

THE ROAD TO APEC 2015-IGG: PHC GRABS SILVER TRAILBLAZER AWARD

Moving forward, the Performance Governance System (PGS) of the Philippine Heart Center has gone two (2) steps ahead, having been conferred in the **Compliance Phase** last November 24, 2014 by the Institute of Solidarity Asia. The story of PGS in Healthcare of the 73-unit Scoreboards of the different services from Cascading and Breakthrough goal monitoring aligning to the hospital Balanced Scorecard, was presented and how PHC garnered an overall outstanding performance in Social Impact, People Empowerment (Customer Perspective), Organization and Internal Processes, and 14% increase in Fund Resource, despite a decrease in government subsidy in 2012, and competition from standalone diagnostic centers and other emerging heart institutions. Although there was an increase of new patients to 33,565 this year (Target: 11,000), Client Satisfaction has remained satisfactory (88.82%). A total of **525** cases were done under PhilHealth Z-package since its launch last February 2013, 40.2% (211) were Coronary Artery Bypass Surgery, and 59.8% (314) were done in children with Tetralogy of Fallot (n=168) and Ventricular Septal Defects (n=146). Around **44.9%** (236/ 525 patients) of Z-Benefit patients were enrolled in the No Balance Bill - at no cost to the patients. Mortality rate from cardiac operations decreased from 2.93% to 2.6% (Target 3.0%), and Healthcare-associated infections (HAI) rate remains low at 2.07% (Target 2.3%). OPD Laboratory tests likewise increased by 13.4% compared to a low 1.2% increase in 2013, (130% Accomplishment).

At the Compliance Phase, PHC garnered a high Overall Rating score of 8.65 equivalent points to bag a Silver PGS Trailblazer Award. Members of the Panel of Judges were: Mr Rex C. Drilon II, Trustee and Fellow of the Institute of Solidarity for Asia; Dr. Manuel M. Dayrit, former Health Secretary and Dean of the Ateneo School of Medicine and Public Health; Dr. Jose C. Gonzales, Director of the Philippine General Hospital; and Ms. Michee I. Cadhit, Customer Service Manager of The New Medical City. Members of the PHC Multisectoral Governance Advisory Council (MSGC) include Mr. Mike Yao, President and Chief Executive Officer, Manila Rubber Corporation; and Mr. Ramy S. Diez, President, Power Communication Services.

Dr. Gerardo S. Manzo, PHC Assistant Director for Medical Services, articulated the impressive presentation.

PHC is the only Healthcare institution using the PGS as a management corporate tool, and won the 2014 Hospital Management Asia Gold Award for Hospital Innovations and Governance Category last August 2014 at Radisson Blu, Cebu City. Looking ahead, this March 2015 will be 3rd Stage Proficiency Phase Evaluation. This entails a series of Strategic Readiness Test Survey of 200 employees, Focus Group discussion, Interview , a visit from external auditors of the Institute of Solidarity Asia on April 6-10, 2015, and an Oral Revalida by May of this year. Passing the 3rd Phase will make PHC a candidate of "Island of Good Governance (IGG), under Government Owned and Controlled Corporations (GOCC)" for the APEC SUMMIT this November 2015. (*Office of Strategy Management Report, 2015*)