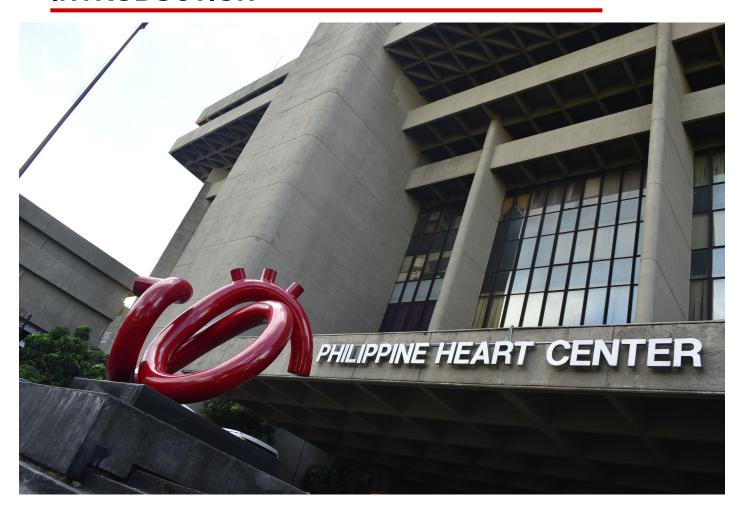


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INTRODUCTION



41 Years of Excellence in Cardiovascular Care

The Philippine Heart Center has evolved into a globally competitive and recognized institution of public transformation in health care. With significant improvements in its facilities and work system, PHC remained committed to its mission of providing genuine health care service to the Filipinos.

Reaching out to the Five Regional Heart Centers with Cardiac Medical Missions, *PHC is indeed an institution that cares for the heart and is filled with hearts that are ready to serve.*

1



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.

CORE VALUES



PATIENT-FOCUSED CARE COMPASSION INTEGRITY RESPECT EXCELLENCE

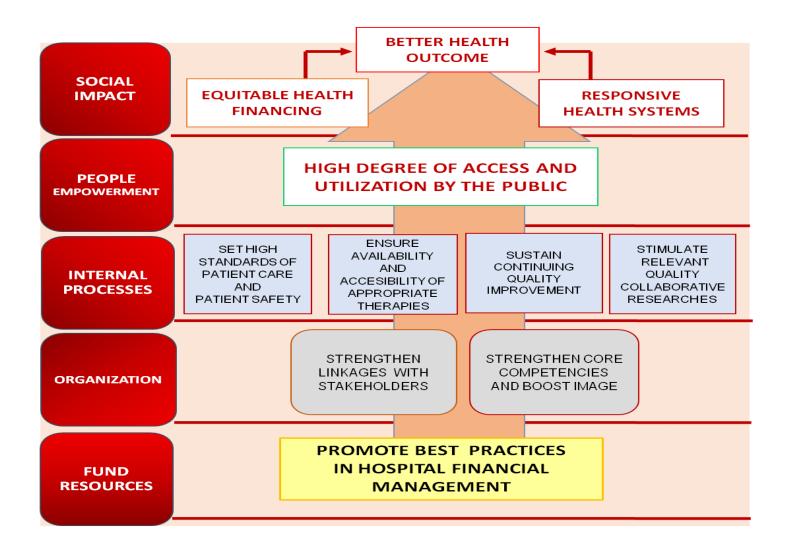


THE PHILIPPINE HEART CENTER ROADMAP

The PHC roadmap has been a tool for the future programs and direction of the hospital. It ensures that the development of new programs are aligned with the PHC mission and that of the Department of Health and measured against specific targets in a Balanced Scorecard

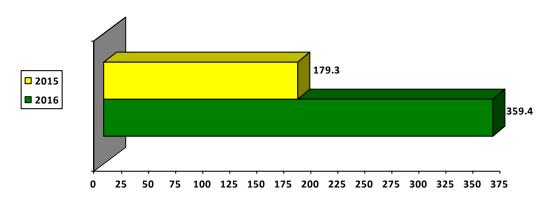
Following the hierarchy of the PHC Roadmap, Pathway Towards Healthy, Happy Hearts 2012-2021, the Strategic Objectives are then clustered into its respected areas involving the following perspectives:

- Social Impact
- People Empowerment
- Internal Process
- Organization
- Fund Resources.



The **2016 Philippine Heart Center Balanced Scorecard** highlights the hospital's accomplishments over its targets. The 2016's performance was at its highest at 359.4% on its average accomplishment, an Outstanding Rating, 180.1% positive variance compared to its 2015 performance.

AVERAGE ACCOMPLISHMENT



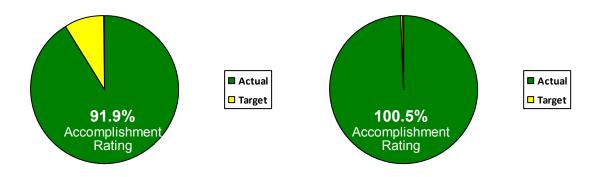
2016 Average Accomplishment: 359.4% 2015 Average Accomplishment: 179.3%

Hospital Breakthroughs

The two (2) Hospital Breakthroughs 1). Increase in New Patients and 2). Increase in Client Satisfaction, were indicative of the success of the hospital.

TOTAL NEW PATIENTS

PATIENT SATISFACTION RATING



Actual New Patients: 32,153 Target Patients: 35,000 Actual Patient Satisfaction Rating: 97% Target Patient Satisfaction Rating: 97.50%



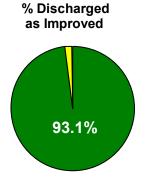
PERFORMANCE HIGHLIGHTS

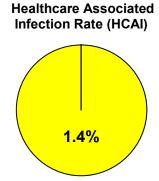
Social Impact

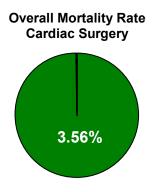
Excellence in patient care is the primary focus of the Philippine Heart Center hence, its perspective on **Social Impact**, a true measure of its thrust and commitment to provide cardiovascular health care to all the Filipinos.

An Outstanding Rating of 107.9% best describes the 2016 Social Impact perspective covering the nine (9) lead measures.

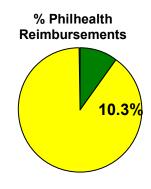
A. Better Health Outcomes



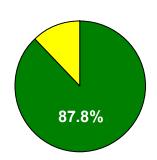




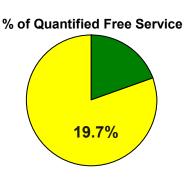
B. Equitable Health Care Financing







Philhealth Utilization Rate



C. Responsive Health Systems







PEOPLE EMPOWERMENT

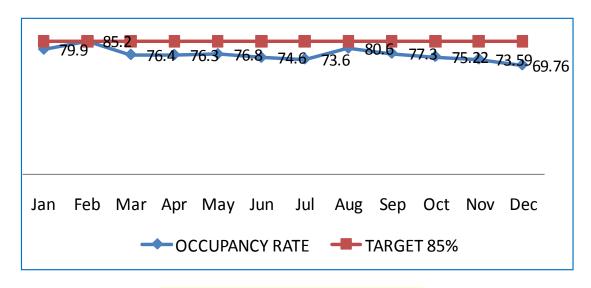
PERFORMANCE HIGHLIGHTS

People Empowerment

The **People Empowerment** is another perspective on the PHC Roadmap that provided a *High Degree of Access to Public Utilization Equitable Health Care Financing*. Through its four (4) noteworthy lead measures, an outstanding Accomplishment Rating of 108.2% was noted in 2016.

D. High Degree of Access to Public Utilization Equitable Health Care Financing Accomplishment Rating

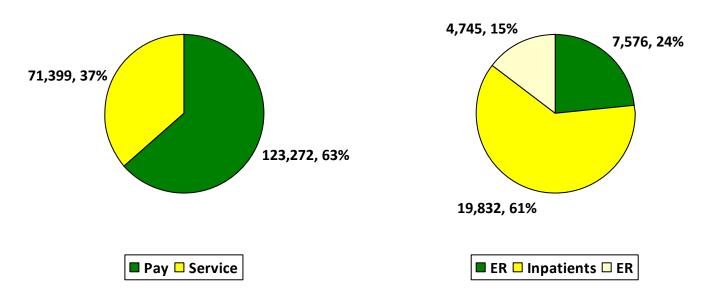
BSC MEASURE 10: OCCUPANCY RATE: SOURCE OF DATA: ADMITTING



Q4 Mean	Occupancy Rate:
2015	2016
78.3 %	76.6%

Volume of OPD Laboratory Tests

Increase in Number of New Patients





INTERNAL PROCESS

PERFORMANCE HIGHLIGHTS

Internal Process

The Internal Process Perspective of PHC encompasses its entire work system notably focusing on the excellent healthcare service to the Filipinos. Generally, all the activities and key process are aligned with its mission and vision which significantly contributes to the continuous progress of the hospital.

An Outstanding Accomplishment Rating of 204.5% involving the following five (5) noteworthy lead measures was noted in 2016:

E. Set standards for patient care and patient safety

Number of Patient Falls

Actual: 13 Target: 12



F.	Strengthen the Linkages with stakeholders	Target	Actual
	Number of networking programs with other health facilities	10	30
	 Number of ongoing patient engagement projects for stakeholders 	10	27
G.	Ensure Availability and Accessibility of Appropriate Therapies		
	Percentage of unfilled prescriptions	5%	3.2%
Н.	Produce Relevant and Quality Researches		
	Number of researches published and/or presented	152	258
I.	Sustaining Continuing Quality Improvement		
	• Number of new QI projects implemented by hospital	10	21



in cooperation with

INSTITUTE FOR SOLIDARITY IN ASIA

COVERNAMIT ON:
GOVERNAMIT ON:
GOVERNAMIT ON:
HE LIGHT SUMMIT SUMMIT ON:
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ORGANIZATION & FUND MANAGEMENT

PERFORMANCE HIGHLIGHTS

Organization and Fund Resource

The **Organization and Fund Management** perspectives of the PHC Balanced Scorecard significantly contribute to the attainment of the hospital goals. One of its objectives is **To Strengthen Core Competencies and to Boost the Image** of PHC with 138 Training Courses organized internally and Employees Attendance in Values Formation and Good Governance Sessions with 141.5% rating. The hospital Fund Management performance likewise indicates the good financial standing of the hospital with 206.3% increase in Gross Hospital Revenue.

F. Strengthen Core Competencies and Boost Image	Target	Actual
 Number of training courses organized by the hospital each year 	10	138
% Employees Attendance in Values Formation and Good Governance Sessions	98%	141.5%

	JANUARY TO	O NOVEMBER	AMOUNT INCREASE	
% Increase of Gross Income	2016 3,165,784,971.14	<mark>2015</mark> 2,624,282,875.50	541,502,095.64	206.3% INCREASE

	JANUARY TO	O NOVEMBER	AMOUNT INCREASE	
% Increase of ADDITIONAL FUNDS ALL GOV'T SOURCES	2016 690,549,024.50	2015 355,269,830.00	335,279,194.50	94.4% INCREASE

Sources of Additional Funds:

1. Subsidy- MOOE: Php 387,730,500.00 2. Subsidy- CAPEX: Php 63,929,475.00 3. DOH- MAP : Php 238,889,049.50

<u>2016</u>

16,008

Variance

1,134

Medical Services

Total

Capacity

ADMITTING SECTION

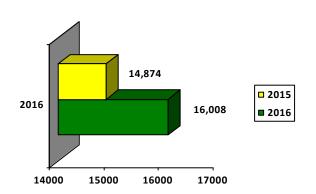


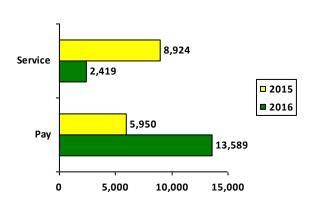
<u>2015</u>

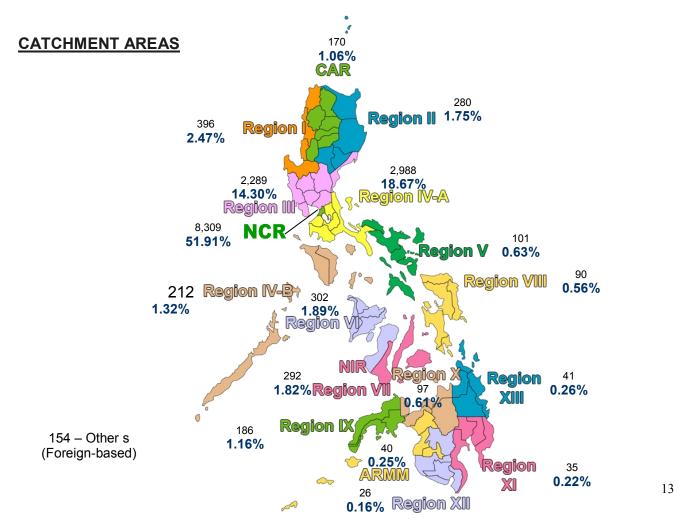
14,874

Total Bed	384	451	67
	60%	15.12%	(44.88%)
Service	8,924	2,419	
	40%	84.88%	44.88%
Pay	5,950	8,924	
Admissions			

TOTAL ADMISSIONS



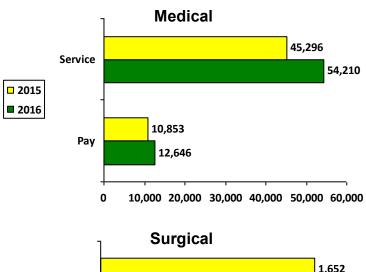


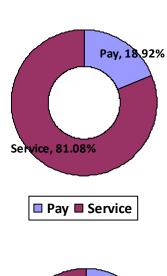


Medical Services

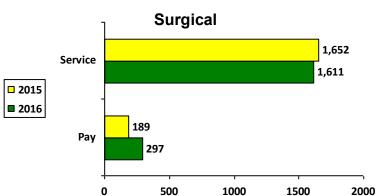
OUT PATIENT DIVISION

Total Number of Out Patients





2016

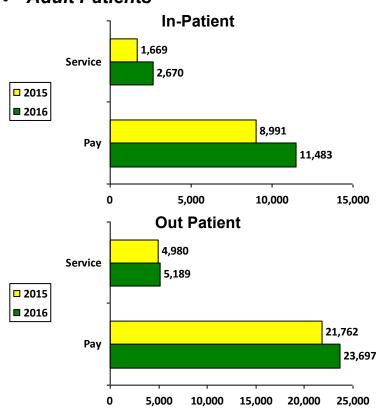


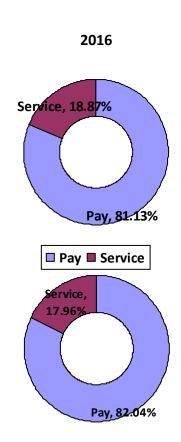


NON-INVASIVE CARDIOLOGY

Total Number of Out Patients

Adult Patients



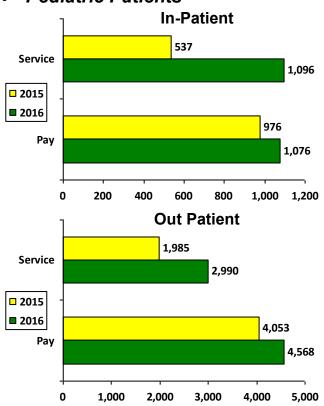


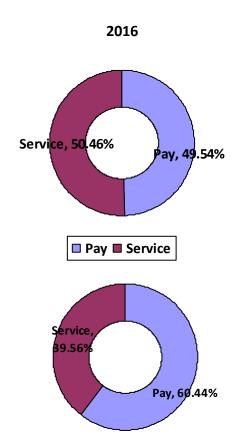
Medical Services

NON-INVASIVE CARDIOLOGY

Total Number of Out Patients

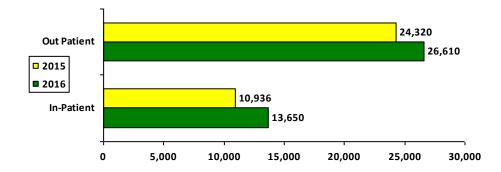
Pediatric Patients



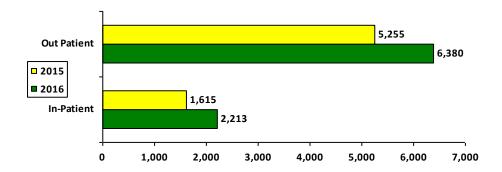


Total Patients Served

Adult Patients



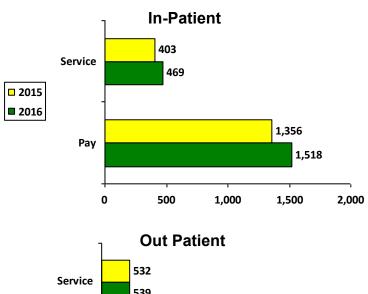
Patients



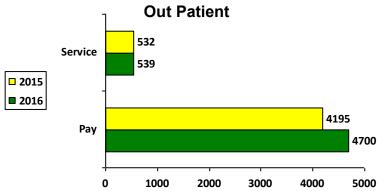
Medical Services

NUCLEAR MEDICINE

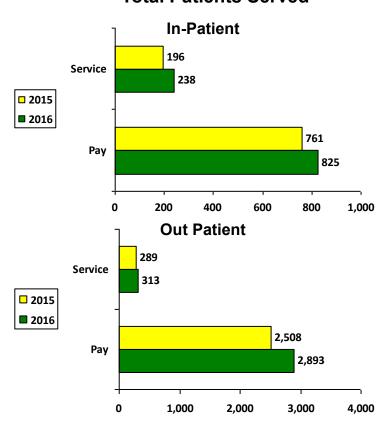
Total Number of Procedures Done

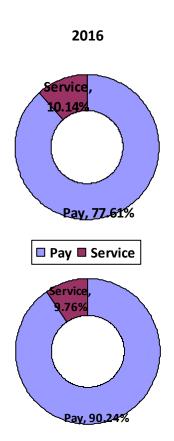








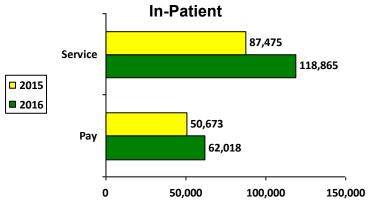


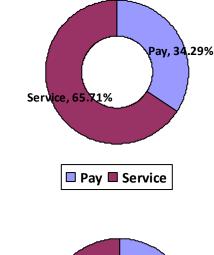


Medical Services

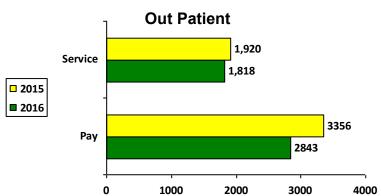
PULMONARY MEDICINE

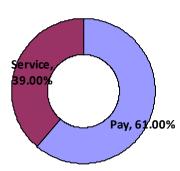
Total Number of Procedures Done

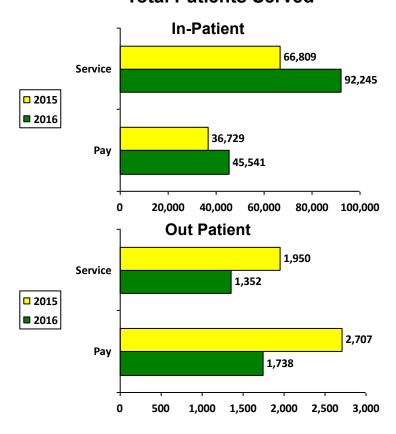


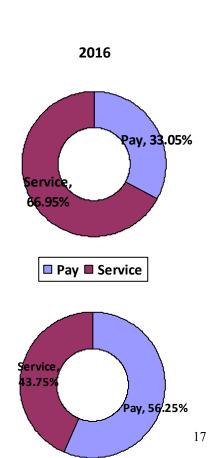


2016





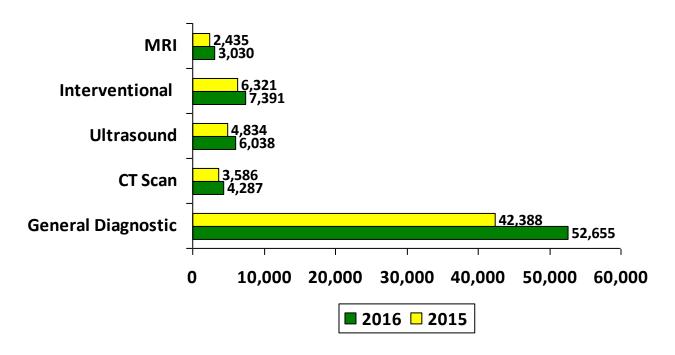


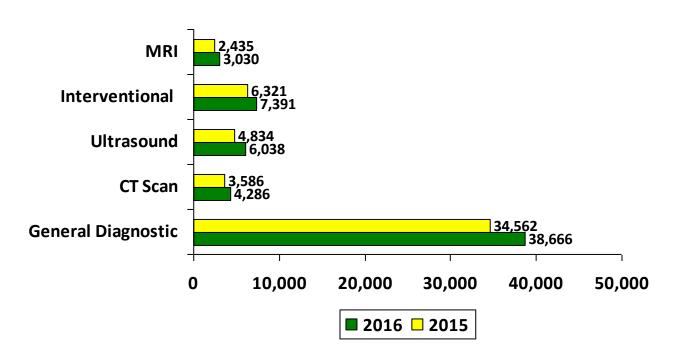


Medical Services

RADIOLOGY

Total Number of Procedures Done

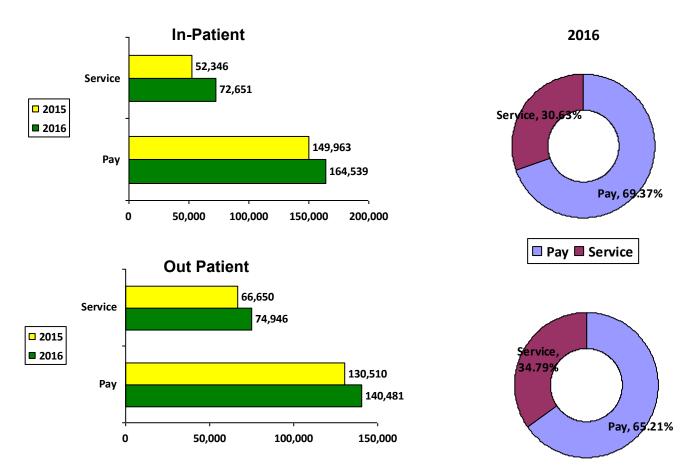


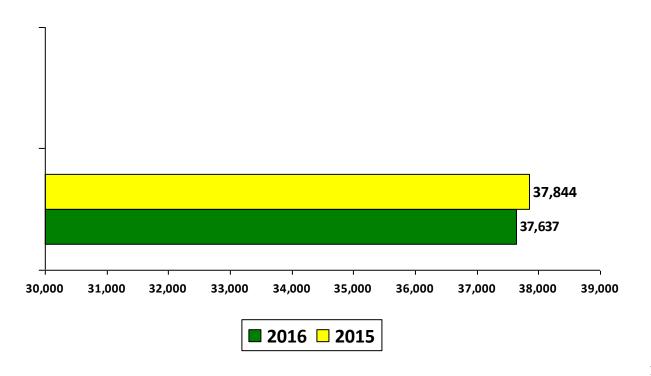


Medical Services

LABORATORY MEDICINE

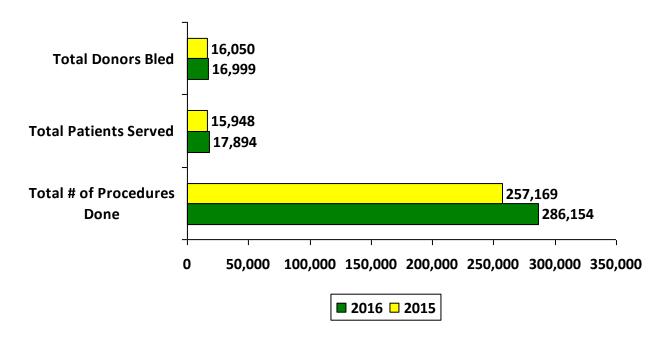
Total Number of Procedures Done



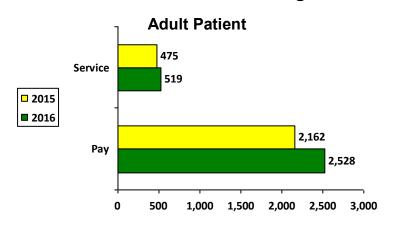


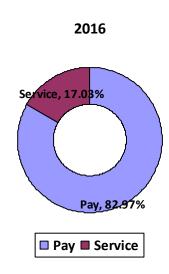
Medical Services

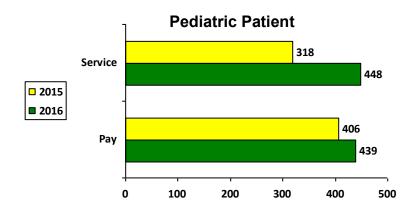
BLOODBANK

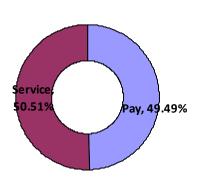


Total Number of Surgeries



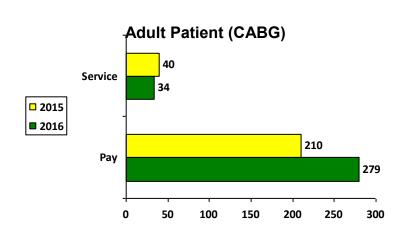


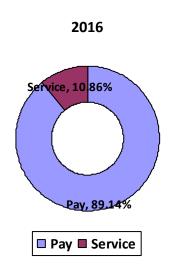




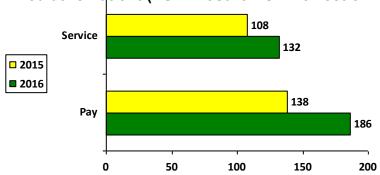
Medical Services

Total Z-Benefit Cases



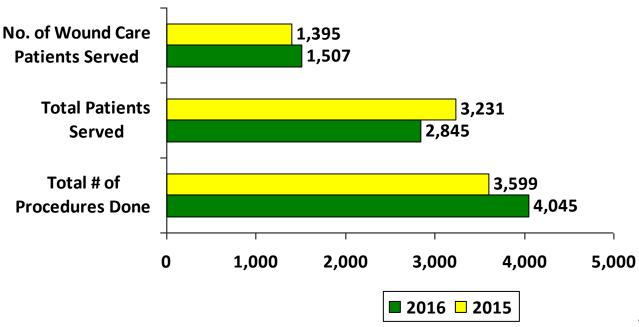


Pediatric Patient (VSD Closure/TOF Correction





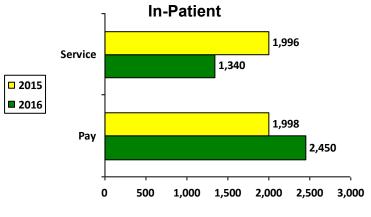
PERIPHERAL VASCULAR



Medical Services

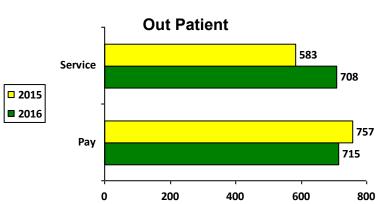
CARDIAC REHABILITATION

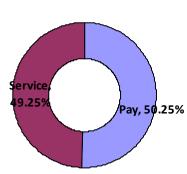
Total Number of Procedures Done

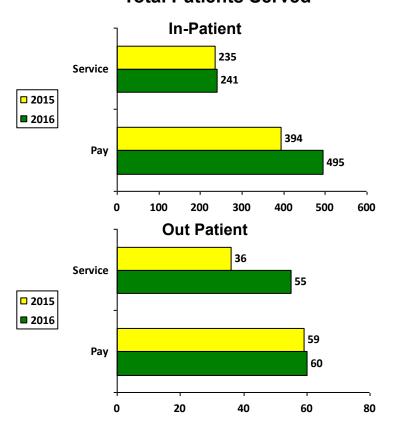




2016





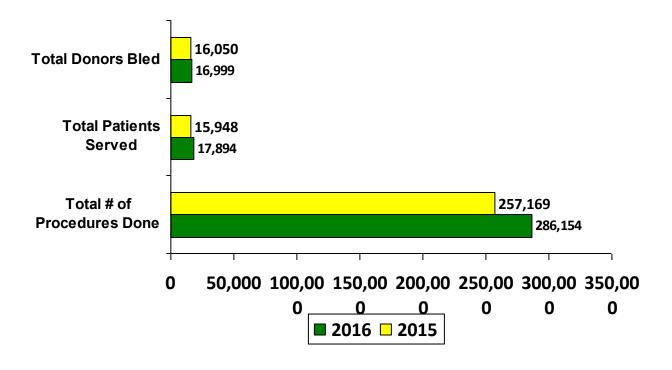


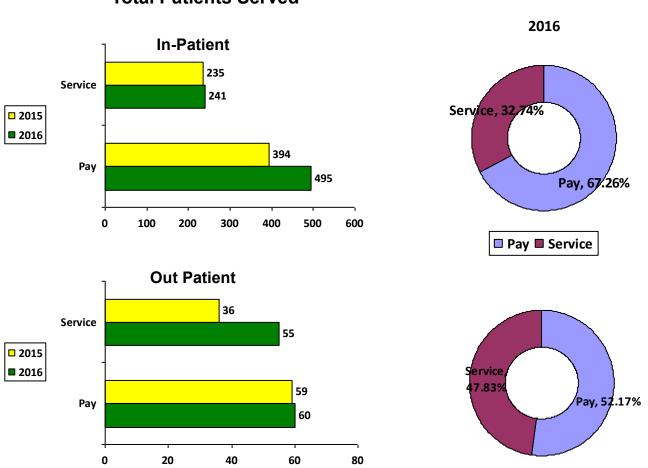


Medical Services

CARDIAC REHABILITATION

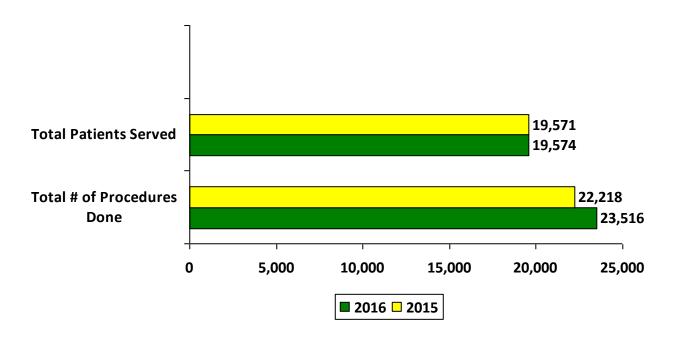
Total Number of Procedures Done





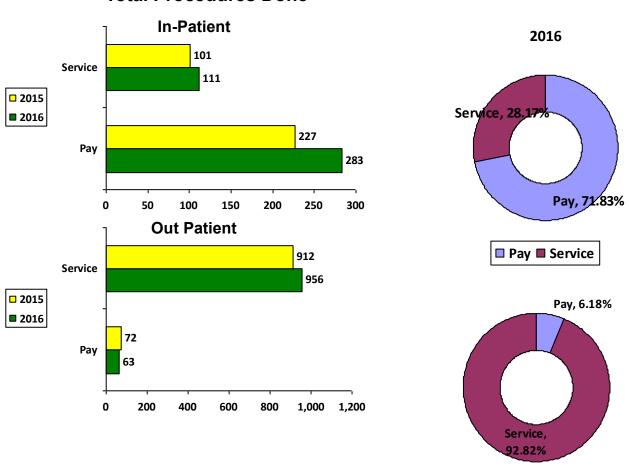
Medical Services

PHSYICAL REHABILITATION



ELECTROCARDIOLOGY

Total Procedures Done

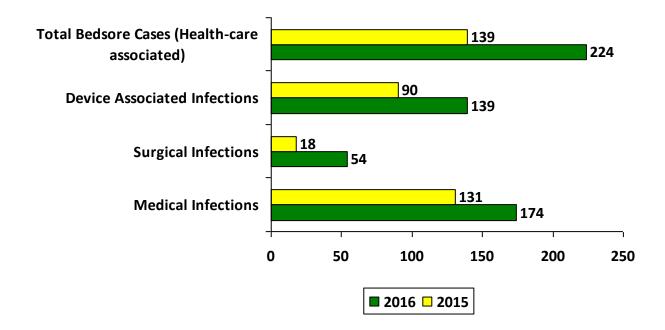


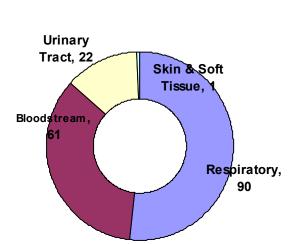
Infection Control

In 2016, a total of 228 Healthcare Associated Infection (HAI) with an overall rate of 1.45% or an average of 19 cases per month. Comparing it to 2015, a 53.02% increase in the total number of infections was noted with a total of 149 HAIs, overall rate of 1.00% and average of 12.42 cases per month.

Despite the increase in the HAIs, PHC remains to have a significant low infection rate in comparison with the World Health Organization data on the prevalence of healthcare associated infection which varies between 5.7% and 19.1% in low- and middle-income countries.

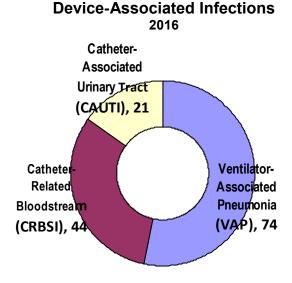
Source: World Health Organization -Health care-associated infections Fact Sheet





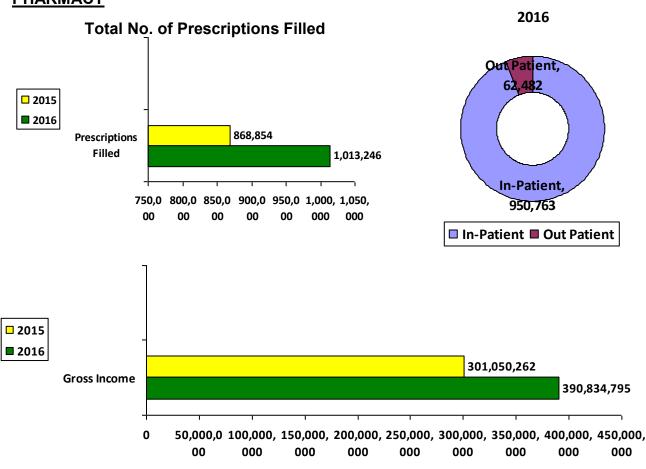
Medical Infections

2016

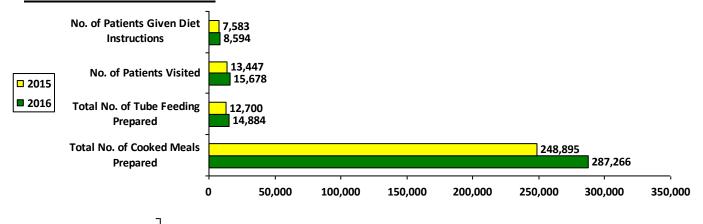


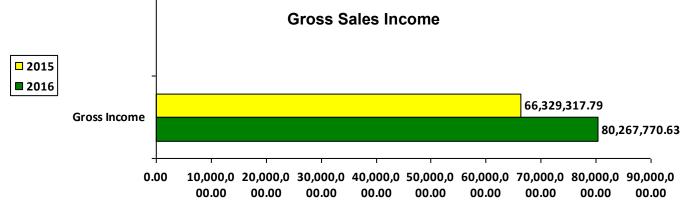
Support Services





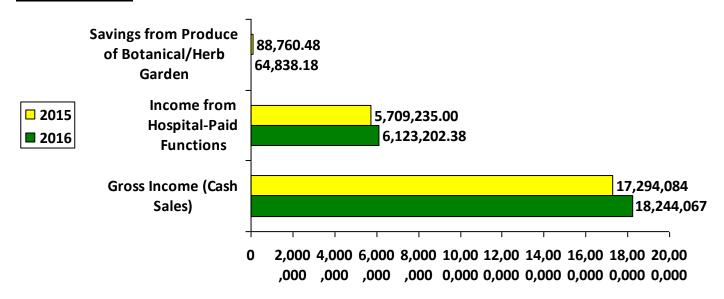
NUTRITION & DIETETICS





Support Services

FOODSERVICE



Education and Training

FELLOWSHIP/RESIDENCY GRADUATES			
Dispersal	2016		
NCR	41		
CAR	2		
Region I	2		
Region II	4		
Region III	2		
Region IV	4		
Region V			
Region VI	2		
Region VII	4		
Region VIII			
Region IX	1		
Region X	1		
Region XI	1		
Region XII	1		
Region XIII			
Singapore	1		
Taiwan	1		
TOTAL	67		

Education and Training

Medical Training	<u>2015</u>	<u>2016</u>
No. of Programs Conducted	175	199
No. of Participants	4,535	4402
Nursing Training		
No. of Programs Conducted	87	142
No. of Participants	2,434	3,330
In-House HRD Training		
No. of Programs Conducted	117	107
No. of Participants		3,072
No. of Students Deployed by HRD		714
No. of Volunteers Trained		101

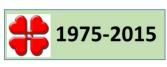


RESEARCH	<u>2015</u>	<u>2016</u>
No. of Researches (Medical)	146	154
No. of Researches (Nursing)	6	6
People's Day Free Clinic		
No. of Free Clinics Conducted	11	11
No. of Patients Served	532	537
Community Outreach Projects		
No. of Outreach Projects Conducted	3	3
No. of People Served	121	151

REGIONAL HEART CENTERS

The Philippine Heart Center is fully committed to continue the comprehensive strategic initiative to establish Regional Heart Center, **ONE REGION AT A TIME**, until heart patients in all regions in the Philippines have access to specialized and affordable cardiovascular care. This continuing initiative to extend support until these regional medical centers develop into fully functional independent Regional Heart Centers.

One Regional Heart Center in All Regions by 2022









1	1	Ilocos
2	2	Cagayan Valley
3	3	Central Luzon
4	CAR	Cordillera Adminstrative Region
5	NCR	National Capital Region
6	4A	CALABARZON
7	4B	MIMAROPA
8	5	Bicol
9	6	Western Visayas
10	7	Central Visayas
11	8	Eastern Visayas
12	9	Zamboanga
13	ARMM	Autonomous Region Muslim Mindanao
14	10	Northern Mindanao
15	11	Southern Mindanao
16	12	Central Mindanao
17	13	Caraga
18	NIR	Bacolod

PROPOSED HOSPITAL DEVELOPMENT PLAN 2016-2022 Regional Heart/ Specialty Centers

F	REGION	CITY	MEDICAL CENTER	ALTERNATE HOSPITALS/ CITIES
			1975-2015	
1	NCR	Quezon City	Philippine Heart Center	
2	11	Davao City	Southern Mindanao Philippines MC	
3	7	Cebu City	Vicente Sotto Memorial MC	
4	10	Cagayan de Oro	Northern Mindanao MC	
5	5	Legazpi City	Bicol Regional Training Teaching Hospital	BMC Naga City
6	1	Batac	Mariano Marcos Memorial Hospital MC	
			2017-2018	
7	ARMM	Marawi City	Amai Pakpak MC	
8	6	lloilo City	Western Visayas MC	
9	9	Zamboanga	Zamboanga MC	
10	12	Cotabato City	SOCCSARGEN	
			2019-2020	
11	3	Cabanatuan	Dr. P. Garcia MRMC	
12	4B	Puerto Prinsesa	MIMAROPA	
13	8	Tacloban	Eastern Visayas	Catbalogan Samar
14	NIR	Bacolod		
			2020-2022	
15	13	Surigao	CARAGA	Prosperidad Agusan del Sur
16	4A	Batangas City	Batangas Medical Center	Lucena City
17	CAR	Baguio City		
18	2	Tuguegarao		

CARDIAC SURGICAL MISSIONS



Region		Regional Heart Centers	Number of Surgical Mission Beneficiaries
Region 1	Batac, Ilocos Norte	Mariano Marcos Memorial Hospital and Medical Center	31
Region 5	Legazpi, Bicol	Bicol Regional Training and Teaching Hospital	21
Region 7	Cebu City	Vicente Sotto Memorial Medical Center	11
Region 10	Cagayan De Oro City	Northern Mindanao Medical Center	29
Region 11	Davao City	Southern Philippines Medical Center	-
		TOTAL	92

INFRASTRUCTURE PROJECTS

PHC continuously takes on the challenge to be the "Best Heart Hospital" despite the tough competition with private cardiac centers, stand-alone diagnostic centers and specialty hospitals. To provide safer, better quality and more efficient healthcare for all our patients, the infrastructure and physical improvement projects of the hospital takes on the lead in 2016.

The Major Infrastructure Projects were in full swing at the Medical Arts Building Annex with a fully functional hospital expansion wing that has service wards for men, women and children, Dialysis Center, Children's Heart Foundation Grand Auditorium, a carpark facility and scenic elevator. Relative physical improvement projects were completed at the Main Hospital Building and Medical Arts Building.



MAJOR PROJECTS 47

Medical Arts Building Annex

- Construction of 3rd Floor MAB Annex
- Provision of Connecting Bridge between MAB and Annex Building
- Construction & Finishing of Grand Auditorium (Architectural Finishing, Lights & Sound & Electrical Works) at the 3rd Floor
- Construction of New Renal and Metabolic (Dialysis), 3rd Floor
- Construction of Scenic Elevator Shaft, Ground Floor to Roof Deck Level
- Provision of Additional Shelves,
 Form Racks, Hanging Cabinet,
 Counters and Shelves, 3rd Floor
- Finishing of Stairway # 8
- Installation of 2 units Scenic Elevator
- Installation of Enclosure for 2 units
 Scenic Elevator
- Finishing of Stairway # 10
- Fabrication and Installation of Stainless Railings at Stairway #10



INFRASTRUCTURE PROJECTS

Main Hospital Building

- Construction of X-Ray Elevator Lobby at the 5th Floor near Petal 5C
- Renovation and Upgrading of 4D Ward
- Replacement and Upgrading of CSS Elevator
- Renovation of New Adult Cardiology
 Fellows Room
- Renovation of Nurse Supervisor's Office
- Renovation of Nurse Department Head Office, 3rd Floor
- Conversion of Existing Bronchoscopy Room into Equipment Room at SICU 1, 2nd Floor
- Renovation of Patient Room 201 at SICU 1, 2nd Floor
- E.R. Canopy near Figaro
- Conversion of Neuro ICU into MICU 2 (Phase 1-3)
- Replace and Upgrading of Info 1 & 2 Elevator
- Renovation and Upgrading of CV Laboratory Room 2
- New Medication Room at ER Ground Floor
- Conversion of Adult Service Ward into Adult Pay Ward (Phase 1 & 2), 4th Floor
- Upgrading of Staff Lounge at Petal 3B Ward
- Conversion of Private Rooms to Semi Private Rooms at Petal 4B, Room 417 & 418
- Upgrading and Rehabilitation of Operating Room # 6
- Repair & Rehabilitation of Operating Room # 1
- Pagbubungkos Plaza Development

Medical Arts Building

- Fit-out of 1475 Cafeteria Employees Lounge
- Construction of New Chaplain & Pastoral Office at Pagbubungkos Plaza
- Expansion of Assistant Director of Administrative Office
- Construction of New Department Manager Auxiliary Office
- Conversion of House Committee Room into Pulmonary Lab, 8th Floor



STATEMENT OF INCOME AND EXPENSE

For the period January 01 to December 31, 2016

			2016	2015
INCOME				
	Hospital Charges		3,461,912,942.44	2,849,544,575.96
	Less:	Quantified Free Services	680,892,630.98	389,557,733.35
		Discounts and Allowances	290,518,163.69	204,511,317.51
	Total		971,410,794.67	594,069,050.86
	Net Hospital Charges		2,490,502,147.77	2,255,475,525.10
	Other Income		116,305,657.03	92,523,311.26
GROSS INCOME			2,606,807,804.80	2,347,998,836.36
Less:	Operating Expenses			
	Total Personal Services Total Maintenance & Operating Expenses		1,019,437,290.98	892,629,649.26
			1,666,741,207.23	1,527,950,361.49
	Financial Expenses		30,227.26	53,247.64
Total Operating Expenses			2,686,208,725.47	2,420,633,258.39
Income (Loss) before Government Subsidy			(79,400,920.67)	(72,634,500.00)
•	-	•	,	,
Add:	Governn	nent Subsidy for MOOE	387,730,500.00	314,794,500.00
Net Income (Loss) after Government Subsidy			308,329,579.33	242,160,077.97

Note: Unaudited

AWARDS & RECOGNITIONS

PHC Receives Outstanding Accounting Office Award

For having exemplary met the criteria of Accuracy, Timeliness, Reliability, and Compliance set by the Committee on Awards of the Association of Government Accountants of the Philippines (AGAP), Inc., the Philippine Heart Center Accounting Division was awarded as one of the 2015 Most Outstanding Accounting Office. The PHC becomes the first government hospital to receive this prestigious award.

The awarding rites were held during the opening day ceremonies of the AGAP National Convention at the Bohol Tropics Hotel, Tagbilaran City, Bohol, on October 19, 2016. The following PHC officials attended the event and proudly received the award: Josephine G. Lopez (Assistant Director for Administrative Services), Corazon M. Perez (Department Manager, Administrative and Finance), and Rosalio T. Oclares (Chief, Accounting Division).









PLANS & PROGRAMS 2017

Building Improvement/Infrastructure Projects

- 1. Conversion of Tariff Commission into Research Facility
- 2. Installation of Steel Shelving Racks for PS
- 3. Construction of Skybridge connecting MAB & Annex Building from Level 3 to 5 at the Front
- 4. Renovation of Surgical Intensive Care Unit 1 (SICU 1)
- 5. Conversion of 1B to Critical Care Unit (CCU)
- 6. Conversion of 1A to Critical Care Unit 2 (CCU2)
- 7. Conversion of Critical Care Unit (CCU) into Surgical Intensive Care Unit 3 (SICU3)
- 8. Transfer of Non-Invasive Cardiology, Wellness, Preventive Cardiology, Peripheral Vascular & Pulmonary Division
- 9. Conversion of Annex Roof Deck into 70-semi-private patient beds
- 10. Upgrading of hallways, ceiling, lighting fixtures and flooring at the 4th & 6th floor clinics (Phase 1)
- 11. Renovation of 6th floor, 4th floor public rest rooms
- 12. Provision of Trellis at the Petal 5C Lanai fronting garden
- 13. Conversion of former Adult Cardio Fellows Room to Neuro Clinic Office
- 14. Construction of 9th floor MAB Research Office
- 15. System upgrade from S1000 to SOPHO IS 3070 for PABX System
- 16. Upgrading/replacement of 2-units Logic Circuit Monitoring System for Bank-A & Bank-B Power Transformer
- 17. Provision of Emergency Power Supply for the expansion of Annex Building
- 18. Upgrading of Automatic Transfer Switches @ Power Center
- 19. Degassification/purification & filtering of transformer oil for Bank A & B
- 20. Replacement of 10 conventional air handling units (AHU) into compact type AHU (Phase 1)
- 21. General cleaning/sanitation of all aircon ducts (S/R) to include re-insulation of defective duct insulation at the Hospital Building
- 22. Installation of separate pump for gray (recycled water) including overhead tank & submersible pump for urinal & water closet & cooling tower use
- 23. Installation of Fire suppression system at Surgical Intensive Care Unit 1 (SICU 1) & Surgical Intensive Care Unit 3 (SICU 3)
- 24. Replacement of one (1) fire pump with controller and jockey pump at the Power Center
- 25. Two (2) Service Vehicles



PROPOSED HB DRIVEWAY REPOUTING

PROPOSED HB DRIVEWAY REROUTING



ARCHITECT'S PERSPECTIVE: HB & ER ENTRY FROM EAST AVE.

ARCHITECT'S PERSPECTIVE: TWO ENTRY POINTS OF EMERGENCY & PARKING

PROPOSED EXTERIOR LIGHTING PROPOSED LIGHTED SIGNAGE WALL OF MEDICAL ARTS BUILDING W/TARPAULIN BILLBOARDS HILIPPINE HEART CENTER ARCHITECT'S PERSPECTIVE

