

Specialty Hospitals Join PHC in Healthcare Good Governance Advocacy Thru Performance Governance System Module 1



Following the successful ***Governance in Healthcare: Performance Governance System (PGS) Module 1*** held on January 11-13, 2017, the Philippine Heart Center opened its doors to the Second Batch of government hospitals. Its neighboring specialty healthcare centers, National Kidney and Transplant Institute, Lung Center of the Philippines, and Philippine Children's Medical Center, joined the learning journey of the PGS on March 8-10, 2017 at the Dr. Avenilo P. Aventura Hall, Medical Arts Building. A total of 37 delegates participated in the learning module designed to assist these Centers in the PGS Initiation Phase with didactics and workshops.

PHC Executive Director Dr. Joel M. Abanilla gave an inspiring message during its Opening Ceremonies. In his welcome address, he mentioned the importance of working together to achieve the goals of the institution.



Similar to an orchestra that is in synchronized harmony, everyone in the hospital should perform their best and contribute their God-given knowledge, skills and abilities to be able to play good music.

Dr. Gerardo S. Manzo, Assistant Director for Medical Services and Fellow of the Institute for Solidarity in Asia, gave an introduction and overview of the learning module.



He spearheaded the expectation setting that at the end of the 3-day learning sessions, the specialty hospitals will be able to have a better appreciation of their roles in Good Governance in healthcare thru PGS journey in their respective organizations by accepting the challenge of formulating a good Strategy Map and crafting a strategic execution plan to get everybody onboard and be part of this challenging yet fulfilling journey.

Dr. Juliet J. Balderas, OIC-Office of Strategy Management and an Associate of ISA, discussed the topic 'Defining your Transformation Journey.' In a walk-through of the PHC-PGS experience, Dr. Balderas shared the learning process and the challenges of the PHC-PGS Transformation Journey.



The PHC, a pioneer hospital which underwent PGS Transformation Journey and was duly recognized as Island of Good Governance, took the initiative to imbed the elements of Good Governance through a learning module that would assist government healthcare institutions in the Initiation Phase of their PGS Journey.

The discussion of the Philippine Health Agenda 2016-2022, "***All for Health Towards Health for All,***" established the framework for the government hospitals. Dr. Gloria Nenita V. Velasco, Medical Officer IV, DOH-Health Policy Development and Planning Bureau, cascaded the three (3) thrusts of this health agenda: (1) Financial Protection from the high cost of healthcare; (2) Better Health Outcomes with no disparity; and (3) Responsiveness or empowerment in all the interactions with the health system. Equity, efficiency, quality and transparency are the values that are embedded on the aspiration of the health system that was presented by Dr. Velasco.



Dr. Joel M. Abanilla, Dr. Juliet J. Balderas, and Dr. Maria Ina DLP. Bunyi, all of PHC, awarded the Certificate of Appreciation to Dr. Gloria Nenita V. Velasco, Medical Officer IV, DOH-HPDPB, for sharing the Philippine Health Agenda 2016-2022.

The relevance of Governance Charter as the key that turns on the clear strategic direction of the institution was discussed by Mr. Jonathan Sevilla, a Faculty of Wyeth Academy Philippines. As he went through the discussion of the topic '*Knowing the Keys*,' Mr. Sevilla reiterated that the Governance Charter components should be well-aligned with the vision, mission and core values of the organization.



Valuable insights on 'Defining Our Organizational Challenges,' from a strategic perspective was shared by Mr. Orlando Clavinez, Faculty of Wyeth Academy Philippines.



Mr. Clavinez presented the Framework of Environmental Scan as he explained the processes involved - external macro, external micro, internal analysis. He also gave a quick review of the strengths, weaknesses, opportunities and threats (SWOT) and translate it into tasks for project plans in the Strategic Change Agenda.



Ms. Arielle Tugade, Program Coordinator for National Government Agencies, Institute for Solidarity in Asia discussed the Governance Pre-Assessment. She facilitated the discussion on the elements of the PGS and the Governance Assessment Tool.



A lecture on Change Agenda-Drafting the Strategy Map and Balanced Scorecard was given by Dr. Gerardo S. Manzo. He further reiterated the importance of building the Road Map as a developmental step to excellence.



Mr. Christian P. Zaens, Executive Director of the Institute for Solidarity in Asia, inspired the delegates not only to formulate strategies to do better but to go **'beyond better.'** He laid down the details on Strategy Mapping for Hospitals, following the DOH Framework to help achieve its strategic position.



Specifically, he pointed out the impact, goal and action as important factors to achieve the breakthrough goals and its drivers are impact, outcome, core and support.

After the lecture of Mr. Zaens, all three groups devotedly crafted their individual Strategy Map. The workshop was facilitated by Mr. Zaens and was joined by the Facilitators from ISA and PHC.



PGS Module 1 successfully conveyed the components of Good Governance in Healthcare through PGS. As part of the culminating activity, the three (3) participating hospital successfully crafted a comprehensive Strategy Map and presented it to the Expert Panel composed of Dr. Rose Maria R. Liquete, NKTl Executive Director; Dr Joel M. Abanilla, Executive Director; Dr. Gerardo S. Manzo, Assistant Director for Medical Services; and Dr. Maria Linda G. Buhat, Assistant Director for Nursing Services, all of PHC.



Each organization was able to formulate their own Strategy Roadmap and Balance Scorecard. Leading the presentation to the expert panel was Dr. Cecilia O. Gan of the Philippine Children's Medical Center (PCMC). The National Kidney and Transplant Institute was the next institution to present their workshop output, as represented by Dr. Ernesto R. Que. The Lung Center of the Philippines was the last institution to face the expert panel with Dr. Ramon A. Sulla as their presenter.

Mr. Zaens emphasized on 3 points useful for moving forward as a take away for the participating hospitals:

1. Beyond Better – an instrument of nation-building and an advocacy of the Institute for Solidarity in Asia (ISA) to get the institution to do strategy and help in the transformation of government institutions, one (1) hospital at a time. Going beyond improvement of the current condition, going beyond better is not just doing better in running a same race but running a different race altogether, go beyond better for sustainability.

2. Execution - A good plan is good starting point, after having it approved a creation of a good execution strategy is necessary. Translating the Strategy map into an execution strategy will ensure that everyone in the organization understands their role

3. 'Magical Thinking'- a mindset for transformation/reforms of public institutions. Approach to strategy by thinking of possibilities rather than constraint for better chance of producing breakthroughs.



“Beyond better, execution and magical thinking to get this done, for the love of country and love of God”

- **Mr. Christian P. Zaens**

PHC Executive Director Dr. Abanilla concluded the three-day lecture and workshop as he conveyed his gratitude to all the participants who diligently went through the process of formulating the necessary output suitable to their respective institutions. Dr. Abanilla also mentioned the Organizing Committee and the collaboration with ISA as the moving force behind the monumental success of the second batch of the Healthcare Performance Governance System Module 1.



“The higher purpose is that we are becoming instruments of nation-building, I can see a bright future ahead of us. What is unique to all of us is our role in research, this sets us apart from the other institutions. From what we have learned, let us do our mandate better. Our work doesn't stop here, this is just a beginning. Let us now walk our talk. Wish you all luck to make these things happen.”

- **Dr. Joel M. Abanilla**