nutrition/dietary counseling and free physical examination.

The Nursing staff regularly conduct teachings on heart diseases and home care management to patients' relatives in the wards. The Customer Relations Office was created to assist patients with concerns on their hospital procedures, policies, facilities, and accumulated hospital bills.

The PHC Heart Museum was re-opened to inform the public and to showcase the hospital's history, memorabilia and bio-engineering equipment. It is open to visitors and tour groups.

	2009	2010
Number of People's Day Free Clinics	12	12
Number of Patients Served	782	1,041
Number of Community Outreach Projects	2	2
Number of People Served	200 families	280 children
Number of Community Blood-Letting Activities	34	51
Number of Blood Donors	155	254





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SUPPORT SERVICES

SUPPORT SERVICES

The Administrative Support Services supervise and coordinate the functions of the non-medical and auxiliary divisions that comprise the operation of the Center. These are grouped under the Administration and Finance Department and Auxiliary Services Department. They are responsible for the professional welfare of the PHC's personnel, the state of the hospital's finances and the Center's unhampered functioning and effective delivery of services. The major accomplishments from 2009 to 2010 are as follows:

PHARMACY

In 2010 the pharmacists' functions, roles and services were shifted from mere dispensing of medications at the counter to the now patient-focused services and patient-centered role in the health-care delivery. They were given the chance to be actively involved in the management of medications to patients, especially those admitted for cardiovascular care.

Number of Prescriptions Filled

	2009	2010
In-patient	752,023	788,950
Outpatient	26,774	19,986

The Outpatient Pharmacy Extension re-opened only in September 2010.

Gross Sales Income Php 296.3M Php 279.5M

NUTRITION & DIETETICS

- More active participation in the Nutrition Support Committee
- Daily visitation to newly admitted patients within 24 hours
- Nutrition counseling to patients prior to discharge
- Constant monitoring of patients on tube-feeding and those with eating problems

	2009	2010
Total Number of Meals Served	83,511	88,402
Number of Patients Visited	12,411	13,587
Number of Patients Given Diet Instructions	5,297	6,312
Total Income	Php 75.5 M	Php 71.7 M
Cafeteria	Php 19.3 M	Php 16.4 M
Main Kitchen	Php 56.2 M	Php 55.3 M

SOCIAL SERVICES

	2009	2010
Total Patients Served	8,710	7,957
Outpatients	6,625	5,875
New Cases	2,965	2,389
Re-evaluated Cases	2,252	1,528
House Cases	1,408	1,958
Emergency Cases	1,158	896
In-patients	927	1,186



An all-year round Tiangge or Bazaar at the breezeway beside the Annex Building was continued to augment the PHC Medical Social Service Trust Fund which financially assists very indigent patients.

	2009	2010
Income from the Bazaar	Php 489,860.00	Php 1,273,130.00

HUMAN RESOURCES

	2009	2010
Number of Employees	1,629	1,645
Number of Doctors (with plantilla)	163	187
Number of Resignees	121	93
Total Retention Rate		
Administrative	96.15	99.3
Medical	94.61	99
Nursing	89.87	95.8

ENGINEERING & MAINTENANCE (Major Projects for 2010)

Renovation

Adult Service Ward
 Adult Pay Ward
 Cath Lab upgrading
 Heart Museum
 CV Surgery Offices
 National Reference Laboratory
 Business Offices (Basement)
 Dormitory
 MICU Staff Lounge
 Electrophysiology Lab (Ward 1B)
 Coronary Care Unit (additional beds)
 Satellite Lab at MICU
 Operating Room/Recovery Room
 Nutrition & Dietetics

Construction

Doctors' Clinics (5th flr)
 Aventura Hall Extension
 Breezeway Tiangge Roofing

New Facilities

Elevator (Annex Bldg)
 Pylon (Hospital Gate)

WASTE MANAGEMENT

Projects lined up by the WM Committee were directed towards Eco-Friendly activities: use of recycled water from the Sewage Treatment Plant (STP), Green procurement Programs, composting and trash-to-treasure projects.

The WMC has joined the Eco-Friendly committee in participating in the 2011 Recognition Awards for Eco-Friendly Government Offices (National Level) spearheaded by the Dept. of Environment and Natural Resources. A series of education campaigns, awareness programs and orientation sessions were conducted for PHC employees, in coordination with HRD.

The PHC was given recognition by the Solid Waste Management in Asia and the University of the Philippines Planning and Development in exemplifying good practice and innovative solution in health care waste management. We ranked first among 15 Philippine institutions and placed 5th among eight Asian countries.

QUALITY ASSURANCE REPORT ON ACTIVITIES

- **Continuous Quality Improvement**

- with Emergency Room on emergency surgical procedures and waiting time
- with Laboratory Medicine and Cashier on turn-around time
- with Blood Bank on requests and wastage

- **Accreditation Canada International (ACI)**

- conducted Readiness Assessment Survey
- launched PHC as ACI pilot hospital for QMENTUM International Accreditation
- conducted core education sessions
- created quality Teams for 16 ACI standards
- developed Policies and procedures

- **Preparation of PHC for PhilHealth Re-Accreditation**

- **PHC Corporate Strategic Planning Seminars**



DONATIONS FROM AVIATION SANS FRONTIERES (FRANCE)

The Philippine Heart Center was chosen by Aviation Sans Frontieres – Delegation Midi Pyrenees (ASF-MP), an association of retired Air France pilots) to be the recipient of the donation of medical equipment and supplies from the Centre Hospitalier Universitaire (CHU) of Toulouse, France.

The donations include ECG machines and monitors, respirators, volumetric pumps and external defibrillator.

PHILIPPINE HEART CENTER

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2014-2015

FINANCIAL HIGHLIGHTS

Financial Highlights

FINANCIAL HIGHLIGHTS

(In Thousand Pesos)

			2009 Audited	2010 Actual
HOSPITAL INCOME	Note 1	P	1,498,095	P 1,581,434
GOVERNMENT SUBSIDY	Note 2		<u>185,059</u>	<u>187,342</u>
TOTAL HOSPITAL INCOME		P	1,683,154	P 1,768,776
Less: EXPENSES				
PERSONAL SERVICES		P	<u>546,938</u>	P <u>638,764</u>
MAINTENANCE & OTHER				
OPERATING EXPENSES			<u>1,069,675</u>	<u>1,171,956</u>
TOTAL EXPENSES		P	<u>1,616,613</u>	P <u>1,810,720</u>
NET INCOME (LOSS)		P	<u>66,541</u> =====	P <u>41,944</u> =====
QUANTIFIED FREE SERVICES AND DISCOUNTS		P	402,753	P 423,852
Less: GOVERNMENT SUBSIDY FOR				
INDIGENT PATIENTS		P	<u>185,059</u>	P <u>187,342</u>
PHC SHARE ON QFS AND DISCOUNTS				
FROM ITS INCOME		P	<u>217,694</u>	P <u>236,510</u>

For every P1.00 Gov't Contribution to Indigent Expenses and discounts, PHC was able to match this with

P 1.18

P 1.26

Notes:

1. Net of QFS and Discounts

2. Breakdown of Subsidy

MOOE (Assistance to Indigent Patients)

Tax Subsidy

TOTAL

P 180,337

4,222

P 185,059

P 185,000

2,342

P 187,342

PHC Service to the Filipino People

PHC Share for Free Services and Discounts

	2006	2007	2008	2009	2010	2011
Free Services & Discounts	306,123	314,826	341,585	402,753	423,852	312,700
Government Subsidy	161,151	279,075	332,466	185,059	187,342	122,000
PHC Share	144,972	35,751	9,119	217,694	236,510	190,700
Peso Share PHC for every						
Peso Govt Subsidy	0.90	0.13	0.03	1.18	1.26	1.56

GOVERNMENT SUBSIDY PER GAA 2011 (P122M) : REDUCED BY P100MILLION

PHC Service to the Filipino People

PHC Share for Free Services and Discounts	COB 2011	Proposed FY 2012
Charity Hospital Expenses	170,000	255,000
Charity Research Expenses	15,000	15,000
Patients' Discounts	127,700	140,000
Total Quantified Free Services & Discounts	312,700	410,500
Government Subsidy	122,000	222,000
PHC Share	190,700	188,500
Peso Share PHC for every Peso Govt Subsidy	1.56	.85

Total Projected QFS - P100M less for 2011 compared to 2010

Plans and Programs for 2011

1. To manage delivery of services to allow continuing care of more indigent heart patients despite reduced government subsidy.
2. To identify and tap additional government and non-government funding sources to enable the expansion of cardiovascular services.
3. To increase revenue generating capacity of the center with the expansion of services and facilities:
 - ♦ procurement of additional/replacement cardiovascular diagnostic and therapeutic equipment: 2 cardiac catheterization laboratories, 2 echocardiography machines, digital radiology equipment, digital endoscopy system, sleep machines
 - ♦ construction of 2 additional operating rooms: dedicated pediatric cardiac OR and hybrid endovascular OR
 - ♦ creation of additional patient and customer care services: enhanced wellness packages, construction of additional parking spaces
4. To promote new training and continuing education programs to strengthen the reputation of PHC as the national and as an international center for cardiovascular education.
5. To attain recognition as global center of excellence with international healthcare accreditation (Accreditation Canada International)

PHC Officials

DIRECTOR'S OFFICE

Manuel T. Chua Chiaco, Jr., M.D.

Executive Director

MEDICAL SERVICES

Gerardo S. Manzo, M.D.
Noe A. Babilonia, M.D.
Aristides G. Panlilio, M.D.
Annette P. Borromeo, M.D.
Aquileo C. Rico, M.D.
Raul D. Jara, M.D.
Juliet J. Balderas, M.D.

Assistant Director for Medical Services
Department Manager, Adult Cardiology
Department Manager, Allied Medical Specialties
Department Manager, Ambulatory & Emergency Care
Department Manager, Cardiovascular Surgery & Anesthesia
Department Manager, Education, Training and Research
Department Manager, Pediatric Cardiology

Kurt Glenn C. Jacoba, M.D.
Santos Jose G. Abad, M.D.
Ma. Belen O. Carisma, M.D.
Vergel A. Quiogue, MD
Romeo J. Santos, M.D.
Ranulfo B. Javelosa, Jr., M.D.
Leonisa S. Sagun, M.D.
Arlene M. De Luna, M.D.
Orestes P. Monzon, M.D.
Ricardo B. Agbayani, M.D.
Fernando G. Ayuyao, M.D.
Orlando R. Ignacio, M.D.
Nenita A. Collantes, M.D.
Normita G. Manapat, M.D.
Antonio C. Pascual, M.D.
Lorenzo Rommel G. Carino, M.D.
Veronica M. Durante, M.D.
Christopher C. Cheng, M.D.
Reynante T. Gamponia, MD
Rene A. Villanueva, M.D.
Delfin V. Encarnacion III, M.D.
Cleopatra Q. Palencia
Mercedita A. Parazo
Aurora S. Gamponia, M.D.
Pacita Jay L. Ballelos, M.D.

Division Chief, Clinical Cardiology
Division Chief, Critical Care Cardiology
Division Chief, Electrocardiology
Division Chief, Invasive Cardiology
Division Chief, Non-Invasive Cardiology
Division Chief, Preventive Cardiology
Division Chief, Blood Bank
Division OIC, Laboratory Medicine
Division Chief, Nuclear Medicine
Division Chief, Physical Rehabilitation Medicine
Division Chief, Pulmonary Medicine
Division Chief, Radiological Sciences
Division Chief, Renal & Metabolic
Division Chief, Emergency Care
Division Chief, Out-Patient Division
Division Chief, Adult Cardiothoracic Surgery
Division Chief, Cardiovascular Anesthesia
Division Chief, Cardiovascular Research
Division Chief, Pediatric Cardiothoracic Surgery
Division Chief, Vascular Surgery
Division Chief, Education & Training
Division Chief, Medical Records & Library
Division Chief, Research
Division Chief, Pediatric Clinical & Intensive Care
Division Chief, Pediatric Diagnostics

NURSING SERVICES

Ma. Linda G. Buhat
Leyda E. de la Cuesta
Carmencita A. Lingan
Marietta A. Velasco
Westphalia G. Patino
Rosalinda M. Madrid
Felicisima T. Romero
Eva Teodora T. Sison
Criselle M. Galang
Ma. Carmen SG. Buenaflor

Assistant Director for Nursing Services
Department Manager, Clinical Areas
Department Manager, Special Areas
Division Chief, Adult Critical Care
Division Chief, CVLab & Operating Room
Division Chief, Diagnostics & Emergency Room
Division Chief, Medical Surgical Care
Division Chief, Nursing Education & Research
Division Chief, Pediatric Care
Hospital Infection Control Officer

ADMINISTRATIVE SERVICES

Francisco M. Gomez, Jr., MBM
Marciano F. Gatdula
Ester A. Borja
Rosalio T. Oclares
Archt. Rogelio D. Caringal
Corazon M. Perez
Ana Marie S. Manio
Carmencita D. Espeleta
Engr. Ricardo C. Limpin
Emilia P. Olbes
Perla S. Esguerra
Imelda M. Viena
Amelia C. Cuyugan
Zolito P. Luna
Margaret Rose R. Clavejo

Assistant Director for Administrative Services
Department Manager, Administrative & Finance
Department Manager, Auxiliary Services
Division Chief, Accounting Division
Division Chief, Allied Services Division
Division Chief, Budget & Planning Division
Division Chief, Credit & Collection Division
Division Chief, Customer Relations Division
Division Chief, Engineering & Maintenance Division
Division Chief, Human Resource Division
Division Chief, Nutrition & Dietetics Division
Division Chief, Pharmacy Division
Division Chief, Property & Supply Division
Division Chief, Purchasing Division
Division Chief, Social Services Division

Mary Ann R. Tamayo

Officer-In-Charge, Management Services Office

ACCREDITATION CANADA LAUNCHING

February 25 & 27, 2010



PHILIPPINE HEART CENTER
Asian Hospital Management Awards 2010
♦ EXCELLENCE AWARDEE ♦
Community Service Category



**HOSPITAL
MANAGEMENT
ASIA 2010**

THE PREMIER LEARNING CONFERENCE
FOR HOSPITAL MANAGERS

August 19 & 20, 2010 Seoul, South Korea

**Surgical Outreach Program
(Open Heart Surgery Mission)**

The annual ASIAN HOSPITAL MANAGEMENT AWARDS recognizes and honors hospitals in the Asia-Pacific region that carry out best hospital practices, have implemented or enhanced outstanding and innovative projects and programs.

The 2010 AHM Awards were held on 20 August 2010 at the Hilton Hotel in Seoul, South Korea. There were 281 entries for seven (7) different categories from 56 hospitals of 11 Asian countries.

The Philippine Heart Center received the EXCELLENCE AWARD in the Community Service category for its **SURGICAL OUTREACH PROGRAM (OPEN HEART SURGERY MISSION)**

PHILIPPINE HEART CENTER
Quezon City, Philippines

SURGICAL OUTREACH PROGRAM (Open Heart Surgery Mission)
Entry of: PHC Corporate Social Responsibility Program

PURPOSE FOR THE PROJECT
Decision to conduct the project brought about by mounting difficulties and expenses (food, lodging and transportation) of patients in traveling to Metro Manila for their treatment.

OBJECTIVES OF THE PROJECT
• Ultimate goal to prepare regional hospitals to become a PHC Heart Center
• Transfer of technology and update skills of medical, surgical and nursing staff of the hospital on procedures
• Update infection control practices of the hospital
• Public info on heart disease prevention

PROCESS / ACTIVITIES
PATIENT SURVEY in the region by local cardiologists
FACILITIES SURVEY of possible cooperating hospitals in the region by Open Heart Team
MEMORANDUM OF AGREEMENT between PHC and regional hospital management
INITIAL PATIENT SCREENING (2 days) by PHC consultants thru local cardiologists

OPEN HEART SURGERY BENEFICIARIES
Patient Doctor Arteriosclerosis (Congenital Heart Patients)
PHC Heart Center P122,440 (Heart) Mission P10,000-70,000
Coronary Artery Bypass Grafting
PHC Heart Center P602,600 (Thoracic) Mission P100,000

PROCESS AND FLOW
PRE-SCREENING OF PATIENTS
MEDICAL RECORDS by Open Heart Team
SECOND SCREENING OF PATIENTS RECORDS by Open Heart Team (month before mission)
SCHEDULE MISSION WEEK with Hospital/Sponsors
MISSION WEEK ACTIVITIES
POST-SURGERY MONITORING OF PATIENTS (2 months)



PHILIPPINE HEART CENTER
Asian Hospital Management Awards 2010
♦ EXCELLENCE AWARDEE ♦
Human Resource Development Category



**HOSPITAL
MANAGEMENT
ASIA 2010**

THE PREMIER LEARNING CONFERENCE
FOR HOSPITAL MANAGERS

August 19 & 20, 2010 Seoul, South Korea

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Service Excellence (P.R.A.I.S.E.)**

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The Philippine Heart Center received the EXCELLENCE AWARD in the Human Resource Development category for its **PROGRAM ON AWARDS AND INCENTIVES FOR SERVICE EXCELLENCE (P.R.A.I.S.E.)**

PHILIPPINE HEART CENTER
Quezon City, Philippines

PROGRAM ON AWARDS AND INCENTIVES FOR SERVICE EXCELLENCE (P.R.A.I.S.E.)
Entry of: PHC Human Resources Division, Emilia P. Olbes, Division Manager

Annual Awards w/ Multiplier Effect Towards Effective Hospital Services:
• 1 Model Manager
• 3 Model Supervisor (1 from each Service)
• 3 Model Employee (1 from each Service)
• 1 Model Medical Inmate Staff
• 1 Model Medical Consultant
• 3 Model Front-line (1 from each Service)
• Perfect Attendance (quarterly/annually)
• Model Committee
• Employees with Exemplary Behavior
• Best Organizational Unit
• Cost Economy Award (every 5 years of continuous and satisfactory service to the Hospital)

2009 Employee Retention & Separation Rate (with age brackets)

Impact of the Project:
• 90% Retention Rate and only 10% Separation Rate (1,600 employees)
• 88% Very Satisfactory Performance Rating
• 90% Service Loyalty and Longevity Rate
• 98% Bed Occupancy Rate (372 beds)
• High Sense of Belongingness on the Employees Satisfaction Survey Results
• Very Low Absenteeism and Tardiness Rate
• Low Overtime Pay, Low Medication Error
• 2007 Employer of the Year Award by People Management Association of the Philippines (PMAPI)
• Inspiring anecdotal comments on Patient's Satisfaction Survey Reports

EMPLOYEE SATISFACTION SURVEY

"Motivated People are Good Performers. It's always the People Who Make the Difference."

The **PHILIPPINE
HEART CENTER**

is a certified

**GOLD
AWARDEE**

**OSPITAL
NG BAYAN:
MALINIS,
MABANGO**



A Project of the Department of Health



Accreditation No.
H93005856

Republic of the Philippines
PHILIPPINE HEALTH INSURANCE CORPORATION

CERTIFICATE OF ACCREDITATION

The Philippine Health Insurance Corporation
by virtue of the powers and authority vested in it
by the National Health Insurance Act of 1995
hereby grants accreditation to

PHILIPPINE HEART CENTER


QUEZON CITY, METRO MANILA

as

CENTER OF EXCELLENCE
(Level 4 Hospital with 280 beds)

This accreditation shall be valid from May 01, 2010 to April 30, 2013
unless otherwise suspended or revoked earlier after due process.

Granted this 9th day of July 2010, at Pasig City, Philippines


DR. REY B. AQUINO
President and CEO

PHILIPPINE HEART CENTER

ORGANIZATIONAL STRUCTURE

MARIA LINDA G. BUHAT, RN, EDD
Assistant Director
Nursing Services

LEYDA E. DELA CUESTA, RN Department of Clinical Areas	CARMENCITA A. LINGAN, RN, MAN Department of Special Areas
FELICISMA T. ROMERO, RN, MAN Division of Medical and Surgical Care	MARIBETHA VILASCO, RN Division of Adult Critical Care
CARSELLE M. GALANG, RN Division of Pediatric Care	WESTPHALA G. PATINO, RN Division of Specialized Care
ROSALINDA M. MADRID, RN, MAN Division of Outpatient and Diagnostic Care	
MA. CARMEN SG. BERNAPLON, RN Hospital Infection Control	EVA TRODORA T. SISON, RN Division of Nursing Education and Research
MARY GRACE A. KAYMAN, RN Central Supply Services	JOCELYN D. PORTIN Linen Section

LUDGERIO D. TORRES, MD
Director

JOSE A. YULDE, MD
Assistant Director
Medical Services

ANNETTE P. BORROMEO, MD Department of Allied Medical Specialties	NOE A. BABILONA, MD Department of Adult Cardiology	FLORANTE B. LOMBIAO, MD Department of Cardiovascular Surgery & Anesthesia	MA. LOHREDS SR. CASAS, MD Department of Pediatric Cardiology
MARISSA A. ORILLAZA, MD Laboratory Medicine Division	KURT GLENN C. JACORA, MD Clinical Cardiology Division	FLORIMONDO A. GARCIA, MD Adult Cardiothoracic Surgery Division	MA. LOHREDS SR. CASAS, MD Pediatric Cardiology Diagnostic Division
LEONISA A. SAGION, MD Blood Bank Division	SANTOS-JOSE G. ABADIL, MD Critical Care Division	VERONICA M. DURANTE, MD Cardiovascular Anesthesia Division	MAGDALINA J. LAGAMAYO, MD Intensive Care Division
ORBESTES P. MONYON, MD Neurology Medicine Division	MA. BELEN O. CARISMA, MD Intensive Cardiology Division	FLORENCIO G. CASTILLO, MD Cardiovascular Research and Out-Patient Division	TEOFILO C. CANTE, MD Pediatric Clinical and Pediatric Out-Patient Division
RICARDO B. AGABAYAN, MD Physical Medicine and Rehabilitation Division	VERGELA ORTIGUE, MD Intensive Cardiology Division	REYNANTE T. CAMPONIA, MD Pediatric Cardiothoracic Surgery Division	
FERNANDO G. ANUYAO, MD Pulmonary Medicine Division	RAUL D. JARA, MD Non-Invasive Diagnostic Cardiology Division	REXATO C. VILLANUEVA, MD Vascular Surgery Division	
ORLANDO R. IGNACIO, MD Radiological Science Division	RANILLO B. JAVIELSON, MD Preventive Cardiology Division		
NENITA O. COLLANTES, MD Renal and Metabolic Division	ANNETTE P. BORROMEO, MD Out-Patient Division		

MARY ANN R. TAMAYO, RN
Management Services Office

RENATO C. DOCTOR
Hospital Information System
ELENA D. MALIBAN, RN
Quality Assurance
SONIA S. ARELLANO
Public Relations

GERARDO S. MANZO, MD
Assistant Director
Administrative Services

MARCIANO F. GATDULA Department of Finance & Administrative Services	ESTER A. BORJA Department of Auxiliary Services
ROSALITO T. OCLARES Accounting Division	ROGELIO D. CARRIGAL Allied Services Division
COBAZON M. PEREZ Budget Division	RICARDO C. LAMPIN Engineering and Maintenance Division
ANNA MARIE S. MANIO Credit & Collection Division	PERLA A. ESGUIERA Nursing & Dietetics Division
EMILIA P. OJES Human Resources Division	DIENIDA M. VIEYA Pharmacy Division
AMELIA C. CIVIYAN Property & Supply Division	LOHREDS R. BALITISTA Social Services Division
ZOILLO P. LUNA Purchasing Division	CARMENCITA D. ESPELETA, RN Customer Relations Division

