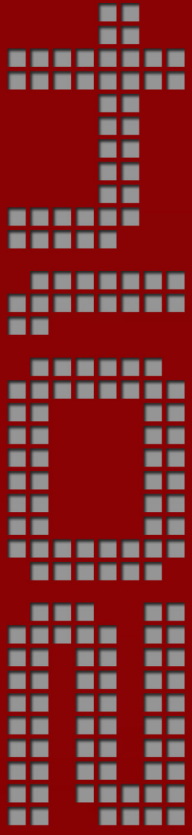


PHILIPPINE HEART CENTER  
**ANNUAL REPORT**



**40**  
1975-2015  
**TAPATNAPUSO**  
sa paglilingkod at pagkalinga



## OUR 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.

## OUR 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.

## OUR 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

## MEDICAL SERVICES

### HIGHLIGHTS OF ACCOMPLISHMENTS

	<u>2013</u>	<u>2014</u>
<b><u>ADMITTING SECTION</u></b>		
Total Admissions	14,194	14,153
<i>Pay</i>	12,636	12,523
<i>Service</i>	1,558	1,630
Occupancy Rate	73.12%	75.76%
Total Bed Capacity	352	352
<b><u>OUTPATIENT DIVISION</u></b>		
Total Number of OutPatients	51,143	50,729
<i>Adult</i>	34,666	35,052
<i>Pedia</i>	16,477	15,677
<b><u>CATCHMENT AREAS (In-Patients)</u></b>		
I Ilocos Region	329	318
II Cagayan Valley	194	225
III Central Luzon	2,030	2,073
IV-A Calabarzon	2,445	2,540
IV-B Mimaropa	159	164
V Bicol Region	227	214
VI Western Visayas	209	294
VII Central Visayas	104	64
VIII Eastern Visayas	162	169
IX Western Mindanao	71	85
X Northern Mindanao	104	83
XI Southern Mindanao	28	34
XII Socsargen	32	18
XIII Caraga Region	37	41
CAR Cordillera Admin. Region	86	119
NCR National Capital Region	7,782	7,514
ARMM Autonomous Region in Muslim Mindanao	36	37
Others (Foreign-Based)	159	161
TOTAL	14,194	14,153

	<u>2013</u>	<u>2014</u>
<b><u>NON-INVASIVE CARDIOLOGY</u></b>		
Total Number of Procedures Done	40,161	43,391
Adult Patients		35,922
InPatient		10,235
<i>Pay</i>		8,555
<i>Service</i>		1,680
OutPatient		25,687
<i>Pay</i>		20,053
<i>Service</i>		5,634
Pedia Patients		7,468
InPatient		1,380
<i>Pay</i>		816
<i>Service</i>		564
OutPatient		6,088
<i>Pay</i>		3,341
<i>Service</i>		2,747
Total Patients Served	37,477	40,993
Adult Patients		33,748
<i>InPatient</i>		10,665
<i>OutPatient</i>		23,083
Pedia Patients		7,245
<i>InPatient</i>		1,630
<i>OutPatient</i>		5,615
<b><u>INVASIVE CARDIOLOGY</u></b>		
Total Number of Procedures Done	5,822	5,662
InPatients		5,471
<i>Pay</i>		4,918
<i>Service</i>		553
OutPatients		191
<i>Pay</i>		130
<i>Service</i>		61
Total Patients Served	4,785	5,305
InPatients		5,114
<i>Pay</i>		4,570
<i>Service</i>		544

	<u>2013</u>	<u>2014</u>
OutPatients		191
<i>Pay</i>		130
<i>Service</i>		61
<b><u>NUCLEAR MEDICINE</u></b>		
Total Number of Procedures Done	5,765	5,716
InPatients		1,889
<i>Pay</i>		1,669
<i>Service</i>		220
OutPatients		3,827
<i>Pay</i>		3,369
<i>Service</i>		458
Total Patients Served	3,194	3,178
InPatients		946
<i>Pay</i>		834
<i>Service</i>		112
OutPatients		2,232
<i>Pay</i>		1975
<i>Service</i>		257
<b><u>PULMONARY MEDICINE</u></b>		
Total Number of Procedures Done	112,527	123,447
InPatients		118,818
<i>Pay</i>		44,752
<i>Service</i>		74,066
OutPatients		4,629
<i>Pay</i>		2,817
<i>Service</i>		1,812
Total Patients Served	132,467	110,446
InPatients		106,407
<i>Pay</i>		39,030
<i>Service</i>		67,377
OutPatients		4,039
<i>Pay</i>		2,180
<i>Service</i>		1,859

	<u>2013</u>	<u>2014</u>
<b><u>RADIOLOGY</u></b>		
Total Number of Procedures Done	53,565	60,068
<i>Gen. Diagnostic</i>	38,225	43,433
<i>CT Scan</i>	2,978	3,692
<i>Ultrasound</i>	4,505	4,768
<i>Interventional</i>	5,584	5,941
<i>MRI</i>	2,273	2,234
Total Patients Served	42,985	45,128
<i>Gen. Diagnostic</i>		31,098
<i>CT Scan</i>		3,314
<i>Ultrasound</i>		4,119
<i>Interventional</i>		4,612
<i>MRI</i>		1,985
<b><u>LABORATORY MEDICINE</u></b>		
Total Number of Procedures Done	298,456	327,612
InPatients		186,745
<i>Pay</i>		129,841
<i>Service</i>		56,904
OutPatients		140,867
<i>Pay</i>		82,106
<i>Service</i>		58,761
Total Patients Served	44,521	58,314
<b><u>BLOOD BANK</u></b>		
Total Number of Procedures Done	196,456	231,845
Total Patients Served	6,579	13,069
Total Donors Bled	11,621	14,052
<b><u>CARDIOVASCULAR SURGERY</u></b>		
Total Number of Surgeries	3,028	3,156
Adult Patients	2,360	2,470
<i>Pay</i>		2,095
<i>Service</i>		375

	<u>2013</u>	<u>2014</u>
Pedia Patients	668	686
<i>Pay</i>		373
<i>Service</i>		313
Total Number of Open Heart Surgeries	1,444	1,628
Total Z-Benefit Cases		386
Adult Patients (CABG)		169
<i>Pay</i>		132
<i>Service</i>		37
Pedia Patients (VSD Closure/TOF Correction)		217
<i>Pay</i>		90
<i>Service</i>		127

### PERIPHERAL VASCULAR

Total Number of Procedures Done	2,798	2,818
Total Patients Served	2,565	2,446
Total Wound Care Patients Served	382	439

### CARDIAC REHABILITATION

Total Number of Procedures Done	4,487	4,824
InPatients		3,919
<i>Pay</i>		1,526
<i>Service</i>		2,393
OutPatients		905
<i>Pay</i>		767
<i>Service</i>		138
Total Patients Served	415	557
InPatients		482
<i>Pay</i>		312
<i>Service</i>		170
OutPatients		75
<i>Pay</i>		64
<i>Service</i>		11

### PHYSICAL REHABILITATION

Total Number of Procedures Done	26,499	22,552
Total Patients Served	18,870	18,600

	<u>2013</u>	<u>2014</u>
<b><u>ELECTROCARDIOLOGY</u></b>		
Total Number of Procedures Done	1,051	1,164
InPatients		271
<i>Pay</i>		183
<i>Service</i>		88
OutPatients		893
<i>Pay</i>		49
<i>Service</i>		844
Total Patients Served	1,019	1,164
InPatients		276
<i>Pay</i>		186
<i>Service</i>		90
OutPatients		888
<i>Pay</i>		46
<i>Service</i>		842

### **INFECTION CONTROL PROGRAM**

	<u>2013</u>	<u>2014</u>
Healthcare-associated infections	295	293
Average (per month)	24.58	24.42
Average infection rate	2.08%	2.08%
Medical Infections	292	293
<i>Respiratory</i>	145	182
<i>Bloodstream</i>	60	48
<i>Urinary Tract</i>	41	36
<i>Surgical Site</i>	30	19
<i>Skin &amp; Soft-Tissue</i>	16	8
Surgical Infections	32	19
Device-Associated Infections	110	139
<i>Ventilator-Associated Pneumonia (VAP)</i>	75	97
<i>Catheter-Related Bloodstream (CRBSI)</i>	21	26
<i>Catheter-Associated Urinary Tract (CAUTI)</i>	14	16
Total Bedsore Cases (Health-care associated)	104	87



## EDUCATION AND TRAINING

	<u>2013</u>	<u>2014</u>
Medical Specialty Trainees Graduated	59	55
Subspecialty Fellowship Training		
Invasive Cardiology		3
Non-Invasive Cardiology		6
Peripheral Vascular Medicine		2
Cardiac Rehabilitation		1
Adult Pulmonary & Critical Care Medicine		
Critical Care/Bronchoscopy		2
Sleep Medicine/Polysomnography		1
Pulmonary Rehabilitation		1
Pediatric Pulmonary & Critical Care Medicine		2
Non-Invasive Pediatric Cardiology		3
Fellowship Training		
Adult Cardiology		16
Pediatric Cardiology		1
Thoracic & Cardiovascular Surgery		1
Cardiovascular Anesthesia		2
Adult Pulmonary & Critical Care Medicine		3
Pediatric Pulmonary & Critical Care Medicine		3
CT-MRI		3
Ultrasound		1
Residency Training		
Cardiovascular Radiologic Sciences		2
Laboratory Medicine		4
Nuclear Medicine		1
Medical Training		
No. of Programs Conducted	76	157
No. of Participants	2,669	3,203
Nursing Training		
No. of Programs Conducted	112	78
No. of Participants	3,062	1,664

	<u>2013</u>	<u>2014</u>
In-House HRD Training		
No. of Programs Conducted	85	102
No. of Participants	3,224	4,681
No. of Students Deployed by HRD	156	239
No. of Volunteers Trained	137	174

## RESEARCH

	<u>2013</u>	<u>2014</u>
No. of Researches (Medical)	95	150
No. of Researches (Nursing)	7	5

## PUBLIC INFORMATION AND COMMUNITY SERVICE

	<u>2013</u>	<u>2014</u>
People's Day Free Clinic		
No. of Free Clinics Conducted	11	11
No. of Patients Served	746	828
Community Outreach Projects		
No. of Outreach Projects Conducted	2	2
No. of People Served	200	200

## SUPPORT SERVICES

	<u>2013</u>	<u>2014</u>
<u>PHARMACY</u>		
Total No. of Prescriptions Filled	841,744	849,788
<i>InPatient</i>	803,418	801,202
<i>OutPatient</i>	38,326	48,586
Gross Sales Income	₱324,741,17	₱299,649,274

### SOCIAL SERVICES

Total No. of Patients Served	53,862	63,522
OutPatients	43,445	50,250
<i>New Cases</i>	3,426	3,472
<i>Re-evaluated Cases</i>	2,809	2,484

	<u>2013</u>	<u>2014</u>
<i>Elective/Pre-Admission Cases</i>	2,043	2,022
<i>Emergency Room</i>	2,680	3,283
<i>Follow-ups/Inquiries</i>	32,487	38,783
<i>Inter-agency Referrals</i>		206
Patients Served under DOH-MAP		8,464
InPatients (Service)	1,544	1,656

#### NUTRITION AND DIETETICS

Total No. of Cooked Meals Prepared	778,758	877,349
Total No. of Tube Feedings Prepared	13,179	13,098
No. of Patients Visited	12,999	12,806
No. of Patients Given Diet Instructions	7,037	6,655
Gross Income ( <i>including penalties</i> )	P61,486,427	P62,667,299

#### FOODSERVICE

Gross Income (Cash Sales)	P10,290,852	P16,221,927
Income from Hospital-Paid Functions	P3,604,483	P4,774,171
Savings from Produce of Botanical/Herb Garden	P20,062	P18,351

## ENGINEERING AND MAINTENANCE

(Major Projects for 2014)

- Renovation/Expansion of Radiology Division (Reception/Waiting Area)
- Acquisition/Installation of Digital Radiology (with PACS-RIS-CVIS) Imaging Systems



PHILIPPINE HEART CENTER  
**STATEMENT OF INCOME AND EXPENSES**  
*(In Thousand Pesos)*

	<u>2014</u>	<u>Percent</u>	<u>2013</u>	<u>Percent</u>	<u>Increase (Decrease) in Percent</u>
<b>INCOME</b>					
Hospital Charges	2,604,164		2,384,949		9.2
Less: Quantified Free Service	351,669		268,320		31.1
Discounts and Allowances	181,190		171,215		5.8
Total	532,859		439,535		21.2
Net Hospital Charges	2,071,305	96.6	1,945,414	96.3	6.5
Other Income	73,187	3.4	75,596	3.7	(3.2)
<b>GROSS INCOME</b>	<b>2,144,492</b>	<b>100.0</b>	<b>2,021,010</b>	<b>100.0</b>	<b>6.1</b>
Less: <b>Operating Expenses</b>					
Total Personal Services	829,421	38.7	806,208	43.5	2.9
Total Maintenance and Operating Expenses	1,456,421	67.9	1,426,269	76.9	2.1
Financial Expenses	54,017		73		(25.8)
<b>Total Operating Expenses</b>	<b>2,285,896</b>	<b>106.6</b>	<b>2,232,550</b>	<b>120.4</b>	<b>2.4</b>
<b>Income (Loss) before Government Subsidy</b>	<b>(141,404)</b>	<b>(6.6)</b>	<b>(211,540)</b>	<b>(11.4)</b>	<b>(33.2)</b>
<b>Add: Government Subsidy for MOOE</b>	<b>217,000</b>		<b>187,000</b>		<b>16.0</b>
<b>Net Income (Loss) before Government Subsidy</b>	<b>75,596</b>		<b>(24,540)</b>		<b>(408.1)</b>

## PLANS AND PROGRAMS (2014-2015)

- 36 Garden Villa-Type Patient Rooms
- New Men's/Women's/Children's Wards at the PHC Annex Building
- Transfer of Chapel/Relocation of Chaplain's Office & CPE Room
- Conversion of Petal 4D to Semi-Private Rooms

*In the PIPELINE towards our 4<sup>th</sup> decade of service and the best possible care.....*

- Renovation of Petals 4ABC
- Conversion of Neuro ICU to Medical ICU2
- Expansion of Medical Records
- 3D Echocardiography Systems
- Regional Heart Centers (Cagayan de Oro, Davao and Cebu)

## Accreditation Canada International Qmentum International GOLD Accreditation for August 2014-2017

The Accreditation Canada International (ACI) awarded the Philippine Heart Center in August 2014 the *Qmentum International GOLD Accreditation for August 2014-2017*. This is a follow-up to the same GOLD Accreditation for August 2011-2014 in 2011.

PHC views accreditation as a valid and tangible demonstration of its ability to deliver quality of care and service to its clients and peers.

ACI's accreditation programs and standards are developed in close consultation with key stakeholders. This development process involves comprehensive international literature reviews, focus group discussions, and international advisory committee consultations to ensure the standards can be applied in the international environment. New standards are pilot-tested at a variety of health care organizations around the globe, representing diverse sizes and facilities. The accreditation program is called *Qmentum International*.



## Asian Hospital Management Awards 2014 EXCELLENCE AWARDEE for Innovations in Hospital Management and Governance

The annual ASIAN HOSPITAL MANAGEMENT AWARDS recognizes and honors hospitals in the Asia-Pacific region that carry out best hospital practices, have implemented or enhanced outstanding and innovative projects and programs.

The 2014 AHM Awards were held on 29 August 2014 at the Radisson Blu Hotel in Cebu City. There were 45 winning entries for eleven (11) different categories from 29 hospitals of 9 Asian countries.

The Philippine Heart Center received the **EXCELLENCE AWARD** for **INNOVATIONS IN HOSPITAL MANAGEMENT AND GOVERNANCE**.



## The Road to APEC 2015 - IGG: PGS SILVER TRAILBLAZER AWARD

Moving forward, the Performance Governance System (PGS) of the Philippine Heart Center has gone two (2) steps ahead, having been conferred in the **Compliance Phase** last November 24, 2014 by the Institute of Solidarity Asia. The story of PGS in Healthcare of the 73-unit Scoreboards of the different services from Cascading and Breakthrough goal monitoring aligning to the hospital Balanced Scorecard, was presented and how PHC garnered an overall outstanding performance in Social Impact, People Empowerment (Customer Perspective), Organization and Internal Processes, and 14% increase in Fund Resource, despite a decrease in government subsidy in 2012, and competition from standalone diagnostic centers and other emerging heart institutions. Although there was an increase of new patients to 33,565 this year (Target: 11,000), Client Satisfaction has remained satisfactory (88.82%). A total of **525** cases were done under PhilHealth Z-package since its launch last February 2013, 40.2% (211) were Coronary Artery Bypass Surgery, and 59.8% (314) were done in children with Tetralogy of Fallot (n=168) and Ventricular Septal Defects (n=146). Around **44.9%** (236/ 525 patients) of Z-Benefit patients were enrolled in the No Balance Bill - at no cost to the patients. Mortality rate from cardiac operations decreased from 2.93% to 2.6% (Target 3.0%), and Healthcare-associated infections (HAI) rate remains low at 2.07% (Target 2.3%). OPD Laboratory tests likewise increased by 13.4% compared to a low 1.2% increase in 2013, (130% Accomplishment).

At the Compliance Phase, PHC garnered a high Overall Rating score of 8.65 equivalent points to bag a Silver PGS Trailblazer Award. Members of the Panel of Judges were: Mr Rex C. Drilon II, Trustee and Fellow of the Institute of Solidarity for Asia; Dr. Manuel M. Dayrit, former Health Secretary and Dean of the Ateneo School of Medicine and Public Health; Dr. Jose C. Gonzales, Director of the Philippine General Hospital; and Ms. Michee I. Cadhit, Customer Service Manager of The New Medical City. Members of the PHC Multisectoral Governance Advisory Council (MSGC) include Mr. Mike Yao, President and Chief Executive Officer, Manila Rubber Corporation; and Mr. Ramy S. Diez, President, Power Communication Services.

PHC is the only Healthcare institution using the PGS as a management corporate tool, and won the 2014 Hospital Management Asia Gold Award for Hospital Innovations and Governance Category last 29 August 2014 at Radisson Blu Hotel in Cebu City. Looking ahead, this March 2015 will be 3rd Stage Proficiency Phase Evaluation. This entails a series of Strategic Readiness Test Survey of 200 employees, Focus Group discussion, Interview, a visit from external auditors of the Institute of Solidarity Asia on April 6-10, 2015, and an Oral Revalida by May 2015. Passing the 3rd Phase will make PHC a candidate of "Island of Good Governance (IGG), under Government Owned and Controlled Corporations (GOCC)" for the APEC SUMMIT this November 2015.







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