

2021

ANNUAL  
REPORT

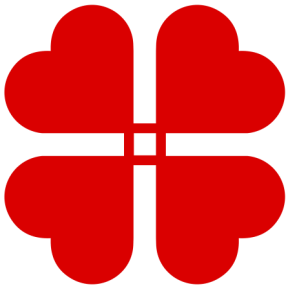


PHILIPPINE HEART CENTER

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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*

2021

# INTRODUCTION



*“Patuloy ang Pag -aalay at Pagsisilbi ng may Puso  
at Pag-asa kahit may Pandemya*

*The Philippine Heart Center continues to move beyond better to realize the vision of service excellence in cardiovascular care. Imbued with commitment and compassion, PHC is truly the best cardiovascular hospital, where our hearts are being taken cared of by health professionals with hearts of genuine service.*

*Our 46<sup>th</sup> Anniversary theme “Patuloy ang Pag-aalay at Pagsisilbi ng may Puso at Pag-asa kahit Pandemya” rekindled our passion to bravely face this pandemic. Empowered with the right knowledge on how to combat this virus and by advocating ways on how to safely carry on tasks as we conduct the “new business as usual,” PHC will remain true to its mandate of service excellence in cardiovascular care for all the Filipinos.*

# MESSAGE FROM THE EXECUTIVE DIRECTOR

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**JOEL M. ABANILLA, MD**  
**Executive Director**

Through the years, PHC was created for a purpose and it continues to exist because of the people who have contributed their very best to “Share & Care,” despite the COVID-19 pandemic. PHC has been a home of selfless individuals who are equipped, empowered and committed, embodying the genuine characteristics of this esteemed institution.

For over a year into the pandemic, PHC continues to soar in terms of improvement in its health facilities, equipment update, programs and business operations. Even so, each and everyone has contributed to the steady growth in PHC's financial performance. Now more than ever we have proved our resiliency and have proven that there is power in unity. Having committed individuals like you guarantee success beyond measure.

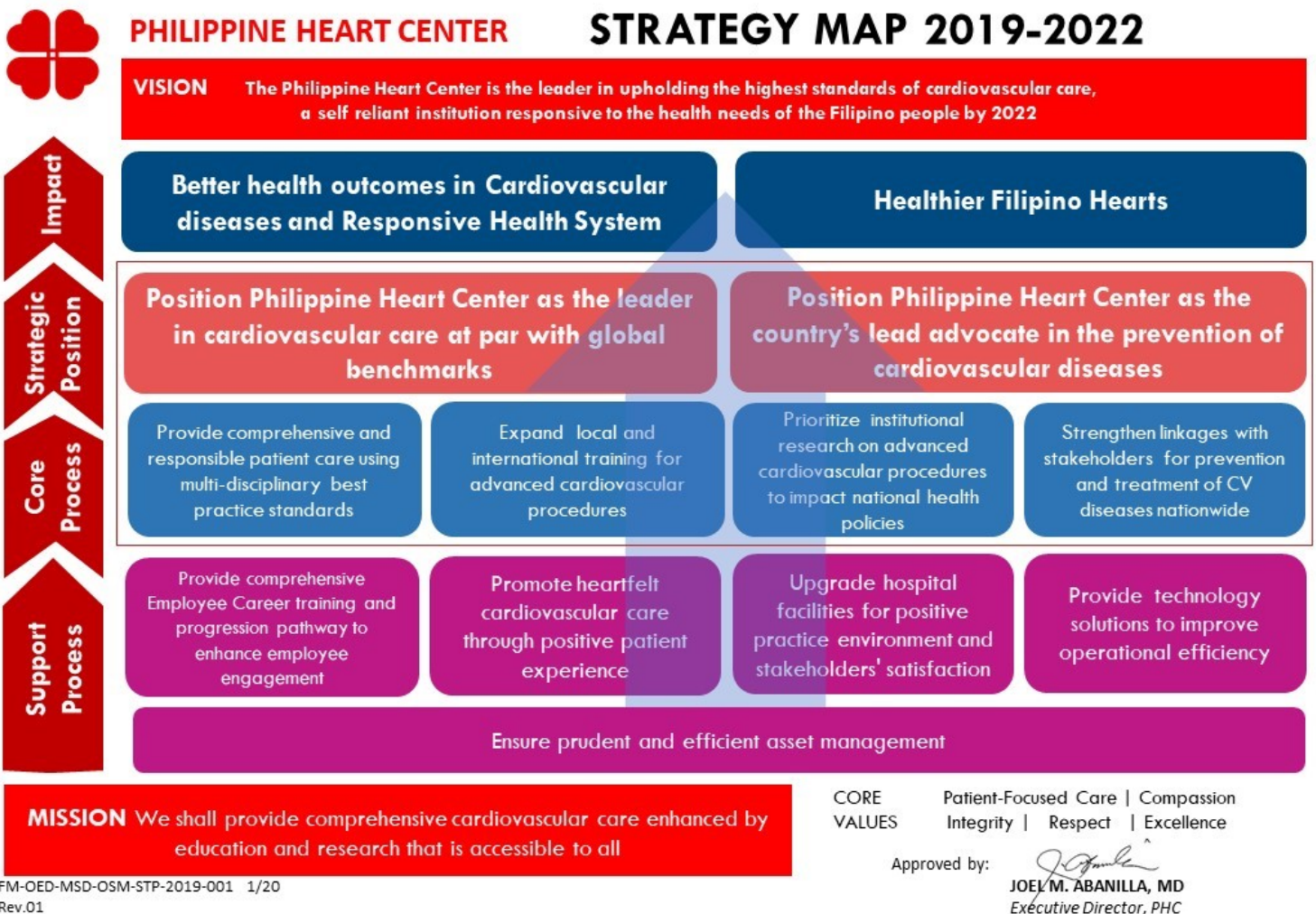
Now more than ever, we are ready to take the big leap and expand your horizons. PHC will embark on a journey to greater heights. Let new beginnings inspire you to continually seek better and brighter horizons for the institution.

May we be inspired to continue our mandate in service to your countrymen and to bring back the glory to God. In synergy I am most certain that we will accomplish & achieve more!

*Mabuhay ang Philippine Heart Center!*

# 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.



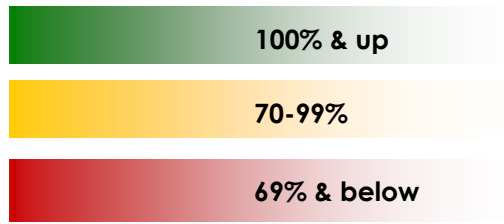
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 Rev.01

# EXECUTIVE SUMMARY

The **2021 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 131.9% on its 2021 performance.

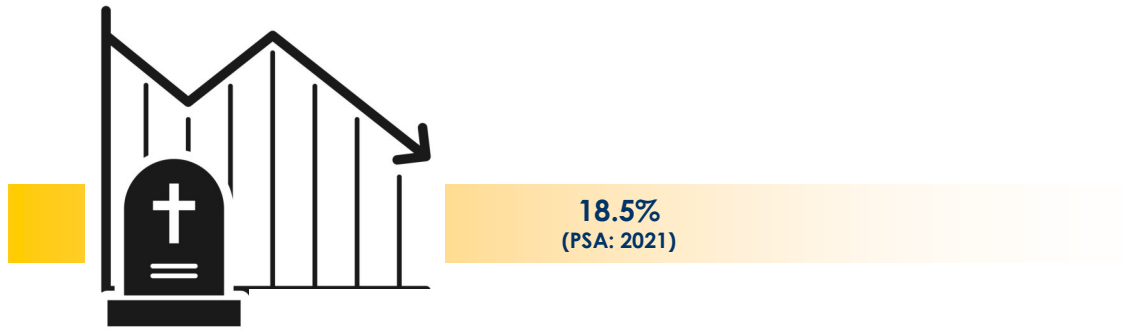
<b>PERSPECTIVE</b>	<b>Jan- Mar 2021</b>	<b>Jan – June 2021</b>	<b>Jan– Sept 2021</b>	<b>Jan– Dec 2021</b>
<b>SOCIAL IMPACT (1-7 measures)</b>	<b>126.2%</b>	<b>122.3%</b>	<b>121.5%</b>	<b>116.3%</b>
<b>ORGANIZATION (8-9 measures)</b>	<b>92.9%</b>	<b>101.2%</b>	<b>92.9%</b>	<b>81.3%</b>
<b>INTERNAL PROCESS (10-11, 20-24 measures)</b>	<b>99.6%</b>	<b>97.5%</b>	<b>105.3%</b>	<b>107.9%</b>
<b>PEOPLE EMPOWER- MENT (12-19 measures)</b>	<b>116.2%</b>	<b>106.1%</b>	<b>101.0%</b>	<b>96.1%</b>
<b>FUND RESOURCE (25-28 measures)</b>	<b>92.2%</b>	<b>178.9%</b>	<b>242.0%</b>	<b>258.2%</b>
<b>AVERAGE ACCOM- PLISHMENT</b>	<b>105.4%</b> Satisfactory	<b>121.2%</b> Very Satisfactory	<b>132.5%</b> Outstanding	<b>131.9%</b> Outstanding

# SOCIAL IMPACT

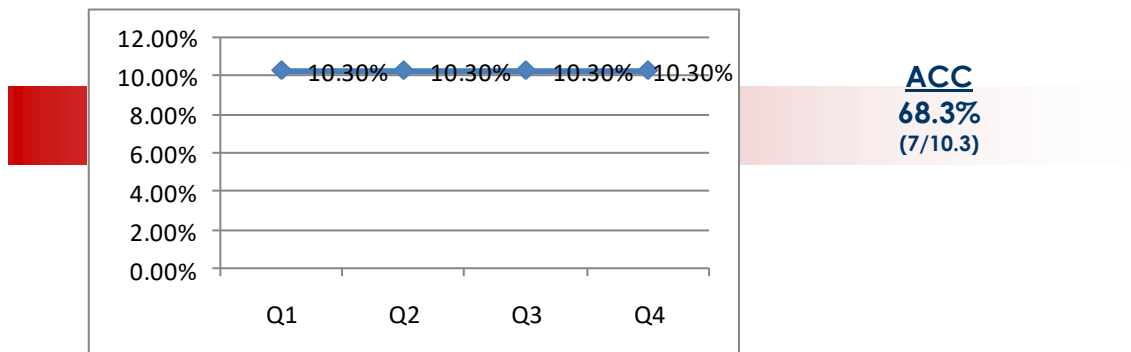


## Healthier Filipino Hearts

- *National Cardiac (Heart) Mortality Rate*



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

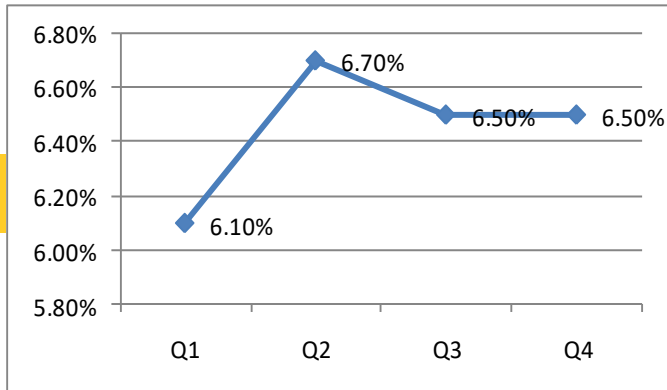




# SOCIAL IMPACT

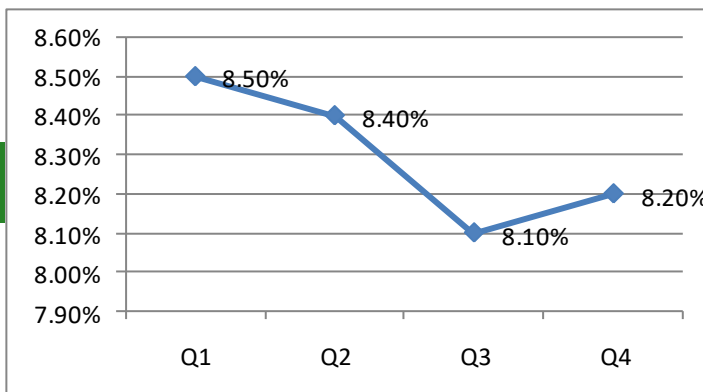
## Better Health Outcomes

- Health Outcomes of PHC Net Overall Mortality Rate**



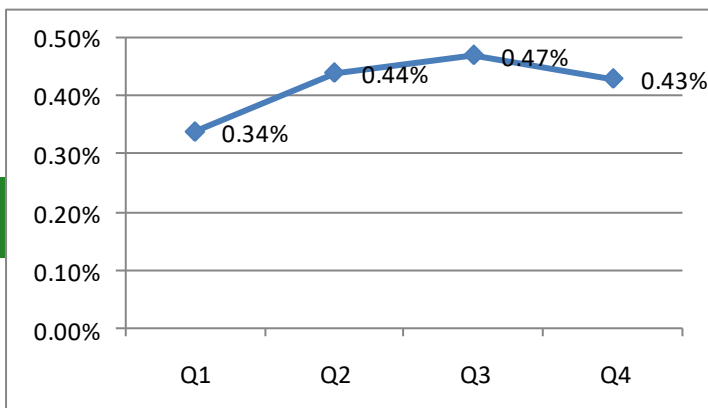
**ACC**  
**92.30%**  
(6.5/6)

- Decrease Mortality from Cardiovascular Disease**



**ACC**  
**111.1%**  
(9/8.2)

- Hospital Acquired Infection Rate**

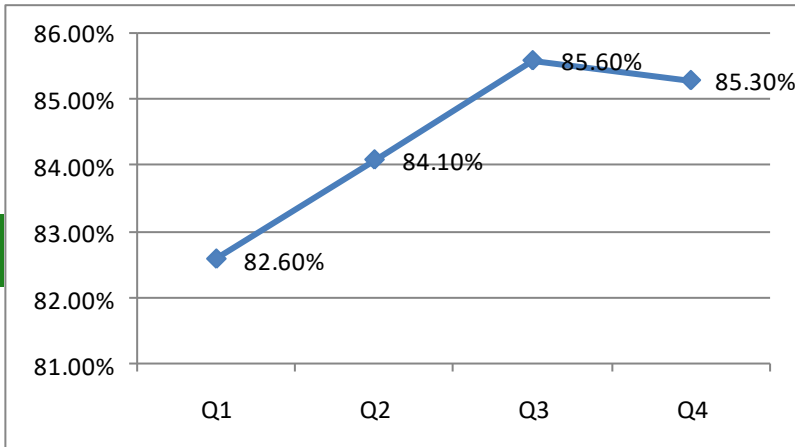


**ACC**  
**233.1%**  
(1/.43)

# SOCIAL IMPACT

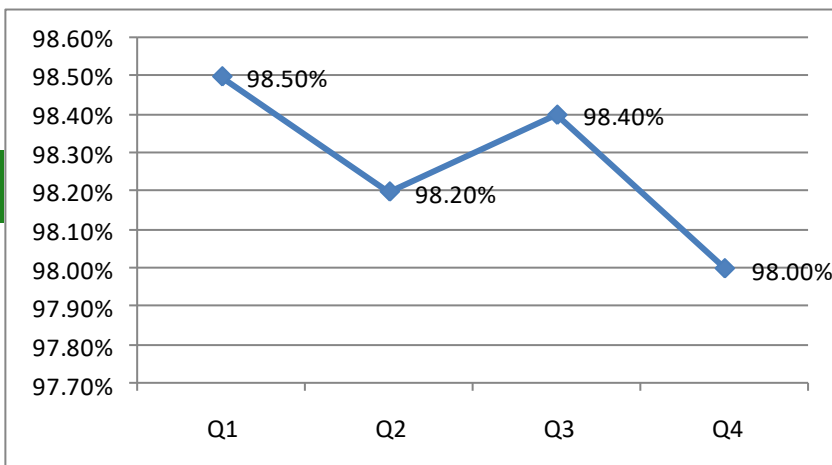
## Responsive Health Systems

- % of Client with Very Satisfactory Rating



**ACC**  
**125.5.0%**  
**(85.3/68)**

- % NBB-Eligible patients with Zero Co-payment

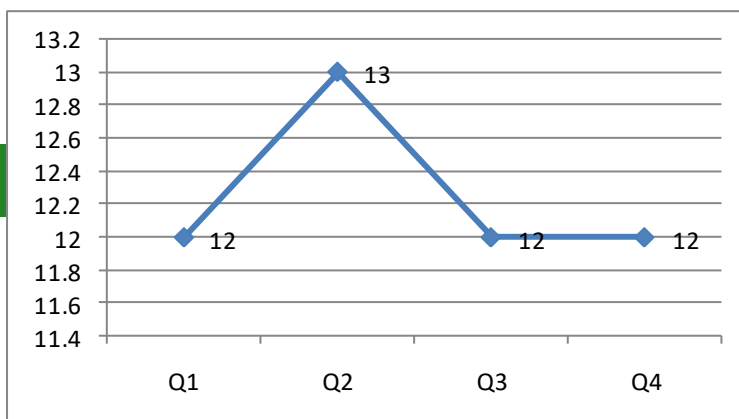


**ACC**  
**100.0%**  
**(98/98)**

# STRATEGIC GOAL

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

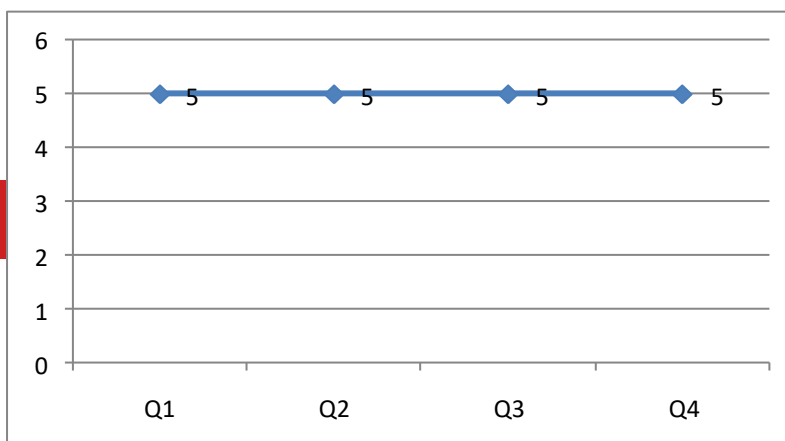
- *Number of cardiovascular procedures with health outcomes at par or better than global outcomes*



**ACC**  
**100%**  
**(12/12)**

## 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*

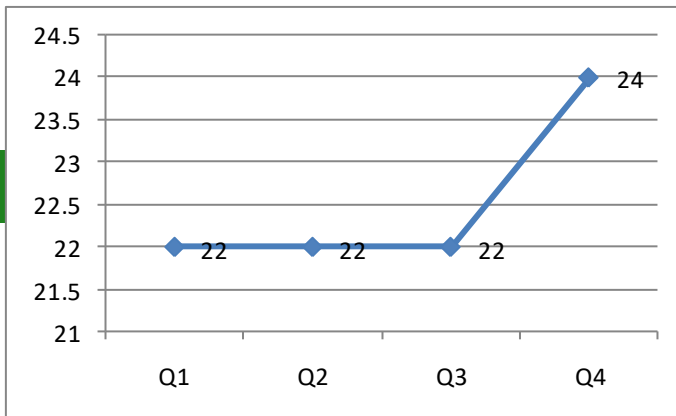


**ACC**  
**62.5%**  
**(5/8)**

# CORE PROCESSES

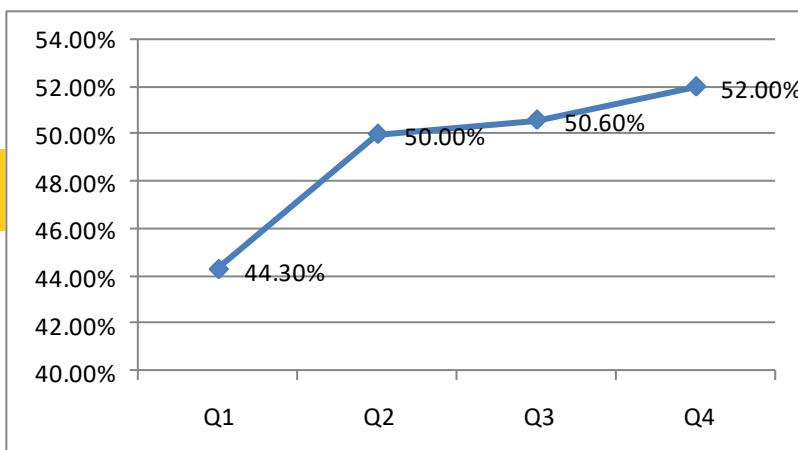
## Provide Comprehensive and responsible patient care using multi-disciplinary best practice standards

- *No. of clinical pathways developed and implemented*



**ACC**  
**100.0%**  
**(24/24)**

- *Percentage compliance to approved clinical pathways*

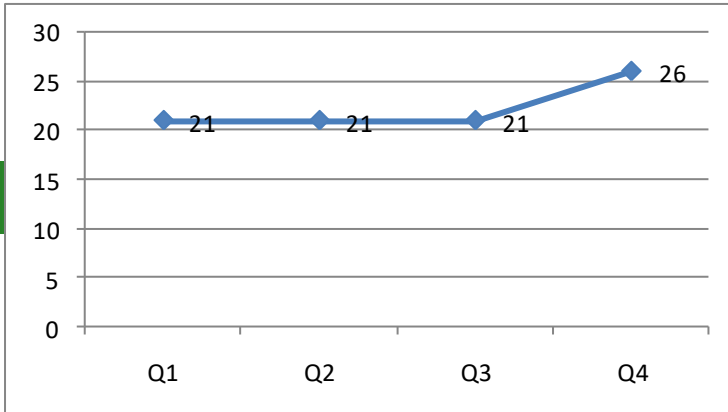


**ACC**  
**80.0%**  
**(52/65)**

# CORE PROCESSES

## Expand local and international training for advanced Cardiovascular procedures

- *Number of new training programs developed*



**ACC**  
**185.7%**  
**(26/14)**

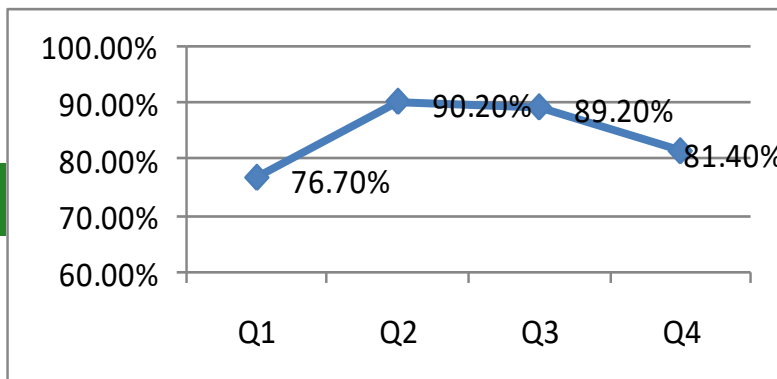
- *Number of graduates of new Fellowship training programs/ Hospitals with completed module*



**ACC**  
**50%**

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

- *Number of research outputs published and presented*

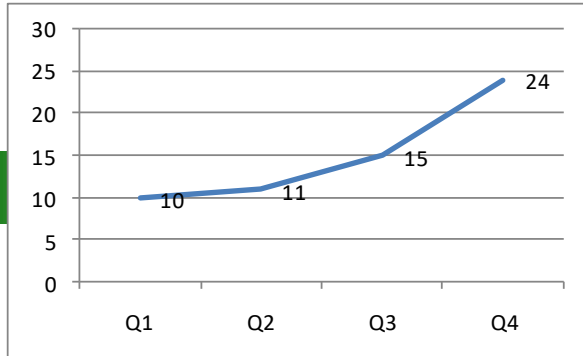


**ACC**  
**108.50%**  
**(81.70/75)**

# CORE PROCESSES

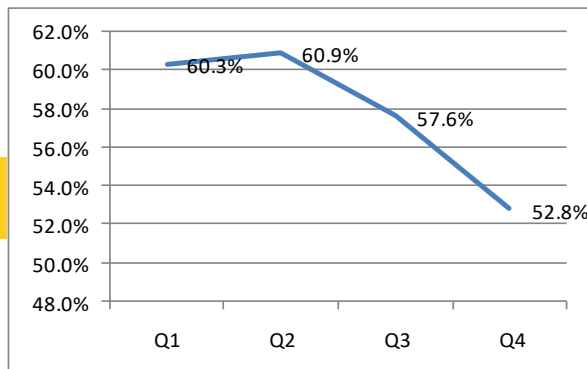
Expand local and international training for advanced cardiovascular procedures

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



**ACC**  
218.2%  
(24/11)

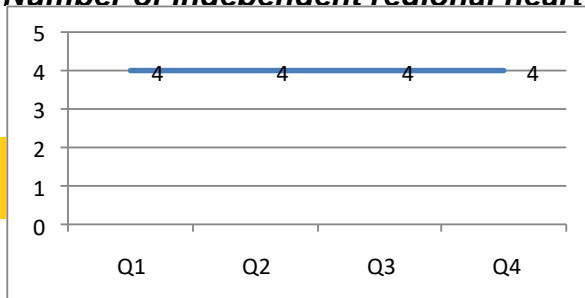
- **Percentage compliance to approved clinical pathways**



**ACC**  
75.4%  
(52.8/70)

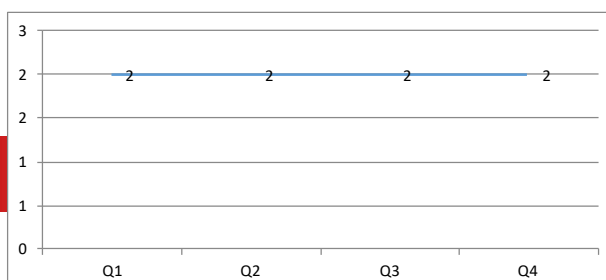
## Strengthen linkages with stakeholders for prevention and treatment of CV disease nationwide

- **Number of independent regional heart centers**



**ACC**  
80.0%  
(5/4)

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

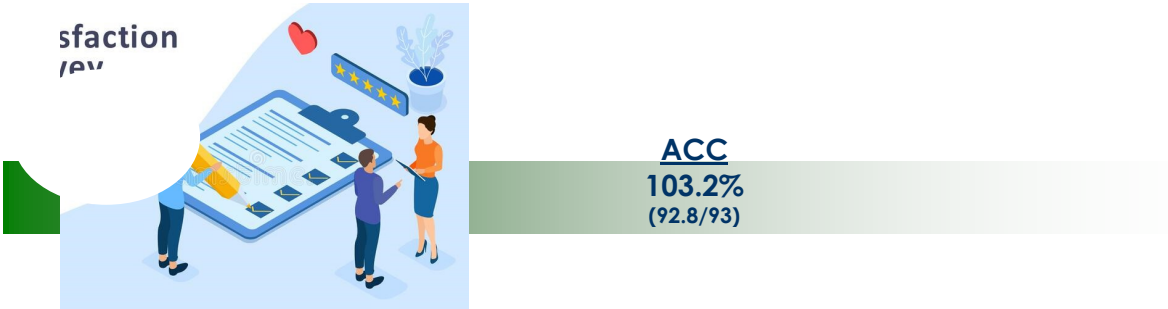


**ACC**  
66.7%  
(2/3)

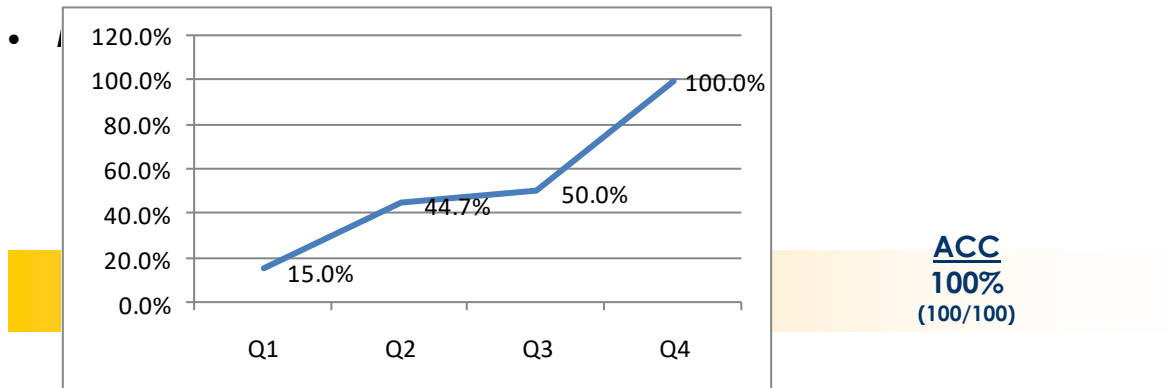
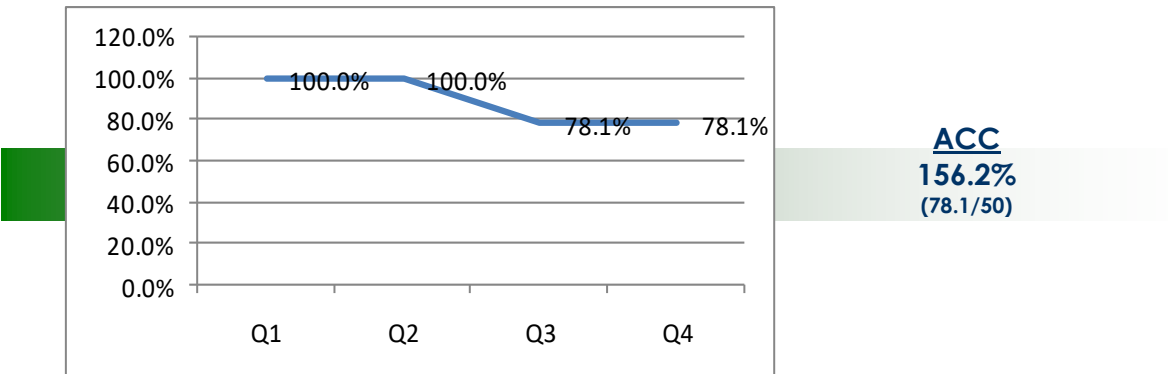
# SUPPORT PROCESSES

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

- Percentage increase in employment satisfaction survey



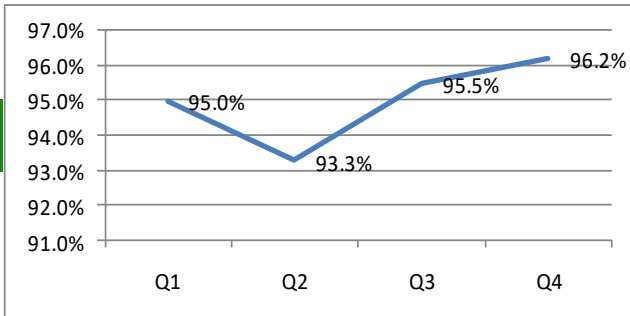
- Percentage filled additional plantilla positions



# SUPPORT PROCESSES

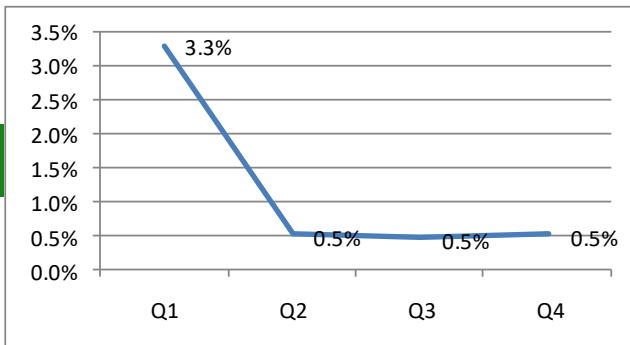
## Promote heartfelt cardiovascular care through positive patient experience

- Percentage of resolved customer complaints



**ACC**  
**106.9%**  
**(96.2/90)**

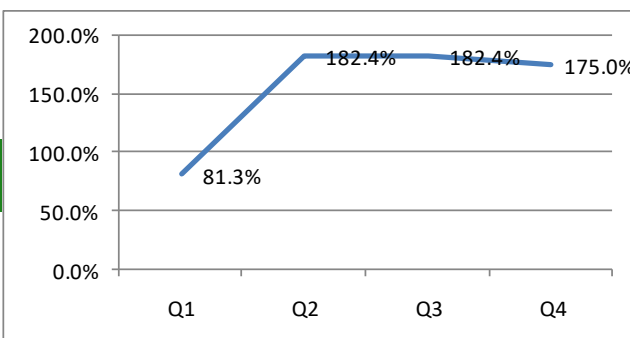
- Decrease in patient safety related incidences



**ACC**  
**461.5%**  
**(2.4/.52)**

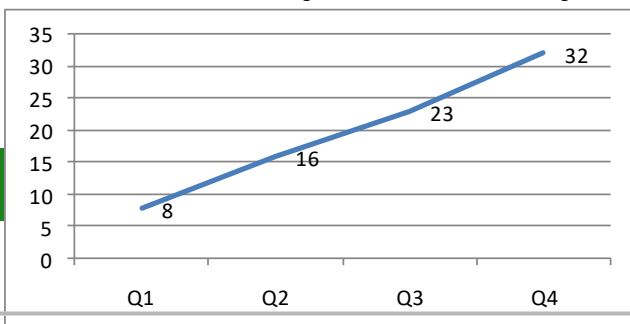
## Upgrade hospital facilities for positive practice environment and stockholders' satisfaction

- Decrease in patient safety related incidences



**ACC**  
**184.2%**  
**(175/95)**

- Number of new IT systems utilized by end-users



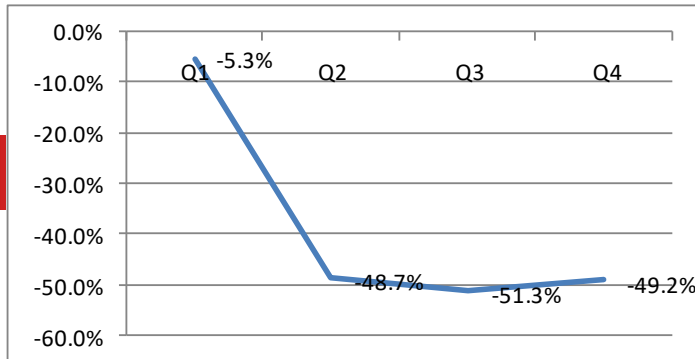
**ACC**  
**213.3%**  
**(32/15)**



# SUPPORT PROCESSES

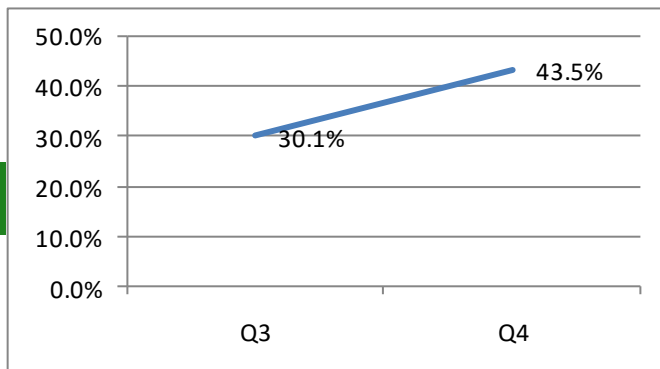
## Ensure prudent and efficient asset management

- Percentage increase in gross revenue



**ACC**  
**-410%**

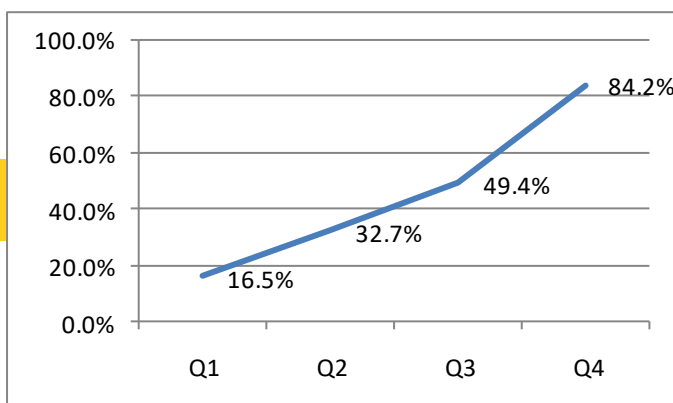
- Percentage increase in gross revenue



**ACC**  
**435%**  
**(43.3/10)**

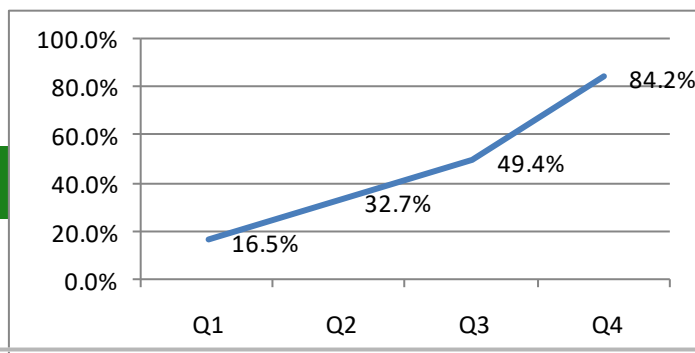
*\*Target of 10% increase from the previous quarter (reset due to Covid)*

- Budget Utilization Rate



**ACC**  
**84.2%**  
**(84.2/100)**

- Budget Utilization Rate

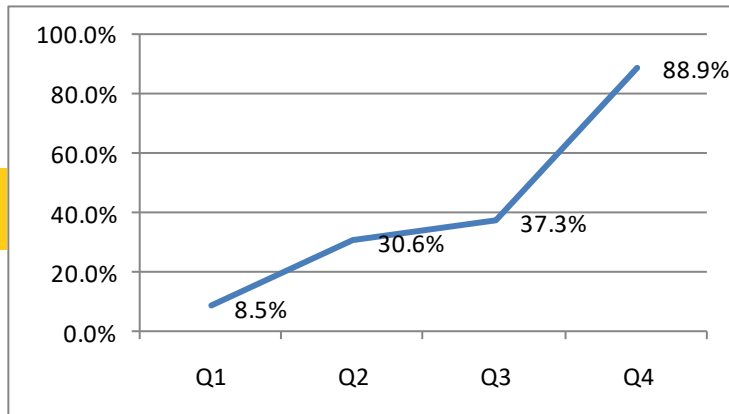


**ACC**  
**112.3%**  
**(84.2/75)**

*\*Target reset due to Covid*

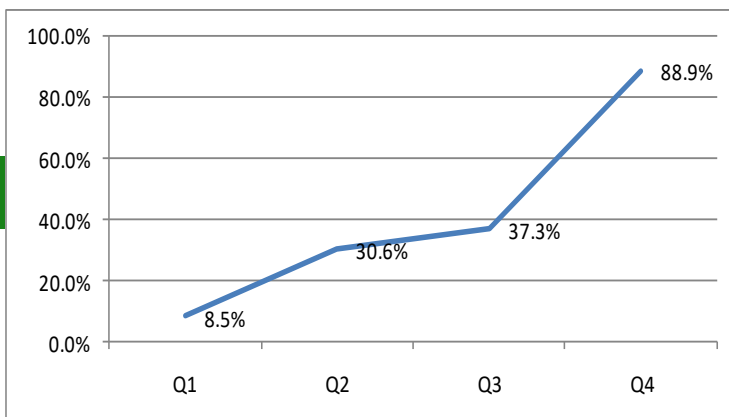
# SUPPORT PROCESSES

- **CapEx budget utilization**



**ACC**  
88.9%  
(88.9/100)

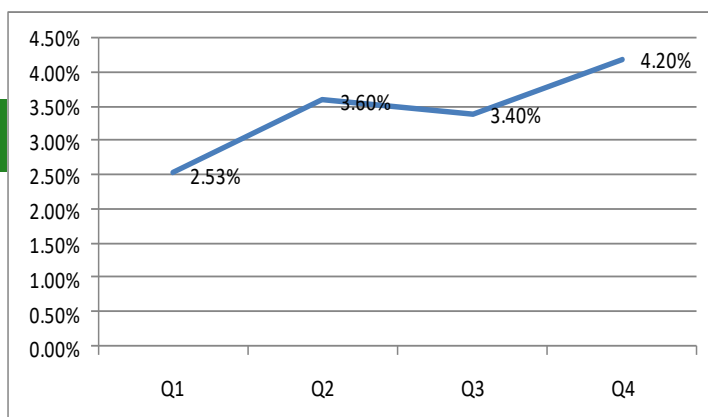
- **CapEx budget utilization**



**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

## I. STATEMENTS OF FINANCIAL POSITION

As at December 31, 2021 and 2020  
(In Philippine Peso)

	2021	2020 (As Restated)	Increase (Decrease)
ASSETS	7,860,807,065	6,676,848,161	1,183,958,904
LIABILITIES	2,869,232,414	2,158,145,280	711,087,134
<b>NET ASSETS/EQUITY</b>	<b>4,991,574,651</b>	<b>4,518,702,881</b>	<b>472,871,770</b>

## II. STATEMENTS OF FINANCIAL PERFORMANCE

For the Years Ended December 31, 2021 and 2020  
(In Philippine Peso)

	2021	2020 (As Restated)	Increase (Decrease)
REVENUE	2,420,218,942	1,731,887,995	688,330,947
CURRENT OPERATING EXPENSES	3,757,388,142	3,309,325,728	448,062,414
SURPLUS/(DEFICIT) FROM CURRENT OPERATIONS	(1,337,169,200)	(1,577,437,733)	240,268,533
GAINS/(LOSSES) – net	9,250,258	(8,860,295)	18,110,553
SUBSIDY FROM NATIONAL GOVERNMENT	1,800,790,712	1,424,023,000	376,767,712
<b>NET SURPLUS FOR THE PERIOD</b>	<b>472,871,770</b>	<b>(162,275,028)</b>	<b>635,146,798</b>

\* Unaudited financial statement



## MEDICAL TRAINING

DISPERSAL	2020	2021
NCR	55	55
CAR	2	6
REGION I	2	1
REGION II	3	1
REGION III	3	0
REGION IV	3	0
REGION V	2	0
REGION VI	2	3
REGION VII	2	4
REGION VIII	1	0
REGION IX	1	0
REGION X	2	0
REGION XI	1	0
REGION XII	0	0
REGION XIII	0	0
ARMM	0	1
SINGAPORE	0	0
TAIWAN	0	0
<b>TOTAL</b>	<b>79</b>	<b>71</b>



# ANCILLARY DEPARTMENT

## NUTRITION AND DIETETICS

	2020	2021
Total no. of cooked meals prepared	243,394	252,181
Total no. of tube feedings prepared	9,211	13,102
Number of patients visited	5,010	5,064
Number of patients given diet instruction	4,700	5,745
Gross Income (including penalties)	Php 50,792,903.46	Php 67,066,496.44

## PHARMACY

### TOTAL NUMBER OF PRESCRIPTIONS FILLED

	2020	2021
In-patient	613,987	825,144
Out-patient	20,691	24,314

### GROSS SALES INCOME

	2020	2021
In-patient	Php 184,913,374.34	Php 224,477,084.82
Out-patient	Php 55,474,322.45	Php 79,113,680.06



# INFRASTRUCTURE PROJECTS

## COMPLETED MAJOR INFRASTRUCTURE PROJECTS

### CARDIAC CATHETERIZATION LABORATORY



### PETAL 4-E, 4-F, AND 4-G AT THE ANNEX BUILDING





# INFRASTRUCTURE PROJECTS

## NURSING DEPARTMENT MANAGERS' OFFICE



## EDUCATION, TRAINING, AND RESEARCH SERVICES' OFFICE





# INFRASTRUCTURE PROJECTS

## DEPUTY EXECUTIVE DIRECTOR FOR MEDICAL SERVICES' OFFICE



## HOSPITAL SUPPORT SERVICES' OFFICE







# INFRASTRUCTURE PROJECTS

## HUMAN RESOURCE MANAGEMENT DIVISION'S OFFICE



## MALASAKIT CENTER





# INFRASTRUCTURE PROJECTS

## COVID ISOLATION MICU-1 ROOMS 423 - 428 (CONVERTED TO NEGATIVE PRESSURE ROOMS THROUGH DOH-WB)



## PEDIATRIC CARDIOLOGY DIVISION'S OFFICE





## COMPLETED MINOR INFRASTRUCTURE PROJECTS

1. Renovation of Staff Lounge and Executive Conference Room (currently occupied and used by the Incident Command Post),
2. Provision of Head Nurse Office at SICU-2,
3. Provision of Property and Supply Management Division's Storage Room along the Service Driveway,
4. Extension of Steel-framed Polycarbonate Roofing along Pagbubungkos Plaza,
5. Replacement of dilapidated polycarbonate roofing to metal roofing at the 5th Floor Hospital Building Peripheral Corridor along the Garden,
6. Upgrading of T&B facilities of the 7th Floor PHC Dormitory,
7. Construction of Motorpool Extension for newly-acquired PHC Transport Vehicles,
8. Renovation of SICU-1 (Phase 4) - Nursing Support facilities such as Head Nurse, Staff Lounge, and Storage Rooms,
9. Replacement of defective floor tiles of the Café 1475



# INFRASTRUCTURE PROJECTS

## ONGOING INFRASTRUCTURE PROJECTS

### CENTRAL SUPPLY SERVICES, PHARMACY, AND MORTUARY



### ONE-STOP SHOP CARDIOVASCULAR DIAGNOSTIC CENTER (PHASE 1)





# INFRASTRUCTURE PROJECTS

## FIT-OUT FOR HOSPITAL BUILDING EXPANSION ABOVE ER



## NURSING SERVICES' OFFICE





# INFRASTRUCTURE PROJECTS

## THIRD FLOOR PERIPHERAL ROOF DECK (ABOVE CV LABORATORY EXPANSION)



## PULMONARY REHABILITATION - HIGH ALTITUDE SIMULATION TESTING CENTER





# INFRASTRUCTURE PROJECTS

## **OTHER ON-GOING INFRASTRUCTURE PROJECTS:**

1. Phase 1 design and construction of Hospital Annex Building with Carpark through Multi-Year Obligational Authority (MYOA) Fund,
2. Expansion of Billing and Claims Division Office at Basement,
3. Expansion of Management Information Services Division Office at 2nd Floor MAB (Phase 1),
4. Construction of Clinical Trial Unit Office and Relocation of Research Division Office at 9th Floor MAB
5. Conversion of existing steel-framed to aluminum-framed operable glass windows along 2/F Hospital Periphery,
6. Conversion of existing Air Handling Units at Hospital and Medical Arts Buildings from Conventional Type to Compact Type
7. Installation of 35 units Split-type air-conditioning systems at Hospital and Annex Buildings,
8. Provision of 25HP and 40HP Submersible Pumps at Sump Pit and Sewage Treatment Plant

## **PHC PROJECTS IN THE FY 2022 PIPELINE**

1. Expansion and Renovation of Management Information Systems Division Office at 2nd floor MAB (Phase 2)
2. Conversion of current Short Stay Unit (SSU) to Coronary Care Unit 2 (CCU-2) with increased bed capacity,
3. Upgrading of PHC Electrical System,
4. Upgrading of PABX System,
5. Provision of Oxygen Generating Plant,
6. Relocation of Pulmonary Division, Sleep Clinic, and Bronchoscopy Section,
7. Renovation of Male and Female Public Toilets at G/F-MAB,
8. Upgrading of water distribution lines of Hospital,
9. Upgrading of chilled water lines of AC in HB and MAB,
10. Replacement of OR 1-4 Laminar Flow's HEPA Filters,
11. Renovation of Petal 3-C.
12. Relocation of Nursing Division Chief's Office,
13. Installation of 1,500 TR Cooling Tower,
14. Installation of Mechanical Pressurization System for Stairwells at Hospital and Medical Arts Building.



# ACCOMPLISHMENT HIGHLIGHTS

## CATCHMENT AREAS (IN-PATIENTS)

		2021
I	Ilocos Region	174
II	Cagayan Valley	194
III	Central Luzon	1,373
IV-A	Calabarzon	1,941
IV-B	Mimaropa	118
V	Bicol Region	126
VI	Western Visayas	106
VI	Central Visayas	73
VIII	Eastern Visayas	97
IX	Western Mindanao	46
X	Northern Mindanao	45
XI	Southern Mindanao	10
XII	Socsargen	6
XIII	Caraga Region	9
CAR	Cordillera Administrative Region	96
NCR	National Capital Region	4,485
ARMM	Autonomous Region of Muslim Mindanao	28
<b>TOTAL</b>		<b>9,287</b>

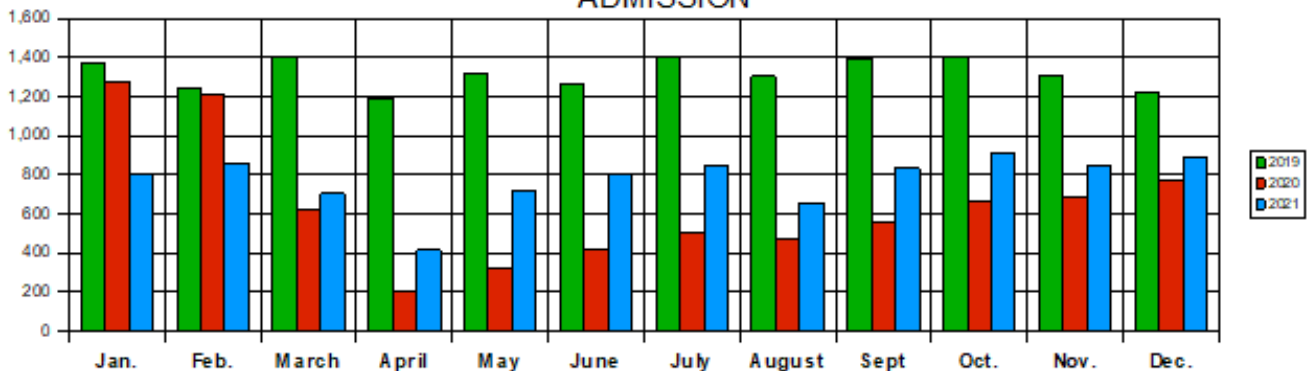




# ACCOMPLISHMENT HIGHLIGHTS

Comparative figures on Total Admissions for the Calendar Year 2021 shows an increase of 20.52% or higher by 1,582 patients vs. 7,706 of 2020 but lower by 6,525 patients or 41.26% vs. 15,813 of for C.Y. 2019.

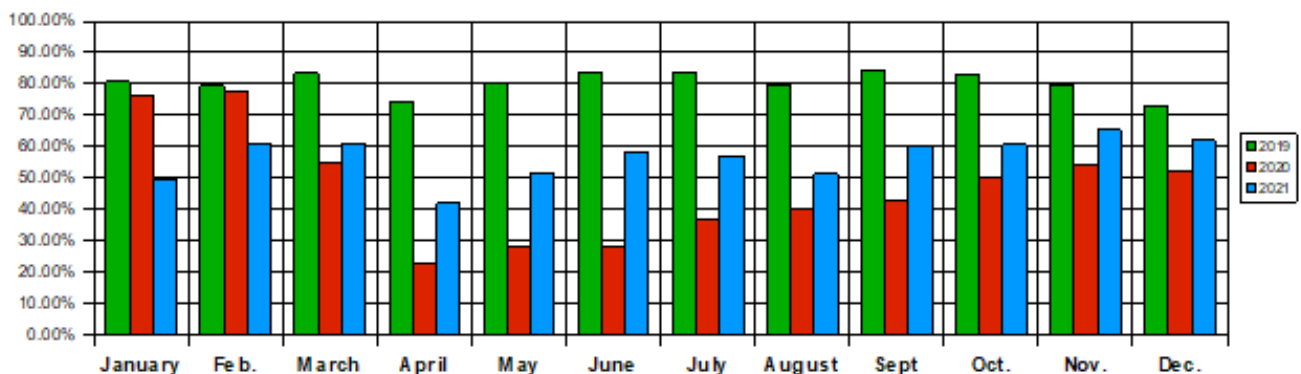
## ADMISSION



	January	February	March	April	May	June	July	August	Sept	October	November	December	TOTAL
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
2021	808	857	705	414	720	808	842	654	834	911	847	888	9,288

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## OCCUPANCY RATE



	January	February	March	April	May	June	July	August	Sept	October	November	December	Average
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%
2021	49.54%	60.94%	60.71%	41.92%	51.62%	58.31%	56.96%	51.33%	59.96%	60.79%	65.38%	61.97%	56.62%

Average Occupancy rate for the Calendar year 2021 shows an increase by 9.46% as compared from 47.16% of 2020 but a decrease by 23.77% vs. 2019.



# ACCOMPLISHMENT HIGHLIGHTS

## TOTAL NUMBER OF SURGERIES

<b>Adult Patients</b>	<b>2020</b>	<b>2021</b>
Pay	1,120	1,682
Service	261	314
<b>Total Z-Benefit Cases</b>		
Adult Patients (CABG)		
Pay	89	68
Service	21	8
<b>Total Number of Surgeries</b>	<b>1,491</b>	<b>2,072</b>

<b>Pedia Patients</b>	<b>2020</b>	<b>2021</b>
Pay	143	343
Service	200	191
<b>Total Z-Benefit Cases</b>		
Pedia Patients (VSD Closure/TOF Correction)		
Pay	63	101
Service	44	39
<b>Total Number of Surgeries</b>	<b>450</b>	<b>674</b>

## INVASIVE CARDIOLOGY DIVISION

	<b>2020</b>	<b>2021</b>
Total Number of Patients served	3,414	4,392
Total Number of Procedures Done		
In-patients	4,095	5,704
Out-patients	325	81
<b>TOTAL</b>	<b>4,420</b>	<b>5,785</b>



# ACCOMPLISHMENT HIGHLIGHTS

## PULMONARY MEDICINE DIVISION

	2020	2021
Total Number of Patients Served	46,351	12,502
Total Number of Procedures Done	72,444	40,955

## VASCULAR MEDICINE DIVISION

	2020	2021
Total Number of Patients Served	1,362	2,360
Total Number of Procedures Done	2,043	2,525

## ELECTROPHYSIOLOGY DIVISION

	2020	2021
Total Number of Patients Served	531	1,449
Total Number of Patients Operated	115	205



# ACCOMPLISHMENT HIGHLIGHTS

## PHYSICAL MEDICINE AND REHABILITATION DIVISION

	2020	2021
<b>Total Number of Patients served</b>		
In-patients	1,700	2,921
Out-patients	2,433	2,340
<b>TOTAL</b>	<b>4,133</b>	<b>5,261</b>
<b>Total Number of Procedures Done</b>		
In-patients	1,713	2,966
Out-patients	3,066	2,826
<b>TOTAL</b>	<b>4,779</b>	<b>5,792</b>

## OUT-PATIENT DIVISION

	2020	2021
<b>Total Number of Patients Served</b>	40,850	48,484
<b>Total Number of ECG Procedures Done</b>	2,440	3,308



# 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 2<sup>nd</sup> 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, 4<sup>th</sup> 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



## 1<sup>ST</sup> 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*

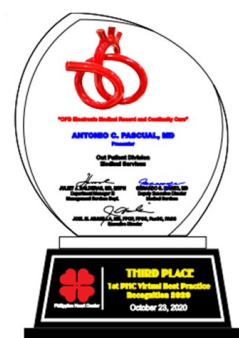
Moderator:

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

# 1<sup>ST</sup>

# PHC VIRTUAL BEST PRACTICE RECOGNITION 2020

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





**PHILIPPINE HEART CENTER**

East Avenue, Quezon City