



ISLANDS of GOOD
GOVERNANCE

PHILIPPINE HEART CENTER

Office of Strategy Management

BALANCED SCORECARD SUMMARY REPORT TOWARDS HEALTHIER FILIPINO HEARTS

January – December 2018



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 nationwide

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

Core Values

PATIENT-FOCUSED CARE | COMPASSION | INTEGRITY | RESPECT | EXCELLENCE

Approved by:



Signature of Joel M. Abanilla, MD, Executive Director, PHC



IMPACT



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	Impact Indicator	#	Measure	BL	2017		2018		% ACC
					Target	Actual	Target	Actual (Q4)	
A	Healthier Filipino Hearts	1	National Cardiac (Heart) Mortality Rate	22.3% (2013-DOH)	22.0%	(2016)	21.5%	Updated data not available	
B	Better Health Outcomes and Responsive Health Systems	2	Health Outcomes of Regional Heart Centers Z-Benefit Cardiac Surgery Mortality rate 	4.76% (3/63)	4.0%	3.3% (3/90)	3.7%	1.1% (1/90)	363.6%
		3	Health Outcomes of PHC Net Mortality Rate 	5.7%	5.0%	4.7% (258/16,236)	5.0%	4.5% (699/15,588)	111.1%
		4	% of Client with Very Satisfactory Rating	51.1%	55.0%	55.0%	60.0%	55.4% (3,657/6,603)	92.3%
		5	% No Balance Billing	90.2%	91.0%	93.2% (1,499/1,608)	93.0%	90.6% (1,527/1,686)	97.4%



Legend:  100% and up  70%- 99%  69% and below



STRATEGIC GOAL



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	Impact Indicator	#	Measure	BL	2017		2018		% ACC
					Target	Actual	Target	Actual (Q4)	
C	Position Philippine Heart Center as the leader in cardiovascular care at par with global benchmarks	6	Number of cardiovascular procedures with health outcomes at par or better than global benchmarks 	3/18 1. VSD 2. TOF 3. CABG	5/18	5	7	14 1. VSD- 0.74% 2. TOF- 2.19% 3. CABG- 1.05% 4. PDA- 1.4% 5. ASD- 1.08% 6. PCI- 42.5 mins. 7. PTC- 0% 8. Telecare 9. Fontan- 9.0% 10. MICS- 0% 11. MVR/AVR- 3.1% 12. TAVR- 0% 13. EVAR- 0% 14. TAPVR- 6.25%	200.0%
D	Position Philippine Heart Center as the country's lead advocate in the prevention of cardiovascular diseases	7	Number of PHC research/ programs on prevention adopted as national policy 	3/10 1. VSD 2. TOF 3. CABG	4/10	6	5	6 1. VSD 2. TOF 3. CABG 4. Regional Heart Centers 5. IVIG- KAWASAKI 6. RFRHD	120.0% (6/5)



Legend:  100% and up  70%- 99%  69% and below



CORE PROCESSES



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	Impact Indicator	#	Measure	BL	2017		2018		% ACC
					Target	Actual	Target	Actual (Q4)	
E	Provide reliable patient care using multi-disciplinary best practice standards	8	Compliance rate to CPs of targeted diseases 	50% Z-CABG 70% Z-VSD 70% Z-TOF	60.0%	72.2% CABG: 72.8% VSD: 77.9% TOF: 65.8%	60.0%	63.5% CABG: 49.3% VSD: 83.7% TOF: 87.3%	105.8%
		9	Hospital Admission for Hypertension Complications	20.5%	20.0%	15.6% (1,298 8,332)	19.0%	14.0% (2,215 15,836)	135.8%
F	Replicate PHC expertise in cardio-vascular care nationwide	10	Number of regional heart centers with a multi-disciplinary team certified by PHC 	5	6	7	9	9 1. SPMC 2. VSMHC 3. NMMC 4. MMMHMC 5. BRTH 6. WVMC 7. BGHMC 8. EVRMC 9. DPJGMRMC	100.0%

Legend:  100% and up  70%- 99%  69% and below



CORE PROCESSES



ISLANDS of GOOD GOVERNANCE

	Impact Indicator	#	Measure	BL	2017		2018		% ACC	
					Target	Actual	Target	Actual (Q4)		
G	Prioritize research on prevention of RHD and CAD / IHD	11	% of preventive research over total research outputs	1.23% (2/162)	2.0% (4/162)	15.6% (23/147)	5.0%	22.9% (32/140)	458.0%	
		12	Number of researches published and/ or presented	169.7%	87.0%	154.4% (227/147)	88.0%	141.4% (198/140)	160.7%	
H	Strengthen linkages with stakeholders and policy makers for policy advocacy	13	Number of stakeholders & policymakers with formal engagements	Stakeholders	N/A	2	3	3	13	250.0% (15/6)
				Policy Makers	1	2	2	3		
		14	Number of on-going patient engagement projects for stakeholders	27	30	34	32	34	106.3% (34/32)	




Legend: 100% and up 70%- 99% 69% and below






SUPPORT PROCESSES



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	Impact Indicator	#	Measure	BL	2017		2018		% ACC
					Target	Actual	Target	Actual (Q4)	
I	Develop the right competencies of teams involved in the priority cardiovascular procedures	15	Number of priority procedures with its multi-disciplinary team meeting competency standards 	NA	2	4 1. PDA 2. PCI 3. PTMC 4. Telecare	4	6 1. PDA Device 2. PCI 3. PTC 4. MICS 5. SVR 6. Telecare	150% (6/4)
		16	% Employees Attendance in Values Formation and Good Governance Sessions	141.5%	98.0%	124.4% (<u>2,663</u> 2,141)	98%	97.8% (<u>2,063</u> 2,110)	99.8%
J	Increase access to cardiovascular care by establishing an expansive regional presence	17	Number of functional Regional Heart Centers established 	4	6	6 1. SPMC 2. VSMMC 3. NMMC 4. MMMHMC 5. BRTH 6. WVMC	9	8 1.SPMC 2. VSMMC 3. NMMC 4. MMMHMC 5. BRTH 6. WVMC 7.EVRMC 8.BGHMC	88.9% (8/9)
		18	Number of Hospital Awards per year 	2	2	3 1. IBPC 2. HMA 3. ACI	3	10	333.3% (10/3)






Legend:  100% and up  70%- 99%  69% and below




SUPPORT PROCESSES




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	Impact Indicator	#	Measure	BL	2017		2018		% ACC
					Target	Actual	Target	Actual (Q4)	
K	Upgrade hospital facilities for person safety and satisfaction	19	Number of infrastructure projects essential to patient safety completed 	NA	10	14	7	14	200.0% (14/7)
		20	Number of infrastructure projects essential to client satisfaction completed 	NA	11	18	9	18	200% (18/9)
L	Provide technology solutions to support strategic requirements	21	Number of registries for targeted procedures/policies installed 	0	5	8	9	10	142.9% (10/7)
		22	Number of Regional Heart Centers whose health units are virtually connected to PHC 	0	6	NA	9	NA	
		23	Number of new IT systems for operational efficiency installed 	0	2	4	4	14	350.0% (14/4)

Legend:  100% and up

 70%- 99%




 69% and below



SUPPORT PROCESSES



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	Impact Indicator	#	Measure	BL	2017		2018		% ACC
					Target	Actual	Target	Actual (Q4)	
M	Streamline procurement process for greater efficiency	24	% of major projects in the Annual Procurement Plan delivered as scheduled 	40%	50.0%	52.9% (9/17)	50.0%	100% (13/13)	200.0%
		25	% of medical supplies and medicines in the Annual Procurement Plan delivered as scheduled 	30%	50.0%	68.5% (363.7M / 530.9M)	50.0%	66.4% (748.5M / 1127.7B)	132.7%
N	Promote Equitable Health Care Financing	26	% of QFS covered by DOH MAP reckoned at the end of the 1 st quarter of the following year 	40%	60.0%	67.0%	65.0%	53.6% (387/1110)	82.5%
		27	% of Philhealth Reimbursements	10.3%	20.0%	7.8% (299M / 3.84 B)	15.0%	12.4% (457.6M / 3.70B)	82.4% (Oct)



Legend:  100% and up  70%- 99%  69% and below



SUPPORT PROCESSES



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	Impact Indicator	#	Measure	BL	2017		2018		% ACC
					Target	Actual	Target	Actual (Q4)	
O	Build a culture of prudent and efficient fund management	28	% Increase in Gross Hospital revenue 	21.5%	12.0%	10.9% (376M 3.46 B)	12.0%	14.9% (481.1M 3.22B)	124.5% (3.70B Oct.)
		29	% of PHC units with budget utilization rate of at least 90% based on zero-budgeting 	NA	90.0%	40.3%	90.0%	15.4% (2/13)	17.1%

Legend:  100% and up  70%- 99%  69% and below



PHILIPPINE HEART CENTER

Balanced Scorecard

2017- 2018 (Q4) Comparative Report



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PERSPECTIVE	2017 July-Dec	2018 Jan-Dec
SOCIAL IMPACT (1-5 measures)	140.4%	166.1%
ORGANIZATION (6-7 measures)	125.0%	160.0%
INTERNAL PROCESS (8-14, 19-25 measures)	191.6%	193.1%
PEOPLE EMPOWERMENT (15-18 measures)	144.2%	168.0%
FUND RESOURCE (26-29 measures)	71.9%	76.6%
AVERAGE ACCOMPLISHMENT	134.6% Outstanding	152.8% Outstanding

Legend:



100% and up



70%- 99%



69% and below

CARDIOVASCULAR PROCEDURES		BENCHMARK	PHC 2018
2017	PDA Device Closure of Congenital Heart Disease-PDA	0% (CC,2015 42 cases)	1.4%, (6/406 cases) (2017-2018)
	PCI Door to Balloon Time	90 minutes	42.5 mins (CV Lab data only)
2018	Percutaneous Transmitral Commissurotomy	< 1% (PSCCI)	0% (0/79)
	Close Follow-up of Discharged Patients through Telecare Nursing	NA	Functional
2019	Minimally Invasive Cardiac Surgery	0% (CC) (256 Procedures)	0% (49 cases)
	Single Valve Repair/Replacement	Mitral (5.8%-STS)	2.84% (6/211)
		Aortic (3.8%-STS)	3.8% (3/79)
	Fontan Procedure for Univentricular Hearts	7.7% (WDB 2018)	9.0% (1/11) (2017-2018)
2020	Transcatheter Aortic Valve Replacement	In-hospital Mortality Rate (5.2%- STS/ACC,2015)	0% (0/7)
	Endovascular Aneurysm Repair	EVAR (6.1%-AHA)	0% (0/7)
	Total Anomalous Pulmonary Venous Return Correction	9.9% (WDB)	12.5% (5/40) (2017-2018)
2021	Hybrid Coronary Revascularization	<1% (Texas Heart Institute, 2006)	
	Transcatheter Radio Frequency Ablation	New procedure	0
2022	Arterial Switch Operation	11% (WDB)	20% (15/74) (2017-2018)
	Neonatal Cardiac Surgery	20%	20% (18/87) (2017-2018)
	Peripheral Endovascular Revascularization	<1% (AHA, 2007)	

Legend: ● Outcomes at par with global standards

● Still with low number of cases

NATIONAL POLICIES

2017	Policy on Health Facility Development of Regional Hospitals for Cardiac Specialty to Ensure Availability of Cardiovascular Care in 18 Regions (DOH)
	Full Treatment of Rare Kawasaki Disease with IVIG for the Prevention of Coronary Aneurysm (Registry, Free IVIG DOH)
2018	Mandatory Neonatal Pulse-Oximetry in Newborns for Early Detection of Critical Congenital Heart Disease as part of Philhealth-covered Newborn Screening
	Z-Benefit (Free) Secondary Prophylaxis for all RFRHD Patients 5 to 25 years old
2019	Mandatory Screening for all Grade 6 Students for Early Detection of Metabolic Syndrome for Cardiovascular Risk Reduction in Children
	Philhealth Z-Benefit for Primary PCI in STEMI
2020	Adoption of Employees' Wellness Program for all National Government Agencies
	Philhealth Z-Benefit Coverage for Mitral Valvuloplasty
2021	National Ho-Javelosa Criteria for Fitness Certification for Seafarers
	Philhealth Z-Benefit Coverage for PDA Device Closure
2022	Philhealth Z-Benefit Coverage for Pacemaker Implantation

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