

# RACE TO APEC 2015

## Island of Good Governance

### **PHC HITS BREAKTHROUGH TARGETS by 97.5%: "BASTA HEART, HEART CENTER DAPAT!" CHALLENGE**

A. Increase in New Patients from 7000 to 9000 by Dec 2013: **8709 cases**

B. Increase in Client Satisfaction from 87% to 90% by Dec 2013: **89.3%**

The Performance Governance System (PGS), a management Balanced Scorecard tool for many national government agencies and local government units initiated by the Institute of Solidarity for Asia (ISA), has infected the Philippine Heart Center. The PHC Governance Strategy passed the Initiation Revalida of ISA governance panel at Edsa Shangri-la Hotel last March 19, 2013. With the objective of aligning hospital targets with individual performance, rapid cascading sessions were conducted by the ISA led by Mr. Cris Zaens for all services - Medical Service, Nursing Service, and Administrative Service. All units drafted their unit Breakthrough Targets (BT) and Lead Measures, and each of the scoreboards were plotted to directly or indirectly affect the 26 measures in the Balanced Scorecard on the following perspectives: Social Impact, People Empowerment, Internal Process, Organization, and Fund Resources. In July 3, 2013, a hospital-wide 73 Unit Scoreboards Launching was conducted. The Office of Strategy Management (OSM) monitored weekly BT meetings and targets.

By the end of December 2013, 81% had winning scoreboards with more than 100% accomplishment and 14% with at least 90% accomplishment. The Department of TCVS hit target increase of number of TCVS operations from 2344 cases in 2012 to 2477 cardiac surgery cases by December 2013 with 134% accomplishment. With the Cardiac missions done in Bicol and Cagayan de Oro last February 2013, and in Cambodia last December, Pediatric Cardiovascular surgeries increased to 678 cases by December 2013 from 512 cases in 2012. Overall surgical mortality rate target was likewise reached to an all-time low of 2.9%. The increase was largely contributed by the Philhealth Z-benefit cases done - with a total of 183 cases since its launch last February 2013. Thirty percent were Coronary Artery Bypass Surgery, and 67% were done in children with Tetralogy of Fallots and Ventricular Septal Defects. Around 50% of Z-benefit patients were enrolled in No Balance Billing.

To improve client satisfaction, release of results in all units within 24 hours was mandated, with average accomplishment of 91%. Turnaround time (TAT) for Outpatient laboratory result was decreased from 3 hours to 1.44 hours with 156% accomplishment. The increase in number of patients was contributed by the Department of Adult Cardiology and Allied Medical Specialties in all Divisions. This brought an overall increase in number of new patients in the Outpatient clinics, laboratory, emergency room and in-patients to 20700 new registrations, and 60% from the outpatient clinics

and doctor's offices. The Nursing Service in the Medical-Surgical wards decreased medication errors from 10 to 2 by the end of the year and improved Client Satisfaction with increase in Nurse-Patient/Family Interaction from 50% to 89.68% in the Clinical Areas and 99.6% in the Special Areas. Administrative Services Breakthrough to decrease average queuing time at the basement Main Cashier from 20 minutes to 2.16 minutes was achieved with 176% accomplishment (Target: 10 minutes).