

P H I L I P P I N E



H E A R T

Annual Report

2011



- The Philippine Heart Center celebrated its 36th Anniversary with the theme "Pista ng Pusong Pinoy sa PHC".
- PHILHEALTH Benchbook of Standards recognized and accredited the Philippine Heart Center as a Center of Excellence.
- PHC received the Gold Award from Accreditation Canada International, August 2011
- PHC topped the Department of Health's campaign for "Ospital ng Bayan, Malinis, Mabango" as a Gold Awardee with the highest score of 99.6% among the Government Hospitals
- PHC received the "Environmental Excellence Award" for Eco-Friendly Government Agencies by the DENR and the only hospital that joined the contest.
- PHC was accredited as International Training Center by the AHA Life Support, December 2011.



highlights of accomplishments

HIGHLIGHTS OF ACCOMPLISHMENTS

MEDICAL SERVICES

On its 36th year of service, the Philippine Heart Center received the Gold Award from Accreditation Canada International, elevating PHC's primary concern for safety and quality of care to the level of international best practices.

PHC also topped the Department of Health's campaign for "Ospital ng Bayan, Malinis, Mabango" as a Gold Awardee with the highest score of 99.6% among the government hospitals.

Such recognition affirm that the Philippine Heart Center has been performing on a par with (sometimes even better than) top cardio hospitals in the United States in terms of the number of heart surgeries and a low mortality rate for patients (40 years and older) for PTCA and CABG.

It likewise sends a message that at the PHC, affluent Filipinos, newly rich Overseas Filipino Workers (OFWs) as well as marginalized Filipinos with heart diseases can avail of the best possible world-class care.

In 2011, PHC patient census at the Emergency Room and Admitting Section continues to increase. The Outpatient clinics and other diagnostic centers teemed with patients daily for their clinical examinations, medical management and invasive procedures.

Rehabilitation programs were also availed of to help patients overcome their disabilities and return to a functional life.

ADMITTING SECTION

	2010	2011
Total Admission	13,856	14,484
Pay	12,517	13,265
Service	1,339	1,219
Occupancy Rate*	78.55%	76.33%

* excluding ICU: Surgical & Recovery room

OUTPATIENT DIVISION

Total Number of OutPatients	51,944	50,737
Adults	37,777	36,866
Pedia	14,167	13,871

EMERGENCY ROOM

Total ER Patients	11,030	14,651
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NON-INVASIVE DIAGNOSTIC CARDIOLOGY

Cardiac Graphics Laboratory

Total Number of Patients Served	34,981	34,871
In-Patients	9,228	9,862
OutPatients	25,753	25,009

Total Number of Procedures Done	35,854	35,270
In-Patients	10,693	10,399
OutPatients	25,161	25,871



highlights of accomplishments

HIGHLIGHTS OF ACCOMPLISHMENTS

INVASIVE CARDIOLOGY

Cardiac Catheterization Lab

	2010	2011
Total Number of Patients Served	4,775	4,738
Total Number of Procedures Done	5,212	5,290
Hemodynamic Studies	158	137
Coronary Angiograms	3,596	3,580
PCI Cases	725	919
Other Procedures	733	654



RADIOLOGY

Total Number Patients Served	42,048	41,256
Total Number of Procedures Done	56,302	52,187
Ultrasound	4,953	4,436
MRI	1,469	1,400
CT Scan	3,164	3,375
Interventional	5,059	5,121
General Diagnostic	41,657	37,855

CARDIOVASCULAR SURGERY

Total Number of Surgeries	3,097	2,808
Pay Patients	2,523	2,321
Service Patients	574	487
Open Heart	1,521	1,364
Coronary Bypass	700	637
Valvular	294	283
Congenital	471	380
Vascular	31	38
Others	25	26
Closed Heart	1,576	1,444
Coronary Bypass	75	71
Congenital	244	204
Vascular	204	174
Thoracic	136	130
Others	558	538
Non-TCVS Procedures	359	327



PERIPHERAL VASCULAR

Total Number of Patients Served	5,419	5,111
Total Number of Procedures Done	3,637	3,086
Total Wound Care Patients Served	579	897



NUCLEAR MEDICINE

Total Number of Patients Served	3,697	2,820
Total Number of Procedures Done	5,934	5,312

highlights of accomplishments

HIGHLIGHTS OF ACCOMPLISHMENTS

	2010	2011
ELECTROPHYSIOLOGY		
Total Patients Served	787	819
Total Number of Procedures Done	781	833

LABORATORY MEDICINE		
Total Patients Served	49,949	49,383
Total Number of Procedures Done	289,478	272,427

The PHC Pathologic Laboratory is designated as a National Reference Laboratory for Cardiac Pathology. Point-of-Care Satellite Laboratories were also opened near the Emergency Room and Intensive Coronary Unit (ICU) Complex to facilitate release of test results.

PULMONARY MEDICINE		
Total Number of Patients Served	101,673	109,874
Total Number of Procedures Done	101,673	109,874

BLOOD BANK		
Total Patients Served	6,258	6,167
Total Number of Procedures Done	211,377	188,639
Total Number of Qualified Donors	9,242	7,459

CARDIAC REHABILITATION		
Total Patients Served	286	304
Total Number of Procedures Done	2,052	1,967

The PHC Wellness Program for employees/staff was launched to promote health through exercise & fitness programs.

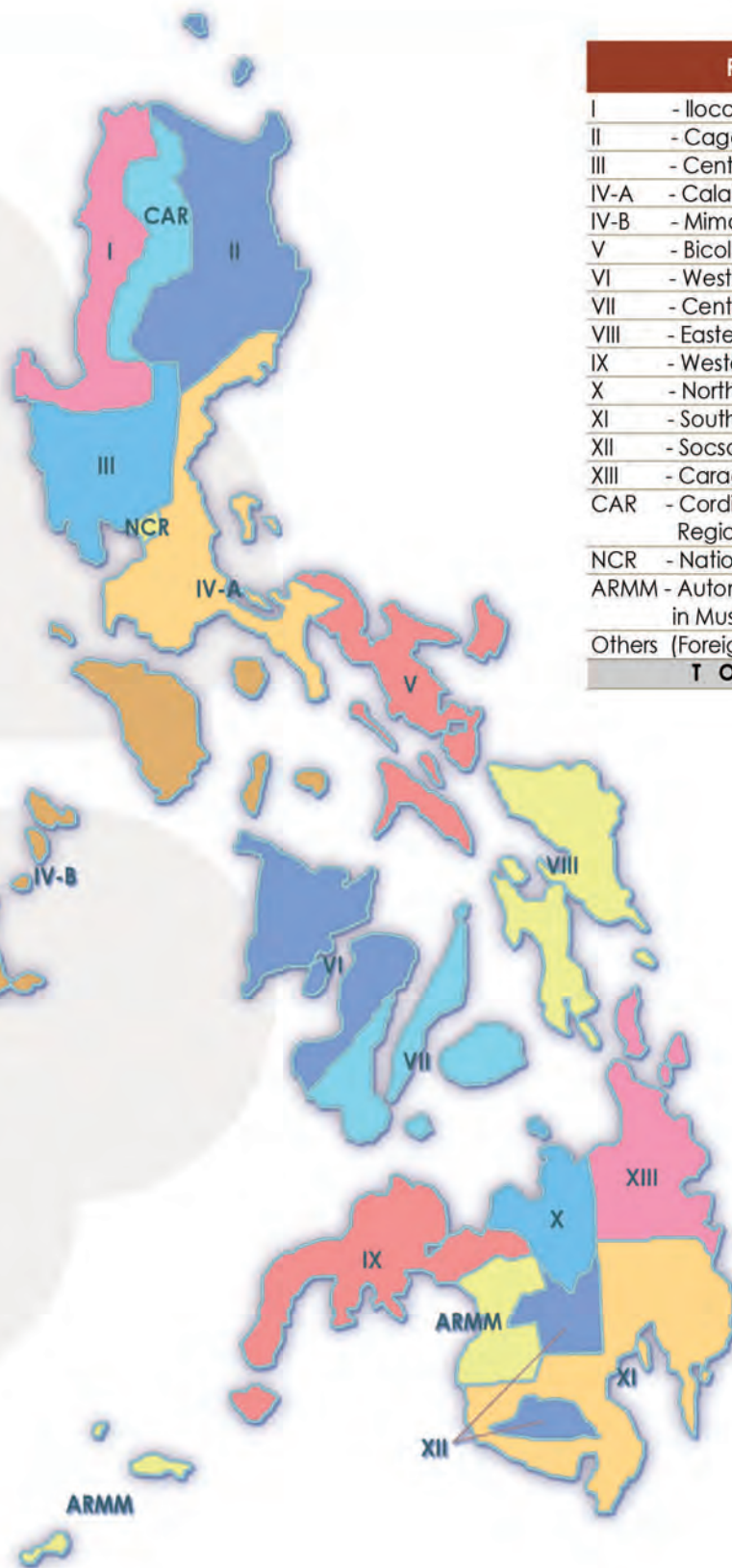
PHYSICAL REHABILITATION		
Total Patients Served	10,542	13,212
Total Number of Procedures Done	20,614	22,289

PULMONARY REHABILITATION		
Total Patients Served	147	124
Total Number of Procedures Done	191	181



catchment area

CATCHMENT AREA



REGION	2011	2010
I - Ilocos Region	270	277
II - Cagayan Valley	229	182
III - Central Luzon	1,977	2,022
IV-A - Calabarzon	2,430	2,349
IV-B - Mimaropa	125	125
V - Bicol Region	220	215
VI - Western Visayas	210	213
VII - Central Visayas	77	94
VIII - Eastern Visayas	133	128
IX - Western Mindanao	64	47
X - Northern Mindanao	75	99
XI - Southern Mindanao	35	31
XII - Socsargen	29	25
XIII - Caraga Region	22	20
CAR - Cordillera Administrative Region	84	101
NCR - National Capital Region	8,321	7,804
ARMM - Autonomous Region in Muslim Mindanao	40	39
Others (Foreign Based)	143	85
T O T A L	14,484	13,856

highlights of accomplishments

HIGHLIGHTS OF ACCOMPLISHMENTS

EDUCATION AND TRAINING

As a training hospital, the Philippine Heart Center continues to offer its specialty training programs and postgraduate courses for doctors, nurses, technicians as well as to general practitioners.

In 2011, close to 10,000 participants completed the medical, nursing and staff development courses. PHC has graduated over 970 physicians who are now practicing as cardiovascular experts in the Philippines and other ASEAN countries.

The PHC was also accredited as an International Training Center by the American Heart Association Life Support.

	2010	2011
• Number of Medical Specialty Trainees Graduated	64	45
• Number of Medical Training Programs Conducted	24	32
• Number of Participants in Medical Training Programs	1,259	1,551
• Number of Nursing Training Programs Conducted	14	180
• Number of Participants in Nursing Training Programs	4,952	4,396
• Number of In-House HRD Training Programs Conducted	48	85
• Number of Participants in In-House HRD Trainings	2,332	3,705

DIVISION OF EDUCATION, TRAINING AND RESEARCH

	2010	2011
Number of Specialty Trainees Graduated	64	45
Adult Cardiology	25	23
Pediatric Cardiology	8	4
Thoracic and Cardiovascular Surgery	4	0
Pulmonary Medicine	13	11
Laboratory Medicine	1	0
CV Radiological Sciences	5	5
Nuclear Medicine	3	1
Anesthesia	5	1
Total Dispersal	64	45
NCR	18	20
CAR	3	1
Region I	4	3
Region II	3	6
Region III	11	4
Region IV-A	7	2
Region IV-B	2	0
Region V	4	1
Region VI	2	0
Region VII	2	1
Region VIII	0	1
Region IX	5	1
Region X	3	3
Region XI	0	0
Region XII	0	1
CARAGA	0	1
ARMM	0	0



highlights of accomplishments

HIGHLIGHTS OF ACCOMPLISHMENTS

RESEARCH

The Philippine Heart Center is a trailblazer and a Center for Excellence in cardiovascular research and development. PHC conducts over 150 researches every year and is one of only a few hospitals in the Philippines that does experimental surgical research in animals and development of surgical instruments. The scope of research includes hospital-based development of diagnostic and therapeutic procedures and community-based prevention of cardiovascular diseases.

	2010	2011
Number of Researches Completed		
Medical	136	106
Nursing	8	10

PUBLIC INFORMATION & COMMUNITY SERVICE

The PHC's corporate social responsibility benefits the public through its information and community service programs.

The monthly People's Day free clinics and consultation program is an activity that combines heart disease awareness lay forum, promotion of heart care, nutrition/dietary counseling and free medical examinations.

PHC also conducts blood-letting activities outside of the hospital, combined with public awareness and advocacy for Voluntary Blood Donation program of the Department of Health.

The Philippine Heart Center also actively promotes care of the environment by complying with best practices in Health Care without Harm and Solid Waste Management, thereby earning recognition and awards from government agencies. A recent advocacy of the PHC is the use of biodegradable materials for food packaging.

The PHC Eco-Botanical Garden was launched in 2011 which provides herbal plants and vegetables for the hospital's main kitchen and cafeteria.

	2010	2011
Number of Patients Served	1,041	848
Number of People's Day Free Clinics	11	11
Preventive Cardiology		
Number of People Served	462	473
Number of Community Outreach Projects	1	1
Human Resource Division		
Number of People Served	280	210
Number of Community Outreach Projects	2	2
Number of Community Blood-Letting Activities	52	83
Number of Blood Donors	1,695	2,445



highlights of accomplishments

HIGHLIGHTS OF ACCOMPLISHMENTS

SUPPORT SERVICES

The Administrative Support Services supervise and coordinate the functions of the non-medical and auxiliary divisions that comprise the operation of the Center. These are grouped under the Administration and Finance Department and Auxiliary Services Department. They are responsible for the professional welfare of the PHC's personnel, the state of the hospital's finances and the Center's unhampered functioning and effective delivery of services. The major accomplishments from 2010-2011 are as follows:

PHARMACY

Number of Prescriptions Filled

In-Patient

OutPatients

2010

2011

808,844

845,705

20,015

24,784

Gross Sales Income

Php 279.5 M

Php 323.9 M

NUTRITION AND DIETETICS

- Active participation in the Nutrition Support Committee
- Visit newly admitted patients within 24 hours
- Nutrition counseling to patients prior to discharge
- Constant monitoring of patients on tube-feeding and those with special dietary needs.

2010

2011

Total Number of Meals Served

269,982

257,634

Total Number of Tube-Feeding Prepared

26,258

28,026

Number of Patients Visited

13,587

14,222

Number of Patients Given Diet Instructions

6,312

7,213



highlights of accomplishments

HIGHLIGHTS OF ACCOMPLISHMENTS

SOCIAL SERVICES

	2010	2011
Total Patients Served	7,957	10,059
OutPatients	6,771	7,213
New Cases	2,389	2,514
Re-evaluated Cases	1,528	1,144
House Cases	1,958	2,469
Emergency Cases	896	1,086
In-Patients	1,186	1,378
Credit Suspended		1,622

Fund-raising Bazaar at the breezeway beside the Annex Building continue to operate to financially assist indigent patients.



	2010	2011
Total Patients Served	Php 1,273,130.00	Php 1,318,708

HUMAN RESOURCES

	2010	2011
Number of Employees	1,676	1,720
Number of Doctors (with plantilla)	165	181
Number of Resignees	127	125
Total Retention Rate		
Administrative	95.79 %	97.67 %
Medical	95.96 %	93.86 %
Nursing	89.68 %	91.14 %



highlights of accomplishments

HIGHLIGHTS OF ACCOMPLISHMENTS

INSTITUTIONAL STRATEGIC PLANNING

Session conducted with EXECOM and all Department / Division Manager of the 3 Services - Medical, Nursing, Administrative. Strategic Planning based on Balanced Scorecard Framework.



WASTE MANAGEMENT

Projects lined up by the WM Committee were directed towards Eco-Friendly activities: use of recycled water from the Sewage Treatment Plant (STP), Green procurement Programs, composting and trash - to - treasure projects. A series of education campaigns, awareness programs and orientation sessions were conducted for PHC employees, in coordination with HRD.

INFECTION CONTROL

- Implementation of strict antibiotic prophylaxis protocols and Care bundles resulting in decrease in over-all hospital infection rate from 3.80% in 2010 to 2.84% in 2011.
- Decrease in Surgical Site Infection (SSI) from 2.8% in 2010 to 0.87% in 2011.



highlights of accomplishments

HIGHLIGHTS OF ACCOMPLISHMENTS

PLANS AND PROGRAMS (2012-2013)

- Philips HealWell Lighting System in the Medical ICU, the FIRST IN ASIA, and only second in the world, to use the innovation
- Hybrid Operating Room, the Only One in the Philippines
- Dedicated Pediatric Cardiovascular Surgery Operating Room
- Complete renovation and upgrade of Intensive Care unit, Medical ICU, Surgical ICU
- Digital Radiology with Picture Archive & Communication System – Radiology Information System – Cardiovascular Information System
- Upgrade of Endoscopy & General Surgery Operating Room
- Virtual Operating Rooms for cardiovascular research

IN THE PIPELINE towards our 4th decade of service & the best possible care...

- PHC Branding of Regional Heart Centers in Bicol, Cagayan de Oro and Cebu
- New Cath lab machine
- 3D Echocardiography systems
- New digital Mammography system, multi-slice CT Scan & Nuclear Medical Gamma Cameras
- Wellness Center
- Additional Private rooms / Garden Villa Type – 5/F Hospital Building
- Additional Service and PhilHealth Wards – 3 /F Annex Building
- New multi-level, multi-use Carpark / Hostel Building

financial highlights

FINANCIAL HIGHLIGHTS

(In Thousand Pesos)

		2010 Audited	2011 Actual
HOSPITAL INCOME	(Note 1)	P 1,581,434	P 1,735,415
GOVERNMENT SUBSIDY	(Note 2)	<u>187,342</u>	<u>127,138</u>
TOTAL HOSPITAL INCOME		P 1,768,776	P 1,862,553
Less: EXPENSES			
PERSONAL SERVICES		P <u>638,764</u>	P <u>690,787</u>
MAINTENANCE & OTHER			
OPERATING EXPENSES		<u>1,171,956</u>	<u>1,211,495</u>
TOTAL EXPENSES		P <u>1,810,720</u>	P <u>1,902,282</u>
NET INCOME (LOSS)		P <u>-41,944</u>	P <u>-39,729</u>
		=====	=====
QUANTIFIED FREE SERVICES		P 423,852	P 360,587
Add: QUANTIFIED FREE			
PROFESSIONAL SERVICES (Note 3)		P <u>187,342</u>	P <u>127,138</u>
TOTAL EXPENSES FOR INDIGENT PATIENTS		P <u>604,130</u>	P <u>635,778</u>
Less: GOVERNMENT SUBSIDY FOR			
INDIGENT PATIENTS		P <u>187,342</u>	P <u>127,138</u>
PHC SHARE TO CHARITY EXPENSES			
FROM ITS INCOME		P <u>236,510</u>	P <u>233,449</u>
		=====	=====
For every P1.00 Gov't Contribution to Indigent Expenses, PHC was able to match this with		P 1.26	P 1.84
Notes:			
1.Net of QFS and Discounts			
2.Breakdown of Subsidy			
MOOE (Assistance to Indigent Patients)		P 185,000	P 126,000
Tax Subsidy		2,342	1,138
TOTAL		P 187,342	P 127,138

financial highlights

FINANCIAL HIGHLIGHTS

(In Thousand Pesos)

PHC Share for Free Services and Discounts

	2007	2008	2009	2010	2011
Free Services & Discounts	314,826	341,585	402,753	423,852	360,587
Government Subsidy	279,075	332,466	185,059	187,342	127,138
PHC Share	35,751	9,119	217,694	236,510	233,449
Peso Share of PHC for every Peso Gov't. Subsidy	0.13	0.03	1.18	1.26	1.84

DIRECTOR'S OFFICE

Manuel T. Chua Chiaco, Jr., M.D.

MEDICAL SERVICES

Gerardo S. Manzo, M.D.
Noe A. Babilonia, M.D.
Aristides G. Panlilio, M.D.
Annette P. Borromeo, M.D.
Aquileo C. Rico, M.D.
Raul D. Jara, M.D.
Juliet J. Balderas, M.D.

Kurt Glenn C. Jacoba, M.D.
Santos Jose G. Abad, M.D.
Ma. Belen O. Carisma, M.D.
Vergel A. Quiogue, MD
Romeo J. Santos, M.D.
Ranulfo B. Javelosa, Jr., M.D.
Leonisa S. Sagun, M.D.
Arlene M. De Luna, M.D.
Orestes P. Monzon, M.D.
Ricardo B. Agbayani, M.D.
Fernando G. Ayuyao, M.D.
Orlando R. Ignacio, M.D.
Nenita A. Collantes, M.D.
Normita G. Manapat, M.D.
Antonio C. Pascual, M.D.
Lorenzo Rommel G. Carino, M.D.
Veronica M. Durante, M.D.
Christopher C. Cheng, M.D.
Reynante T. Gamponia, MD
Rene A. Villanueva, M.D.
Delfin V. Encarnacion III, M.D.
Cleopatra Q. Palencia
Mercedita A. Parazo
Aurora S. Gamponia, M.D.
Pacita Jay L. Ballelos, M.D.

NURSING SERVICES

Ma. Linda G. Buhat
Leyda E. de la Cuesta
Carmencita A. Lingan
Marietta A. Velasco
Westphalia G. Patino
Rosalinda M. Madrid
Felicisima T. Romero
Eva Teodora T. Sison
Criselle M. Galang
Ma. Carmen SG. Buenaflor

ADMINISTRATIVE SERVICES

Francisco M. Gomez, Jr., MBM
Marciano F. Gatdula
Ester A. Borja
Rosalio T. Oclares
Archt. Rogelio D. Caringal
Corazon M. Perez
Ana Marie S. Manio
Carmencita D. Espeleta
Engr. Ricardo C. Limpin
Emilia P. Olbes
Perla S. Esguerra
Imelda M. Viena
Amelia C. Cuyugan
Zoilto P. Luna
Margaret Rose R. Clavejo

Mary Ann R. Tamayo

Executive Director

Assistant Director for Medical Services
Department Manager, Adult Cardiology
Department Manager, Allied Medical Specialties
Department Manager, Ambulatory & Emergency Care
Department Manager, Cardiovascular Surgery & Anesthesia
Department Manager, Education, Training and Research
Department Manager, Pediatric Cardiology

Division Chief, Clinical Cardiology
Division Chief, Critical Care Cardiology
Division Chief, Electrocardiology
Division Chief, Invasive Cardiology
Division Chief, Non-Invasive Cardiology
Division Chief, Preventive Cardiology
Division Chief, Blood Bank
Division OIC, Laboratory Medicine
Division Chief, Nuclear Medicine
Division Chief, Physical Rehabilitation Medicine
Division Chief, Pulmonary Medicine
Division Chief, Radiological Sciences
Division Chief, Renal & Metabolic
Division Chief, Emergency Care
Division Chief, Out-Patient Division
Division Chief, Adult Cardiothoracic Surgery
Division Chief, Cardiovascular Anesthesia
Division Chief, Cardiovascular Research
Division Chief, Pediatric Cardiothoracic Surgery
Division Chief, Vascular Surgery
Division Chief, Education & Training
Division Chief, Medical Records & Library
Division Chief, Research
Division Chief, Pediatric Clinical & Intensive Care
Division Chief, Pediatric Diagnostics

Assistant Director for Nursing Services
Department Manager, Clinical Areas
Department Manager, Special Areas
Division Chief, Adult Critical Care
Division Chief, CVLab & Operating Room
Division Chief, Diagnostics & Emergency Room
Division Chief, Medical Surgical Care
Division Chief, Nursing Education & Research
Division Chief, Pediatric Care
Hospital Infection Control Officer

Assistant Director for Administrative Services
Department Manager, Administrative & Finance
Department Manager, Auxiliary Services
Division Chief, Accounting Division
Division Chief, Allied Services Division
Division Chief, Budget & Planning Division
Division Chief, Credit & Collection Division
Division Chief, Customer Relations Division
Division Chief, Engineering & Maintenance Division
Division Chief, Human Resource Division
Division Chief, Nutrition & Dietetics Division
Division Chief, Pharmacy Division
Division Chief, Property & Supply Division
Division Chief, Purchasing Division
Division Chief, Social Services Division

Officer-In-Charge, Management Services Office