

PHILIPPINE HEART CENTER 2012-2016

“KALUSUGAN PANGKALAHATAN”: Towards Healthy Happy Hearts in 2021

INCREASE NUMBER OF PATIENTS



NOW

As the specialty hospital for heart disease in the country, PHC obtained the highest rank in excellent cardiac care with high affordability compared to other hospitals with cardiac units in the country. In 2014, PHC accomplished 1,606 adult open heart surgeries, 642 heart operations in children, 5,465 coronary angiogram and invasive procedures, with 33,565 new patients.

NEXT (BY JUNE 2015)

Maximize utilization of Philhealth Z-Benefit packages and work for expansion for other heart ailments such as Rheumatic fever and Kawasaki disease.

INCREASE PATIENT SATISFACTION



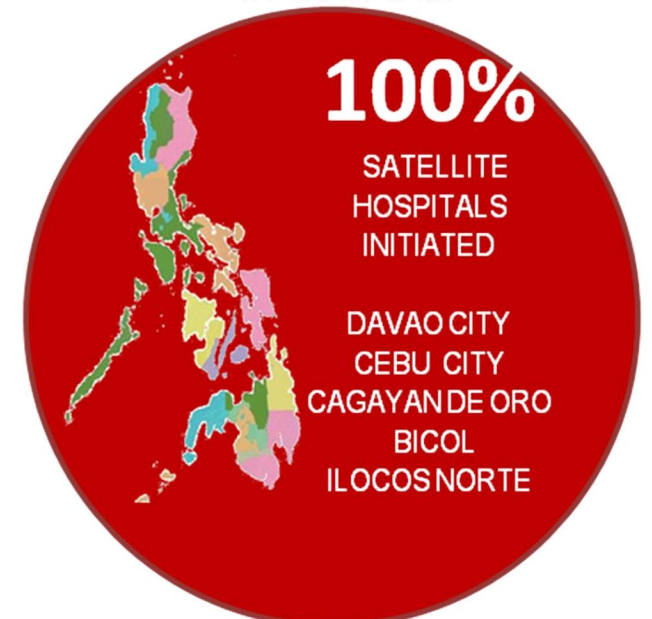
NOW

88% Satisfaction Rating for 2014 but with Outstanding Outcomes for all Social Impact Measures : world standard 2.6% Overall Mortality rate for cardiac surgery, 2.1% Overall Hospital Infection rate, with 91% of cardiac patients discharged as improved.

NEXT (BY JUNE 2015)

Concerted effort to ensure attainment of a minimum of 93% patient satisfaction. Patient Safety measures will be incorporated into the PGS Scorecard as per recommendation of Accreditation Canada International.

ESTABLISH FIVE (5) REGIONAL HEART CENTERS



NOW

PHC provided full support for regional heart centers in the conduct of pilot operations and outreach missions by sending specialists to perform heart surgery and interventions, lending equipment and supplies. Acceptance into highly competitive specialty training programs is prioritized for regional doctors. Endorsed early accreditation by PhilHealth for Z-Benefits in Southern and Northern Mindanao, and Central Visayas.

NEXT (BY JUNE 2015)

PhilHealth certification for Z-Benefits will allow subsidized heart care in Davao, Cagayan de Oro, and Cebu. Partial certification for Bicol and Ilocos regional medical centers.

PHIL HEART CENTER : TRAILBLAZING GOVERNANCE IN HEALTHCARE



PHC is the only Philippine hospital that has adopted PGS in healthcare

Each PHC employee is conscious of their individual role in the attainment of unit lead measures and PHC Breakthrough Goals

Governance in healthcare has not been given enough emphasis. PGS - required strategy map links Corporate Governance with Clinical Governance in healthcare to promote the best interest of “patient- centered “ care .

OFFICE OF STRATEGY MANAGEMENT & FURTHER CASCADING

In time for Proficiency phase, the OSM has been assigned a new fully functional office in 8/F where the PGS Core team training and other focused group cascades are currently conducted. A 73-member Technical Working Group (TWG) has been empowered as “Scoreboard Keepers.

MULTI SECTORAL GOVERNANCE COUNCIL (MSGC) : “HEARTLINK”

To strengthen PGS, Heartlink was reorganized in March 2015 with Senator “TG” Guingona III as Chairman. Other members are DOH USEC Gerardo Bayugo, Mr. Ramy Diez, Children’s Heart Foundation, Mending Kids International, & PAL Foundation. Heartlink is an advisory council and a mechanism for increased accountability to the hospital’s strategic performance.

STRATEGIC INITIATIVES AND LINK TO BUDGET

All seven (7) strategic initiatives have been implemented. A new 100 bed Service Ward Complex is expected to be completed by the last quarter of 2015. The 5/F Wellness and Garden Villa rooms were inaugurated in February where patients who can afford, subsidize the care of indigent service patients. A patient-friendly One-Stop Diagnostic Center will also open 2015. All of these initiatives were funded by the Disbursement Acceleration Fund

NEXT STEPS

PHC is committed to champion Institutionalization of Governance in Healthcare by (1) providing further cascading to allow full maturation of the Governance culture at PHC (2) engaging Heartlink in PHC programs, and (3) inspiring good governance in regional satellite centers.