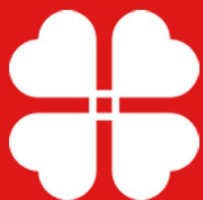




PHILIPPINE HEART CENTER

2020

ANNUAL REPORT



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PHILIPPINE HEART CENTER

MISSION

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

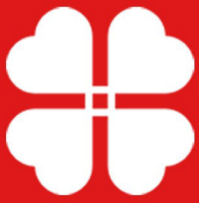
VISION

*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

2020



INTRODUCTION



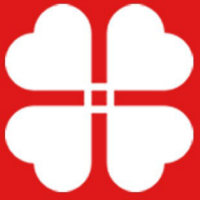
The Philippine Heart Center marks its 45th Anniversary with a grand celebration for the entire month of February. This year leads us to look back with grateful hearts, with the theme **"Balikan ang Nakaraan, PHC Ating Pasalamat."**



The year 2020 would likewise be remembered as the year of heroes, where bravery has been our armour against the COVID-19 pandemic. Our frontliners- the healthcare workers and the essential non- medical staff are regarded as the modern-day heroes, beyond the call of duty, they selflessly attend to the healthcare needs of the people and courageously lead us in the battle against COVID 19.

In these unprecedented times, we look for the silver lining amidst the pandemic, the spark of hope and assurance that everyone has to be empowered with the right knowledge on how to combat this virus at the same time has to advocate ways on how to carry on the tasks and conduct the "new business as usual."

Recognizing the important role of health security to the steady rise of economy, PHC will administer strategies to strongly support the public's welfare and primarily address cardiovascular health concerns. PHC is rallying behind the government's call to unity to face the challenges that this health crisis brings, we heal and rise as one.



MESSAGE FROM THE EXECUTIVE DIRECTOR



JOEL M. ABANILLA, MD
Executive Director

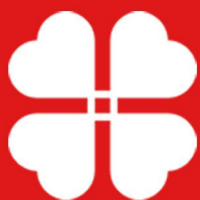
Richly endowed with God's grace and strong moral compass to endure the challenges brought by the COVID-19 pandemic, the Philippine Heart Center has exemplarily fulfilled its mandate of service excellence in cardiovascular care for all the Filipinos.

We have remained steadfast, resilient and evolving during these unprecedented times. As the Greek Philosopher, Socrates inspire by us with this saying *"The secret of change is to focus all of your energy, not on fighting the old, but on building the new."* We are now advocating strategic ways to conduct the *"new business as usual,"* during the pandemic.

Competent and confident we can hurdle all obstacles. Hopeful and trustful in God's plan, we will rise stronger and victorious.

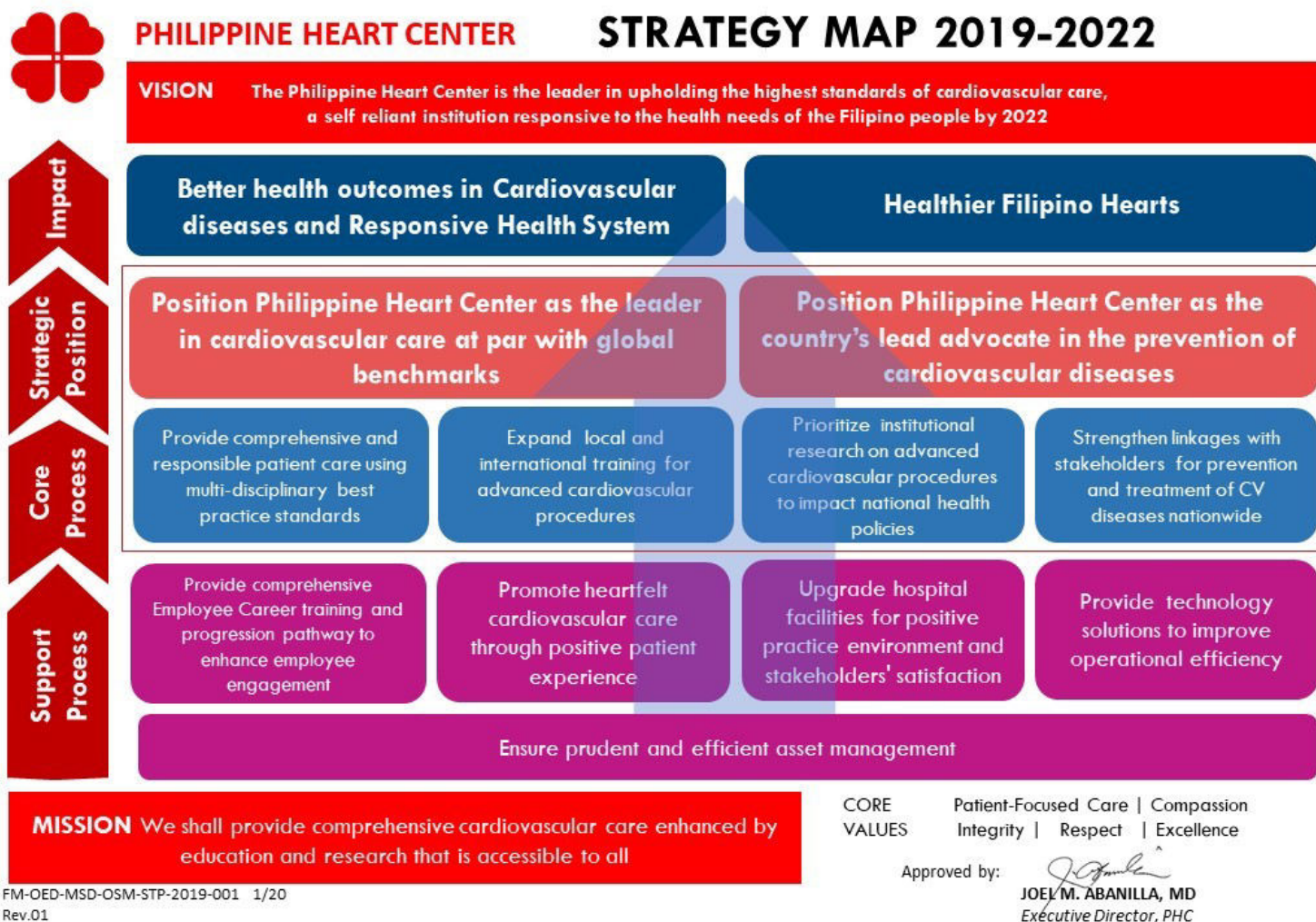
Filipino tayo, may dugong bayani... di susuko sa anuman laban!

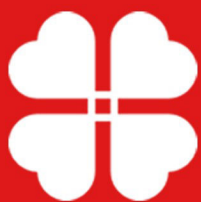
Mabuhay tayong lahat!



STRATEGY MAP

With the Performance Governance System, the Philippine Heart Center's has formulated its Strategy Map, an effective communication tool provides a visual representation of the organization's **strategy towards the realization of the institution's vision**. The internal stakeholders has a clear understanding of our mandate in upholding the highest standards of cardiovascular care, where our set breakthroughs and goals will be achieved by our strong adherence to the strategies and collective actions.

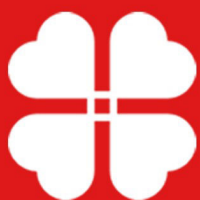




EXECUTIVE SUMMARY

The **2020 Philippine Heart Center Balanced Scorecard** highlights the hospital's accomplishment over its targets. Despite the challenges brought by the COVID-19, PHC generally has exceeded its target, thus maintaining an Outstanding Rating of 143.50% on its 2020 performance.

PERSPECTIVE	January - March 2020	January – June 2020	January – Sept 2020	January – Dec 202
SOCIAL IMPACT (1-7 measures)	175.4%	135.9%	121.3%	111.1%
ORGANIZATION (8-9 measures)	88.7%	101.2%	101.2%	84.5%
INTERNAL PROCESS (10-11, 20-24 measures)	106.3%	180.7%	181.7%	180.5%
PEOPLE EMPOWERMENT (12-19 measures)	116.4%	99.5%	100.7%	114.3%
FUND RESOURCE (25-28 measures)	93.0%	-11.6%	-4.4%	227.2%
AVERAGE ACCOMPLISHMENT	116.0% Very Satisfactory	101.1% Satisfactory	100.1% Satisfactory	143.5% Outstanding



SOCIAL IMPACT

100% & up

70-99%

69% & below

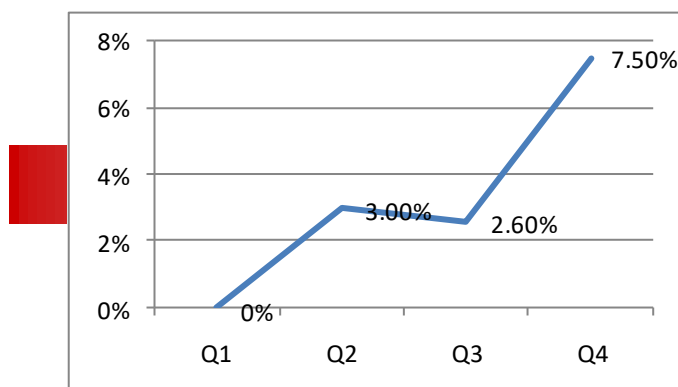
Healthier Filipino Hearts

- *National Cardiac (Heart) Mortality Rate*



15.7%
(PSA: 2019)

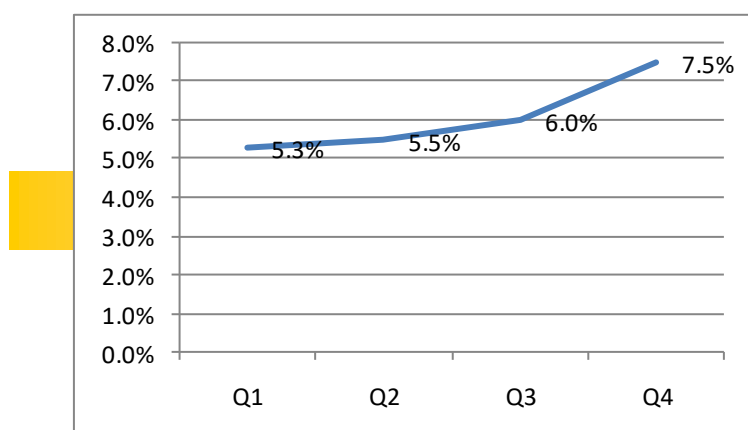
- *Health Outcomes RHCs Mortality Z-Benefit Cardiac Surgery*



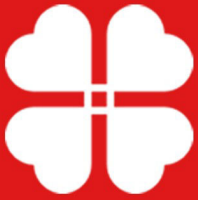
ACC
46.7%
(3.5/7.5)

Better Health Outcomes

- *Health Outcomes of PHC Net Overall Mortality Rate*



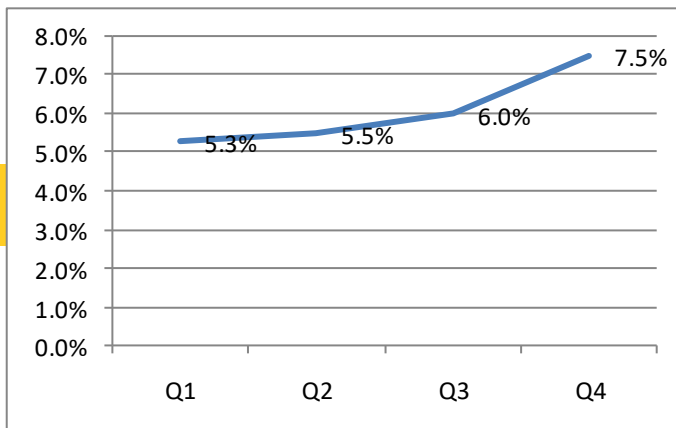
ACC
79.4%
(5/6.3)



SOCIAL IMPACT

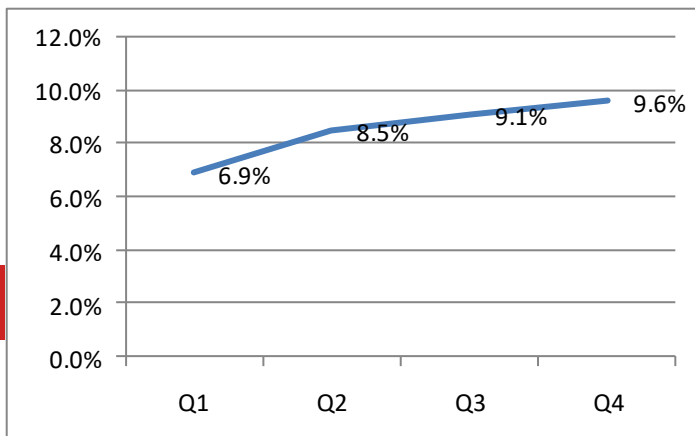
Better Health Outcomes

- **Health Outcomes of PHC Net Overall Mortality Rate**



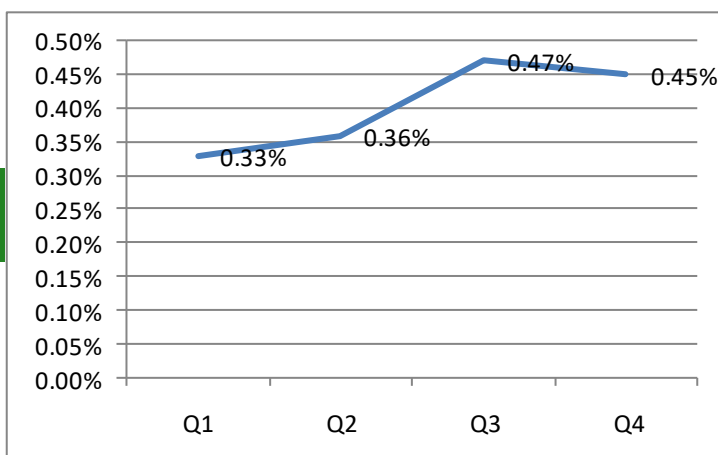
ACC
79.4%
(5/6.3)

- **Decrease Mortality from Cardiovascular Disease**

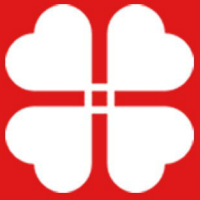


ACC
52.1%
(5/9.6)

- **Hospital Acquired Infection Rate**



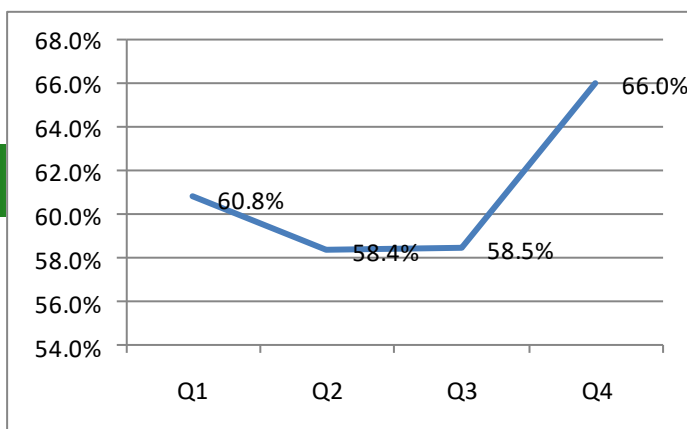
ACC
244.4%
(1.1/.45)



SOCIAL IMPACT

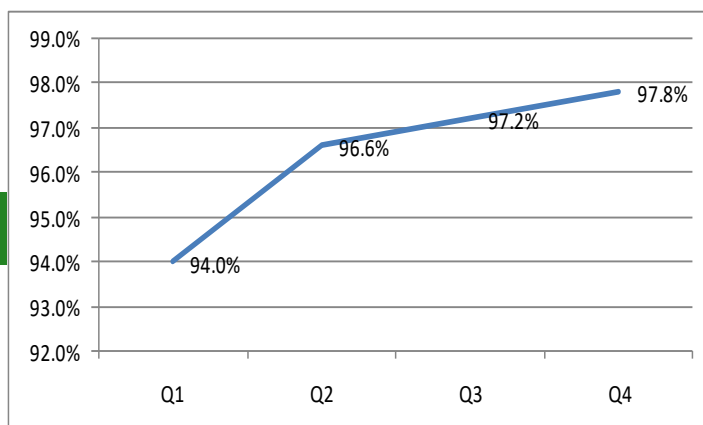
Responsive Health Systems

- % of Client with Very Satisfactory Rating

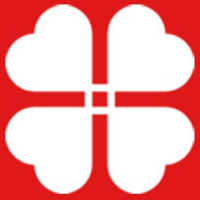


ACC
110.0%
(66/60)

- % NBB-Eligible patients with Zero Co-payment



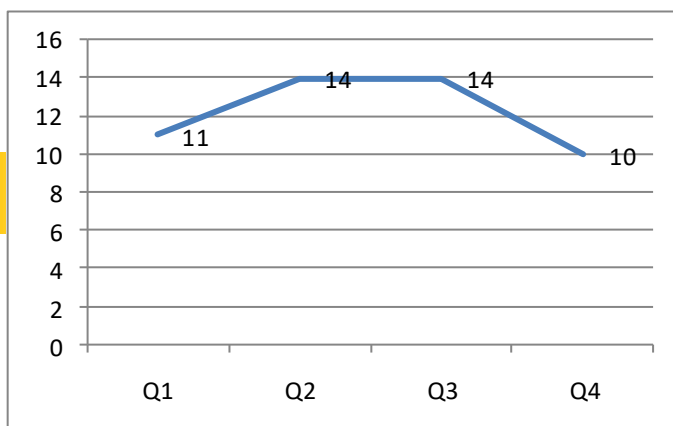
ACC
110.0%
(66/60)



STRATEGIC GOAL

Position Philippine Heart Center as the leader in cardiovascular care at par with global benchmarks

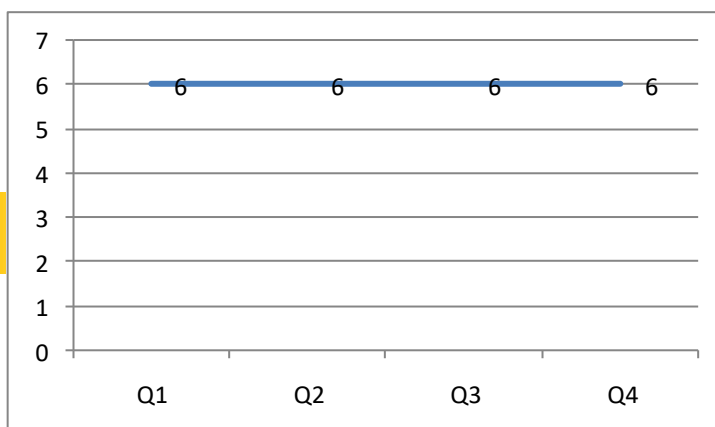
- *Number of cardiovascular procedures with health outcomes at par or better than global outcomes*



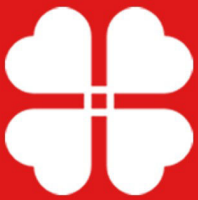
ACC
83.3%
(10/12)

Position Philippine Heart Center as the country's lead advocate in the prevention of cardiovascular diseases

- *Number of PHC research/programs on prevention adopted as national policy*



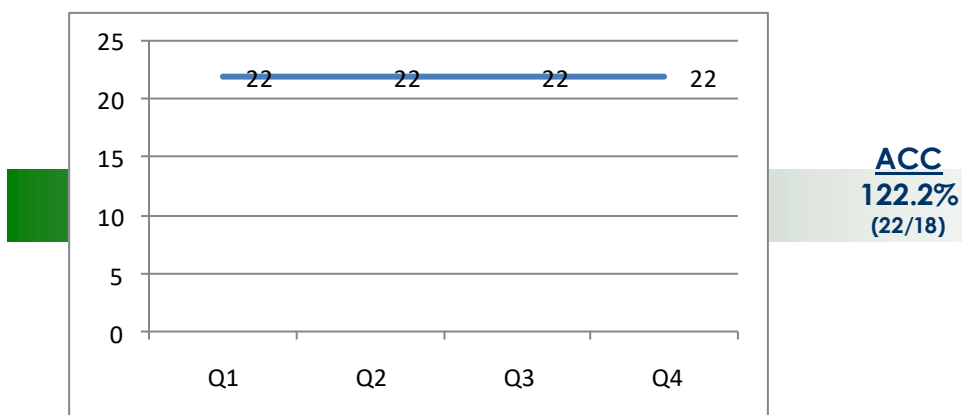
ACC
85.7%
(6/7)



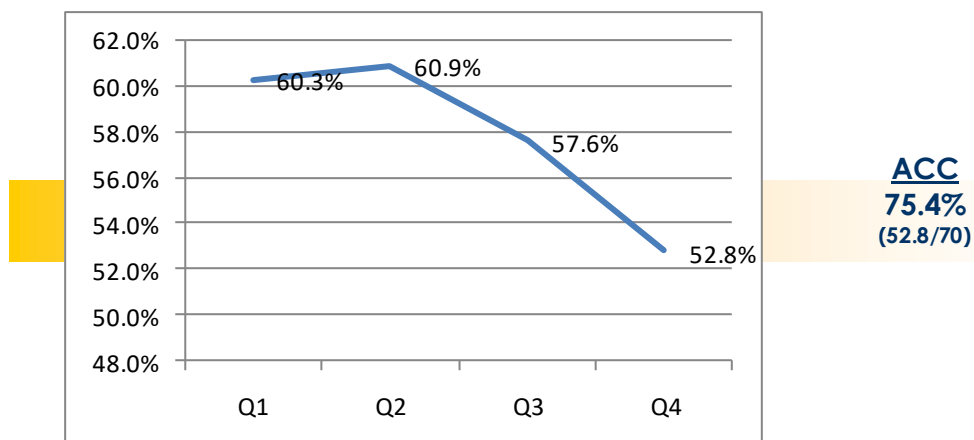
CORE PROCESSES

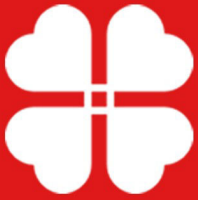
Provide Comprehensive and responsible patient care using multi-disciplinary best practice standards

- *No. of clinical pathways developed and implemented*



- *Percentage compliance to approved clinical pathways*

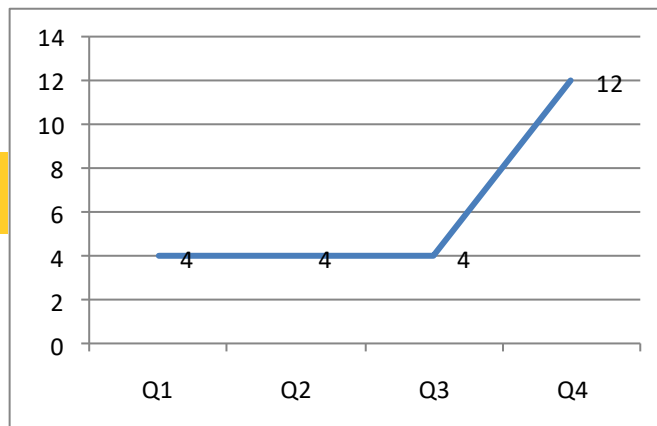




CORE PROCESSES

Expand local and international training for advanced Cardiovascular procedures

- *Number of new training programs developed*



ACC
109.1%
(12/11)

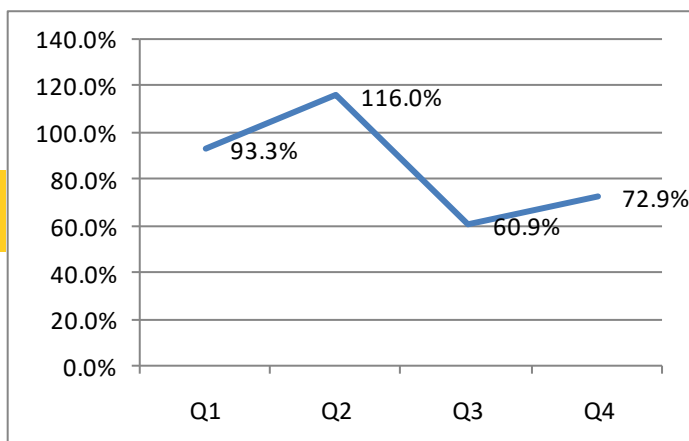
- *Number of graduates of new Fellowship training programs/ Hospitals with completed module*



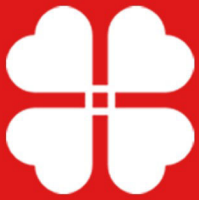
ACC
100%

Prioritize institutional research on advanced cardiovascular procedures to impact national health policies

- *Number of research outputs published and presented*

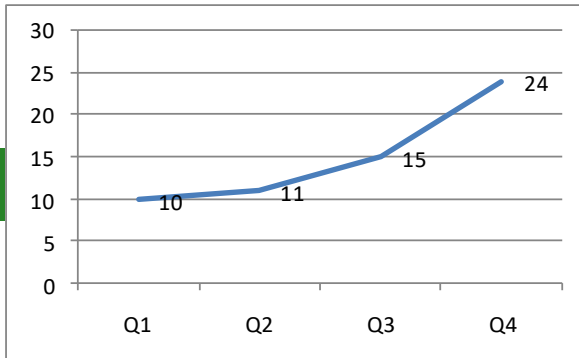


ACC
81%
(72.9/90)



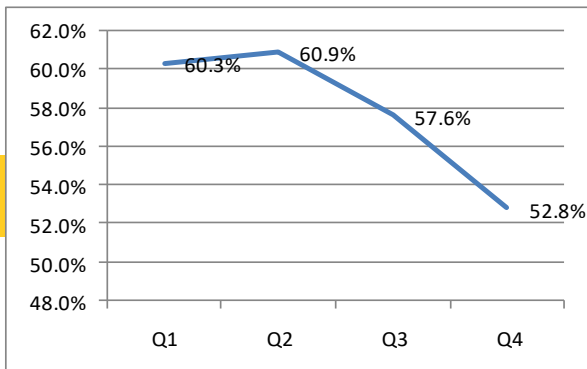
CORE PROCESSES

- **Number of research outputs completed for policies on prevention and benchmark procedures**



ACC
218.2%
(24/11)

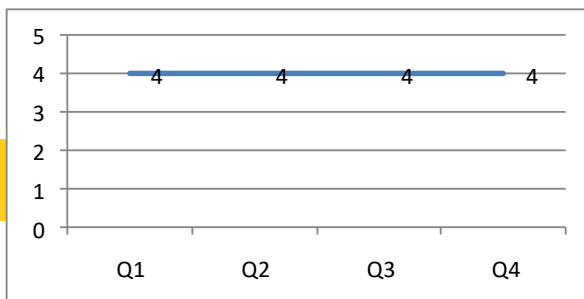
- **Percentage compliance to approved clinical pathways**



ACC
75.4%
(52.8/70)

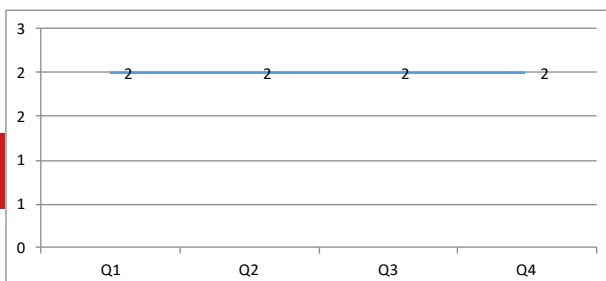
Strengthen linkages with stakeholders for prevention and treatment of CV disease nationwide

- **Number of independent regional heart centers**

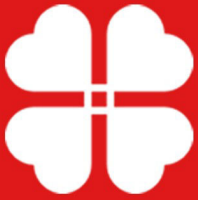


ACC
80.0%
(5/4)

- **Beneficiaries of barangay-based Philprevent program**



ACC
66.7%
(2/3)



SUPPORT PROCESSES

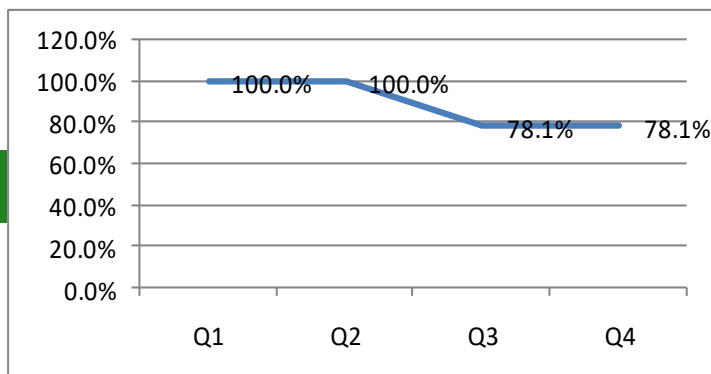
Provide comprehensive Employee Career training and progression pathway to enhance employee engagement

- **Percentage increase in employment satisfaction survey**



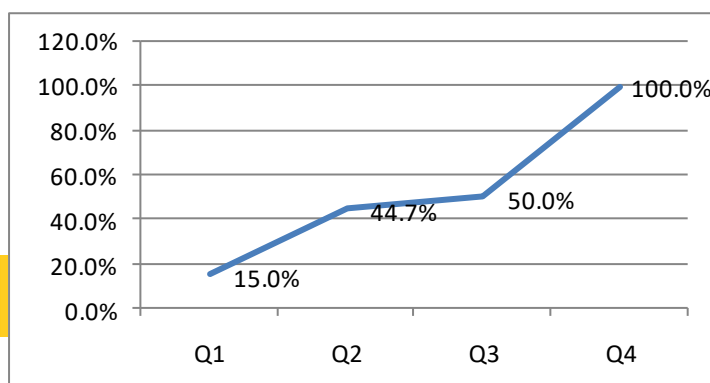
ACC
103.2%
(92.8/93)

- **Percentage filled additional plantilla positions**

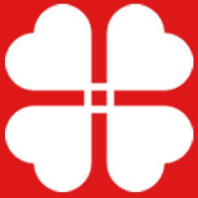


ACC
156.2%
(78.1/50)

- **PRIME-HRM Level**



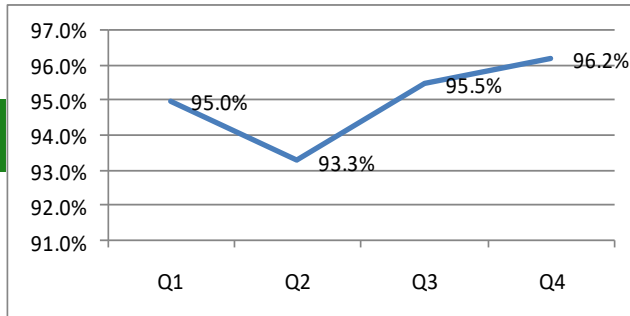
ACC
100%
(100/100)



SUPPORT PROCESSES

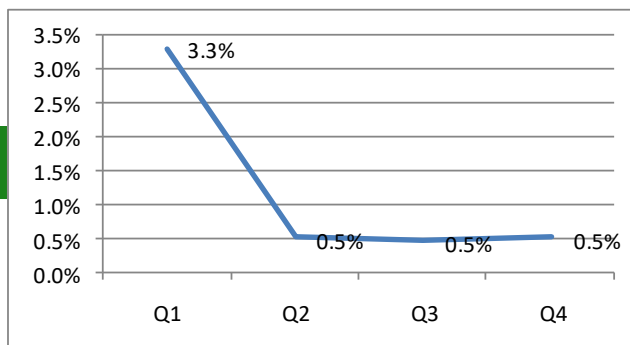
Promote heartfelt cardiovascular care through positive patient experience

- Percentage of resolved customer complaints



ACC
106.9%
(96.2/90)

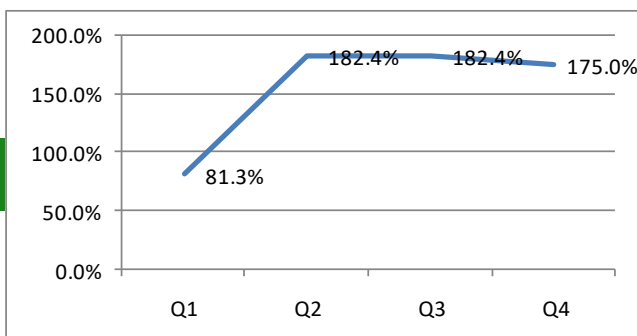
- Decrease in patient safety related incidences



ACC
461.5%
(2.4/.52)

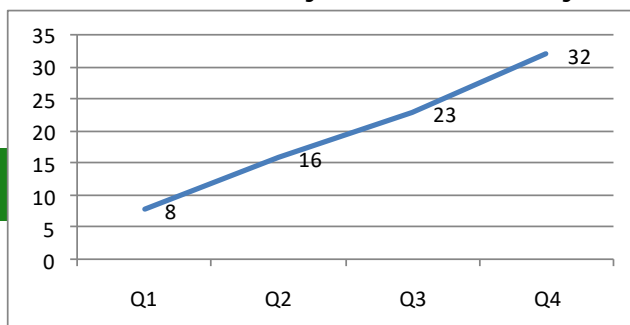
Upgrade hospital facilities for positive practice environment and stockholders' satisfaction

- Decrease in patient safety related incidences

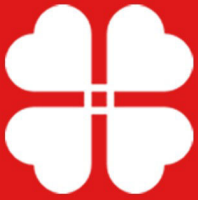


ACC
184.2%
(175/95)

- Number of new IT systems utilized by end-users



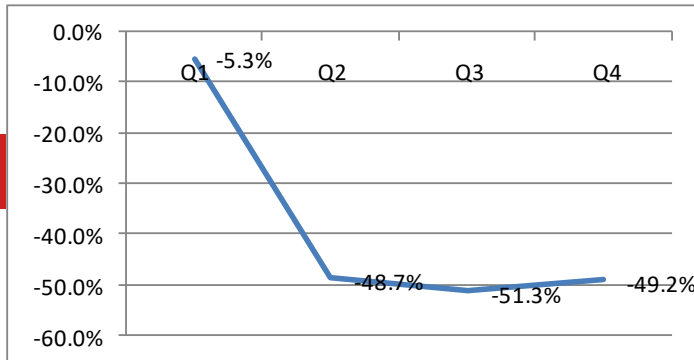
ACC
213.3%
(32/15)



SUPPORT PROCESSES

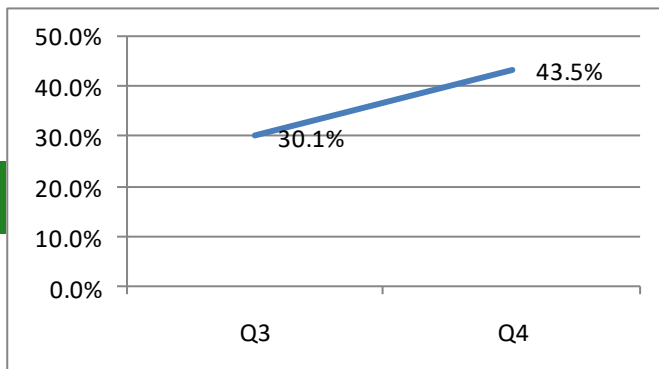
Ensure prudent and efficient asset management

- **Percentage increase in gross revenue**



ACC
-410%

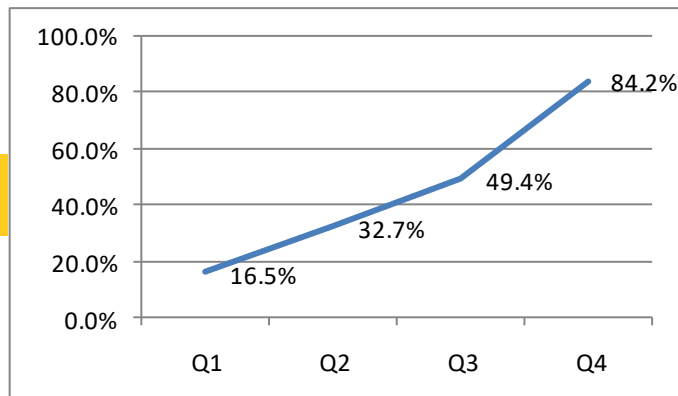
- **Percentage increase in gross revenue**



ACC
435%
(43.3/10)

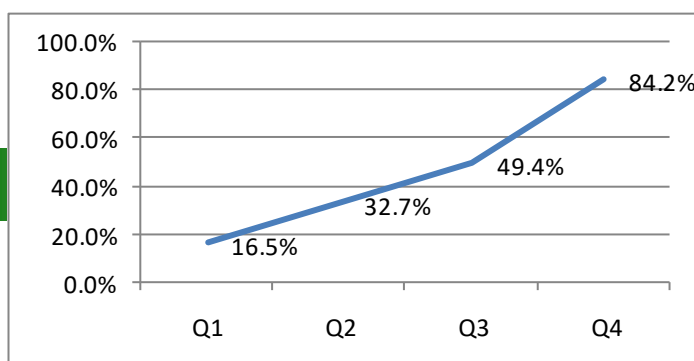
**Target of 10% increase from the previous quarter (reset due to Covid)*

- **Budget Utilization Rate**



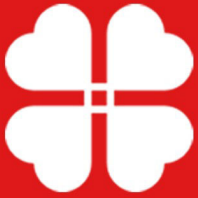
ACC
84.2%
(84.2/100)

- **Budget Utilization Rate**



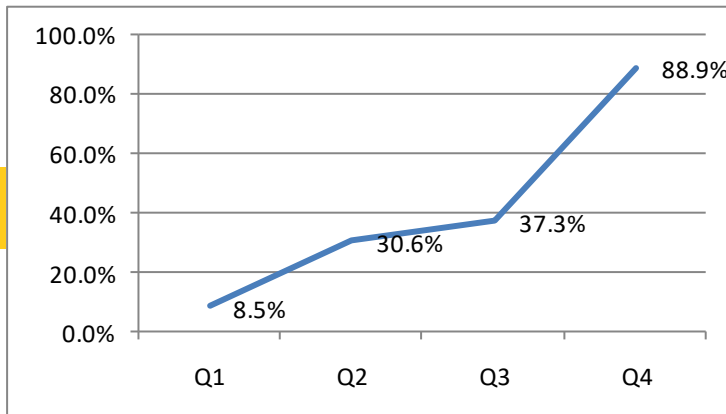
ACC
112.3%
(84.2/75)

**Target reset due to Covid*



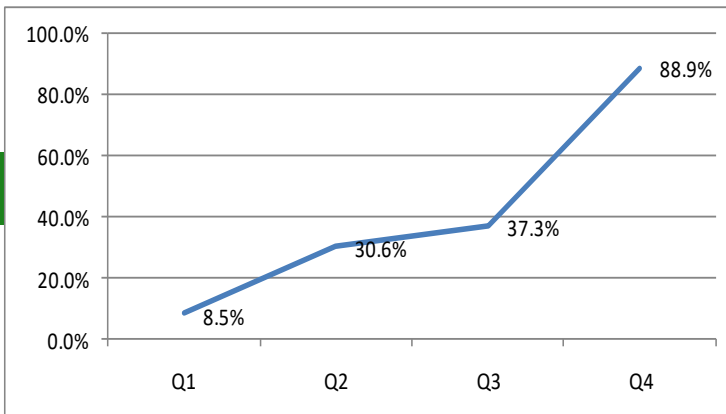
SUPPORT PROCESSES

- **CapEx budget utilization**



ACC
88.9%
(88.9/100)

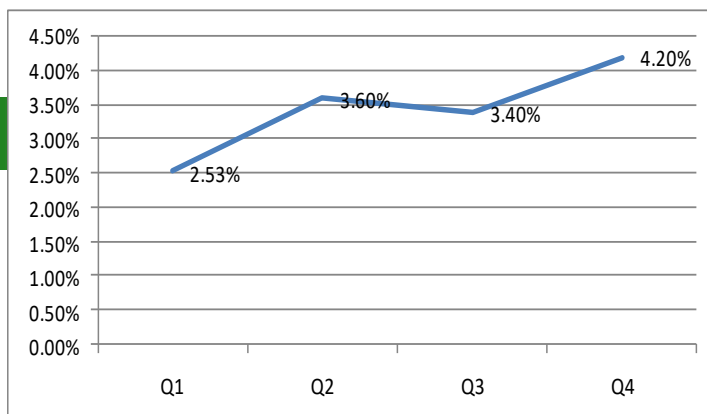
- **CapEx budget utilization**



ACC
123.5%
(88.9/72)

**Target reset due to Covid*

- **Zero out-of-stock essential drugs and supplies**



ACC
238.1%
(10/4.2)

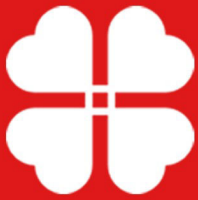


FINANCIAL HIGHLIGHTS

PHILIPPINE HEART CENTER
Statement of Financial Position
As of December 31, 2020
(with corresponding figures for 2019)

A S S E T S	December 2020	December 2019	Increase (Decrease)	In Percent
Current Assets				
Cash and Cash Equivalents	1,708,114,217.95	1,823,547,871.07	(115,433,653.12)	(6.3)
Receivables, net	652,355,981.02	653,606,823.53	(1,250,842.51)	(0.2)
Inventories	244,904,054.05	221,816,161.85	23,087,892.20	10.4
Other Current Assets	7,017,375.74	3,869,201.83	3,148,173.91	81.4
Total Current Assets	2,612,391,628.76	2,702,840,058.28	(90,448,429.52)	(3.3)
Non-Current Assets				
Receivables, net	439,154,346.49	203,264,939.62	235,889,406.87	116.1
Investment Property	215,539,958.46	215,539,958.46	-	-
Property, Plant and Equipment				
* Land	1,372,977,568.04	1,372,977,568.04	-	-
Land Improvements	1,121,483.85	1,121,483.85	-	-
Less: Accumulated Depreciation- Land Improvements	1,053,695.06	1,002,459.02	51,236.04	5.1
Buildings & Structures	797,589,361.05	779,589,361.05	18,000,000.00	2.3
Less: Accumulated Depreciation-Buildings	398,986,505.70	371,367,611.58	27,618,894.12	7.4
* Equipment	3,054,884,304.45	2,905,880,576.89	149,003,727.56	5.1
Less: Accumulated Depreciation-Equipment	1,580,771,833.14	1,430,454,089.21	150,317,743.93	10.5
Construction in Progress-Buildings and Other Structures	118,848,832.94	92,303,050.20	26,545,782.74	-
Total Property, Plant & Equipment	3,364,609,516.43	3,349,047,880.22	15,561,636.21	0.5
Intangible Assets				
Development in Progress – Computer Software	1,191,200.00	1,191,200.00	-	-
Total Intangible Assets	1,191,200.00	1,191,200.00	-	-
Other Non-current Assets	64,765,517.45	53,828,305.89	10,937,211.56	20.3
Total Non-Current Assets	4,085,260,538.83	3,822,872,284.19	262,388,254.64	6.9
Total Assets	6,697,652,167.59	6,525,712,342.47	171,939,825.12	2.6

* Includes appraisal values of properties and donation from ORET




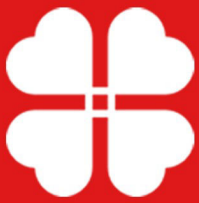
FINANCIAL HIGHLIGHTS

PHILIPPINE HEART CENTER
Statement of Financial Position
As of December 31, 2020
(with corresponding figures for 2019)

	December 2020	December 2019	Increase (Decrease)	In Percent
LIABILITIES AND EQUITY				
Current Liabilities				
Financial Liabilities	609,163,743.79	864,564,392.88	(255,400,649.09)	(29.5)
Inter-Agency Payables	35,660,437.11	106,440,754.05	(70,780,316.94)	(66.5)
Trust Liabilities	615,037,122.62	289,038,380.75	325,998,741.87	112.8
Other Payables	551,326,281.00	551,326,281.00	-	-
Total Current Liabilities	1,811,187,584.52	1,811,369,808.68	(182,224.16)	-
Non-Current Liabilities				
Financial Liabilities	288,361,474.27	205,364,006.23	82,997,468.04	40.4
Inter-Agency Payables	65,290,869.83	17,478,040.08	47,812,829.75	273.6
Trust Liabilities	339,386,942.06	321,093,665.73	18,293,276.33	5.7
Provisions	302,274,310.81	213,958,881.85	88,315,428.96	-
Total Non-Current Liabilities	995,313,596.97	757,894,593.89	237,419,003.08	31.3
Total Liabilities	2,806,501,181.49	2,569,264,402.57	237,236,778.92	9.2
Net Assets (Total Assets less Total Liabilities)	3,891,150,986.10	3,956,447,939.90	(65,296,953.80)	(1.7)
Net Assets /Equity				
Equity				
Government Equity	2,254,322,146.81	2,254,322,146.81	-	-
Accumulated Surplus/(Deficit)				
Beginning Balance	1,702,125,793.09	1,924,587,474.50	(222,461,681.41)	(11.6)
Add(Less): Prior Period Adjustments	114,984,740.36	(650,908,823.71)	765,893,564.07	(117.7)
Adjusted Beginning Balance	1,817,110,533.45	1,273,678,650.79	543,431,882.66	42.7
Add(Less): Surplus/(Deficit) from current operations	(1,604,304,694.16)	(859,657,550.70)	(744,647,143.46)	86.6
Subsidy for CAPEX	-	91,211,693.00	(91,211,693.00)	(100.0)
Assistance to Indigent Patients	1,424,023,000.00	1,196,893,000.00	227,130,000.00	19.0
Ending Balance	1,636,828,839.29	1,702,125,793.09	(65,296,953.80)	(3.8)
Total Net Assets/Equity	3,891,150,986.10	3,956,447,939.90	(65,296,953.80)	(1.7)

Certified Correct:


GERALD A. RABE, CPA
 Chief, Accounting Division

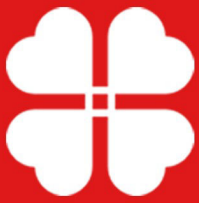


INFRASTRUCTURE PROJECTS

MAJOR PROJECTS

NEW EMERGENCY ROOM





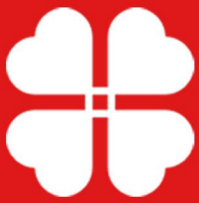
INFRASTRUCTURE PROJECTS

MOLECULAR DIAGNOSTICS LABORATORY



PETAL 4-E, 4-F & 4-G @ ANNEX BUILDING





INFRASTRUCTURE PROJECTS

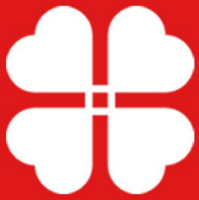
RENOVATION OF MICU-1, SICU-1 & PETALS 3-A & B



Connecting Hospital & Annex Building

RENOVATION OF MICU-1, SICU-1 & PETALS 3-A & B



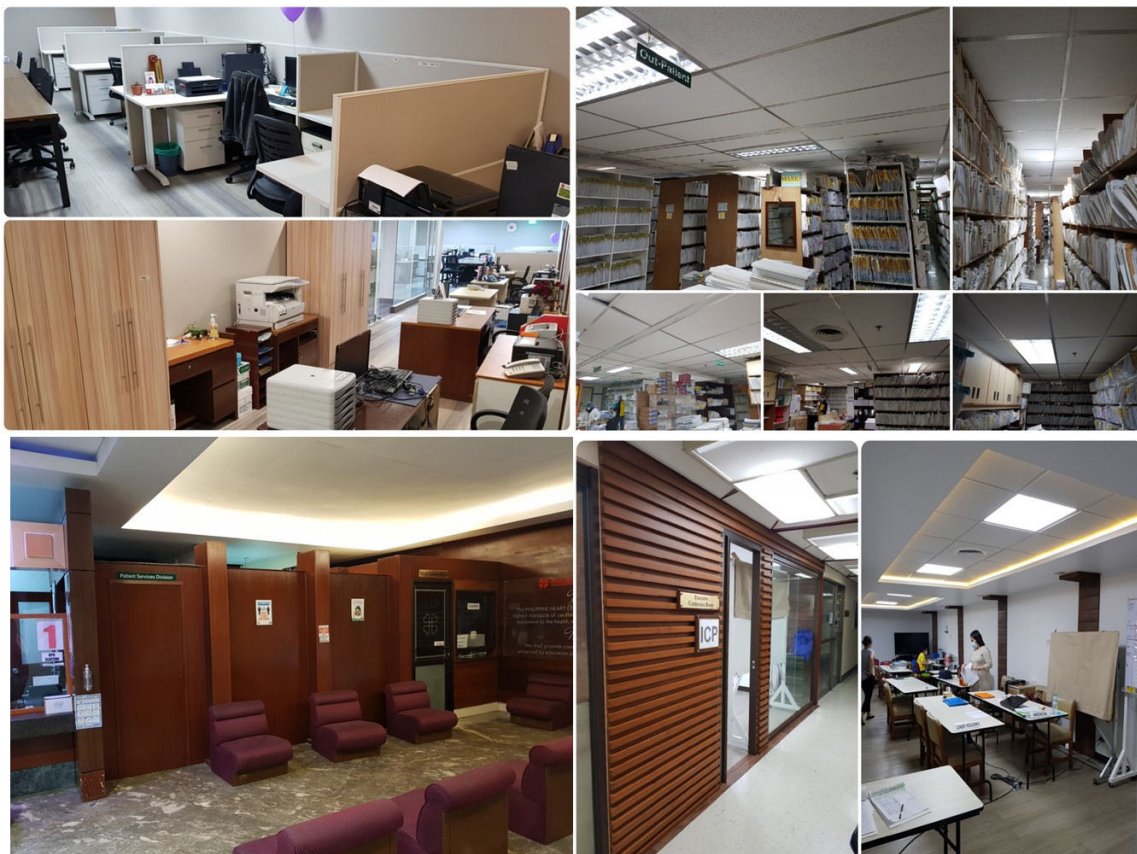


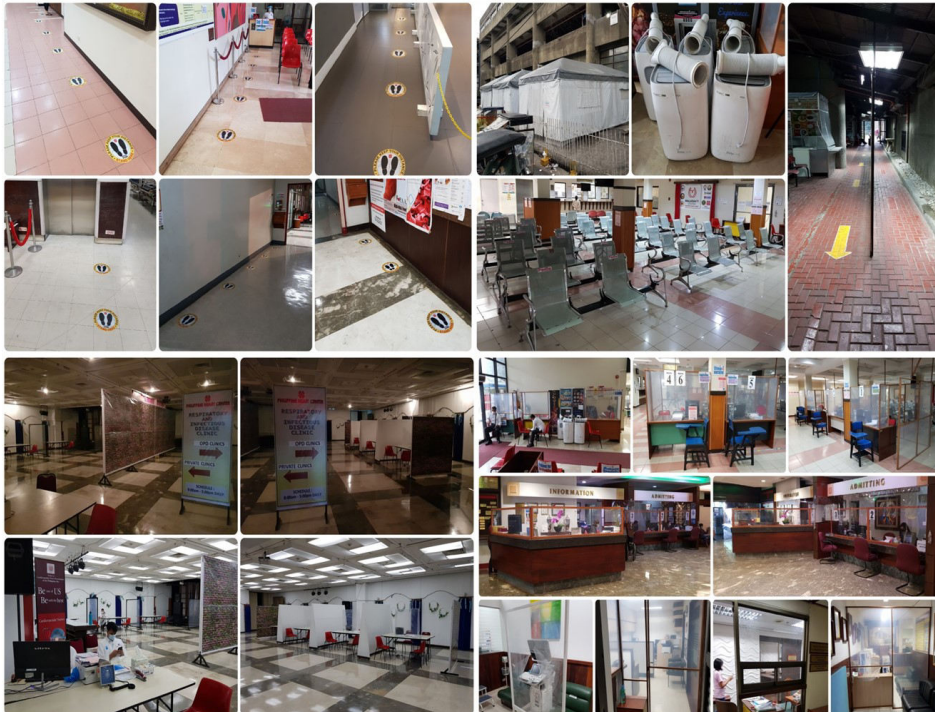
INFRASTRUCTURE PROJECTS

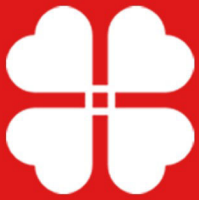
HOSPITAL SUPPORT SERVICES OFFICES



ETRS, EXEC. CONFERENCE, MEDICAL RECORDS



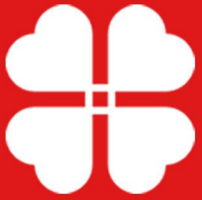




INFRASTRUCTURE PROJECTS

OTHER COMPLETED INFRASTRUCTURE PROJECTS:

- 1. Expansion of PSMD Storage Facility – Phase 9;**
- 2. Provision of 3 Storage Rooms for ETRS @ 5F-MAB;**
- 3. Provision of Filing Room for Billing & Claims Division;**
- 4. Provision of Variwall Acoustic Partition on 3 Training Rooms;**
- 5. Fabrication of Conference Table @ Executive Conference;**
- 6. Dressing Room for CT-Scan & Invasive Cardiology;**
- 7. Additional Fabrications for Petal 4-E, F & G;**
- 8. Additional Fabrications for New Emergency Room;**
- 9. Relocation of Research Division & Medical Library;**
- 10. Hospital Support Services Renovations:**
 - Billing & Claims Division;**
 - Accounting Division;**
 - Treasury Division;**
 - Human Resources Division;**
 - Patient Services Division;**
 - Administration Department;**
- 11. Physical Arrangement – PHC Christmas Celebration;**
- 12. Provision of Acoustic Ceiling enclosure @ Medical Library;**
- 13. Improvement of stormdrainage @ MAB along Non-Invasive Cardiology and MAB Lobby;**



INFRASTRUCTURE PROJECTS

ONGOING INFRASTRUCTURE PROJECTS

INVASIVE CARDIOLOGY EXPANSION



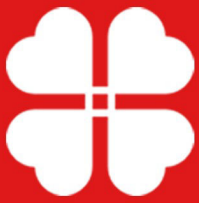
HB VERTICAL EXPANSION ABOVE NEW ER



Architect's Perspective

Phase 1– Structural Columns, Beams & Slab

Phase 2 – Architectural Fit-Out (For Bidding)



INFRASTRUCTURE PROJECTS

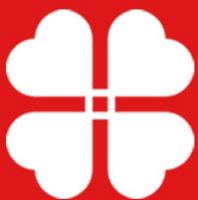
COVID ISOLATION MICU-1 ROOMS 423 - 428



Conversion of Six (6) MICU Rooms into Covid Isolation Rooms (Financed by World Bank)

PROPOSED CARDIOVASCULAR DIAGNOSTIC “ONE-STOP” SHOP





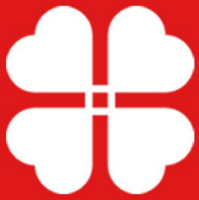
INFRASTRUCTURE PROJECTS

OTHER ON-GOING INFRASTRUCTURE PROJECTS:

1. Renovation of SICU-1 – Phase 5;
2. Renovation of Human Resource Division – Phase 6
3. Renovation of Pediatric Cardiology Division;
4. Renovation & Completion of Staff Lounge @ 2F – MAB;
5. Renovation of Director's Staff Area @ 2F – MAB;
6. Renovation of Department Manager's Offices of Education & Training & Research Services @ 2F – MAB;
7. Renovation of Pulmonary Rehab High Altitude @ 8F – MAB;
8. Renovation & Expansion of Research Division @ 9F – MAB;
9. Construction of Clinical Trial Unit & Function Rooms @ 9F – MAB;
10. Relocation & Renovation of Department Manager's Offices of Nursing Service @ 2F – MAB;
11. Relocation & Expansion of Medical Library to 9F – MAB;
12. Construction of New Motorpool Extension;
13. Renovation of Dormitory T&B's;
14. Repair of Floor Tiles of NDD & 1475 Café;
15. Repair of Medical Arts Building Exterior Wall;
16. Repair of Polycarbonate Roofing @ 5F – HB;
17. Provision of Enclosed Relative's Waiting Area for New ER.

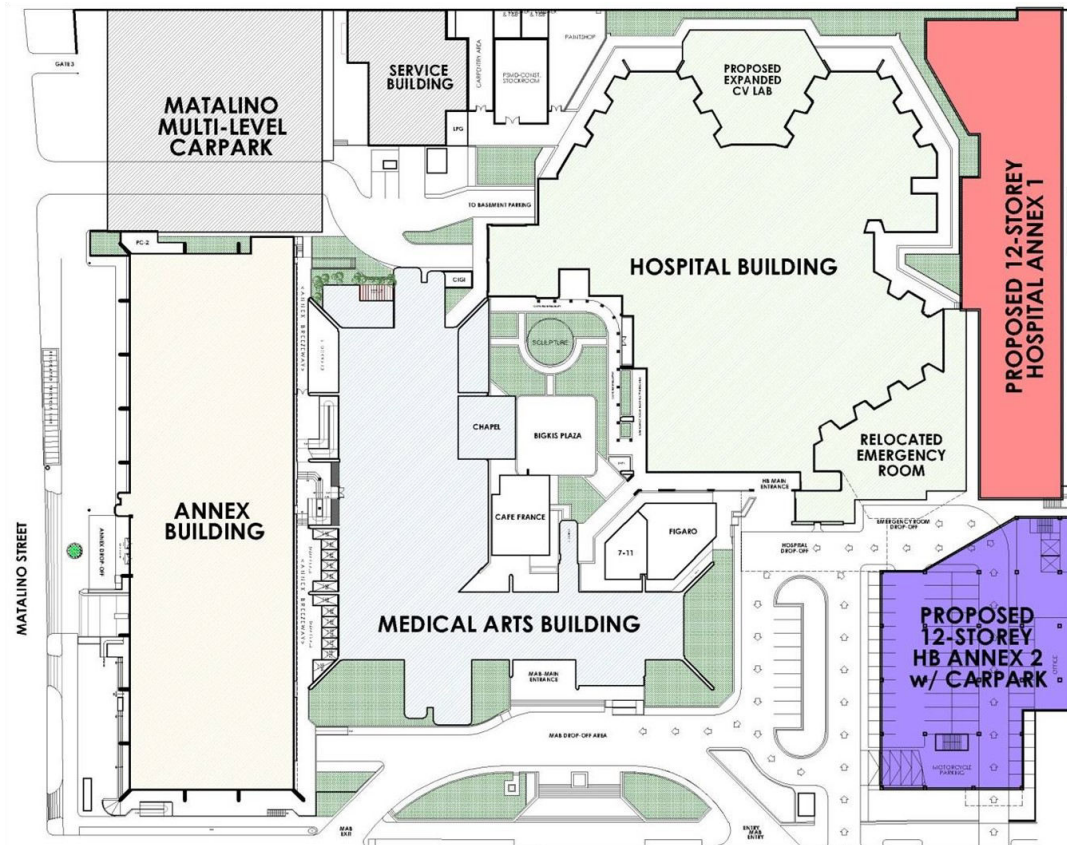
OTHER EMD PIPELINE PROJECTS

1. System Upgrade of Private Exchange Telephone System PABX Building 10 sets Automatic Transfer Switches @ Low Voltage Switchgear;
2. Provision of 2-25 HP Deep Well Pump (back-up during water crisis);
3. Repainting of Exterior Walls of MAB & HB;
4. Replacement of Existing Metal Frame into Aluminum Framed Glass Panel @ 4F-HB;
5. Installation of 1,500 TR (Tons of Refrigeration) Cooling Tower;
6. Conversion of 10 Conventional Air Handling Units to Compact Air Handling Units;
7. Upgrading of Sewage Treatment Plant;
8. Replacement of Conventional Water Transfer Pump into WILO Inverter-type water pumps;
9. Upgrading of AC @ Mezzanine – Annex Building;
10. Recycled STP Waste Water into public toilet flush supply;
11. Separation of New ER Power Supply;
12. Activation of Planter Box on all levels of HB;
13. Upgrading of Annex Building Power Supply;
14. Provision of Medical Oxygen Plant;
15. Re-piping of Sewerline @ Dispatcher's Office;

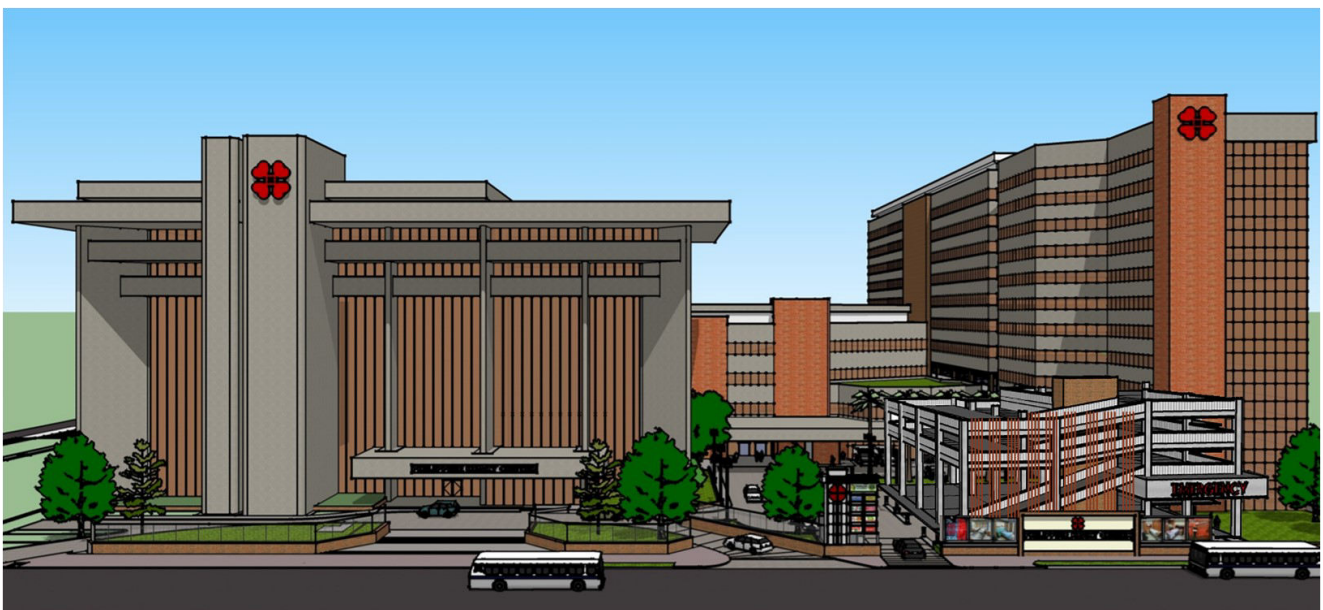


FUTURE INFRASTRUCTURE PROJECTS

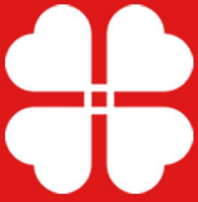
PROPOSED HOSPITAL ANNEX BUILDINGS 1 & 2



PROPOSED HOSPITAL ANNEX BUILDINGS



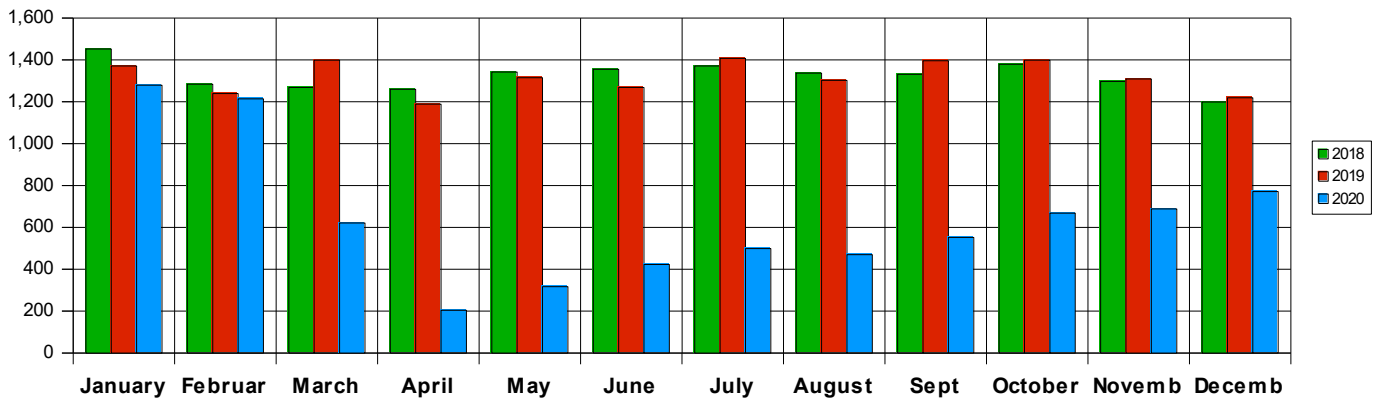
Proposed Hospital Annex Buildings 1 & 2
With Car park Facility, Wards & Transient



ACCOMPLISHMENT HIGHLIGHTS

Comparative figures on Total Admissions for C.Y. 2020 reflect a drop by 48.73% or lower by 8,107 patients vs. 15,813 of 2019 and still lower by 8,169 patients or 48.54% vs. 15,875 of 2018.

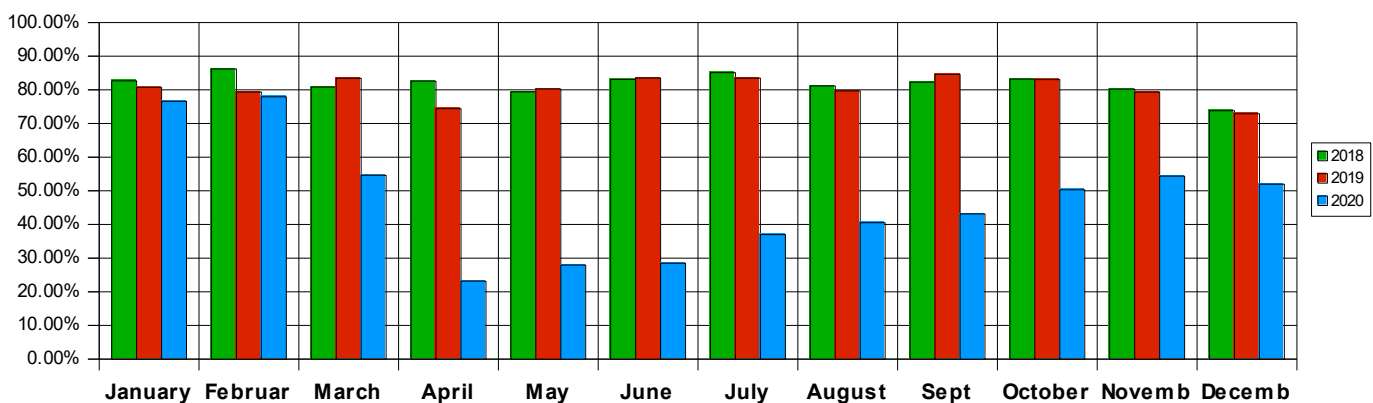
ADMISSION



	January	February	March	April	May	June	July	August	Sept	October	November	December	TOTAL
2018	1,452	1,284	1,268	1,260	1,342	1,355	1,371	1,337	1,331	1,379	1,297	1,199	15,875
2019	1,371	1,239	1,399	1,189	1,315	1,268	1,407	1,302	1,396	1,399	1,309	1,219	15,813
2020	1,279	1,214	621	204	317	423	499	470	552	668	688	771	7,706

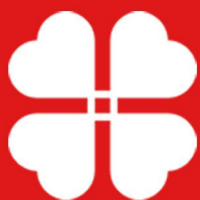
Average Occupancy rate for C.Y.2020 of 47.16% shows a decrease by 33.23 % as compared from 80.39 % of 2019 and a decrease by 34.54% vs. 2018.

OCCUPANCY RATE



	January	February	March	April	May	June	July	August	Sept	October	November	December	Average
2018	82.67%	86.20%	80.82%	82.57%	79.40%	83.07%	85.10%	81.16%	82.28%	83.18%	80.20%	73.79%	81.70%
2019	80.69%	79.35%	83.44%	74.39%	80.25%	83.51%	83.47%	79.68%	84.58%	83.04%	79.33%	72.89%	80.39%
2020	76.58%	77.92%	54.61%	23.17%	27.93%	28.47%	36.99%	40.52%	43.13%	50.28%	54.36%	51.96%	47.16%

The sudden drop in Total Admissions and Occupancy Rate for CY 2020 is due to Covid-19 pandemic.



ACCOMPLISHMENT HIGHLIGHTS

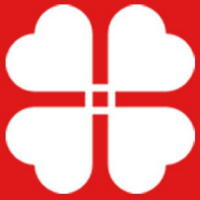
TOTAL NUMBER OF SURGERIES

Adult Patients	2019	2020
Pay	2421	1,120
Service	592	261
Total Z-Benefit Cases		
Adult Patients (CABG)		
Pay	332	89
Service	65	21
Total Number of Surgeries	3,410	1,491

Pedia Patients	2019	2020
Pay	424	143
Service	354	200
Total Z-Benefit Cases		
Pedia Patients (VSD Closure/TOF Correction)		
Pay	190	63
Service	192	44
Total Number of Surgeries	1,160	450

INVASIVE CARDIOLOGY DIVISION

	2019	2020
Total Number of Patients served	8,908	3,414
Total Number of Procedures Done		
In-patients	9,129	4,095
Out-patients	1,727	325
TOTAL	10,856	4,420



ACCOMPLISHMENT HIGHLIGHTS

PULMONARY MEDICINE DIVISION

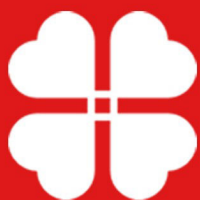
	2019	2020
Total Number of Patients Served	167,174	46,351
Total Number of Procedures Done	207,447	72,444

VASCULAR MEDICINE DIVISION

	2019	2020
Total Number of Patients Served	3,763	1,362
Total Number of Procedures Done	5,271	2,043

ELECTROPHYSIOLOGY DIVISION

	2019	2020
Total Number of Patients Served	1,325	531
Total Number of Patients Operated	249	115



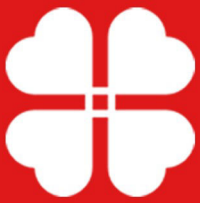
ACCOMPLISHMENT HIGHLIGHTS

PHYSICAL MEDICINE AND REHABILITATION DIVISION

	2019	2020
Total Number of Patients served		
In-patients	5, 262	1, 700
Out-patients	13, 451	2, 433
TOTAL	18, 713	4, 133
Total Number of Procedures Done		
In-patients	7, 068	1, 713
Out-patients	18, 295	3, 066
TOTAL	25, 363	4, 779

OUT-PATIENT DIVISION

	2019	2020
Total Number of Patients Served	88,904	40,850
Total Number of ECG Procedures Done	5,245	2,440



PHC 45TH ANNIVERSARY

The Philippine Heart Center marks its 45th Anniversary with a grand celebration for the entire month of February. This year leads us to look back with grateful hearts, with the theme "**Balikan ang Nakaraan, PHC Ating Pasalamatan.**"

A two part grand launch ushered in the good vibes. Grateful and blessed, the first part of the program was the celebration of the Holy Mass which was officiated by PHC Chaplain Fr. Marven Ruyeras which was held at the MAB Hall. The second part of the festivities took us to the streets for the Lantern Parade followed by the Street Dancing at the MAB Canopy.

The entire Philippine Heart Center Community gathered together for the 'Lakad Puso' held on February 9, 2020. The 'Lakad Puso' is an annual event that promotes walking as a physical activity - an effective way towards happy, healthy heart for employee wellness. The event was participated by the staff of the four (4) services- Hospital Support Service, Medical Service, Nursing Services and Education, Training and Research Service.

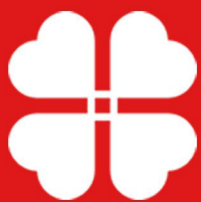
A lively Zumba dance sets the mood for the Lakad Puso, as the employees enthusiastically participated in the warm-up exercise. The walk did not push through because a continuous rain shower. However, despite the gloomy weather, the PHC staff and officers were in high spirits and just sashayed to the beat as each service gave their very best during the Zumba dance showdown.



The Family Fun Day held at the MAB Hall followed the exhilarating Zumba dance showdown. PHC opened its doors to the family of PHC staff as all enjoyed the food, games, surprises and giveaways.

The festivities continued with the **Grand Alumni Homecoming** as the event's highlight. *Reminiscing the glorious beginnings, building memories, advocating good governance and moving beyond better to realize our vision of service excellence in cardiovascular care was highlighted with the homecoming theme "45 – Balik-Tanaw 2020."* It was well participated by the medical alumni and former nursing and administrative officers, with the Secretary of the Department of Health, Dr. Francisco Duque III as the honorable Guest Speaker. The kickoff celebration was held at PHC and followed by the Gala Night at the Unilab Grand Ballroom.



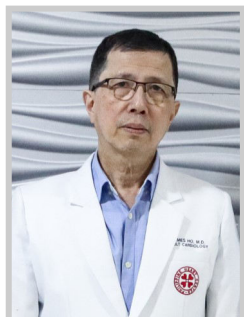


PHC 45TH ANNIVERSARY

PHC Grand Alumni Homecoming 2020



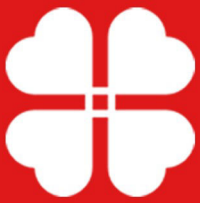
The working environment has been a breeding ground for career and personal growth of employees. PHC has also been a second home, it has fostered camaraderie where everyone feels like they are a part of a big family. The **Program on Awards and Incentives for Service Excellence (PRAISE)**, recognition is yet another monumental event as the employees who have remarkably reached a milestone in their career were duly recognized and awarded with plaques and cash gifts in return for their loyalty and service to the institution.



The **Dangal ng Bayan Award** was given to **Dr. James O. Ho Khe Sui**, the Department Manager of Adult Cardiology, in due recognition of the exemplary performance of his duties and public service.

The **MR. & MS. PHC Coronation Night** at the MAB Hall is so far the grandest and most anticipated pageant in the PHC history. The best bets from the different divisions exhibited their finest as they walked down the runway in their festival costume, sportswear and formal attire. Any pageant would not be complete without the nerve-wracking, Question & Answer portion. It was no surprise that all the candidates were able to answer the questions with grace and confidence. Deserving winners emerged as the much coveted title of **Mr. PHC** was given to **Reggan S. Romarate** from the Department of Surgery and Anesthesia and **Francesca Ira B. Lim** from the Social Service Division as the newly crowned **Ms. PHC**.





THE CHALLENGES OF COVID-19 PANDEMIC

The COVID-19 Pandemic ICP TEAM at the Philippine Heart Center: A Fitting Response to the Difficult 23 weeks (and More) Challenge

The COVID-19 scare started in December 31, 2019 when the World Health Organization (WHO) reported around 44 cases of pneumonia of unknown etiology which was detected in Wuhan, Hubei Province of the People's Republic of China. On January 20, 2020, around 282 confirmed cases of then so-called 2019-novel Coronavirus (nCoV) were reported from four countries including China (278), Thailand (2), Japan (1), and Korea. During the first week of February, the death toll in China was already at 722, while the number of infected cases rose to 34,000. This led the Department of Health (DOH) together with the Department of Foreign Affairs to form a repatriation team to be sent to Wuhan, China on February 9, 2020. The Philippine Heart Center sent 2 PHC Volunteers to join the first repatriation team. Mr. Elmer Collong, Division Chief of the Corporate Planning Division, and Mr. Rowell Divinagracia, nursing staff, were part of the initial 10 men recognized by the House of Representatives through House Resolution 711, for their heroism, courage, and great compassion. By February 13, the Philippines then had 3 confirmed cases (all Chinese nationals) with one mortality.



Services Department Planning Division Disaster and Preparedness Team, the Medical teams of the Department of Adult Cardiology, Department of Ambulatory, Emergency, and Critical Care, Department of Allied medical Services- Pulmonary Division, Nursing Service, and the Hospital Support Services. Twice daily Meetings and updates were given, and precautions for transmission prevention protocols were developed with the Executive Committee.

The COVID Medical COVID Team was then formed. It was led by Dr. Rhandy Panganiban and Dr. Antonio Pascual, with Dr. Luis Habana of the Department of Ambulatory, Emergency and Critical Care collaborated with the Critical Care Division, the Pulmonary Division and other the Allied Specialties, and the Pharmacy and Therapeutics Committee Chair Dr. Magdalena J. Lagamayo on the protocols for the diagnosis and treatment of our admitted COVID patients.

Within the next 3 days, another 2-3 hospital staff were admitted, and some Hospital staff went into volunteer home quarantine due to possible high-risk exposure. The Outpatient Clinic, as well as Operating Room were limited to emergency cases and elective procedures and diagnostics also closed subsequently. The ICP was then opened for 24 hours every day to address all the emerging and pressing needs that arose because of the pandemic. The team met daily to discuss the cases and to designate the COVID and non-COVID hospital areas to prevent cross-contamination of patient and healthcare worker populations. The new ER was opened up earlier than planned and the two ERs were identified into a non-COVID ER and a COVID ER. Initially, the Short Stay Unit (SSU) and the Cardiac Care Unit (CCU) were designated to be the intensive care unit (ICU) for critical COVID cases; 3A and 3B for what was then termed Persons Under Investigation (PUI); and 3C was for non-critical confirmed COVID cases. Due to the long waiting period for the Reverse Transcription- Polymerase Chain Reaction (RT-PCR) results, stable confirmed patients who no longer needed close monitoring were admitted in 5C while awaiting for their negative results. Over 22 weeks, PHC had a total of 511 Covid related admissions (35.4% were confirmed cases, with an average Covid vs noncovid ratio of 1:3. Covid.

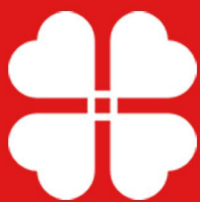
Fatality rate was 12.8% with highest risk among the critical Covid. 56.2% among the Covid related cases were mild. Towards the end of July, similar to other hospitals that pushed the 2nd MECQ recommendation, PHC had 70% increase in Covid admissions. Overall, there were 178 PHC Healthcare workers admitted, 72% confirmed COVID with 2 mortality in March (the late Dr. Raul Jara and Dr. Israel Bactol - adult cardiology fellow). PHC Covid Pandemic Dashboard of the Incident Command Post (ICP) shows updated data March-August 2020 (OSM).



By the end of February, the WHO declared the outbreak an international emergency with the warning that the corona virus posed a "grave threat".

The Philippine Heart Center was not spared. On March 6, 2020, the first person under investigation (PUI) was admitted and was subsequently swabbed. This patient unfortunately tested positive (DOH PH37) on March 10, 2020 and she eventually succumbed. By the time that the initial patient's test result obtained positive, about 3 of our own healthcare workers have admitted due to either high risk exposure or due to development of symptoms. With the admission of an anesthesiologist in our hospital and a cardiovascular surgeon in another hospital, the operating room limited their procedures only for emergency cases. There were a total of 17 healthcare workers admitted in the first week after the first confirmed case. Subsequently, a Luzon-wide lockdown was called by President Rodrigo Duterte on March 16, 2020.

With the FIRST confirmed case at PHC on March 10, 2020, a command conference was held the next day and the **Incident Command Post (ICP)** was born. Dr. Gerardo S. Manzo, Deputy Executive Director for Medical Services, then PHC Officer in Charge, as the ICP Commander. With Dr. Paul Salandanan, Chief of the Hospital Infection Control Office (HICO), the Management



THE CHALLENGES OF COVID-19 PANDEMIC



There was full support from the Department of Health most especially for personal protective equipment (PPE) and other supplies. With the number of patients coming in for COVID symptoms, PHC consumption for PPEs rose to 1,500 per week. Donations also came in from various private and public institutions and were properly accounted. Amongst the donations were medical sanitation supplies (alcohol, medical masks and N95, disinfectants, aerosol boxes and PPE), multivitamins and food products. Partition tents were supplied by Quezon City Disaster Risk Reduction and Management Office. Some of the monetary donations from companies were from Okada, Globe Rewards, HSEi Inc., and additional funding from the Department of Health together with daily donations from private individuals and companies for medical supplies and meals for about 300 hospital staff on duty daily. The ICP, in coordination with the medical team identified the medical equipment to better address the needs brought about by the pandemic: 2 portable X-ray machines, 2 portable echo machines, and HEPA filters for the MAB clinics, and protective equipment.

For the past 23 weeks (and more) we have seen the reality of the Covid 19 pandemic scare: (1) one colleague getting sick at a time with 2 of our dear frontline-doctors - Dr Raul Jara and his mentee adult cardiology fellow Dr Israel Bactol as our early heroes who led us to learn and curb the disease inflammatory surge, out of the 12.7% who have died, (2) one healthcare worker admitted at a time from community transmission or those with presumed patient contact (81.7 % increase in July); (3) the rise of clustered health worker admissions in the last 2 weeks (54% nurses, 17% Non-medical allied personnel). We have also seen by now how critical patients and colleagues get well, and that around 64% are mild and asymptomatic. But it has not ended ... and we are still counting.

Blessing of the New Emergency Room and Molecular Laboratory

For 45 years, the Philippine Heart Center remains committed to its mandate of bringing excellent cardiovascular care that is accessible to all. As the COVID-19 pandemic remains a challenge for the Health systems around the world, PHC has been resilient and evolving as it positively responded to the increasing demand for care of people with COVID-19 while trying to maintain the delivery of routine cardiovascular health services.

Our respected Guests of Honor, **HON. MARIA JOSEFINA TAN-YA "JOY" BELMONTE**, Mayor, Quezon City, **HON. ANGELINA "HELEN" DL. TAN**, Representative, 4th District Quezon, **USEC. ROGER P. TONG-AN**, Department of Health; joined the PHC Execom in the ribbon-cutting.

The blessing and inauguration of the New Emergency Room and Molecular Laboratory is another PHC milestone. These new facilities are anchored on the main objective of the Universal Healthcare Act, wide access and quality healthcare.

By June, on General Community Quarantine (GCQ), hospital services have been slowly shifted from Phase I to Phase II. Each of the respective departments prepared their return-to-work policies aligned to the hospital staff and patient safety protocols to prevent COVID transmission. Outpatient clinics both for service and private patients were opened once again with adherence to newly outlined safety protocols. Outpatient diagnostic services as well were opened to initially cater to a limited number of patients per day to allow adequate disinfection in between patients.

The 2020 World Economic Forum (WEF) claims that Covid 19 is "The Great Re-set." It may be wrong to presume that we will ever go back to "normal." This may be the test for resiliency to achieve our New Normal breakthroughs: (1) Increase in the number of patients served with better outcomes at par with global standard amidst the Covid Pandemic; (2) Increase in Patient and Employee Safety as a Covid 19 response. Robert Mortiz of 2020 WEF describes the 5- points- of-action of the Great Reset of Covid 19: (1) Repair-because we need to be around tomorrow we need to fix the problems of tomorrow; (2) Rethink – we can try but we may not return to the way things were; (3) Reconfigure: the biggest challenge is making things happen; (4) Restart- just start things anew; (5) last but not least - Report. We can very well adapt to this and survive as action, monitoring and reporting has always been the PHC culture to governance excellence.



Our endeavor to bring the best healthcare service and world class facilities continues amidst the pandemic because the service to the Filipinos has kept our passion to do our best, excellent healthcare service. This is not a new normal for us but has been our normal for 45 years.

Puso! PHC has the heart to serve... this is why we exist.



BEST PRACTICE SHARING

1ST PHC VIRTUAL BEST PRACTICE RECOGNITION 2020 PROGRAMME

- 1:00-1:05 PM Welcome Remarks Joel M. Abanilla, MD
Executive Director
- 1:05-1:10 PM Introduction of the Judges Juliet J. Balderas, MD, MSPH
Department Manager III, MSD
- 1:10-1:15 PM Discussion of Mechanics Glorilyn Joy C. Laceste, MA Psy
Planning Officer III, OSM
- 1:15-3:05 PM **PRESENTATION OF 2020 BEST PRACTICE ENTRIES**
- Enhanced Recovery After Surgery (ERAS) (Critical Care Division- Medical Services)
 - Adherence to International Standards of Er to Wiring Time Among STE ACS Patients for Primary PCI (Invasive Cardiology Division- Medical Services)
 - Decreased Hospitalization Stay, Bleeding Complications, and Improved Patient Experience with Early Sheath Removal Using Heparin Reversal for Femoral PCI (Invasive Cardiology Division- Medical Services)
 - Good Communication Means Good Patient Care (Improved NPO Signage) (Medical-Surgical Care 1 - Nursing Services)
 - Welcome Card to Patient Focusing on Words of Healing and Comfort (Medical-Surgical Care 1 - Nursing Services)
 - Gel In, Gel Out (Medical-Surgical Care 2 - Nursing Services)
 - Outcome-Based Training Program (Medical Training Division - ETRS)
 - Multimodality Imaging (Non-Invasive Cardiology Division- Medical Services)
 - OPD Electronic Medical Record and Continuity Care (OPD- Medical Services)
 - Happy To Wash Time (Pediatric Care / OPD / Diagnostics Division - Nursing Services)
 - Pediatric Community Outreach Program (Pediatric Care / OPD / Diagnostics Division - Nursing Services)
 - PHC L.A.T.C.H (Pediatric Care / OPD / Diagnostics Division - Nursing Services)
- 3:15-3:25 PM Announcement of PHCBPR 2020 Winners
- 3:25-3:30 PM Closing Remarks Gerardo S. Manzo, MD
Deputy Executive Director,
Medical Services

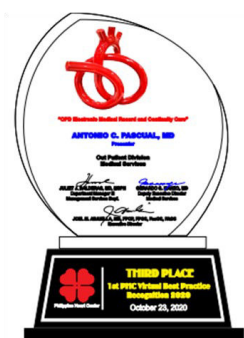
Moderator:

Elmer Benedict E. Collong, RMT
Chief, Corporate Planning Division

1ST

PHC VIRTUAL BEST PRACTICE RECOGNITION 2020

23 OCTOBER 2020
1:00 PM - 3:30 PM





PHILIPPINE HEART CENTER

East Avenue, Quezon City