



ISLANDS of GOOD  
GOVERNANCE

# PHILIPPINE HEART CENTER

Office of Strategy Management

## BALANCED SCORECARD ACCOMPLISHMENT AND COMPARATIVE SUMMARY REPORT

January – December 2020



**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



**Better health outcomes in Cardiovascular diseases and Responsive Health System**

**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**

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

Expand local and international training for advanced cardiovascular procedures

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

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

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

Promote heartfelt cardiovascular care through positive patient experience

Upgrade hospital facilities for positive practice environment and stakeholders' satisfaction

Provide technology solutions to improve operational efficiency








**Ensure prudent and efficient asset management**

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





## IMPACT

	Impact Indicator	#	Measure	BL	Target	Actual Q1	Actual Q2	Actual Q3	Actual Q4	% ACC
A	Healthier Filipino Hearts	1	National Cardiac (Heart) Mortality Rate 	<b>22.3%</b> (2013-DOH)	22.0%	<b>15.7%</b> (PSA: 2019)				<b>140.1%</b>
		2	Health Outcomes RHCs Mortality Z-Benefit Cardiac Surgery 	<b>3.2%</b> (4/124)	3.5%	<b>0%</b> (0/32)	<b>3.0%</b> (1/33)	<b>2.6%</b> (1/38)	<b>7.5%</b> (3/40)	<b>46.7%</b> (3.5/7.5)
B	Better Health Outcomes	3	Health Outcomes of PHC Net Overall Mortality Rate 	<b>4.6%</b> (712/15,537)	5.0%	<b>5.3%</b> (170/3,210)	<b>5.5%</b> (226/4,088)	<b>6.0%</b> (332/5,492)	<b>6.3%</b> (480/7,616)	<b>79.4%</b> (5/6.3)
		4	Decrease mortality from Cardiovascular disease 	<b>7.5%</b> (360/8,409)	<5%	<b>6.9%</b> (110/1,583)	<b>8.5%</b> (155/1,821)	<b>9.1%</b> (226/2470)	<b>9.6%</b> (343/3581)	<b>52.1%</b> (5/9.6)
		5	Hospital Acquired Infection Rate 	<b>0.63%</b> (100/15,786)	1.10%	<b>.33%</b> (8/2,399)	<b>.36%</b> (10/2,814)	<b>.47%</b> (20/4,268)	<b>.45%</b> (29/6,446)	<b>244.4%</b> (1.1/.45)
C	Responsive Health Systems	6	% of Client with Very Satisfactory Rating 	<b>57.9%</b> (4,278/7,390)	60.0%	<b>60.8%</b>	<b>58.4%</b> (793/1,357)	<b>58.5%</b> (1,004/1,719)	<b>66.0%</b> (1,873/2,838)	<b>110.0%</b> (66/60)
		7	% NBB-Eligible patients with zero Co payment 	<b>92.2%</b> (1,893/,053)	93.0%	<b>94.0%</b> (466/496)	<b>96.6%</b> (854/884)	<b>97.2%</b> (1,276/1,313)	<b>97.8%</b> (1,703/1,741)	<b>105.2%</b> (97.8/93)





**STRATEGIC GOAL**

	Goal	#	Measure	BL	Target	Actual Q1	Actual Q2	Actual Q3	Actual Q4	% ACC
<b>D</b>	<b>Position Philippine Heart Center as the leader in cardiovascular care at par with global benchmarks</b>	8	Number of cardiovascular procedures with health outcomes at par or better than global benchmarks  	16	12	11	14	14	10	<b>83.3% (10/12)</b>
<b>E</b>	<b>Position Philippine Heart Center as the country's lead advocate in the prevention of cardiovascular diseases</b>	9	Number of PHC research/ programs on prevention adopted as national policy  	6	7	6	6	6	6	<b>85.7% (6/7)</b>








## CORE PROCESSES

	Objective	#	Measure	BL	Target	Actual (Q1)	Actual (Q2)	Actual (Q3)	Actual (Q4)	% ACC
F	Provide comprehensive and responsible patient care using multi-disciplinary best practice standards	10	No. of clinical pathways developed and implemented 	22	18	22	22	22	22	122.2% (22/18)
		11	Percentage compliance to approved clinical pathways 	<b>57.3%</b> (775/1,352) CABG: 42.5% VSD: 88.4% TOF: 93.7%	70.0%	<b>60.3%</b> (140/232)  CABG: 50.9% (84/165) VSD: 77.1% (27/35) TOF: 90.6% (29/32)	<b>60.9%</b> (143/235)  CABG: 50.9% (86/167) VSD: 77.1% (27/35) TOF: 90.6% (30/33)	<b>57.6%</b> (181/314)  CABG: 50.9% (105/224) VSD: 80.0% (40/50) TOF: 90.0% (36/40)	<b>52.8%</b> (216/409)  CABG: 38.5% (110/286) VSD: 85.7% (54/63) TOF: 86.7% (52/60)	<b>75.4%</b> (52.8/70)
G	Expand local and international training for advanced cardiovascular procedures	12	Number of new training programs developed 	14	11	<b>4</b> 1. Pedia Cardio Clinical Research Fellowship 2. Fellowship in Advance Cardiac Imaging 3. CV Surgery Clinical Research Fellowship ( Advance Aortic Surgery) 4. RFRHD Module	<b>4</b> 1. Pedia Cardio Clinical Research Fellowship 2. Fellowship in Advance Cardiac Imaging 3. CV Surgery Clinical Research Fellowship ( Advance Aortic Surgery) 4. RFRHD Module	<b>4</b> 1. Pedia Cardio Clinical Research Fellowship 2. Fellowship in Advance Cardiac Imaging 3. CV Surgery Clinical Research Fellowship ( Advance Aortic Surgery) 4. RFRHD Module	<b>12</b> 5. Updates of ECC during Covid 6. Blended PALS 7. Blended ACLS 8. Blended BLS 9. Safety Webinar on Covid 10. Multidisciplinary Covid Series 11. PPE 12. ACI ROPs	109.1% (12/11)
		13	Number of graduates of new Fellowship training programs / Hospitals with completed module 	<ul style="list-style-type: none"> <li>• 1 Fellow/ Program</li> <li>• 39 hospitals-PGS Module 1</li> <li>• 5 hospitals-PGS Module 2</li> <li>• 5 hospitals-Clinical Pathway</li> <li>• PTP- 22</li> </ul>	1/ program	1. Pedia Cardio Clinical Research Fellowship- 1 ongoing 2. CV Surgery Clinical Research Fellowship ( Advance Aortic Surgery)- 1 ongoing	1. Pedia Cardio Clinical Research Fellowship- 1 ongoing 2. CV Surgery Clinical Research Fellowship ( Advance Aortic Surgery)- 1 ongoing	1. Pedia Cardio Clinical Research Fellowship- 1 ongoing 2. CV Surgery Clinical Research Fellowship ( Advance Aortic Surgery)- 1 ongoing	1. Pedia Cardio Clinical Research Fellowship- 1 ongoing 2. CV Surgery Clinical Research Fellowship ( Advance Aortic Surgery)- 1 ongoing	100.0%








## CORE PROCESSES

	Objective	#	Measure	BL	Target	Actual (Q1)	Actual (Q2)	Actual (Q3)	Actual (Q4)	% ACC
H	Prioritize institutional research on advanced cardiovascular procedures to impact national health policies	14	Number of research outputs published & presented 	123.2% (142/175)	90.0%	93.3% (14/15)	116.0% (161/139)	60.9% (42/69) (corrected formula)	72.9% (62/85)	81.0% (72.9/90)
		15	Number of research outputs completed for policies on prevention and benchmark procedures 	9	11	10	11	15	24	218.2% (24/11)
I	Strengthen linkages with stakeholders for prevention and treatment of CV diseases nationwide	16	Number of independent regional heart centers 	4 1.SPMC 2.VSMMC 3.NMMC 4.WVMC	5	4	4	4	4	80.0% (5/4)
		17	Beneficiaries of barangay-based PhilPrevent program 	2 1. Sitio Ruby 2 <sup>nd</sup> Phase Intervention 2. Taguig-RFRHD	3	2	2	2	2	66.7% (2/3)

## SUPPORT PROCESSES

	Objective	#	Measure	BL	Target	Actual (Q1)	Actual (Q2)	Actual (Q3)	Actual (Q4)	% ACC
J	Provide comprehensive Employee Career training and progression pathway to enhance employee engagement	18	Percentage increase in employment satisfaction survey 	93.1% (1,634/ 1,756)	93.0%	No Survey Conducted ( Jan-Mar)	No Survey Conducted ( Jan-Jun)	Online Survey by Oct. 2020	92.8% (805/867)	103.2% (92.8/93)
		19	Percentage of filled additional plantilla positions 	NA	50.0%	100% (32/32)	100.0% (32/32)	78.1% (25/32)	78.1% (25/32)	156.2% (78.1/50)
		20	PRIME-HRM Level 	100.0% (submitted 4/4)	100.0%	18.0% (390/ 2171)	44.7% (971/ 2171)	50.0% (2/4)	100.0% (4/4)	100.0% (100/100)
K	Promote heartfelt cardiovascular care through positive patient experience	21	Percentage of resolved documented complaints 	94.7% (54/57)	90.0%	95.0% (19/20)	93.3% (28/30)	95.5% (42/44)	96.2% (51/53)	106.9% (96.2/90)
		22	Decrease in patient safety related incidences 	1.81% (242/ 133,695)	2.4%	3.3% (26/ 7,916)	0.51% (30/ 58,808)	0.47% (38/ 80,063)	0.52% (57/ 108,614)	461.5% (2.4/.52)
L	Upgrade hospital facilities for positive practice environment and stakeholders' satisfaction	23	Percentage of infrastructure projects completed as scheduled 	142.3% (37/26)	95.0%	81.3% (13/16)	182.4% (31/17)	182.4% (31/17)	175.0% (28/16)	184.2% (175/95)
M	Provide technology solutions to improve operational efficiency	24	Number of new IT systems utilized by end-users 	43	15	8	16	23	32	213.3% (32/15)

**SUPPORT PROCESSES**

	Objective	#	Measure	BL	Target	Actual (Q1)	Actual (Q2)	Actual (Q3)	Actual (Q4)	% ACC
N	Ensure prudent and efficient asset management	25A	Percentage increase in gross revenue 	<b>10.9%</b> (357.6M/ 3.29B)	<b>12.0%</b>	<b>-5.3%</b> (21.4M/ 404.4M)	<b>-48.7%</b> (-1.1B/ 2.3B)	<b>-51.3%</b> (-1.4B/ 2.8B)	<b>-49.2</b> (-2.3B/ 4.8B)	<b>-410.0%</b>
		25B	Percentage increase in Gross revenue 	1.20B	10.0% from the previous quarter ( Re-set due to Covid)	1.20B (June Income)		<b>30.1%</b> (518.1M/ 1.20B)	<b>43.5%</b> (748.4M/ 1.72B)	<b>435.0%</b> (43.3/ 10)
		26A	Budget utilization rate 	<b>83.4%</b> (2.13B/ 2.56B)	<b>100.0%</b>	<b>16.5%</b> (286.3M 1.7B)	<b>32.7%</b> (567.4M 1.7B)	<b>49.4%</b> (858.5M 1.7B)	<b>84.2%</b> (1.43B 1.70B)	<b>84.2%</b> (84.2 100.0)
		26B	Budget utilization rate 	<b>83.4%</b> (2.13B/ 2.56B)	<b>75%</b> ( Re-set due to Covid)	<b>16.5%</b> (286.3M 1.7B)	<b>32.7%</b> (567.4M 1.7B)	<b>49.2%</b> (858.5M 1.7B)	<b>84.2%</b> (1.43B 1.70B)	<b>112.3%</b> (84.2/ 75.0)
		27A	CapEx budget utilization rate 	<b>69.7%</b> (143.0M/ 205.3M)	<b>100.0%</b>	<b>8.5%</b> (4.2M/ 50.3M)	<b>30.6%</b> (15.4M/ 50.3M)	<b>37.3%</b> (18.7M/ 50.3M)	<b>88.9%</b> (44.7M 50..3M)	<b>88.9%</b> (88.9 100.0)
		27B	CapEx budget utilization rate 	<b>69.7%</b> (143.0M/ 205.3M)	<b>72.0%</b> (Re-set due to Covid)	<b>8.5%</b> (4.2M/ 50.3M)	<b>30.6%</b> (15.4M/ 50.3M)	<b>37.3%</b> (18.7M/ 50.3M)	<b>88.9%</b> (44.7M 50.3M)	<b>123.5%</b> (88.9 72.0)
		28	Zero out-of-stock essential drugs and supplies 	<b>3.3%</b> (3/91)	<b>10.0%</b>	<b>2.53%</b> (2.3/92)	<b>3.6%</b> (3.3/92)	<b>3.4%</b> (3.1/92)	<b>4.2%</b> (3.9/92)	<b>238.1%</b> (10/4.2)





# PHILIPPINE HEART CENTER

## Balanced Scorecard

### 4th Quarter 2020 Summary Report



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

Legend: ● 100% and up

● 70%- 99%

● 69% and below

CARDIOVASCULAR PROCEDURES		BENCHMARK	PHC (Q1)	PHC (Q2)	PHC (Q3)	PHC (Q4)	Office Responsible
2017	Device Closure of Congenital Heart Disease-PDA	0% Morbidity (Cleveland Clinic 2015: 42 cases)	0% (0/47 cases)	0% (0/47 cases)	0% (0/53 cases)	0% (0/68 cases)	DPC- Invasive Cardiology; DAC- Invasive
	PCI Door to Balloon	90 minutes	31.2 minutes (CV Lab data only)	45.2 minutes (CV Lab data )	52 mins (CV lab data )	45.2 mins (CV lab data )	DAC- Invasive Cardiology DAEC- ER
2018	Percutaneous Transmitral Commissurotomy	< 1% (Phil. Society of CV Catherization Inc)	0% (0/13)	0% (0/59)	0% (0/69)	0% (0/28)	DAC- Invasive Cardiology
	Close Follow-up of Discharged Patients through Telecare Nursing (Focus on post-reportable outcomes after 30 days)	Not Available	97.9% (469/479)		98.4% (996/1,012)		Nursing- Telecare
2019	Minimally Invasive Cardiac Surgery	0% (Cleveland Clinic, 256 Procedures)	6.67% (1/15 cases)	6.67% (1/15 cases)	6.3% (1/16 cases)	5.88% (1/17cases)	DSA- Surgery
	Device Closure of Congenital Heart Disease-ASD (Adult + Pedia)	3%	0% (0/9)	0% (0/10)	0% (0/10)	0% (0/15)	DPC- Invasive Cardiology : DAC Invasive
	Device Closure of Congenital Heart Disease-VSD	3%	0% (0/4)	0% (0/4)	0% (0/5)	0% (0/8)	DPC- Invasive Cardiology
	Single Valve Repair	Mitral-5.8% ( Society of Thoracic Surgeons)	0% (0/44)	0% (0/46)	1.4% (1/70)	1.0% (1/100)	DSA- Surgery
		Aortic-3.8% ( Society of Thoracic Surgeons)	14.29% (1/7)	14.29% (1/7)	7.7% (1/13)	4.17% (1/24)	DSA- Surgery
2020	Transcatheter Aortic Valve Replacement	5.2% ( Society of Thoracic Surgeons, 2015)	0% (0/7)	0% (0/7)	0% (0/8)	10% (1/10)	DSA- Surgery
	Endovascular Aneurysm Repair	6.1% (American Heart Association)	0% (0/12)	0% (0/12)	0% (0/13)	0% (0/16)	DSA- Vascular Surgery
	Advanced Heart Failure Therapies						DAEC- Critical Care Division
	Best Practice in Blood Conservation						DAMS- Bloodbank
2021	Advanced Coronary Revascularization						DAC- Invasive Cardiology
	Radio Frequency Ablation Therapy	<2%	1.75% (9/514) 2009-2018	0% (0/17)	0% (0/17)	2.4% (1/42)	DAC- EPS
	Cardiovascular Clinical Trial Center						ETRS- Clinical Research
2022	Arterial Switch Operation	11% (World Database)	16.7%(1/6)	14.3%(1/7)	7.7% (1/13)	17.65% (3/17)	DPC- Clinical & Critical
	Neonatal Cardiac Surgery	20% (World Database)	16.2%(1/6)	16.2% (1/6)	16.2% (1/6)	35.3% (6/17)	DPC- Clinical & Critical
	Peripheral Endovascular Revascularization	< 1% (American Heart Association, 2017)					DSA- Vascular Surgery

Legend: ● Outcomes at par with global standards ● Still with low number of cases ● Not yet at par with global standards

NATIONAL POLICIES		Office Responsible
2017	Policy on Health Facility Development of Regional Hospitals for Cardiac Specialty to Ensure Availability of Cardiovascular Care in 17 Regions (DOH)	Corp Plan (OSM)
	Full Treatment of Rare Kawasaki Disease with IVIG for the Prevention of Coronary Aneurysm (Registry, Free IVIG DOH)	DPC
2018	Philhealth Special Benefit (Free) Secondary Prophylaxis for all RFRHD Patients 5 to 25 years old	DPC
2019	Philhealth Z-Benefit for Primary PCI in STEMI	DAC- Invasive Cardiology
2020	Adoption of Employees' Wellness Program for all National Government Agencies	ETRS- Preventive Cardiology
	Philhealth Z-Benefit Coverage for Mitral Valvuloplasty	DPC- Invasive Cardiology
	Mandatory Neonatal Pulse-Oximetry in Newborns for Early Detection of Critical Congenital Heart Disease as part of Philhealth-covered Newborn Screening	DPC
2021	Mandatory Screening for all Grade 6 Students for Early Detection of Metabolic Syndrome for Cardiovascular Risk Reduction in Children	DPC
	Philhealth Z-Benefit Coverage for PDA Device Closure	DPC
2022	Philhealth OPD Package -Mandatory Cardiovascular Risk Screening for CAD for ages 40-45 years old	DAEC- OPD

Legend : ● Completed /Achieved


● On-going

○ Not yet started

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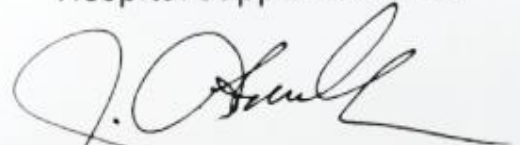
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