

**PHILIPPINE HEART CENTER**  
**Asian Hospital Management Awards 2010**  
**◆ EXCELLENCE AWARDEE ◆**  
**Community Service Category**



**HOSPITAL MANAGEMENT ASIA 2010**

THE PREMIER LEARNING CONFERENCE FOR HOSPITAL MANAGERS

August 19 & 20, 2010 Seoul, South Korea

**Surgical Outreach Program (Open Heart Surgery Mission)**

The annual ASIAN HOSPITAL MANAGEMENT AWARDS recognizes and honors hospitals in the Asia-Pacific region that carry out best hospital practices, have implemented or enhanced outstanding and innovative projects and programs.

The 2010 AHM Awards were held on 20 August 2010 at the Hilton Hotel in Seoul, South Korea. There were 281 entries for seven (7) different categories from 56 hospitals of 11 Asian countries.

The Philippine Heart Center received the EXCELLENCE AWARD in the Community Service category for its **SURGICAL OUTREACH PROGRAM (OPEN HEART SURGERY MISSION)**

**PHILIPPINE HEART CENTER**  
Quezon City, Philippines

**SURGICAL OUTREACH PROGRAM (Open Heart Surgery Mission)**  
Entry of: PHC Corporate Social Responsibility Program

**PURPOSE FOR THE PROJECT**  
Decision to conduct the project brought about by mounting difficulties and expenses (fuel, lodging and transportation) of patients in traveling to Metro Manila for their treatment.

**OBJECTIVES OF THE PROJECT**  
- Ultimate goal to prepare regional hospitals to become a Mini Heart Center  
- Transfer of technology and update skills of medical, surgical and nursing staff of the hospital on procedures  
- Update infection control practices of the hospital  
- Public info on heart disease prevention

**HEART SURGICAL MISSION**  
- Ultimate goal to prepare regional hospitals to become a Mini Heart Center  
- Transfer of technology and update skills of medical, surgical and nursing staff of the hospital on procedures  
- Update infection control practices of the hospital  
- Public info on heart disease prevention

**OPEN HEART SURGERY BENEFICIARIES**  
- Patient Doctor Arteriosclerosis (Coronary Artery Disease)  
- Patient Doctor Arteriosclerosis (Coronary Artery Disease)  
- Patient Doctor Arteriosclerosis (Coronary Artery Disease)

**COMPARATIVE COST ESTIMATES OF OPEN HEART SURGERY**  
Patient Doctor Arteriosclerosis (Coronary Artery Disease)  
PHC Heart Center P122,440 (Inpatient) Mission P100,000-70,000  
Coronary Artery Bypass Grafting  
PHC Heart Center P62,000 (Inpatient) Mission P100,000

**PROCESS / ACTIVITIES**  
- PATIENT SURVEY in the region by local cardiologists  
- FACILITIES SURVEY of possible cooperating hospitals in the region by Open Heart Team  
- MEMORANDUM OF AGREEMENT between PHC and regional hospital management  
- INITIAL PATIENT SCREENING (2 days) by PHC consultants thru local cardiologists

**PROCESS AND FLOW**  
- PRE-SCREENING OF PATIENTS' MEDICAL RECORDS by Open Heart Team  
- SECOND SCREENING OF PATIENTS' RECORDS by Open Heart Team (month before mission)  
- SCHEDULE MISSION WEEK w/ Hospital partners  
- MISSION WEEK ACTIVITIES  
- POST-SURGERY MONITORING OF PATIENTS (2 months)



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**Human Resource Development Category**



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August 19 & 20, 2010 Seoul, South Korea

**Program on Awards and Incentives for Service Excellence (P.R.A.I.S.E.)**

The annual ASIAN HOSPITAL MANAGEMENT AWARDS recognizes and honors hospitals in the Asia-Pacific region that carry out best hospital practices, have implemented or enhanced outstanding and innovative projects and programs.

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The Philippine Heart Center received the EXCELLENCE AWARD in the Human Resource Development category for its **PROGRAM ON AWARDS AND INCENTIVES FOR SERVICE EXCELLENCE (P.R.A.I.S.E.)**

**PHILIPPINE HEART CENTER**  
Quezon City, Philippines

**PROGRAM ON AWARDS AND INCENTIVES FOR SERVICE EXCELLENCE (P.R.A.I.S.E.)**  
Entry of: PHC Human Resources Division, Emilia P. Olbes, Division Manager

**Annual Awards w/ Multiplier Effect Towards Effective Hospital Services:**  
- 1 Model Manager  
- 3 Model Supervisor (1 from each Service)  
- 3 Model Employee (1 from each Service)  
- 1 Model Medical Inmate Staff  
- 1 Model Medical Consultant  
- 3 Model Front-liner (1 from each Service)  
- Perfect Attendance (quarterly/annually)  
- Model Contractor  
- Employee with Exemplary Behavior  
- Best Organizational Unit  
- Cost Economy Reward Award  
- Loyalty Incentive Award (every 5 years of continuous and satisfactory service to the Hospital)

**2009 Employee Retention & Separation Rate (with age brackets)**

**Impact of the Project:**  
- 50% Retention Rate and only 10% Separation Rate (1,600 employees)  
- 80% Very Satisfactory Performance Rating  
- 90% Service Loyalty and Longevity Rate  
- 94% Bed Occupancy Rate (372 beds)  
- High Sense of Belongingness on the Employees Satisfaction Survey Results  
- Very Low Absenteeism and Tardiness Rate, Low Overtime Pay, Low Medication Error  
- 2007 Employer of the Year Award by People Management Association of the Philippines (P.M.A.P.)  
- Inspiring anecdotal comments on Patient's Satisfaction Survey Reports

**EMPLOYEE SATISFACTION SURVEY**  
- 3 highly satisfied  
- 2 very satisfied  
- 1 satisfied  
- 0 dissatisfied  
- 0 very dissatisfied

**"Motivated People are Good Performers. It's always the People Who Make the Difference."**