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## PHC: Raised the Banner of Mastery in Quality

### 21<sup>ST</sup> PHILIPPINE QUALITY AWARD RECIPIENT

The Philippine Heart Center culminated the year with flying colors as it raised once again the banner for Quality, being conferred as a recipient of the 2018 Philippine Quality Award (PQA) Level 3-Recognition for Master in Quality during the conferment ceremony held on December 9, 2019 at the Marble Hall, Ayuntamiento Building, Intramuros Manila facilitated by the Department of Trade and Industry.

The Philippine Quality Award (PQA) is the highest level of national recognition for exemplary organizational performance. It is equivalent to the very prestigious Baldrige Performance Excellence Program in the U.S. and other National Quality Awards nationwide. It was created through Executive Order 448 on October 3, 1997 and on February 28, 2001 it was institutionalized through the signing of Republic Act 9013, also known as the Philippine Quality Award Act.

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## MALASAKIT CENTER

### opens at PHC

The launching of the Malasakit Center at the Philippine Heart Center is anchored on the main objective of the Universal Healthcare Act, wide access and quality healthcare that is accessible to all Filipinos. The Malasakit Center is a one-stop shop which houses desk representatives from the different government agencies - Department of Social Welfare and Development (DSWD), Philippine Health Insurance Corporation (PhilHealth), Philippine

*PHC Execom - Dr. Joel M. Abanilla, Executive Director; Dr. Gerardo S. Manzo, Deputy Executive Director for Medical Services; Dr. Maria Belen O. Carisma, Deputy Executive Director for Education, Training and Research Services and Josephine M. Guillermo-Lopez, CPA, MBA, Deputy Executive Director for Hospital Support Services were also present during the said event.*

Charity Sweepstakes Office (PCSO) and the Department of Health (DoH). These agencies will facilitate smooth transaction of the needed medical assistance from the government of indigent patients.

PHC is the country's 49th Malasakit Center and 2nd specialty hospital to have this facility. Sen. Christopher "Bong" Go, chair of the Senate Committee on Health and Demography along with Quezon City Mayor, Joy Belmonte and DOH Secretary, Dr. Francisco T. Duque III, facilitated the inauguration of the center which is situated at the ground floor of the PHC Annex Building.

## The EXECUTIVE DIRECTOR'S CORNER >>>

Good governance has been the resounding characteristic of the Philippine Heart Center's accomplishment for 2019. It is an on-going process that involves humility, willingness to learn, patience and hardwork to achieve our set targets despite the many challenges that we have encountered.

The spectacle of wit that has brewed fresh ideas and the laborious efforts that breathes life to the hospital breakthroughs contributes to our success this year. Good governance is not just an indicator of sustainable growth and development of PHC but an opportunity to make good use of the knowledge and skills that were entrusted to us. The gifts and talents that God has given, bears fruits and has brought a rippling effect of positivity that can be felt by all our patients and other stakeholders.

We give back to God glory and thanksgiving, because He has inspired us to be advocates of change on a 'no-blame culture,' seeking greater good in every work that we do.

As we usher in the new decade may we passionately anchor our commitment to move 'Beyond Better' and bring forth cardiovascular health excellence in all the regions of the country.



Joel M. Abanilla, MD



Maria Ina DLP. Bunyi, MD

### EDITORIAL NOTE>>>

Christmas is a time of thanksgiving!

One of my best loved scripture verse to share about Christmas is John 3:16:

***"For God so loved the world that He gave His one and only Son, that whoever believes in Him shall not perish but have eternal life."***

Christmas is about the purest expression of love - sacrifice.

Because God knew man's need for a perfect Savior, He sent His perfect Son Jesus Christ who offered His life by His death on the cross.

Christmas is about the sacrificial gift of our Heavenly Father and the sacrificial offering of His Son so that we who believe will be saved.

It must be why we especially cherish this time of the year to celebrate with our beloved families and that includes our extended family here in PHC.

Wonderful choice cuts, precious blessings are covered in this Christmas issue of which the Newsletter Staff are jubilant to share. Topmost is the **Philippine Quality Award (PQA)** that recognized the Excellent performance of PHC and the dedication of the Heart Hub at the 5th and many others. I love how our writer puts it: **"It is through the concerted efforts of the leadership, all the doctors, nurses, allied medical personnel and support staff that quality programs are successfully and consistently implemented, monitored, evaluated and continuously improved."**

May we with gratitude delight in CHRIST of CHRISTMAS and in reading and recalling the many blessings we have enjoyed as a PHC family.

**A blessed and joyful Christmas to all!**

# 2019 GOVERNANCE BEST PRACTICE RECOGNITION AWARDEE

By Glorilyn Joy C. Laceste, MA Psy



(L-R) Glorilyn Joy C. Laceste -Planning Officer III, Ma. Theresa A. Agustin, Director, Industry Competitiveness and SME Productivity Center for Quality and Competitiveness, Development Academy of the Philippines, Katrina Micah R. Collong - Head Nurse, Juliet J. Balderas- Department Manager III, MSO, Dr. Ma. Shiela R. Yap- Pediatric Cardiologist, Dexter Renato M. Benatiro (Staff Nurse-Telecare)

Two of PHC’s Best Practices were awarded in the 2019 Governance Best Practice Recognition (GBPR) held last Dec. 5, 2019 at the Luneta Hotel, Kalaw Ave., Manila. Out of the 146 entries submitted to the Development Academy of the Philippines (DAP), from 95 government agencies in the country, the Screening Committee has selected 21 Finalists who presented in the GBPR 2019 Presentation on December 4, 2019. Of the 21 Finalists, only 10 entries were recognized and awarded as Best Practices, 2 of which are the entries of PHC entitled **“Sustaining Business Excellence through Unit Scoreboards as Execution Mechanism for**

**Increased Individual Performance and Breakthrough Results”** and **“Telephone Call Assisted Reinforcement of Client Education (TeleCARE) Nursing.** The GBPR aims to recognize successful and validated practices demonstrated by public sector organizations. It provides a platform to showcase and promote best practices as a way to foster knowledge sharing and contribute in sustaining performance results in the country. Ultimately, this collaborative learning mechanism envisions improving the quality of service and competitiveness of government institutions.

*“Sustaining Business Excellence through Unit Scoreboards as Execution Mechanism for Increased Individual Performance and Breakthrough Results”*

presented by Juliet J. Balderas, FPPS, MSPH, Department Manager, Management Services Department, Performance Management in the Public Sector has always been challenging. A research by Fryer et al in 2009 identified the Basis of the “New Public Management” (NPM) which includes – explicit standards and measures of performance, with greater emphasis on consistency of services. It remains that the most crucial to produce improvement is performance measurement.

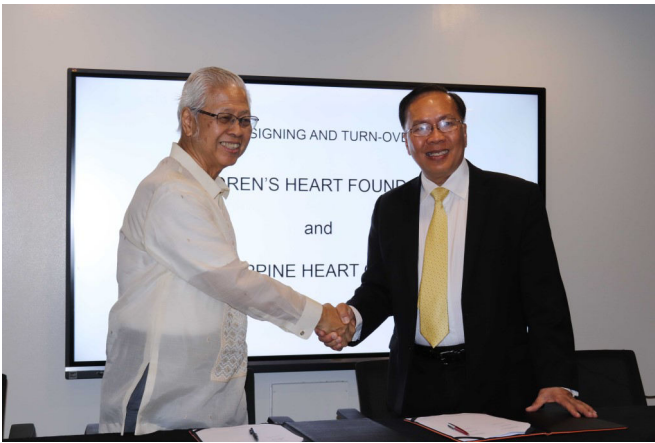
The use of Unit Scoreboards at the Philippine Heart Center was an execution mechanism of its Strategic Initiatives at the compliance Phase of PGS in 2013. This was then a move for survival and sustainability of PHC as the country’s cardiac referral center - to produce breakthrough results to increase the number of patients served and remain to be the preferred cardiac hospital, and increase patient satisfaction despite then decreasing government support in 2009-2012. In a Strategic Management (STRAMA) research by the Ateneo School of Business (Duquez, 2014), it was concluded that although PHC still had 55% percent of the market share with excellent and affordable services against its competitor private hospitals with cardiac centers, compounded annual growth (CAGR) remained low. ( 2.8% Cath lab, -11.8% Peripheral Vascular, - 3.3% CV Surgery).

# The Heart Hub at the 5<sup>th</sup> PHC-CHF Center for Cardiovascular Education and Training

By Charisse G. Enrique, MHA

The Heart Hub at the 5<sup>th</sup> was constructed to encourage excellence in cardiovascular education and training both locally and internationally, and to enhance cardiovascular specialists' skills and capabilities reflective of an institution that is considered a leader in Cardiovascular procedures whose quality of service is at par with Global Standards.

## MOA Signing of CHF and PHC and Turnover of PHC-CHF Center for CV Education and Training



Mr. Alexander Li Gokianlin, CHF President and Dr. Joel M. Abanilla, PHC Executive Director

This is a demonstration of the continuing partnership of the Philippine Heart Center and Children's Heart Foundation towards this endeavor of making PHC the Apex for learning in the Philippines and in the Asian region, in its commitment to produce regional heart centers in all 17 regions in the country.

The PHC-CHF Center for Cardiovascular Education and Training was made through the generous donation of the Children's Heart Foundation family and friends. The blessing and turnover was a celebration of trust and confidence between institutions.



Awarding of the Tokens of Gratitude (L-R) Dr. Gilbert C. Vilela, Dr. Joel M. Abanilla, Dr. Juliet J. Balderas, Dr. Gerardo S. Manzo, Councilor Irene Belmonte, Mr. William B. Arguelles, Mr. Alvin P. Muriel, Mr. Alexander Li Gokianlin, Mr. Henry G. Lim and Dr. Wilberto Lopez

## Blessing of the Auditorium, Training Rooms and Offices



# INAUGURAL SYMPOSIUM

By Liberty Yaneza, MD

An Inaugural Symposium on Heart Failure and Options for Advanced treatment in the Country was held at the Heart Hub at the 5<sup>th</sup>. Shortly after the Inauguration Ceremonies, A **Symposium on Heart Failure and Heart Transplant** was conducted.

Dr Liberty Yaneza, Section Head of Heart Failure of Critical Care Division shared the data on Philippine Heart Association Registry of Heart Failure, emphasizing that hypertension and coronary artery disease is respectively the most common risk factor and etiology of heart failure in the Philippines. Basic knowledge and status of heart transplant in the Philippines and its attendant gaps in knowledge and operative skills were discussed by Dr. Gerardo Manzo, Deputy Executive Director for Medical Services of the Philippine Heart Center. Dr. Francisco E. Sarmiento III, Program Manager of Philippine Organ donation and Transplantation Program, Philippine Network for Organ Sharing spoke about the challenges of organ donation in the Philippines. However, Dr. Sarmiento enthused that with baby steps, heart transplant in the country can be attainable.



The symposium was concluded with a lecture by an invited foreign speaker, Dr. Kewal Krishan, Director of Heart Transplant and Ventricular assisted devices from Max Healthcare, Specialty Hospital New Delhi India through the support of International Partners.

Dr. Krishan talked about the benefits on outcomes and quality of life with THE use of LV assisted devices on both children and adults, He further offered his commitment to assist our institution with the training on heart transplantation and hopefully in the end, his and our institution can be partners in realizing the goal of being a state of the art facility for heart transplantation in the Philippines.



<<Inaugural Symposium Speakers – Dr. Gerardo Manzo, Dr. Kewal Krishan, Dr. Francisco E Sarmiento III and Dr. Liberty Yaneza with Dr. Joel Abanilla, PHC Executive Director

# "Beyond Better in Quality Healthcare: Focus on Accreditation and Leadership"

By Charisse G. Enrique, MHA



International key speaker **ALI HOJJATI, MD, MPH, FISQua**, the Lead Healthcare Advisor, Accreditation Canada, Inc. initiated the first day of learning as he discussed the topic *on Defining Quality in Healthcare: Accreditation Canada Requirement and Checklist*



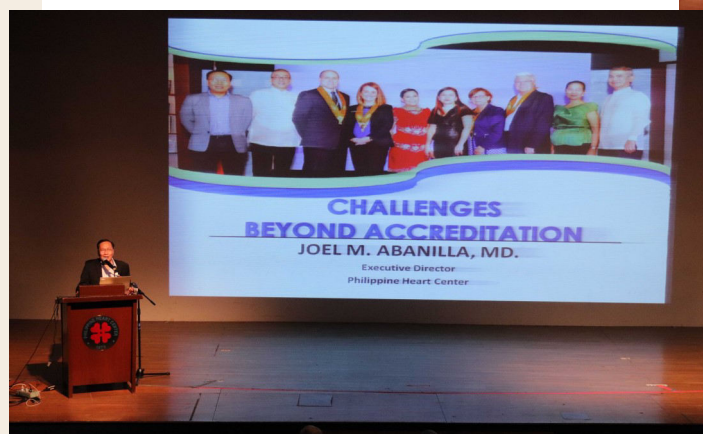
The Philippine Heart Center had its 2nd Governance in Healthcare Summit entitled "Beyond Better in Quality Healthcare: Focus on Accreditation and Leadership" on November 26-27, 2019 at its Children's Heart Foundation Grand Auditorium, 3rd Floor Medical Arts Building Annex.



Addressing Asia's Gaps with International Standards was discussed by **GERARDO S. MANZO, MD**, Deputy Executive Director - Medical Services, Philippine Heart Center

The extensive two-day lecture focused on the importance of accreditation, patient safety and experience, good governance and quality management standards in organization, internal processes and fund management, and benchmarking for hospitals. The hospital administrators, medical directors, medical professionals, department heads, nurse managers and allied health professionals attended the learning sessions.

The topic on Quality Healthcare in the Government Sector was discussed by **FRANCISCO T. DUQUE III, MD, MSc**, Secretary of Health, Department of Health



The **ACCREDITATION** Journey for Healthcare Institutions was initiated by **JOEL M. ABANILLA, MD, FPCP, FPCC, FasCC, FACC** Executive Director Philippine Heart Center, focusing on Accreditation Beyond Challenges

Sharing the Early Gains in Accreditation was **NOEL A. VILLANUEVA**, Medical Director, Davao Doctors Hospital

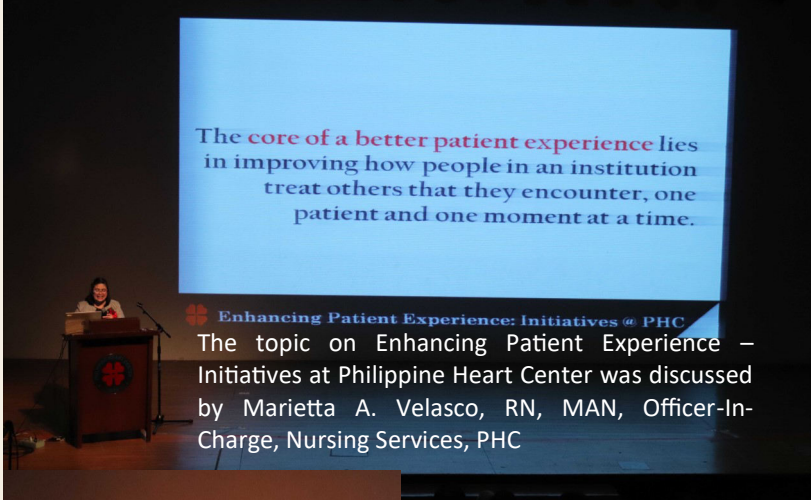


The second day of the learning session started with a discussion on the **Challenges in PGS for Hospitals: Governance Sustainability** **JESUS P. ESTANISLAO, PhD**, Chairman Emeritus Institute for Solidarity in Asia



The core of a better patient experience lies in improving how people in an institution treat others that they encounter, one patient and one moment at a time.

**Enhancing Patient Experience: Initiatives @ PHC**  
The topic on Enhancing Patient Experience – Initiatives at Philippine Heart Center was discussed by **Marietta A. Velasco, RN, MAN**, Officer-In-Charge, Nursing Services, PHC



**JULIET J. BALDERAS, MD, MSPH**, Department Manager III Management Services Department, Philippine Heart Center started The Best Practice Sharing in Governance Implementation Pointers in Proficiency and Institutionalization – The External Audit



The Strategy Towards People Centered Care Culture and Practice was shared by **KAREN MEDINA, MD, MSc** Healthcare Advisor, Accreditation Canada, Inc.



The topic on Masters in PGS: Hurdling Palladium Award in the Balanced Scorecard **COL. JOEL M. PALOMA INF (GSC) PA**, Chief, Army Governance and Strategy Management (AGSMO), Philippine Army



Old Problem New Approaches, The Hospital Infection Committee, a relevant topic which was discussed by **PAUL P. SALANDANAN, MD, FPCP FPSMID**, the Chairman, Infection Committee of the Philippine Heart Center.



**MARIA CHARISSE Y. MAGALANES, RN, MAN** the Chair on Patient Safety Committee, Philippine Heart Center shared her expertise on How PHC Ensures Implementation of Patient Safety Initiatives



**MR. ARNEL D. ABANTO**, Center For Productivity & Development Head of the Development Academy of the Philippines, where he presented the Research on Measuring and Analyzing the Productivity of Public Schools and Hospital in the Country



# CELEBRATION OF PATIENT SAFETY DAY 2019

By Leya T. Melchor

The Hospital Safety and Risk Management Committee (HSRMC) under the leadership of Dr. Pedro P. San Diego, Jr. spearheaded the celebration of the Patient Safety Day 2019 here at the Philippine Heart Center. Activities were conducted in collaboration with Dr. Ranulfo B. Javelosa, Jr., Chief of the Preventive and Cardiology Division and his team.



This celebration endorsed by the Department of Health (DOH) was held to support this very first World Patient Safety Day. With the theme “Patient Safety: A Global Health Priority”, it was aimed at raising global awareness on patient safety. The theme for the national celebration was “Makiisa at Magsalita, Kaligtasan ng Pasyente Pahalagahan. Speak Up for Patient Safety!” with the objective of encouraging healthcare professionals to provide safe and quality care to patients and to be proactive in reporting adverse events. Through the awareness campaign, this celebration targeted health care workers since they are the front liners in providing quality and safe health service to patients.

This event was formally launched with the flag raising ceremony on Monday, September 16, 2019 at 8:00 a.m. at the MAB Canopy. The HSRMC was joined by the Executive Committee, managers and employees from various departments of the PHC. Shortly after, Ms. Karen Idonnah M. Cruz, Chair of the Sub-Committee on Infection Control under the HSRMC and at the same time the Hospital Infection Control Officer (HICO) led all participants in giving their Pledge of Support to the Patient Safety Program of the DOH. Button pins with the slogan “I Speak Up for Patient Safety!” were distributed to participants for them to wear.



The Patient Safety Day 2019 was held at the PHC on Tuesday, September 17, 2019 to support the World and National Patient Safety Day Celebration. On the forefront, Ms. Maria Charisse Y. Magallanes, Chair of the Sub-Committee on Patient Safety under the HSRMC together with other managers conducted the Leadership Walk on Patient Safety throughout the hospital carrying campaign posters and distributed button pins to health care workers and staff.

To close this celebration, Ms. Magallanes gave a talk on patient safety during the People’s Day conducted by the Division of Preventive Cardiology on Wednesday, September 18, 2019.





**OUTREACH PROGRAM**



**PHC CHRISTMAS ACTIVITIES**



**LANTERN PARADE**



**EMPLOYEES' PROGRAM**



# PHC TeleCARE

(Telephone Call Assisted Reinforcement of client Education)

By Micah Katrina R Collong, RN

Telephone Call-Assisted Reinforcement of Client Education, or otherwise known as PHC TeleCARE, is a novel service offered by Philippine Heart Center. It aims to create an immediate link between the newly discharged patients and the institution and is designed to support the client's transition from the time of discharge to his scheduled doctor's appointment.

Aligned with the desire to promote an expert and comprehensive holistic care to our clients, fill the gap between patient's individual needs from admission to discharged up until their first scheduled check-up, the institution come up with the TeleCARE Program.

The TeleCARE nurses follow a specific set of guidelines to comprehensively assess patient's condition upon arriving home, reiterate the overall discharge instructions and address patient's concerns. The goal is to increase patient satisfaction and compliance to discharge instructions through quality reiteration of health education, to improve compliance in attending

their scheduled doctor's appointment and to prevent various complications.

The advent of telehealth is here. The PHC TeleCARE, which is one of the few telehealth initiatives in the Philippines, attempts to spearhead the national restructuring of the healthcare delivery system wherein telecommunication devices are not only accessories but primary tools in the delivery of care. Accessibility to a handheld mobile phone nowadays is almost a necessity and taking advantage of this medium could save lives. It allows hospital care providers/ TeleCARE Nurses a simple and effective way to identify and intervene on issues that may arise after discharge.

Evidence suggests, but not definitively, that follow-up telephone calls to patients may help improve compliance to take home instructions, address confusion related to these instructions, correct possible mistakes, and reduce hospital readmission after discharge, which could be costly to both patients and hospitals.

One patient said: "Your call made me feel better, it means you truly care." This kind of response from a client is like a sound of symphony for any healthcare provider. A truly rewarding effort which supports a positive and exemplary patient experience.

## PHC: Raised the Banner of Mastery in Quality 21st Philippine Quality Award Recipient >>>

*Continuation of page 1*

To this date PHC is the only government organization conferred as PQA Level 3 which affirms that PHC has demonstrated superior results based on 7 Criteria for Performance Excellence: Leadership, Strategy, Customers, Measurement, Analysis & Knowledge Management, Workforce, Operations, and Results.

The PQA award is another demonstration of the commitment of the PHC leadership towards continuous quality improvement to better serve its stakeholders. It is through the concerted efforts of all the doctors, nurses, allied medical personnel and support staff that quality

programs are successfully and consistently implemented, monitored and evaluated and continuously improved.

The PQA trophy which symbolizes the highest national recognition for quality excellence is just an icing on the cake, a glittering and sweet reward to the passion, hard-work, and commitment of all the members of the organization gearing towards the "Excellence" mindset and culture in PHC.



Getting the most prestigious national award after hurdling the tedious preparation from the application report to site visit validation process, the cooperation and strengthened dedication of PHC employees is what makes PHC victory more meaningful and worth-sharing to other organizations. PHC is truly a role model of Excellence in healthcare and public service.

## 2nd Governance in Healthcare Summit >>>

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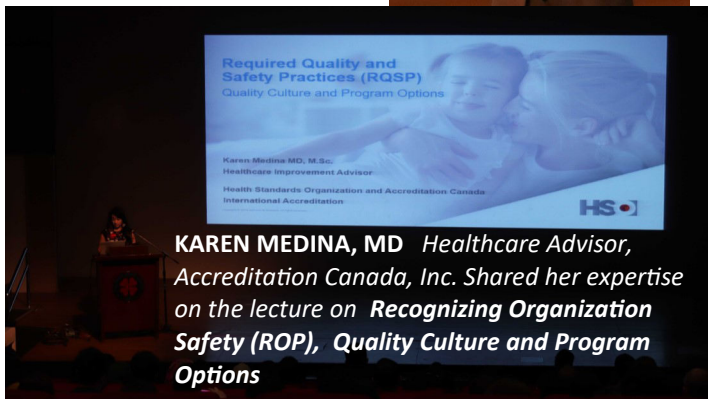


**The Philippine Quality Standards in Healthcare** was discussed by **MS. MA. THERESA A. AGUSTIN** Director, Industry Competitiveness and SME Productivity Center for Quality and Competitiveness Development Academy of the Philippines



**The NKT Quality Accreditation Journey- The Lepto Crisis: From Tragedy to Opportunity** was shared by **TERESA QUE, MD**

The topic on **Healthcare Leadership, Systems Design, Planning and Implementation** was discussed by **ALI HOJJATI, MD, MPH, FISQua, Lead Healthcare Advisor Accreditation Canada, Inc**



**KAREN MEDINA, MD** Healthcare Advisor, Accreditation Canada, Inc. Shared her expertise on the lecture on **Recognizing Organization Safety (ROP), Quality Culture and Program Options**



**The Performance Excellence Framework for the Healthcare Sector: A Holistic Approach for Improvement** lecture was given by **MS. ANGELICA C. FRAGINAL** Managing Director & Senior Consultant ACF Consultancy and

**Best Practice Sharing: Organizational Ethics in Healthcare** **PAULO JOSE B. LUMICAO, MD, MBA MSc DPCOM** Assistant Professor, ASM+PH (Public Health, Leadership & Formation, Medical Officer—Health Services Office)



## "Sustaining Business Excellence...."

Continuation of page 3

PHC launched 73 Unit Scoreboards in July 2013, with each division betting a Unit Breakthrough aligned to increasing patient satisfaction or increasing number of patients. These were supported by strategic initiatives such as increasing service patients operation on Monday Mission days, and the Philhealth Z- Benefit (which was launched at about the same time), infrastructure development - Charity annex building, and the garden villa rooms in the fifth floor.

At the end of the 3 year cycle, breakthrough results increasing patient satisfaction to 87% to 97 % attained and increase number of patients from 7,000 to 20,000, in 2017. By then, another STRAMA report of Ateneo Graduate School of Business (Soriano, 2018) reviewing 2014-2016 results which showed that PHC was able to regain its market share from 54% to 58%, with an increase in market size from 5% to 16% .

In the Competitive Profile Matrix, PHC score remained at 3.6 despite improvement in 2 competitor hospitals with CPM scores of 3.2 and 2.8, respectively.

At present, there remain to be 100% deployment for Unit Scoreboards ( 2 scoreboards per division) aligned to breakthrough of being the leader in global standards and preventive programs at par with global standards, with around 70% attaining their targets by midyear scoreboards. PHC remains to have overall outstanding accomplishment in its Balanced Scorecard measures and hopes to hit Breakthrough target of establishing 17 regional heart centers by 2022 by developing 2 new regional hospital per year.

## Malasakit Center Opens at Philippine Heart Center

Continued from page 1

During the inauguration, Sen. Bong Go announced the plans to established Malasakit Centers in all 72 DOH-retained hospitals.

PHC Execom- Dr. Joel M. Abanilla, Executive Director; Dr. Gerardo S. Manzo, Deputy Executive Director for Medical Services; Dr. Maria Belen O. Carisma, Deputy Executive Director for Education, Training and Research Services and Josephine M. Guillermo-Lopez, CPA, MBA, Deputy Executive Director for Hospital Support Services were also present during the said event.

# Healthy Recipe



## Chicken Chopsuey

Yield: 5 Servings  
Serving Size: 2 pcs Chicken + 1 cup Vegetables

### INGREDIENTS:

3 Tbsp	Vegetable Oil
2 medium	Onions, sliced
5 cloves	Garlic, minced
3/4 Kg	Chicken, cut into serving pieces
1/4 cup	Soy Sauce
1 Cup	Water
1/4 Kg	Carrots, sliced
1/4 Kg	Sayote, sliced

Carbohydrates	: 10 gms
Protein	: 24 gms
Fats	: 12 gms
Kcal	: 244 Kcal

### PROCEDURES:

- Heat vegetable oil in a pan. Saute onion and garlic until soft.
- Add chicken, sauté well until the juice of the chicken comes out. Season with pepper.
- Add water and soy sauce. Simmer for 3 minutes.
- Add carrots, sayote, cauliflower, broccoli and green beans. Mix well and simmer until vegetables are half cooked.
- Add bell peppers, cabbage and oyster sauce. Mix well and cover the pan. Cook for at least 3 minutes.
- Thicken with slurry, add sesame oil and adjust seasoning according to your taste. Serve while hot.

## Education Training & Research Services MEDICAL EDUCATION DIVISION

The Philippine Heart Center Medical Education and Training Division under the newly-created Education, Training and Research Services provides world-class medical training programs using the American Heart Association (AHA) standards.

Our Life-Saving Courses are:

- Basic Life Support (BLS)
- Advanced Cardiac Life Support (ACLS)
- Pediatric Advanced Life Support (PALS)
- Basic ECG and Arrhythmia Recognition Course
- CPR for Family and Friends (FnF)

For inquires, contact us at:  
Telephone: (02) 8925-24-01  
local 3903, 04  
www.phc.gov.ph  
edu.detr@phc.gov.ph

## EDITORIAL STAFF

Maria Ina DLP. Bunyi, MD *Editor-in-Chief*  
Charisse G. Enrique, MHA *Updates Editor*  
Amado A. Europa, Jr. *Graphic/Layout Artist*

### Advisers

Joel M. Abanilla, MD  
Gerardo S. Manzo, MD  
Josephine M. Guillermo-Lopez, CPA, MBA  
Maria Belen O. Carisma, MD  
Criselle M. Galang, RN, MAN  
Juliet J. Balderas, MD

### Contributors

Glorilyn Joy C. Laceste, MA Psy  
Micah Katrina R. Collong, RN  
Francis Cyril H. De Guzman RND, RD, CFPP  
Charisse G. Enrique, MHA  
Leya T. Melchor

Aileen Faye A. Esperanza *Photo Credits*