



P H I L I P P I N E H E A R T C E N T E R

ANNUAL REPORT

2012

MISSION

Driven by our shared desire to improve the health status of the Filipino people, We, the Philippine Heart Center, shall provide comprehensive cardiovascular care enhanced by education and research that is accessible to all.

VISION

The Philippine Heart Center is the leader in upholding the highest standards of cardiovascular care, a self-reliant institution responsive to the health needs of the Filipino people.

OBJECTIVES

To provide compassionate and expert patient care.
To provide world-class education and training.
To conduct internationally-acclaimed research.
To responsibly disseminate scientific and lay information to the public.

PHILIPPINE HEART CENTER MILESTONES (1975-2012)

Over
55,000 successful surgeries to date

Over
350,000 patients admitted for heart care

Over
4,000 procedures done yearly in 4 Cath Labs

Over
150 researches annually. One of the few hospitals in the Philippines that does experimental surgical research in animals.

99.6% The highest score given by the Department of Health when it conducted the health campaign “Ospital ng Bayan: Malinis, Mabango” in 2011.

Over
2,000,000 indigent patients have been served as of December 2012

Over
25,000 open surgeries and 2,500 cardiovascular cases every year in 6 Cardiac Operating Theatres

37 years of serving Filipinos with the highest standards of cardiovascular care

1st hospital in Asia and the second in the world to use the Philips HealWell lighting system that programs the circadian rhythm in patient’s room.

1st hospital in Asia to be chosen as Pilot Organization by Qmentum International Accreditation Program of Canada with the goal of elevating PHC quality of care to the level of international best practices

HIGHLIGHTS OF ACCOMPLISHMENTS 2012

MEDICAL SERVICES

The Philippine Heart Center embarked on a fast-tracked upgrading and modernization program, with an approved additional funding of P35M from the 2011 Disbursement Acceleration Program. In 2012, prelude to the expansion of the Operating Room Complex, an additional separate Surgical ICU-2 was created and together with the original SICU-1, equipped with brand new comprehensive ICU monitoring system.

The Medical ICU was relocated and upgraded with the world's most advanced lighting technology that exploits the natural physiologic circadian rhythm to promote faster healing. The Short Stay ICU was outfitted with a new Telemetry monitoring system.

A new Catheterization Laboratory that incorporates ambient lighting for a more patient-friendly environment was activated to replace one of two condemned cath labs, bringing to three the total number of active top-of-the-line cath labs at PHC. Additional life-support training systems were acquired, befitting the status of PHC as an internationally certified life support training institution.

A Wellness Clinic has also been created to take care of Out-Patient check-up services and to serve as the Wellness Program of the PHC staff.

In 2013, as part of the 38th PHC Anniversary celebration in February, the rest of the major state-of-the-art facility enhancements will be inaugurated: the Expanded Operating Room Complex boasts of the only Hybrid Operating Room, the only dedicated Pediatric Cardiovascular OR, a new General Surgery OR that is separate from the Cardiac operating theatres, and an Endoscopic and Special



HIGHLIGHTS OF ACCOMPLISHMENTS 2012

MEDICAL SERVICES



ADMITTING SECTION



OUTPATIENT DIVISION



EMERGENCY ROOM

	2011	2012
Total Admission	14,484	13,975
Pay	13,265	12,738
Service	1,219	1,237
Occupancy Rate	76.33%	75.04%

	2011	2012
Total Number of OutPatients	50,737	54,824
Adults	36,866	39,183
Pedia	13,871	15,641

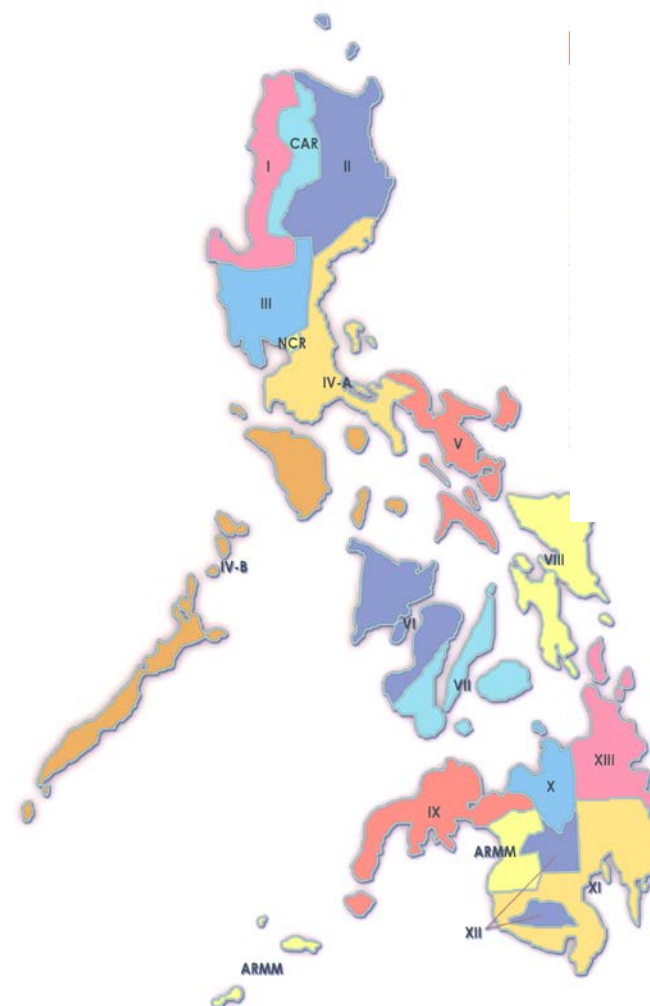
	2011	2012
Total ER Patients	14,651	14,523
Pay	11,084	11,494
Service	3,567	3,029

HIGHLIGHTS OF ACCOMPLISHMENTS 2012

MEDICAL SERVICES

CATCHMENT AREA

REGION		2011	2012
I	Ilocos Region	270	285
II	Cagayan Valley	229	195
III	Central Luzon	1,977	1,875
IV-A	Calabarzon	2,430	2,465
IV-B	Mimaropa	125	120
V	Bicol Region	220	227
VI	Western Visayas	210	194
VII	Central Visayas	77	83
VIII	Eastern Visayas	133	157
IX	Western Mindanao	64	70
X	Northern Mindanao	75	79
XI	Southern Mindanao	35	29
XII	Socsargen	29	24
XIII	Caraga Region	22	28
CAR	Cordillera Administrative Region	84	85
NCR	National Capital Region	8,321	7,899
ARMM	Autonomous Region in Muslim Mindanao	40	31
Others	(Foreign-Based)	143	129
TOTAL		14,484	13,975



HIGHLIGHTS OF ACCOMPLISHMENTS 2012

MEDICAL SERVICES



NON-INVASIVE CARDIOLOGY

Cardiac Graphics Laboratory

	<u>2011</u>	<u>2012</u>
Total Number of Procedures Done	35,270	38,891
In-Patients	10,399	11,824
OutPatients	24,871	27,067
Total Patients Served	34,871	38,563
In-Patients	9,862	11,496
Outpatients	25,009	27,067

ELECTROCARDIOLOGY

Total Number of Procedures Done	833	965
Total Patients Served	819	945



INVASIVE CARDIOLOGY

Cardiac Catheterization Laboratory

	<u>2011</u>	<u>2012</u>
Total Number of Procedures Done	5,290	5,664
Total Patients Served	4,738	4,614
Hemodynamic Studies	137	195
Coronary Angiograms	3,580	3,603
PTCA Cases	26	20
PTCA w/ Stent	891	1,140

HIGHLIGHTS OF ACCOMPLISHMENTS 2012

MEDICAL SERVICES



NUCLEAR MEDICINE

	2011	2012
Total Number of Procedures Done	5,312	6,059
Total Patients Served	2,820	3,307



PULMONARY MEDICINE

	2011	2012
Total Number of Procedures Done	109,874	109,661
Total Patients Served	109,874	100,034

HIGHLIGHTS OF ACCOMPLISHMENTS 2012

MEDICAL SERVICES



RADIOLOGY

	2011	2012
General Diagnostic	37,855	36,948
CT Scan	3,375	2,743
Total Patients Served	41,256	46,586

	2011	2012
Total Number of Procedures Done	52,187	51,618
Ultrasound	4,436	4,566
Interventional	5,121	5,609
MRI	1,400	1,752

HIGHLIGHTS OF ACCOMPLISHMENTS 2012

MEDICAL SERVICES



LABORATORY MEDICINE

	2011	2012
Total Number of Procedures Done	272,427	290,442
Total Patients Served	49,383	40,048



BLOOD BANK

	2011	2012
Total Number of Procedures Done	188,639	181,437
Total Patients Served	6,167	5,928
Total Blood-Letting Sessions	7,459	9,789

HIGHLIGHTS OF ACCOMPLISHMENTS 2012

MEDICAL SERVICES



CARDIOVASCULAR SURGERY

	2011	2012
Total Number of Surgeries	2,808	2,798
Pay Patients	2,321	2,218
Service Patients	487	580
Total Number Open Heart Surgeries	1,364	1,255
Total Bypass Surgeries	708	572
Total Valvular Surgeries	269	277
Total Congenital Heart Surgeries	584	598



	2011	2012
Total Thoracic CV Surgeries	130	113
Total Vascular Surgeries	212	219

PERIPHERAL VASCULAR

	2011	2012
Total Number of Procedures Done	3,086	2,510
Total Patients Served	5,111	2,259
Total Wound Care Patients Served	897	284

HIGHLIGHTS OF ACCOMPLISHMENTS 2012

MEDICAL SERVICES



CARDIAC REHABILITATION

	2011	2012
Total Number of Procedures Done	1,967	2,005
Total Patients Served	304	328

The PHC Wellness Program for employees/staff was launched to promote exercise, fitness and health



PULMONARY REHABILITATION

	2011	2012
Total Patients Served	344	281
Total Number of Procedures Done	344	564

PHYSICAL REHABILITATION

Total Number of Procedures Done	22,289	23,474
Total Patients Served	13,212	20,892

HIGHLIGHTS OF ACCOMPLISHMENTS 2012

MEDICAL SERVICES

INFECTION CONTROL PROGRAM

For the year 2012, PHC had a total of 343 healthcare-associated infections. This represents an average of 28.58 infections per month and an average infection rate of 2.46%.

Compared to 2011, with a total number of 413 health-care associated infections, an average of 34.42 cases per month and an average infection rate of 2.84%, there is a noted 16.95% decrease in the total number of infections and a 0.38% decrease in the infection rate.

<u>Medical Infections</u>	<u>2011</u>	<u>2012</u>
Medical healthcare infections	389	315
Respiratory (highest incidence)	253	239
Bloodstream	54	52
Urinary Tract	59	39
Skin & Soft Tissue	23	14

There is a 19.02% decrease in medical infections attributed to strict compliance with infection control practices .

<u>Surgical Infections</u>	<u>2011</u>	<u>2012</u>
Surgical site infections	24	28
Cases per month	2	2.33
Average surgical site infection rate	0.87%	0.97%

There is a 16.67% increase in the total number of surgical site infections, 16.65% increase in cases per month and a 0.1% increase in surgical site infection rate. These are attributed to ongoing renovations near/at the Operating Room complex, antibiotic prophylaxis compliance prior to surgery and risk factors of patients like having diabetes mellitus and with underlying infections before

ACTIVITIES

Infection Control Week
(Oct. 15-19, 2012)

World Hand Hygiene Day
May 4, 2012

Global Handwashing Day
Oct. 15, 2012

Distribution of
pamphlets/leaflets



HIGHLIGHTS OF ACCOMPLISHMENTS 2012

EDUCATION AND TRAINING



ENHANCING YOUR ORAL COMMUNICATION SKILL

PHC-HRD MAY 30, 2012



	2011	2012
• Number of Medical Specialty Trainees Graduated	61	32
• Number of Medical Training Programs Conducted	32	17
• Number of Participants in Medical Training Programs	1,551	112
• Number of Nursing Training Programs Conducted	180	106
• Number of Participants in Nursing Training Programs	4,396	2,824
• Number of In-House HRD Training Programs Conducted	85	73
• Number of Student Trainees Deployed by HRD	214	15
• Number of Participants in In-House HRD Trainings	3,660	2,183

HIGHLIGHTS OF ACCOMPLISHMENTS 2012

EDUCATION AND TRAINING

2011 2012

Number of Specialty Trainees Graduated	45	32
Adult Cardiology	23	12
Pediatric Cardiology	4	4
Thoracic and Cardiovascular Surgery	0	3
Pulmonary Medicine	11	7
Laboratory Medicine	0	1
CV Radiological Sciences	5	3
Nuclear Medicine	1	1
Anesthesia	1	1
Total Dispersal	45	24
NCR	20	16
CAR	1	0
Region I	3	0
Region II	6	0
Region III	4	1
Region IV-A	2	0
Region IV-B	0	0
Region V	1	1
Region VI	0	2
Region VII	1	0
Region VIII	1	0
Region IX	3	0
Region X	3	0
Region XI	0	2
Region XII	1	0
CARAGA	1	0
ARMM	0	0



HIGHLIGHTS OF ACCOMPLISHMENTS 2012

RESEARCH / PUBLIC INFORMATION & COMMUNITY SERVICE



	2011	2012
Number of Researches Completed		
Medical	106	118
Nursing	8	8

	2011	2012
Number of People's Day Free Clinics	11	11
Number of Patients Served	848	833
Number of Community Outreach Projects	1	5
Number of People Served	473	129
Number of Community Blood-Letting	83	87
Number of Blood Donors	2,445	9,789

HIGHLIGHTS OF ACCOMPLISHMENTS 2012

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 2011-2012 are as follows:

PHARMACY

	<u>2011</u>	<u>2012</u>
Number of Prescriptions Filled	845,705	865,343
In-Patient	820,921	833,017
Outpatient	24,784	32,326
Gross Sales Income	Php 323,901,380	Php 340,803,603

SOCIAL SERVICES

	<u>2011</u>	<u>2012</u>
Total Patients Served	33,106	39,686
Outpatients	7,213	10,231
New Cases	2,514	3,076
Re-evaluated Cases	1,144	2,525
House Cases	2,469	2,087
Emergency Cases	1,086	2,544
In-Patients	1,378	1,256

An all-year round Tiangge or Bazaar at the breezeway beside the Annex Building was continued to augment the PHC Medical Social Service Trust Fund which financially assists very indigent patients.

	<u>2011</u>	<u>2012</u>
Income from the Bazaar	Php 1,318,708	Php 1,399,050



HIGHLIGHTS OF ACCOMPLISHMENTS 2012

SUPPORT SERVICES

NUTRITION & DIETETICS

18

	<u>2011</u>	<u>2012</u>
Total Number of Meals Served	257,634	286,722
Number of Patients Visited	14,222	13,184
Number of Patients Given Diet Instructions	6,887	6,826



HUMAN RESOURCES

	<u>2011</u>	<u>2012</u>
Number of Employees	1,780	1,798
Number of Doctors (with plantilla)	181	186
Number of Resignees	125	137
Job Placement (New Hires)	281	169
Total Retention Rate	93.43%	92.00%
Administrative	97.67%	93.00%
Medical	93.86%	95.00%
Nursing	91.14%	90.00%



HIGHLIGHTS OF ACCOMPLISHMENTS 2012

SUPPORT SERVICES

ENGINEERING & MAINTENANCE

(Major Projects for 2012)

Renovation/Upgrading

Division of Food Services (Cafeteria)
Medical Intensive Care Units 1 & 2
Cardiovascular Research Laboratory
Operating Room Complex
Medical Intensive Care Units
SLEEP Clinic Laboratory
Cardiovascular Laboratory (Room 3)

Conversion

Recovery Room to Operating Rooms
CV Surgery & Anesthesia Office to Operating Room
Pedia ICU to Children's Ward
Rooms 339 and 340 to Private Rooms
COA Office to Transient Rooms (Dormitory)



HIGHLIGHTS OF ACCOMPLISHMENTS 2012

SUPPORT SERVICES

Waste Management Program

The ordinances from some municipalities to use biodegradable bags was implemented in September 2012. The ordinance was promulgated to reduce the clogging of drainages and solve the problem of floods in proper segregation of waste and use of non-environment friendly packing materials like styropores and plastics.

The Philippine Heart Center, through its Waste Management Committee (WMC), has began This campaign of using environment-friendly packing materials since July 2011 or one year ahead. Branch managers of nearby fast-food chain stores were met on successive occasions and encouraged to replace their packing materials as their contribution to protecting the PH environment. Some stores complied and even made innovative paper bags for identificator

The WMC also distributed to PHC employees information, education and communication (IEC materials to augment awareness in the use of safe plastics.

Waste Management Activities

- Ocular inspection by the Metro Manila Development Authority (MMDA) team of waste management in the PHC
- Waste management orientation to new medical trainees and employees
- Observation of Earth Hour in the hospital
- Seminar/Workshop on Health Care Waste Management Manual by Dept. of Health
- Ocular inspection by WMC members of sanitary landfill in Norzagaray, Bulacan
- Ocular inspection and documentation of PHC Sewerage Treatment Plant by Health Care Without Harm (HCWH) organization to be presented in Bangkok, Thailand
- Annual seminar of WMC to PHC employees with the theme, "Huwag Kang Magtaka...Basura Mo Iyan".



HIGHLIGHTS OF ACCOMPLISHMENTS 2012

SUPPORT SERVICES

Waste Management Program

Achievements

- PHC Sewerage Treatment Plant chosen and presented by HCWH organization in Malaysia for the seminar on good practices among Philippine hospitals.
- Enforced campaign using environment-friendly food packing materials
- Trash-to-Treasure Program (sale of recyclable materials) and agreement with Tahanang Walang Hagdan, reflect big savings and corporate social responsibility (CSR)
- Finalized/approved Standard Operating Procedure on Waste Management Plan and Mercury Minimization Plan
- Official logo for WMC depicting "Reuse, Recycle and Reduce"

Plans

- Construction of a Material Recovery Facility (MRF) at the PHC dumpsite
- Purchase of Shredder equipment to facilitate composting



PHC HOUSING PROJECT

The groundbreaking ceremonies to jumpstart the Philippine Heart Center housing project for its employees, was held in October 2012.

Present during the groundbreaking ceremonies at Sitio Payong in Marikina City were Vice President Jejomar Binay, Sen. Richard Gordon, chairman of the Philippine National Red Cross, Department of Health Usec Elmer Punzalan, HUDCC Usec Cecilia Alba, Engr. Juanito Eje of Paglbig, Heart Center Executive Director Manuel T. Chua Chiacco, Jr. and other PHC officials and staff.

The project, which has been in the planning stage for about 20 years now, has been besotted with problems such as informal settlers and other technicalities. VP Binay, who is also the chairman of the Housing Urban Development Coordinating Council (HUDCC), gave the assistance of his office to resolve these problems.

The dream of PHC employees to build their own house will now be realized through the assistance of HUDCC and Paglbig.



PLANS AND PROGRAMS (2012-2013)

- **Hybrid Operating Room, the Only One in the Philippines, and the 3rd in Asia**
- **Operating Room solely dedicated to Pediatric Cardiovascular Surgery**
- **Endoscopy & General Surgery Operating Rooms**
- **Virtual Operating Rooms for cardiovascular research**
- **New Men's, Women's and Children's Wards at the PHC Annex Bldg.**
- **38 new "garden villa-type" rooms**

In 2013, other facility improvements include the complete renovation of the original Presidential Suite which in the past has been used for many non-patient care purposes. It will be retro-fitted with the latest patient-care technology and will be ready for the wellness and other healthcare needs of Philippine Presidents and other senior government and private officials.

The hospital's 1475 Cafeteria is being enlarged and transformed to better cater to the dining needs of PHC patients, staff and visitors.

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

- **Regional Heart Centers**
- **New Cath lab machines**
- **Digital Radiology with PACS-RIS**
- **3D Echocardiography systems**
- **Mammography system & multi-slice CT Scan**

FINANCIAL HIGHLIGHTS 2012

(IN THOUSAND PESOS)

	<u>2011</u>	<u>2012</u>
	Audited	Actual
HOSPITAL INCOME (Note 1)	P 1,734,015	P 1,895,816
GOVERNMENT SUBSIDY (Note 2)	<u>127,138</u>	<u>187,211</u>
TOTAL HOSPITAL INCOME	<u>P 1,861,153</u>	<u>P 2,083,027</u>
<i>LESS:</i> EXPENSES		
PERSONAL SERVICES	P 690,787	P 761,688
MAINTENANCE & OTHER OPERATING EXPENSES	<u>P 1,210,095</u>	<u>P 1,346,287</u>
TOTAL EXPENSES	<u>P 1,900,882</u>	<u>P 2,107,975</u>
NET INCOME (LOSS)	P -39,729	P -24,948
	=====	=====
QUANTIFIED FREE SERVICES/DSCTS	P 360,587	P 410,842
<i>Less:</i> GOVERNMENT SUBSIDY	<u>P 127,138</u>	<u>P 187,211</u>
PHC SHARE TO CHARITY EXPENSES & DISCOUNTS FROM ITS INCOME	P 233,449	P 223,631
	=====	=====

FINANCIAL HIGHLIGHTS 2012

(IN THOUSAND PESOS)

For every Php1.00 Gov't Contribution
to Charity Expense & Discounts,
PHC was able to match this with

P 1.84	P 1.19
=====	=====

Notes:

1. Nets of QFS & Discounts
2. Breakdown of Subsidy

MOOE (Assistance to Indigent Patients) P	126,000	187,000
Tax Subsidy	<u>1,138</u>	<u>211</u>

TOTAL	P 127,138	P 187,211
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PHILIPPINE HEART CENTER Service to the Filipino People (In Thousand Pesos)

PHC Share for Free Services and Discounts

	2008	2009	2010	2011	2012
Free Services and Discounts	341,585	402,753	423,852	360,587	410,842
Government Subsidy	332,466	185,059	187,342	127,138	187,211
PHC Share	9,119	217,694	236,510	233,449	223,631
Peso Share of PHC for every Peso Gov't Subsidy	0.03	1.18	1.26	1.84	1.19

PHC OFFICIALS

