

**YEAREND BREAKTHROUGH
SUMMARY**

**ADMINISTRATIVE
SERVICES**

JANUARY-DECEMBER 2014



ADMINISTRATIVE SERVICE ORGANIZATIONAL STRUCTURE

SCOREBOARDS: 2013 – 13
SCOREBOARDS 2014 - 20

MA. JACINTA VICTORIA T. LUALHATI, PhD
Assistant Director Administrative Services

8

**FINANCE DEPARTMENT
(CMP)**
Corazon B. Perez

2

**HUMAN RESOURCE
DIVISION**
Emilia P. Olbes

2

**MARKETING
MANAGEMENT**

3

**MATERIALS
MANAGEMENT**

5

**AUXILIARY SERVICES
DEPARTMENT**
Mr. Randolph Sakai

**ACCOUNTING
DIVISION**
Rosalio T. Oclares

BUDGET DIVISION
Nerissa Remojo

**CREDIT &
COLLECTION
DIVISION**
Anna Marie S. Manio

**BUSINESS OFFICE
ADMITTING SECTION
BILLING SECTION**
Rosalio T. Oclares

2

**SOCIAL SERVICE
DIVISION**
Margaret D. Clavejo

2

2

**MARKETING
OFFICE**

**CUSTOMER
RELATIONS
DIVISION**
Carmencita D.
Espeleta

**PHARMACY
DIVISION**
Imelda M. Viena

**PURCHASING
DIVISION**
Amelia C. Cuyugan

**PROPERTY & SUPPLT
DIVISION**
Zoilo Luna

**ENGINEERING &
MAINTENANCE
DIVISION**
Ricardo C. Limpin

**ALLIED SERVICES
DIVISION**
Rogelio D. Caringal






**NUTRITION & DIETETICS
DIVISION**
Perla S. Esguerra

**FOOD SERVICE
DIVISION**
Dolina P. Manangu

BREAKTHROUGH SUMMARY

ADMINISTRATIVE SERVICES : 136.26%

GOOD 51-89%	SATISFACTORY 90-114%	VERY SATISFACTORY 115-129%	OUTSTANDING >130%
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DIVISION	ACCOMPLISHMENT	DASHBOARD
AUXILIARY DEPARTMENT	174.1%	
FINANCE DEPARTMENT	120.7%	
HUMAN RESOURCE DIVISION	174%	
MATERIALS MANAGEMENT	101%	
MARKETING MANAGEMENT CUSTOMER RELATIONS	111.5%	

PHILIPPINE HEART CENTER
ADMIN AND FINANCE
DEPARTMENT

SCOREBOARD YEAREND REPORT
January-December 2014



PHILIPPINE HEART CENTER BREAKTHROUGHS



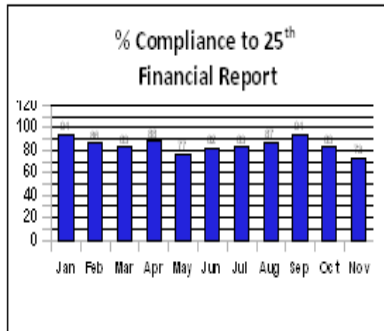
Increase Patient Satisfaction score
from 87% to 97% by Dec 2016

ADMINISTRATIVE & FINANCE
DEPARTMENT

ACCOUNTING DIVISION

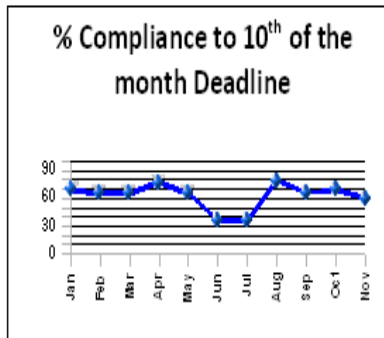
BREAKTHROUGH

Submit Financial Reports from 30th
to 25th of the following month for
Feb to Nov and 30th of the following
month for Jan and Dec



LEAD MEASURE 1

Require submission of
reports
by 100% from concerned
units on the 7th to 10th day
of the following month.



ACCOUNTING DIVISION

Target : Submit Financial Reports by 25th

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Ave
Actual	94	86	83	88	77	82	83	87	94	83	73	90	85%
Target													100%
% ACC													85%

COMPLIANCE TO LEAD MEASURE

Mean
Compliance

Submission of reports by 10th day of the
following month

Target : 100%

60%
% ACC = 60%



PHILIPPINE HEART CENTER BREAKTHROUGHS



**Increase Patient Satisfaction score
from 87% to 97% by Dec 2016**

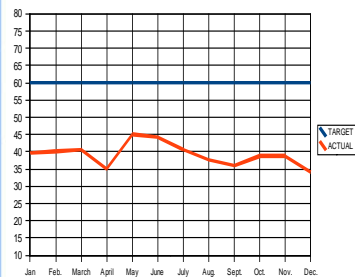
**ADMINISTRATIVE &
FINANCE DEPARTMENT**

**BUSINESS OFFICE
ADMITTING SECTOIN**

BREAKTHROUGH

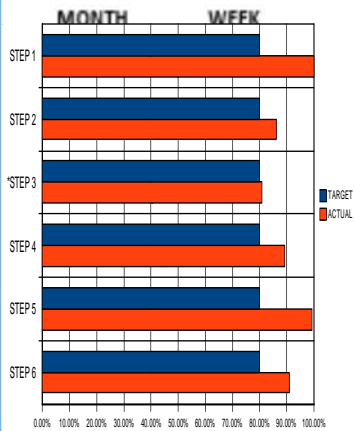
Decrease waiting time
for admission of
scheduled cases from
3 hours to **1 hour** by
December 2014

Waiting time for admission (minutes)



LEAD MEASURE 1

Monitor and reinforce by
80% rules and
regulation for
admission process
from the time patient
arrives until room is
available for occupancy



BUSINESS OFFICE (ADMITTING)

Target : Waiting time for admission : 1hr

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Ave
Actual	39.7	40.2	40.6	35.2	45.0	44.3	40.5	37.7	36.1	38.8	38.8	34.2	39.3 mins
Target													60 mins.
% ACC													135%

COMPLIANCE TO LEAD MEASURE

**Mean Compliance
(%)**

Admission process compliance :

Step 1 Present Doctor's Admitting Orders	100.0%
Step 2 Fill-out admitting forms	86.2%
Step 3 Refer to Patient's Assistant Office	80.9%
Step 4 Pay applicable fees	89.1%
Step 5 Present copy of official receipt	99.3%
Step 6 Cooperate with admitting staff to escort to their respective rooms	91.0%

TARGET: 80% compliance

91.1%
% ACC = 113.9%



PHILIPPINE HEART CENTER BREAKTHROUGHS



**Increase Patient Satisfaction score
from 87% to 97% by Dec 2016**

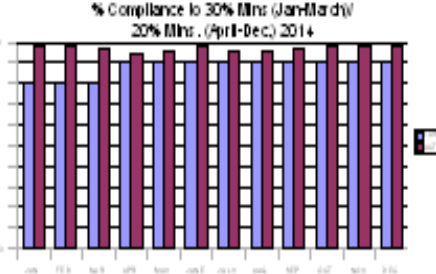
ADMIN AND FINANCE
DEPARTMENT

BUSINESS OFFICE
BILLING

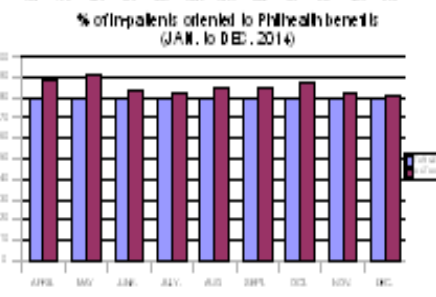
BREAKTHROUGH
Decrease number of complaints for delayed discharges due to billing from 5 to 2 per month by December 2014



LEAD MEASURE 1
Prepare 90% of patients' SOA (with complete docs.) within 20 minutes.



LEAD MEASURE 2
Provide adequate information on Philhealth, for 80% of In-patients entitled to the benefits.



BUSINESS OFFICE (BILLING)

Target : Decrease number of complaints

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Actual	5	3	2	2	0	0	0	0	0	0	1	0	13
Target	2	2	2	2	2	2	2	2	2	2	2	2	24
% ACC													146%

COMPLIANCE TO LEAD MEASURE	Mean Compliance
Prepare patients' SOA within 20 minutes Target : 90%	96.6% %ACC = 107.3%
% patients given PhilHealth information Target : 80%	84.2% %ACC = 105.3%



PHILIPPINE HEART CENTER BREAKTHROUGHS



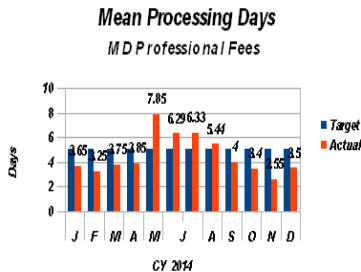
**Increase Patient Satisfaction score
from 87% to 97% by Dec 2016**

**ADMINISTRATIVE &
FINANCE DEPARTMENT**

BUDGET DIVISION

BREAKTHROUGH

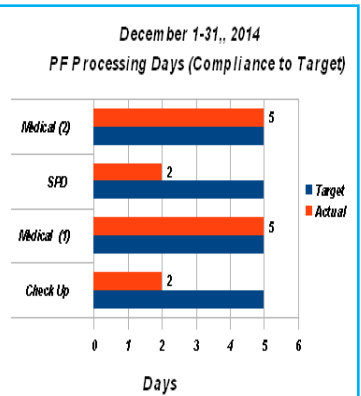
Decrease processing time of doctors' professional fees from **7 days to 5 days** by **December 2014**.



LEAD MEASURE 1

Process 80% professional fees within the targeted days

Target: 5 days



BUDGET DIVISION

Target Process 100% MD PF in 5 days

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Ave
Actual	3.65	3.25	3.75	3.85	7.85	6.29	6.33	5.44	4.00	3.40	2.55	3.50	4.49 days
Target													5 days
% ACC													110.2%

COMPLIANCE TO LEAD MEASURE

Mean Compliance

Process professional fees within targeted days

110.2% processed

Target : 80%

**%ACC =
137.8%**



PHILIPPINE HEART CENTER BREAKTHROUGHS



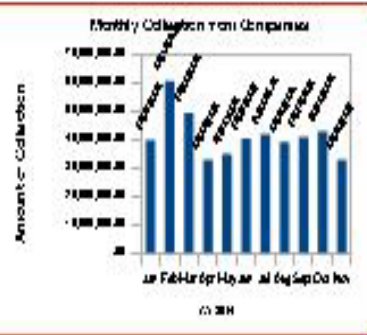
**Increase Patient Satisfaction score
from 87% to 97% by Dec 2016**

ADMIN AND FINANCE
DEPARTMENT

CREDIT AND COLLECTION
DIVISION

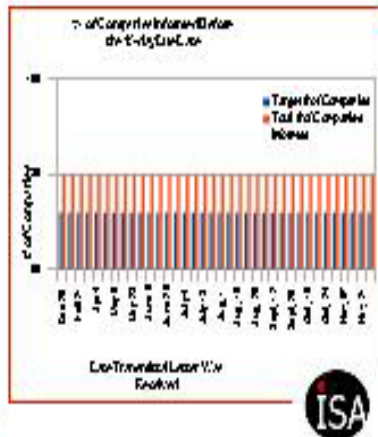
BREAK THROUGH

Increase total amount
of collection for
company to 10%
by December
2014



LEAD MEASURE

Inform 90% of companies
with outstanding accounts
before the 15-day due date.
Suspend credit line and
charge interests
accordingly after the due date.



CREDIT AND COLLECTION DIVISION

Target 10% increase in collection of company accounts

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Ave
Actual	40.1 M	60.8 M	49.4 M	32.9 M	34.9 M	40.3 M	41.9 M	39.2 M	40.9 M	43.0 M	32.9 M	33.3 M	40.8 M
Target													38.7 M
% ACC													105.4%

COMPLIANCE TO LEAD MEASURE

Mean
Compliance

Inform companies with outstanding
accounts before 15 days due
Target Compliance : 90%

111%
%ACC = 123.3%

Suspend credit line and charge interests
after due days
Target compliance : 90%

100 %
% ACC=111.1%



PHILIPPINE HEART CENTER
BREAKTHROUGH 2016



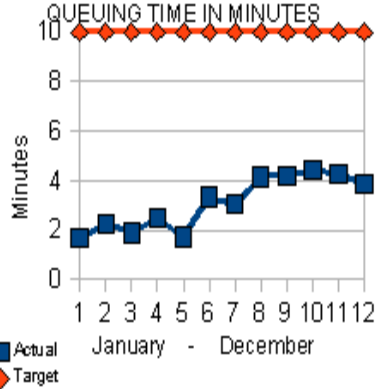
Increase Patient Satisfaction score
from 87% to 97% by Dec 2016

ADMIN AND FINANCE
DEPARTMENT

CREDIT AND COLLECTION
DIVISION

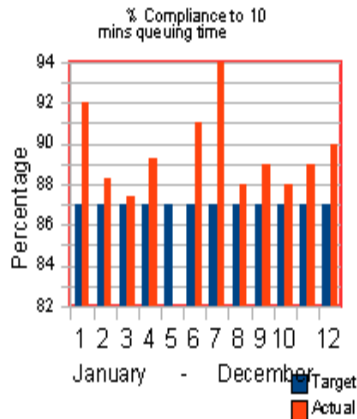
BREAKTHROUGH

Decrease waiting time for payment of bills: In patient, SC & PWD at Main Cashier from 15 mins to 10 mins by December 2014



LEAD MEASURE

Serve 87% transactions with complete documents within 10 mins waiting time



CREDIT & COLLECTION DIVISION

Target : Waiting time Cashier : 10mins

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Ave
Actual	1.69	2.26	1.90	2.51	1.74	3.34	3.06	4.17	4.21	4.43	4.28	3.88	3.12
Target													10 mins.
% ACC													169%

COMPLIANCE TO LEAD MEASURE

Mean Compliance

Serve transactions with complete documents within 10 mins

89%

Target compliance : 87%

% ACC = 102.3%



PHILIPPINE HEART CENTER BREAKTHROUGH 2016



**Increase Patient Satisfaction score
from 87% to 97% by Dec 2016**

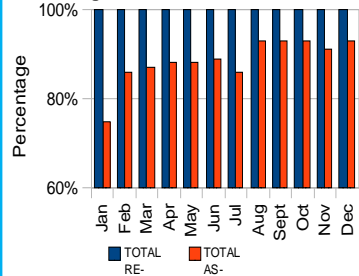
ADMIN AND
FINANCE DEPARTMENT

**SOCIAL SERVICE
DIVISION (OPD)**

BREAKTHROUGH

Increase % of OPD patients
evaluated for social
service Assistance from
**60% to 80% by
December 2014**

Percentage of OPD Patients Evaluated

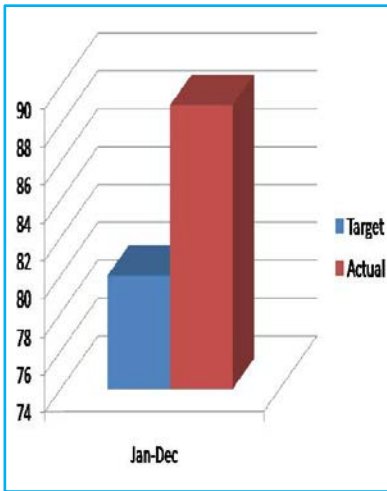


LEAD MEASURE

Evaluate 80% of OPD
patients referred for
assistance daily.

Compliance Rate :

$$\frac{\text{Total number of OPD patients evaluated}}{\text{Total no of referrals}}$$



SOCIAL SERVICE DIVISION

Target : 80% of OPD patients evaluated

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Ave
Actual	75	85	88	85	88	89	86	93	93	93	91	93	89%
Target													80%
% ACC													111%

COMPLIANCE TO LEAD MEASURE

**Mean
Compliance**

Evaluate OPD patients referred daily
Target : 80%

89%
%ACC =111%

BREAKTHROUGH SUMMARY

Average Finance Department Accomplishment : 120.7%



GOOD 51-89%	SATISFACTORY 90-114%	VERY SATISFACTORY 115-129%	OUTSTANDING >130%
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DIVISION	BREAKTHROUGH GOAL	ACTUAL	% ACCOMPLISHMENT		DASHBOARD
ACCOUNTING DIVISION	100%	85%	85%		
BUSINESS OFFICE (ADMITTING)	60 mins.	39.3 mins.	135%		
BUSINESS OFFICE (BILLING)	2	1.1	146%		
BUDGET DIVISION	5 days	4.49 days	110.2%		
CREDIT & COLLECTION DIVISION	38.7M/mo	40.8M/mo	105.4%	137.2%	
CREDIT AND COLLECTION DIVISION	10 mins.	3.12 mins.	169%		
SOCIAL SERVICE DIVISION	80	89%	111%		

PHILIPPINE HEART CENTER
AUXILIARY DEPARTMENT

SCOREBOARD YEAREND REPORT

January-December 2014



PHILIPPINE HEART CENTER BREAKTHROUGHS



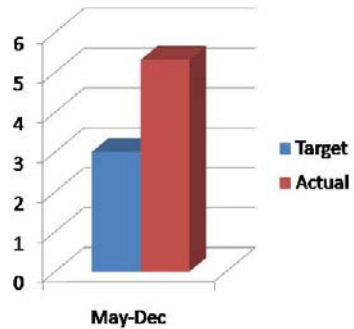
Increase Patient Satisfaction score
from 87% to 97% by Dec 2016

ADMINISTRATIVE SERVICE
AUXILIARY DEPARTMENT

ALLIED SERVICES
DIVISION

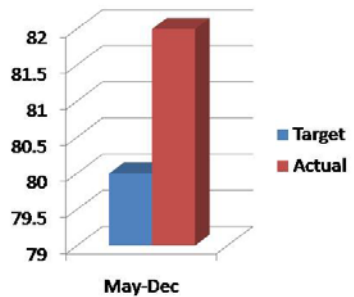
BREAKTHROUGH

Increase functionality of facilities through building improvement from May- December 2014



LEAD MEASURE 1

Conduct regular rounds of facilities and prepare report per week with 80% compliance



ALLIED SERVICES DIVISION

Target : 80 % Increase in Facilities Functionalities

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Ave
Actual	-	-	-	-	5	5	5	6	7	6	5	5	6
Target													3
% ACC													200%

COMPLIANCE TO LEAD MEASURE

Mean Compliance

Conduct weekly regular rounds to covered areas.
Target : 80%

82% compliance
%ACC = 102.5%



PHILIPPINE HEART CENTER BREAKTHROUGH 2016



Increase Patient Satisfaction score
from 87% to 97% by Dec 2016

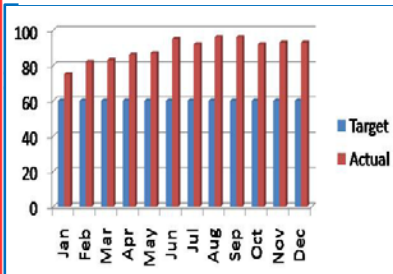
ADMINISTRATIVE SERVICE AUXILIARY DEPARTMENT

DIVISION OF NUTRITION AND DIETETICS

BREAKTHROUGH

Increase PAY patients from suite and private rooms served with "gourmetized" food from 30.5% to 60% by December 2014

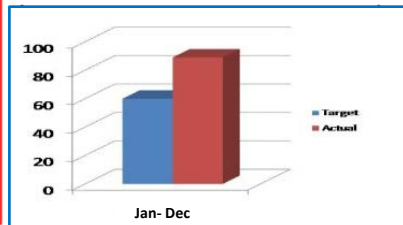
% of Patients with Gourmetized Food



LEAD MEASURE 1

Personalize 80% meal trays of patients from suite and private rooms to include calorie count

% of Meal Trays with Calorie Count



LEAD MEASURE 2

Prepare a PHC Quick Nutrition Reference which can be used by doctors, nurses, and lay by October 2014

	SCHEDULE	TARGET
Jan-Mar	Submission of topics, tables/graphs	30%
Apr-Jun	Drafts' Section review, Photo shoot book cover	
Jul-Sep	Editing/Proof reading Final draft/Printing	
Oct-Dec	Launching	91%

DIVISION OF NUTRITION AND DIETETICS

Target: 60% gourmetized food in private rooms

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Ave
Actual	75	82	83	86	87	95	92	96	96	92	93	93	89%
Target													60%
% ACC													148%

COMPLIANCE TO LEAD MEASURE

Mean Compliance

Personalize meal trays
Target : 80%

85%
% ACC = 106%

PHC Quick Nutrition Guide
% Accomplishment Jan-Jun
Target : 100%

91%
%ACC = 91%



PHILIPPINE HEART CENTER BREAKTHROUGHS

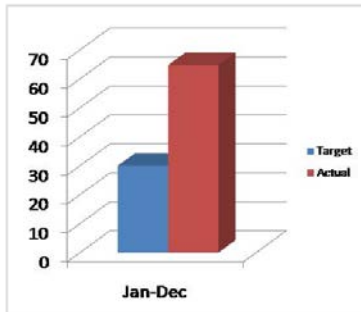


**Increase Patient Satisfaction score
from 87% to 97% by Dec 2016**

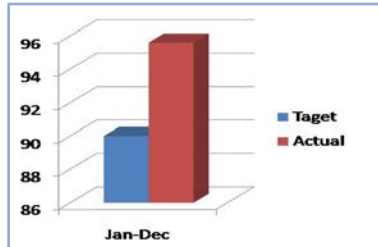
**ADMINISTRATIVE SERVICE
AUXILIARY DEPARTMENT**

**ENGINEERING AND
MAINTENANCE DIVISION**

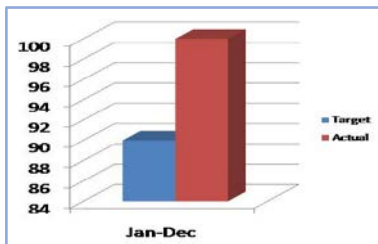
BREAKTHROUGH
Decrease valid
service calls from
13,995 to 9,934 by
December 2014



LEAD MEASURE 1
Conduct 90% preventive
maintenance on
facilities by assigned
roving team daily



LEAD MEASURE 2
Conduct 90% actual site
inspection of PM on
facilities by ENGINEERS
daily



ENGINEERING AND MAINTENANCE DIVISION

Target : Decrease service calls ≤ 828 /mo

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Actual	505	428	374	459	548	328	218	248	248	304	305	298	4,263
Target													9,934
% ACC													232%

COMPLIANCE TO LEAD MEASURE

Mean Compliance

Conduct preventive maintenance on
facilities by roving team
Target : 90%

95.6%
%ACC = 106%

Conduct actual site inspection by
engineers daily
Target : 90%

100%
%ACC= 111.1%



PHILIPPINE HEART CENTER BREAKTHROUGHS



**Increase Patient Satisfaction score
from 87% to 97% by Dec 2016**

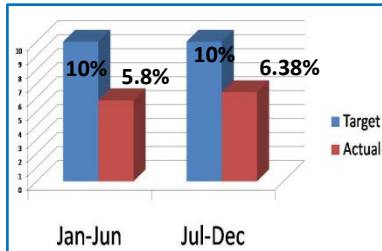
ADMINISTRATIVE SERVICE
AUXILIARY DEPARTMENT

ENGINEERING DIVISION
CONSTRUCTION MANAGEMENT

BREAKTHROUGH

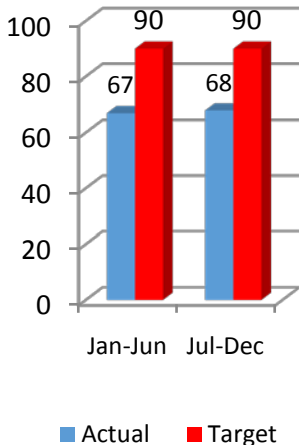
Hasten turnover of infrastructure projects from **15% to 10% slippage** by **December 2014**

Construction Schedule



LEAD MEASURE 1

Conduct a design coordination meeting following a preconstruction phase activity flow chart within two months before scheduled start of construction by 90%



LEAD MEASURE 2

Conduct weekly project construction meeting and daily project inspection during the entire construction phase by 90%

ENGINEERING AND MAINTENANCE DIVISION CONSTRUCTION MANAGEMENT

Target : 10% slippage

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Ave
Actual	931 days (5.8%)						400 days (6.38%)						6.09%
Target	877 days						376 days						10%
% ACC													178.2%

COMPLIANCE TO LEAD MEASURE

Mean Compliance

31 scheduled projects
18 finished on time
10 finished with slippage
3 finished in advance
Target: 90%

68%
%ACC = 76%



PHILIPPINE HEART CENTER BREAKTHROUGH 2016



Increase Patient Satisfaction score
from 87% to 97% by Dec 2016

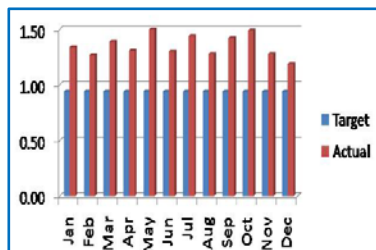
ADMINISTRATIVE SERVICE
AUXILIARY DEPARTMENT

FOOD SERVICE
DIVISION

BREAKTHROUGH

Increase Gross Income
(Cash sales)
from 10.29M to
11.32M % by
December 2014

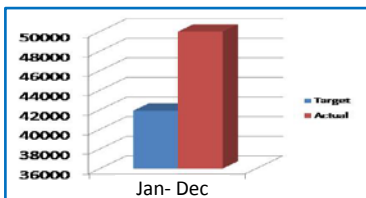
GROSS CASH SALES/MONTH (M)



LEAD MEASURE 1

Increase cash sales for
Special functions by 10%
or at least 50,000/mo

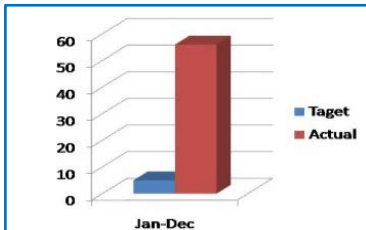
CASH SALES (SPECIAL FUCTIONS)



LEAD MEASURE 1

Develop by 90% five (5)
signature menu per
semester (1 menu per mo.)
that are healthy and
accessible to all

NO. OF SIGNATURE MENU/MONTH



FOODSERVICE DIVISION

Target Increase in cash sales – 0.943M/ month

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Ave
Actual	1.34 M	1.27 M	1.39 M	1.31 M	1.50 M	1.30 M	1.44 M	1.28 M	1.42 M	1.49 M	1.28 M	1.19 M	1.35 M
Target													.943M
% ACC													143.2%

COMPLIANCE TO LEAD MEASURE

Mean
Compliance

Increase cash sales for special functions
Target : 10% increase (50,000/mo.)

41,915.49
50,000.00
% ACC = 83.8%

Develop five (5) menu per semester
or 1 menu per month
Target : 90% (5 menu)

**56 signature
menus**
%ACC =509%

BREAKTHROUGH SUMMARY

Average Auxiliary Department Accomplishment :174.1%



GOOD 51-89%	SATISFACTORY 90-114%	VERY SATISFACTORY 115-129%	OUTSTANDING >130%
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DIVISION	BREAKTHROUGH GOAL	ACTUAL	% ACCOMPLISHMENT		DASHBOARD
ALLIED SERVICES DIVISION	3	6	200% (May – Dec 2014)		
DIVISION OF NUTRITION AND DIETETICS	60%	89%	148%		
ENGINEERING AND MAINTENANCE DIVISION	30% decrease	69.54% decrease	232%	205.1%	
ENGINEERING AND MAINTENANCE DIVISION CONSTRUCTION MANAGEMENT	10% slippage	6.09%	178.2%		
FOODSERVICE DIVISION	.943M/month	1.35M/month	143.2%		

PHILIPPINE HEART CENTER

OTHER ADMIN DIVISIONS

SCOREBOARD YEAREND REPORT

January-December 2014



PHILIPPINE HEART CENTER BREAKTHROUGHS



**Increase Patient Satisfaction score
from 87% to 97% by Dec 2016**

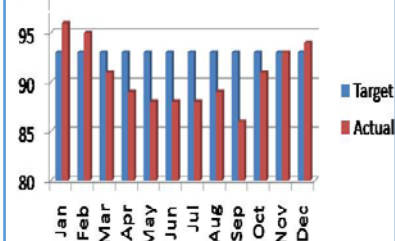
ADMINISTRATIVE SERVICES

CUSTOMER RELATIONS DIVISION

BREAKTHROUGH

Increase patients with satisfaction score who will give a rating of surprising from **91 to 93% by December 2014**

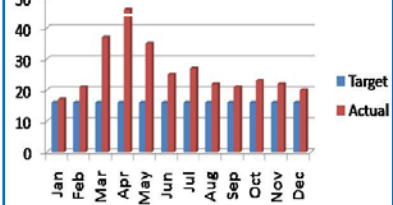
100 % of Patients w/ "Surprising" rating



LEAD MEASURE 1

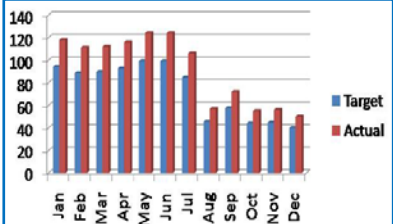
Interview 20% of admitted patients daily with 80% compliance

% of Interviewed Patients



LEAD MEASURE 2

Coordinate 80% of concerns within 8 hours



CUSTOMER RELATIONS

Target : Increase Satisfaction Score to 93%

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Ave
Actual	96	95	91	89	88	88	88	89	86	91	93	94	91%
Target													93%
% ACC													98%

COMPLIANCE TO LEAD MEASURE

**Mean
Compliance**

Interview 20% admitted patients
Target : 80% compliance

168%
%ACC =210%

Coordinate concerns within 8 hours
Target : 80%

125%
%ACC =156%



PHILIPPINE HEART CENTER BREAKTHROUGHS



**Increase Patient Satisfaction score
from 87% to 97% by Dec 2016**

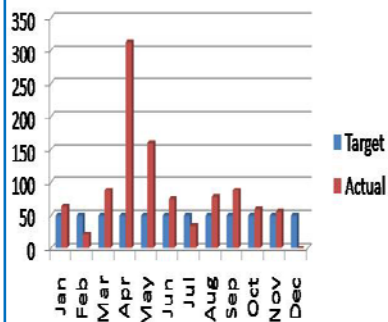
**ADMINISTRATIVE
SERVICES**

**HUMAN RESOURCE
DIVISION**

BREAKTHROUGH

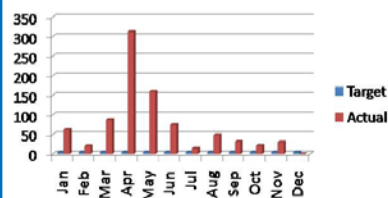
Increase the number of participants / recipients to Information, Communication and Education (ICE) on HR Policies, Services, Benefits and Processes from 215 to 594 by December 2014

Cumulative No. of Participants to HR ICE



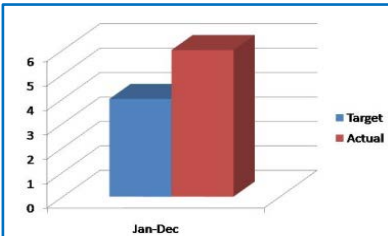
LEAD MEASURE 1

Schedule attendance to ICE seminar at least 6/division at 1 division per month with 80% compliance



LEAD MEASURE 2

Prepare and distribute 3 pamphlets on HR policies materials @ 1/quarter with 70% compliance



HUMAN RESOURCE DIVISION

Target: Increase participants to HR I.C.E. to 50/month

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Actual	63	21	88	313	160	75	34	78	88	59	56	0	1,035
Target													594
% ACC													174%

COMPLIANCE TO LEAD MEASURE

**Mean
Compliance**

Schedule attendance to ICE seminar 6/div at 1 div per month

**149/30
%ACC
496.7%**

Target : 80%compliance

Prepare pamphlet on HR policies
Target :4 pamphlets
Compliance : 70%

**6 pamphlets
% ACC = 200%**



PHILIPPINE HEART CENTER BREAKTHROUGH 2016



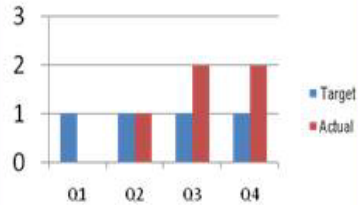
Increase Patient Satisfaction score
from 87% to 97% by Dec 2016

ADMINISTRATIVE SERVICE MARKETING MANAGEMENT

MARKETING MANAGEMENT

BREAKTHROUGH
Increase private or public
institutions availing of
PHC hospital services
from 0 to 4 by
December 2014

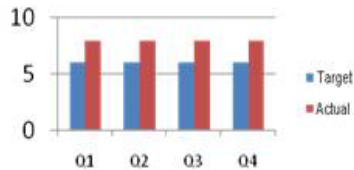
No. of Additional Companies
Availing of PHC Services



LEAD MEASURE 1

Contact six (6) NEW
private/ government
institutions every quarter.

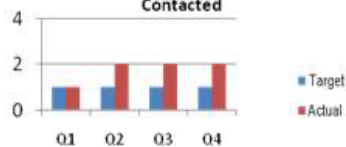
Number of NEW Private/
Government Offices Contacted



LEAD MEASURE 2

Contact and meet one (1)
private/ government office
WITH EXISTING MOA with
PHC every quarter.

Number of EXISTING
Private/Government Offices
Contacted



MARKETING MANAGEMENT

Target: 4 private or public institutions availing PHC Hospital Services

	Q1	Q2	Q3	Q4	Total
Actual	0	1	2	2	5
Target	1	1	1	1	4
%ACC					125%

COMPLIANCE TO LEAD MEASURE

Mean
Compliance

Contact 6 New private/government
institutions every quarter
Target : 24/year

32
%ACC = 133%

Contact and meet one
private/government offices WITH
EXISTING MOA with PHC
Target : 4/year

7
%ACC = 175%



PHILIPPINE HEART CENTER BREAKTHROUGH 2016



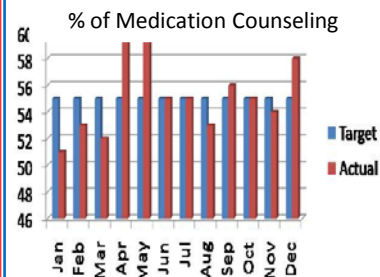
Increase Patient Satisfaction score
from 87% to 97% by Dec 2016

ADMINISTRATIVE SERVICES
MATERIALS MANAGEMNT

PHARMACY DIVISION

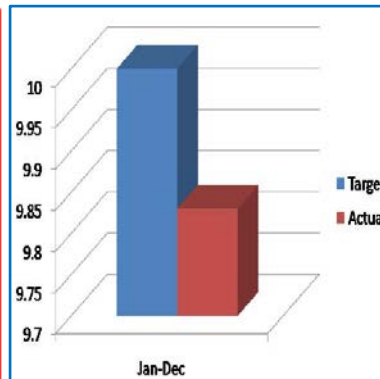
BREAKTHROUGH

Increase medication counselling from
55% to 57% by
December 2014



LEAD MEASURE 1

Schedule by 80% two (2) clinical pharmacists daily to do patient counselling one day prior to discharge @ 10 patients per pharmacist daily



PHARMACY DIVISION

Target : 57% of patients given medical counselling

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Ave
Actual	51	53	52	60	60	55	55	53	56	55	54	58	55%
Target													57%
% ACC													97%

COMPLIANCE TO LEAD MEASURE

Mean Compliance

2 Clinical Pharmacists to do patient counselling one day before discharge
20 patients per day
Target : 80%

98.3%
%ACC = 123%



PHILIPPINE HEART CENTER BREAKTHROUGHS



Increase Patient Satisfaction score
from 87% to 97% by Dec 2016

ADMINISTRATIVE SERVICE
MATERIALS MANAGEMENT

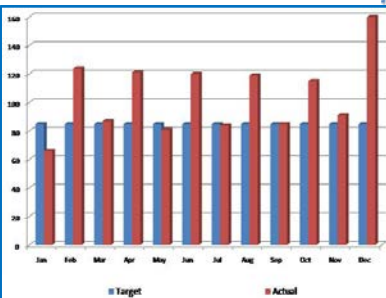
PROPERTY AND SUPPLY
DIVISION

BREAKTHROUGH
Increase available
Inventory stocks from
80% to 85% by
December 2014



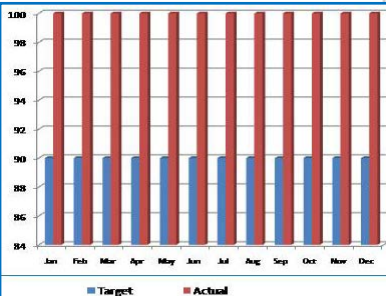
LEAD MEASURE 1

Issue 85%
requisition of the
Inventory Socks



LEAD MEASURE 2

Prepare PR for 90%
of Inventory before
zero stocks



PROPERTY AND SUPPLY DIVISION

Target: Increase available stocks to 85%

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Ave
Actual	89.2	87.8	82.4	85.6	87.3	89.7	92.7	92.4	91.2	91	91	87	89%
Target													85%
% ACC													105%

COMPLIANCE TO LEAD MEASURE

**Mean
Compliance**

Issue requisition of the inventory stocks
Target Compliance: 85%

98.89%
%ACC = 116%

Prepare PR of inventory stocks before zero
stocks
Target Compliance : 90%

100%
%ACC = 111%

BREAKTHROUGH SUMMARY

Average Other Admin Services Accomplishment : 119.8%



GOOD 51-89%	SATISFACTORY 90-114%	VERY SATISFACTORY 115-129%	OUTSTANDING >130%
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DIVISION	BREAKTHROUGH GOAL	ACTUAL	% ACCOMPLISHMENT	DASHBOARD
CUSTOMER RELATIONS	93%	91%	98%	
HUMAN RESOURCE	594	1,035	174%	
MARKETING	4	5	125%	
PHARMACY	57%	55%	97%	
PROPERTY & SUPPLY	85%	89%	105%	