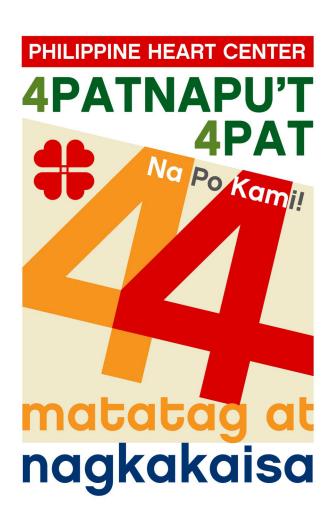


ANNUAL REPORT



CONTENTS

1.	Introduction	1
2.	Mission, Vision, Core Values	2
3.	Message from the Executive Director	3
4.	PHC Strategy Map 2017-2022	4
5.	Executive Summary	5
6.	Performance Highlights (PHC Balanced Scorecard Perspectives)	6
7.	Best Practice Sharing	11
8.	DOH Commitment and 2019 Accomplishment	12
9.	2nd Governance in Healthcare Summit	13
10	. Awards and Recognitions	14
11	Major Projects 2019	15



MISSION

We 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 by 2022

CORE VALUES

PATIENT-FOCUSED CARE COMPASSION INTEGRITY RESPECT EXCELLENCE

INTRODUCTION



PHC @ 44 "Apatnaput Apat Na Po Kami: Matatag at Nagkakaisa."

Monumental development has dawned on the Philippine Heart Center for the past decades. In the perspective of being a victor in the healthcare industry, PHC embarks on a journey where the concept of change leads us to unite and carry out our mandate "Beyond Better." The culture of "Good Governance" has nurtured and revolutionized health care services and has brought about transformation in the organization.

All significant improvement in the infrastructure, quality management systems and facilities and equipment upgrades were all in place as part of our commitment to quality healthcare.

Good governance is well inculcated in the work system of PHC and manifested in the PHC Strategic Road Map, where strategic goals were set and embraced by top leadership and the entire PHC staff. The breakthrough results, rankings and performance-based bonus and incentives for good work of the employees were the result of the uncompromised performace in the delivery of excellent care for the patients.

Although there are forces and pressures we need to address such as the concerning role of the government in all aspects of healthcare and other public policies, the Management has addressed these mounting issues.

Our encouragement, strength and inspiration to withstand all challenges is to make a difference in the lives of the Filipinos through excellent cardiovascular care, as we carry out our mission, "for a happy, healthy heart,"

MESSAGE FROM THE EXECUTIVE DIRECTOR



Looking back on the year that was, I would like to take this opportunity to extend my heartfelt appreciation for all your hardwork, as we reap the fruits of our labor through all our accomplishments and achievements in 2019. This year brings much challenge to us, a call to do 'Beyond Better!' Let new beginnings inspire us to continually seek better and brighter horizons for PHC.

I believe in each and everyone's ability, you are destined to be here at PHC because the work that you do contributes to the success of the institution. I greatly acknowledged your significance and equally grateful to have you in the team. There is power in unity and having committed individuals like you guarantee success beyond measure.

All together, let us stay true to our commitment to uphold the highest standards of cardiovascular care that is responsive to the health needs of Filipinos. In synergy and through God's grace, we will accomplish & achieve more!

JOEL M. ABANILLA, MD Executive Director

The Philippine Heart Center's strategic position for the next six (6) years covering 2017-2022, is articulated in its Strategy Map and Balanced Scorecard which contains key indicators and targets which will measure the organization's performance and reflect its strategic initiatives, priority projects, and annual targets.



STRATEGIC

CORE

SUPPORT PROCESS

PHILIPPINE HEART CENTER STRATEGY MAP 2017-2022

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 by 2022

{ Vision

BETTER HEALTH OUTCOMES IN CARDIOVASCULAR DISEASES IN THE COUNTRY

HEALTHIER FILIPINO HEARTS

Position Philippine Heart Center as the leader in cardiovascular care at par with global benchmarks Position Philippine Heart Center as the country's lead advocate in the prevention of cardiovascular diseases

PATIENT-CARE

Provide reliable patient care using multi-disciplinary best practice standards

EDUCATION

Replicate PHC expertise in cardiovascular care

RESEARCH

Prioritize research on primary and secondary prevention of RHD and CAD/IHD

ADVOCACY

Strengthen linkages with stakeholders and policy makers for policy advocacy

Develop the right competencies of teams involved in the priority cardiovascular procedures

Increase access to cardiovascular care by establishing an expansive regional presence

Upgrade hospital facilities for patients & employees safety and satisfaction

Provide technology solutions to support strategic requirements

Streamline procurement process for greater efficiency

Build a culture of prudent and efficient fund management

Promote Equitable Health Care Financing

Mission

We shall provide comprehensive cardiovascular care enhanced by education and research that is accessible to all

Values

Core Patient-Focused Care Compassion INTEGRITY | RESPECT | EXCELLENCE

Approved by:

The **2019 Philippine Heart Center Balanced Scorecard** highlights the hospital's accomplishments over its targets. There are 28 measures under the PHC Perspectives - Social Impact, Organization, Internal Process, People Empowerment and Fund Resource.

PHC has achieved an Outstanding Rating of 141.9% on its 2019 overall performance. Remarkable performance on Fund Resource with a rating of 136.7% as compared to 76.6% rating in 2018.



PHILIPPINE HEART CENTER Balanced Scorecard 2018- 2019 Yearend Comparative Report



PERSPECTIVE	2018 Jan-Dec	2019 Jan-Dec
SOCIAL IMPACT (1-7 measures)	166.1%	108.9%
ORGANIZATION (8-9 measures)	160.0%	142.9%
INTERNAL PROCESS (10-11, 20-24 measures)	193.1%	161.9%
PEOPLE EMPOWERMENT (12-19 measures)	168.0	159.3%
FUND RESOURCE (25-28 measures)	76.6%	136.7%
AVERAGE ACCOMPLISHMENT	152.8% Outstanding	141.9% Outstanding

gend: 0 100% and up 0 70%-99% 0 69% and below

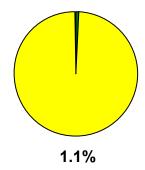
Performance Highlights

The core of the Philippine Heart Center's mission is Patient Care, hence the relative importance of the **Social Impact** perspective. Generally, it is characterized by the commitment of PHC to provide cardiovascular health care to all the Filipinos.

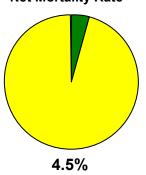
An Outstanding Rating of 108.9% best describes the 2019 Social Impact perspective covering the lead measures.

Healthier Filipino Hearts & Better Health Outcomes

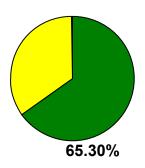
Health Outcomes of Regional Heart Centers Z-Benefit Cardiac Surgery Mortality Rate



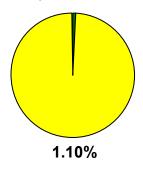
Health Outcomes of PHC Net Mortality Rate



Decrease Mortality from Cardiovascular Disease

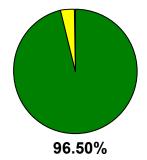


Hospital Acquired Infection Rate

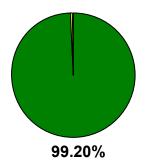


Responsive Health System

% of Client with Very Satisfactory Rating



% NBB-Eligible patients with zero co-payment



Performance Highlights

The Organization perspective significantly contribute to the attainment of the institution's **Strategic Goals**. Where its indicators to Position Philippine Heart Center as the leader in cardiovascular care at par with global standards and the country's lead advocate in the prevention of cardiovascular diseases has exceeded the set targets and has achieved an overall Outstanding Rating of 142.90%.

Position Philippine Heart Center as the leader in cardiovascular care at par with global benchmarks	Target	Actual	% ACC
Number of cardiovascular procedures with health outcomes at par or better than global benchmarks	8	16	200%

Position Philippine Heart Center as country's lead advocate in the prevention of cardiovascular diseases	Target	Actual	% ACC
Number of cardiovascular procedures with health outcomes at par or better than global benchmarks	7	6	85.7%

INTERNAL PROCESS

Core Process

The **Internal Process** Perspective of PHC encompasses its entire work system notably focusing Core Process in the execution of excellent healthcare service to the Filipinos. Generally, all the activities and key process are aligned with its mission to significantly contribute to the continuous progress of the hospital.

The lead measures under Internal Process perspective garnered an overall Outstanding Accomplishment Rating of 161.9% in 2019:

Provide comprehensive and responsible patient care using multi-disciplinary best practice standards	Target	Actual	% ACC
Number of clinical pathways developed and implemented	17	22	129.4%
Percentage compliance to approved clinical pathways	70	57.3	81.9%

Expand local and international training for advanced cardiovascular procedure	Target	Actual	% ACC
Number of new training programs developed	8	14	175.0%
Number of graduates of new fellowship trainings/ hospitals with completed modules	28	49	175.0%

Prioritize institutional on advanced cardiovascular procedures to impact national health policies	Target	Actual	% ACC
Number of research output published and presented	90	123.2	136.9%
Number of research completed for policies on prevention and benchmark procedures	4	9	225.0%

Strengthen linkages with stakeholders for prevention and treatment of CV diseases Nationwide	Target	Actual	% ACC
Number of independent regional heart centers	2	3	150.0%
Number of barangay-based PhilPrevent program	2	2	100.0%

SUPPORT PROCESS

Provide comprehensive Employee Career training and progression pathway to enhance employee engagement	Target	Actual	% ACC
Percentage increase in employment satisfaction survey	90	93.1	103.4%
Percentage of filled additional plantilla positions	0	0	NA
PRIME-HRM Level	Level II	Level II	100%

Promote heartfelt cardiovascular care through positive patient experience	Target	Actual	% ACC
Percentage of resolved documented complaints	9	10	142.9%
Decrease in patient safety related incidences	4	14	350.0%

Upgrade hospital facilities for positive practice environment and stakeholder's satisfaction	Target	Actual	% ACC
Percentage of infrastructure projects completed as scheduled	95	142.30	149.80%

Provide technology solutions to improve operational efficiency	Target	Actual	% ACC
Number of new IT systems utilized by end-users	20	43	430%

Ensure prudent and efficient asset management	Target	Actual	% ACC
Percentage increase in gross revenue	12	10.9	90.8%
Budget utilization rate	2.13B	2.56B	90.8%
CapEx budget utilization rate	143.0M	205.3M	69.7%
Zero out-of-stock essential drugs and supplies	10	3.3	303.0%

CARDIOVASCULAR PROCEDURES

	CARDIOVASCULAR PROCEDURES	BENCHMARK	PHC (Jan-Dec)	Office Responsible
2017	Device Closure of Congenital Heart Disease-PDA	0% Morbidity (Cleveland Clinic 2015: 42 cases)	0.76% , (2/262 cases)	DPC- Invasive Cardiology
	PCI Door to Balloon	90 minutes	41.1minutes (CV Lab data only)	DAC- Invasive Cardiology DAEC- ER
	Percutaneous Transmitral Commissurotomy	< 1% (Phil. Society of CV Catherization Inc)	0% (0/70)	DAC- Invasive Cardiology
2018	Close Follow-up of Discharged Patients through Telecare Nursing (Focus on post-reportable outcomes after 30 days)	Not Available	97.1% (2,064/2,126)	Nursing- Telecare
	Minimally Invasive Cardiac Surgery	0% (Cleveland Clinic, 256 Procedures)	4.65% (2/43 cases)	DSA- Surgery
	Device Closure of Congenital Heart Disease-ASD	3%	0% (0/30)	DPC- Invasive Cardiology
2019	Device Closure of Congenital Heart Disease-VSD	3%	0% (0/39)	DPC- Invasive Cardiology
	Single Valve Repair	Mitral-5.8% (Society of Thoracic Surgeons)	3.36 % (8/238)	DSA- Surgery
		Aortic-3.8% (Society of Thoracic Surgeons)	1.35% (1/74)	DSA- Surgery
	Transcatheter Aortic Valve Replacement	5.2% (Society of Thoracic Surgeons, 2015)	7.69% (1/13)	DSA- Surgery
2020	Endovascular Aneurysm Repair	6.1% (American Heart Association)	2.22% (1/45)	DSA- Vascular Surgery
	Advanced Heart Failure Therapies			DAEC- Critical Care Division
	Best Practice in Blood Conservation			DAMS- Bloodbank
	Advanced Coronary Revascularization			DAC- Invasive Cardiology
2021	Radio Frequency Ablation Therapy	<2%	1.75% (9/514) 2009-2018	DAC- EPS
	Cardiovascular Clinical Trial Center			ETRS- Clinical Research
2022	Arterial Switch Operation	11% (World Database)	10.0%(4/40)	DPC- Clinical & Critical
	Neonatal Cardiac Surgery	20% (World Database)	14.5% (8/55)	DPC- Clinical & Critical
	Peripheral Endovascular Revascularization	< 1% (American Heart Association, 2017)		DSA- Vascular Surgery

BEST PRACTICE SHARING

PGS in Healthcare:

Module 2 for Hospitals & OSM Workshop/ Benchmarking

SUMMARY OF PARTICIPANTS

Jan-December 2019

HOSPITALS	# of Participants	Income	Expenses	Net Income
Batch 1: March 6 & 8, 2019				
1. Ilocos Training and Regional Medical Center	163	50,000.00	0.00	50,000.00
Batch 2: March 19 -20, 2019				
2. Western Visayas Medical Center	56	50,000.00	0.00	50,000.00
Batch 3: April 11 -12, 2019				
3. Northern Mindanao Medical Center	87	55,000.00	0.00	55,000.00
Batch 4: June 13-14, 2019				
4. Valenzuela Medical Center	145	93,750.00	0.00	93,750.00
Batch 5: July 30-31, 2019				
5. Bicol Region General Hospital & Geriatric Medical Center	40	100,000.00	0.00	100,000.00
Total: 5 Hospitals	491	Php 348,750.00	Php o.oo	Php 348,750.00





DOH COMMITMENT AND 2019 ACCOMPLISHMENT

		Milestone			
Strategic Focus		2019 Target: 8 2019 Actual: 14			
					% ACC: 175.0% (14/8)
				Procedures at par with global standards (outcomes & number of cases):	
Leading Cardiac Center in the Philippines at par with global benchmarks		Ventricular Septal Defect (Z-Benefit)		Ventricular Septal Defect Benefit) (
		Coronary Arterial Bypass Graft (Z-Bcn)		Coronary Arterial Bypass Graft (Z-Benefit)	
		3. Tetralogy of Fallot (Z-Benefit)		3. Tetralogy of Fallot (Z-Benefit)	
		4. PCl Door to Balloon Time		4. PCI Door to Balloon Time	
		5. Minimally Invasive Cardiac Surgery		5. Atrial Septal Defect	
		6. Device Closure of Congenital Heart Disease-ASD		6. Percutaneous Transmitral Commissurotomy	
		7. Device Closure of Congenital Heart Disease-VSD		7. Patent Ductus Arteriosus Device	
		8. Single Valve Repair- Mitral		Device Closure of Congenital Heart Disease-ASD	
				Device Closure of Congenital Heart Disease-VSD	
				10. Single Valve Repair- Mitral	
				11. Single Valve Repair- Aortic	
				12. Endovascular Aneurysm 13. Neonatal Cardiac Surgery	
				14. TeleCare	
	The state of the s	2019 Target	2019 Actual:	% ACC	
	The street	Independent : 2	Independent: 3	Independent: 150% (3/2)	
2. Strengthen linkages with stakeholders for prevention and treatment of CV diseases nationwide		Initiated 2	Initiated (: 0)	Initiated: 0% (0/2)	
		Target:		Actual	
	Heart Centers			1. Southern Philippines Medical Center	
		Vicente Sotto Memorial Medical Center		2. Vicente Sotto Memorial Medical Center	
				3. Northern Mindanao Medical Center	
	Initiated	Paulino J. Garcia Memorial Research and Medical Center		None	
	Regional Heart Centers	2. Batangas Medical Center		(CV Regional Mission temporarily was put on hold due to COA observations)	



2nd GOVERNANCE IN HEALTHCARE SUMMIT

"BEYOND BETTER IN QUALITY HEALTHCARE"

The general objective of the Summit is to share and discuss the components of Good Governance in Healthcare through best practice sharing. Specific objectives are:

- (1) Define the Standards of Quality Healthcare
- (2) Discuss the other genre of quality care: patient safety, patient experience, and people centered care
- (3) Discuss Healthcare accreditation as a dimension of hospital improvement
- (4) Discuss PGS for sustainability for hospitals
- (5) Discuss Productivity measures in the government sector
- (6) Discuss Universal Healthcare and how it can affect responsiveness of patient care and sustainability for hospitals

Private Public Total No. of Hospitals 7 31 38 No. of Participants 9 *100 (PHC) 259

AWARDS & RECOGNITIONS



PHILIPPINE HEART CENTER

is now ISO 9001:2015 CERTIFIED



The Philippine Heart Center received the ISO 9001:2015 Certification from the Anglo Japanese American (AJA) Registrars thru its Managing Director/President, Mr. Paul B. Bagatsing, during the PHC Employees Program on February 28, 2019, in celebration of the 44th PHC Anniversary. Dr. Joel M. Abanilla, PHC Executive Director, was present to receive the testament of the latest milestone of the PHC.



PHC: Raised the Banner of Mastery in Quality
21ST PHILIPPINE QUALITY
AWARD RECIPIENT



2019 GOVERNANCE
BEST PRACTICE RECOGNITION
AWARDEE



The Heart Hub at the 5th PHC-CHF Center for Cardiovascular Education

The Heart Hub at the 5th 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







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 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.



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.



PHILIPPINE HEART CENTER East Avenue, Quezon City

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