

FOURTH QUARTER 2022

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Congratulations
PHILIPPINE HEART CENTER

REACCREDITED
DIAMOND LEVEL
 AUGUST 2022



ACCREDITATION
CANADA

Qmentum International



MESSAGE OF THE EXECUTIVE DIRECTOR



Dr. Joel M. Abanilla

The year 2022 has been a hectic yet special and memorable one for the PHC as an institution. The year heralded in plans as we were getting used to the limitations brought about by the COVID-19 pandemic. Despite the initial surge in cases at the start of the year, our institution pursued the vision we have aspired to attain and more.

We can say that 2022 was a great year for us. The Philippine Heart Center has received several recognitions that all of us, as a family, have worked hard to achieve. At the end of the first quarter, we received the coveted ISO 9001:2015 recertification that validates customer satisfaction and quality management systems. In April, our institution was awarded the “diamond level” recognition by Accreditation Canada International for our exemplary performance in quality, safety, risk management, and ethics as a healthcare facility. And to cap off the year, the Philippine Heart Center was also recognized by the Department of Health to be one of the fifteen hospitals to receive the DOH Hospital Star Awards for Quality Performance. These awards and recognition do not just place laurels on our institution but it signifies the hospital’s strive to become one of the leaders in providing quality healthcare with the highest standards that are at par, not only with the leading healthcare institutions here in the country, but also in accordance with the highest international quality standards.

While all these preparations and awarding are taking place, we continue to provide these life-saving cardiovascular care, procedures, and interventions to the Filipino cardiac patients. We have fully opened the doors of the center as much as we can to accommodate our patients who are in need of our services. And the arms of the Philippine Heart Center stretched out not only from the grounds here in East Avenue but also to the different regions in the country. We have had a busy year coordinating, collaborating and performing cardiac interventions and surgical procedures from Ilocos, Baguio, Bicol, Cebu, Cotabato and Marawi City. These cardiac surgical missions have provided life-saving care to pediatric and adult patients from these regions that will otherwise be financially-difficult for them. These missions were also a means for the regional medical centers to become a self-reliant satellite heart center in their catchment areas. With the blessings of our country, sponsors and partner institutions, these cardiovascular missions were a success.

Finally, despite the looming threat of the coronavirus, we have learned how to live within the pandemic era. We are no longer threatened with the onslaught of the virus because we know our immunity is higher and stronger with our vaccination, as well as the continued practice of health and safety measures. The Philippine government has lifted several preventive health restrictions such as wearing of masks in public areas, opening of public and commercial areas without limitations, and removing the restrictions in conducting social events. However, our institution maintains several of these restrictions for everyone’s safety and health. As professionals working in a healthcare institution, the value of our safety and health parallels the service that we can provide for our patients. And for this, I personally would like to congratulate and thank everyone for all the effort, time and perseverance that all of you have demonstrated, especially in the most challenging times.

Cheers to 2022! This was a great year but let us look forward to a more prosperous, and blessed 2023 ahead! Mabuhay everyone!

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Another Dream Comes True in the City of Dreams

By Maria Ina Dela Paz-Bunyi, MD

My heart skipped a beat as I watched with bated breath one of our Heartlings tackle the “Wall of Destiny” in City of Dreams. Gingerly he stepped onto the poles, one after the other, higher and higher he kept climbing until he reached the topmost pole. I could sense a moment of indecision etched on his face, followed by determination, and then a triumphant jump to the gasping, cheering and clapping crowd below. Oh what a dream come true! We all gave several rounds of applause and celebrated the feat as if we had been the ones who made the climb and had done the free fall.

But is that not what we - the parents, the doctors, nurses, carers, support team etc., had done just weeks, months or a few years ago when we sent them to surgery? A moment (or many moments) of fear and indecision among parents, carers, or patients perhaps, assuaged by guided recommendations from the medical team, then came the day of surgery followed by the triumphant recovery. We do realize that not all end up in that manner but on that day, October 20, 2022, 52 jubilant post-operative cardiac patients with their parents/guardians and 45 volunteers gathered together to experience another dream come true - to act and achieve what other kids born without a heart defect can do – pursue their dreams and make them real in the “City of Dreams.”

There were many reasons to celebrate. It was the 7th Annual Heartlings Gathering, the first face-to-face event since the pandemic, the 20th Anniversary of the Pediatric Cardiac Rehabilitation (PediaCaRe) Program – the patient recovery and engagement arm of the Department of Pediatric Cardiology, and the launching of the Heartlings Unified Group Support (HUGS) – a parent, carers, volunteer support group already softly running since the Heartlings Camp project ensued.

Heartlings helps families whose children underwent open heart surgery to recover and strengthen their hearts post-operation. A child going through open heart surgery is a unique struggle for both the child and the family – especially the parents. Heartlings honors the milestone of the whole family after open heart surgery and celebrates the survival of a young life and the journey of a family touched by the affliction and recovery of one of its own. Heartlings shows both children and parents that they can dream again!

A Heartlings event cannot be undertaken by PediaCaRe alone. Year after year, we are awed by the seemingly enormous task of planning, securing ways by which we can make it happen, and the joy of seeing the victorious smiles of the Heartlings, their carers, the volunteers, as well as of those who have witnessed our joyous affair once the dream has been realized. The coordinator for the City of Dreams even thanked us for the privilege of partnering with us in a shared advocacy of making dreams come true.

As the children realized one dream after the other, the parents and carers huddled together in one nook of the venue to share experiences and release pent-up emotions of what it is like to face a life altered by having a child born with a heart defect. Even more poignant was to have some recovered heart patients, now parents themselves, become volunteers so they themselves can “give back” and “pay forward.” What a truly special, inspiring and encouraging time it was.

I noticed the smile lingered as I recalled what that child accomplished on that day. God's goodness has been shown in many special ways – children whose dreams were enabled, families whose burdens are alleviated, health care workers and support groups whose hearts have been forever touched and transformed. Surely there are many more dreams to seize, destinations to arrive at, but for now we celebrate another Heartlings milestone. We enthusiastically look forward to many more smiles ahead!

We would like to acknowledge those who have helped us to accomplish this gargantuan task: Rotary San Juan West, Pediatric Cardiology Alumni foundation, Rotary Marikina East, Rotary Inner Heart, and the numerous personal contributions of different individuals, parents, doctors who support what Heartlings is all about.



If by any chance you have been touched by the events transcribed and would love to contribute your time or finances, please contact the PHC Department of Pediatric Cardiology at (02) 89252401 local 2363/2352. The HUGS Foundation provides a venue where families and support groups can make a connection in the following ways: education on heart disease, how to become effective carers to children with heart disease, develop and build social connections and assist in making linkages to help in surgical interventions. Membership may include: experienced parents of children with heart disease, parents of children who are newly diagnosed with heart disease and institutions who would like to support children with heart disease.



THE ROAD TO DIAMOND 2.0

By Marjorie T. Andres, RN

"Let's Go Diamond!", was PHC's battle cry for its 4th ACI reaccreditation cycle. Even in the middle of its fight against COVID in 2020, PHC headed on to be recertified with the intention to maintain its Diamond level of accreditation. Unlike the previous ACI accreditation cycles, the institution had to gear up for a two-process survey - virtual and on-site. Series of meetings and consultations with the different standard and priority process teams were initiated in the second half of 2020. In December of the same year, the first series of virtual assessments took place which concluded in April of 2021. Due to the strict travel requirements at the time, the on-site survey was put on-hold, and only in July of 2022 was this second step of accreditation materialized. Over all, it was a two-year arduous journey. Within this period, new programs were initiated, these were: (1) Required Organizational Practice (ROP) for Workplace Violence through the Taskforce Harmony (2) ROP for Disclosure through the Safety Culture Committee and (3) guidelines/policy for a Palliative Care program through the efforts of the Palliative Care Committee.

There may have been tremendous challenges along the way, but each individual's effort eventually paid off when in August 12 of 2022 the final accreditation decision was released ---- DIAMOND! PHC indeed manifested such degree of resilience, commitment and hard-work not to mention an incredible sense of teamwork. COVID may have altered our way of life, but our commitment towards safety did not, it was in fact concretized.



2013-2022 : Six (6) Independent Regional Heart Centers... and still counting

By Juliet J. Balderas, MD, MSPH

In 2013, the Philippine Heart Center initiated the Regional Heart Center development program with the goal of producing one Regional Heart Center per region. This program continued despite the ongoing Covid-19 pandemic. There are multiple stages for this development: the Initiation stage starts with conducting surgical missions on common heart disease [Ventricular Septal Defect (VSD), Tetralogy of Fallot (TOF), and Coronary Artery Bypass Graft (CABG)], so that the regional hospital can apply for Philhealth Z-Benefit accreditation as proof that heart surgery can be done in the region; Stage 2 – after at least two surgical missions, the hospital is ready to apply for Philhealth accreditation for Z-Benefit Packages – Heart Surgeries. This allows the NBB Package (No-Balance Billing) for Philhealth so that heart surgery can be provided for free in the region for those with family income less than Php 50,000 pesos. Once accredited, the regional hospital gathers heart surgeries to be done in the Proficiency phase on the road to becoming an independent regional hospital. By then, the hospital would have a cardiac dedicated operating room, a cardiac surgical ICU, their own cardiopulmonary bypass machine, and a cardiac catheterization laboratory with a cardiovascular team of at least two (2) cardiovascular surgeons, CV anesthesiologist, adult and pediatric cardiologists.

To date, Bicol Regional Hospital Medical Center (Region V) was the 5th Regional Hospital to be accredited for Philhealth Z-Benefit for pediatric heart surgery in 2021 (it was accredited for CABG in 2018), along with Southern Philippines Medical Center (Region XI), Vicente Sotto Memorial Medical Center (Region VII), Northern Mindanao Memorial Medical Center (Region X), and Western Visayas Medical Center (Region VI). The following hospitals have completed case requirements with at least 2-3 surgical missions and are in the process of applying for Philhealth Z-Benefit accreditation: Mariano Marcos Memorial Hospital and Medical Center (Region I), Baguio General Hospital and Medical Center (CAR-Cordilleras Administrative Region), and Eastern Visayas Regional Medical Center (Region VIII). Also for Initiation Phase, we have had surgical missions in the following hospitals: Amai Pakpak Medical Center (BARMM), Cotabato Medical Center (Region XII), Dr. Paulino J. Garcia Memorial Research and Medical Center (Region III), and Batangas Medical Center (Region IV-A).

Surgical missions this year were conducted in Cotabato Medical Center (1st CV mission – January 23-28, 2022), Baguio General Hospital and Medical Center (2nd CV Mission – February 28 to March 04, 2022), Cotabato Medical Center (2nd CV Mission –

August 21-26,2022), Vicente Sotto Medical Center (3rd CV mission – October 3-7, 2022), Bicol Regional Hospital Medical Center (6th CV Mission – October 23-28, 2022), and Amai Pakpak Medical Center (2nd CV mission – November 25-29, 2022). A total of 89 patients were operated this year with 0 Mortality. This will allow the hospitals to be able to apply for the Philhealth Z-Benefit packages for heart surgery and hopefully make heart surgeries free of charge in the near future. An average of 25-30 team members are sent to the mission from the Department of Surgery and Anesthesia, Department of Pediatric Cardiology, Department of Adult Cardiology and the Nursing Services (for OR and ICU nurses), and ETRS fellows-in-training, bringing them to their areas of origin and future clinical practice.

We would like to thank our partners who make PHC surgical missions possible – Rotary International District 3800 - Global Grant, Mending Kids International, Children's Heart Foundation, Children International Inc. (Bicol), Medtronic Phils. Inc., Terumo Corporation, IDS Medical Systems Phils. and B Braun Medical Supplies. A total of Php 6,140,000.00 patient support costs for surgery and intervention were funded by the Philhealth case rates, the office of Senator Imee Marcos and Heart Warriors of the Philippines Inc. for pedia patients, the Office of Senator Bong Go for adult patients, and local government funds .

BAGUIO CITY

February 28 - March 4, 2022



2nd BGHMC CV Surgical Mission group picture with (from right), BGHMC-MCC Dr. Ricardo Runez, PHC Executive Director Joel M. Abanilla, PHC Deputy Executive Director, Dr. Gerardo S. Manzo and the BGHMC & PHC CV Surgical Team



Closing meeting and Awarding of Certificate of appreciation on 1st CRMC CV Surgical Mission with CRMC_MCC Dr. Dimaren, CRMC Pediatric Cardiologist Dr. Kiel, PHC-MSD Dept. Mngr. Dr. j. Balderas and the BARM-Cotabato, Chief Minister, Ahad Ebrahim Al Haj

COTABATO CITY

January 23 - 28, 2022



PHC CV Surgical Team and patient group picture during the 1st Cotabato CV Surgical Mission



COTABATO CITY

August 21 - 26, 2022



2nd CRMC CV Surgical Mission week-long activities, 3 day open heart surgery, opening and closing meeting with CRMC-MCC Dr. Ishmael Dimaren and CRMC Top Executives.



PHC Executive Director JMA with CRMC-MCC Dr. Ishmael R. Dimaren during the welcoming party at the Cotabato Airport.

CEBU CITY

October 3 - 7, 2022



3rd VSMC-Cebu CV Surgical mission patients picture together with PHC CV Surgical Team (center) Dr. Ma. Bernadette Azcueta, (Back) Dr. Michael Burdador-Lateral Surgeon Fellow from VSMC, Dr. Fiel Ronan Fortes. Dr. John-Albert Montoya- VSMC Pediatric Consultant, (front) Dr. Kristine Gay Tria



LEGAZPI CITY

October 23 - 29, 2022



6th BRHMC-Bicol CV Surgical Mission, PHC CV Surgical Team Patients group picture with Dr. Gerardo S. Manzo, PHC-Deputy Executive Director, Medical Services and Dr. Alma Bella Gonzaga-Rivera, CMPS-BRHMC

MARAWI CITY

November 25 - 29, 2022



PHC CV Surgical Team group picture with the patients during the 2nd Amai Pakpak Medical Center CV Surgical Mission



The Philippine Heart Center was once again recognized by the Department of Health for their exemplary performance by being included in the top fifteen hospitals in the country. The DOH Star Awards recognizes the top innovative and model hospitals with best practices that provides quality healthcare for all Filipinos. The awards ceremony was held in Mactan, Cebu during the 2nd Annual Hospital Summit last November.

Philippine Heart Center
COVID 19 Safety reminders for commuters

- Wear Face Mask**
- Hand Wash**
Wash hands immediately upon arriving in your workplace
- Secure Helmet & Mask**
Cyclist and Motorcycle riders should wear helmet and facemask during trips
- Avoid frequently touched objects**
Do not hesitate to sanitize before and/or after getting in contact with high-touched objects like rails, post, door handles, etc.
- Avoid Rush Hour Commute**
Carefully manage your time to avoid the crowded rush hour (if possible)
- Always Sanitize**
Sanitize using at least 70% alcohol solution



Patient Safety Day

As part of the annual World Patient Safety Day celebrations last September, the top ten divisions with the highest percentage accomplishment rating in their respective Safety Breakthroughs were duly recognized and awarded a plaque commemorating their achievements.



REPORT CARD **RCS 2.0**

AGENCY NAME: Philippine Heart Center
PERIOD: C.Y. 2022 Pilot Implementation
AGENCY RCS SCORE: **83.89%** COMPLIANT

INSTITUTIONALIZATION OF R.A. 11032 (40%)
34%

- Citizen's Charter and Certificate of Compliance
- Committee on Anti-Red Tape
- Reengineering Plan
- Zero-Backlog Program
- Client Satisfaction Measurement Report
- Electronic Business One-Stop Shop

OVERALL SURVEY RESULTS (60%)
44.89%

- Survey Questionnaire: 64.4%
- Inspection Checklist: 80.4%
- Client Satisfaction Measurement: 96.4%

EXTERNAL RECOGNITION +5%

NUMERICAL RATING	DESCRIPTIVE RATING
90% TO 100%	EXCELLENT
80% TO 89.99%	VERY SATISFACTORY
70% TO 79.99%	SATISFACTORY
60% TO 69.99%	GOOD
50% TO 59.99%	NEEDS IMPROVEMENT
BELOW 50% (50%)	NEEDS SIGNIFICANT IMPROVEMENT TO MEET THE BASIC REQUIREMENTS

CONTACT US
@arta.ph
Anti-Red Tape Authority
@arta.ph
info@arta.gov.ph

ARTA Report Card Survey

From September to November 2022, the Anti-Red Tape Authority facilitated the pilot implementation of the Report Card Survey 2.0 in accordance to RA 9485 or the "Anti-Red Tape Act of 2007". The Philippine Heart Center was recognized during the ARTA RCS awards ceremony held at the Conrad Manila Hotel last December for reaching the Compliant rating with a grade of 83.89%.



INCIDENT COMMAND POST

COVID-19 PANDEMIC MANAGEMENT DASHBOARD

March 2020 – November 2022

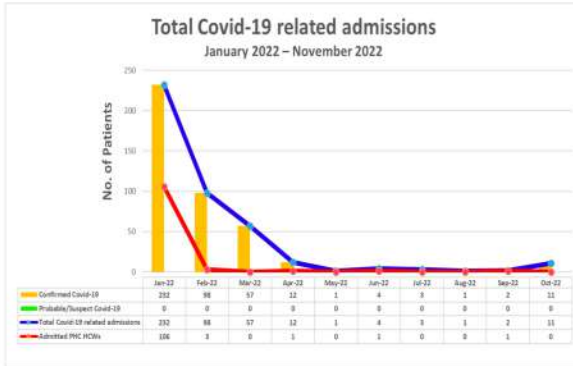
January 2022 – November 2022

TOTAL PATIENT ADMISSIONS
26,093

TOTAL NON COVID-19 ADMISSIONS
23,468 (89.9%)

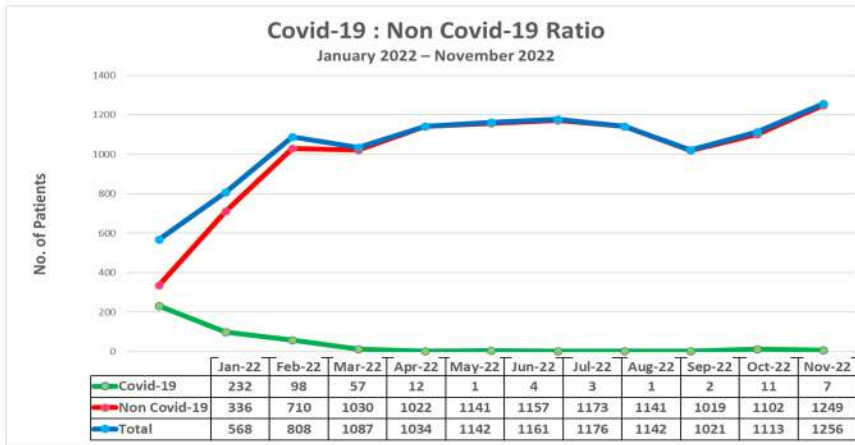
TOTAL COVID-19 RELATED ADMISSIONS
2,625 (10.1%)

TOTAL PHC HCWs COVID-19 RELATED ADMISSIONS
2,171 (8.3%)



WHO CLASSIFICATION OF SEVERITY FOR CONFIRMED CASES	Patient Count	Average Length of Stay	Case Fatality Rate
Asymptomatic (no O ² support)	0 (0%)	0 days	0% (0/0)
Mild (symptomatic, no O ² support)	256 (59.5%)	10.5 days	4.3% (11/256)
Moderate (non-severe pneumonia with O ² support)	99 (23.0%)	18.7 days	16.2% (16/99)
Severe (severe pneumonia with O ² support)	48 (11.2%)	18.4 days	37.5% (18/48)
Critical (ARDS/Sepsis, intubated)	27 (6.3%)	15.4 days	44.4% (12/27)
Total / Average	430	13.6 days	13.3% (57/430)

COVID-19 CASE STATISTICS
(As of November 30, 2022)



	CONFIRMED CASES	SUSPECT & PROBABLE CASES	TOTAL
Total since January 2022	1,726	0	1,726
Currently Admitted	2	0	2
Total Discharged (Recovered)	371	0	371
Home/Facility Quarantine	1,296	0	1,296
Total Expired	57	0	57

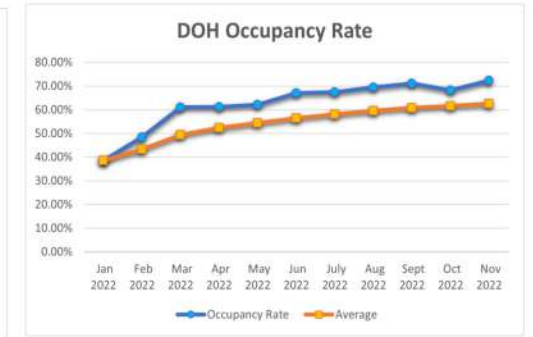
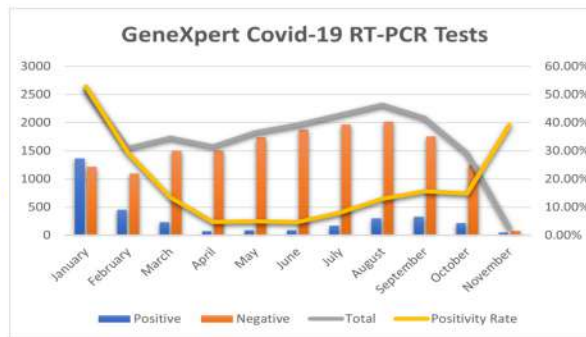


AVERAGE MONTHLY BED OCCUPANCY RATE

Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Ave
38.51%	48.43%	61.02%	61.18%	62.14%	66.98%	67.43%	69.43%	71.12%	68.27%	72.31%	62.50%

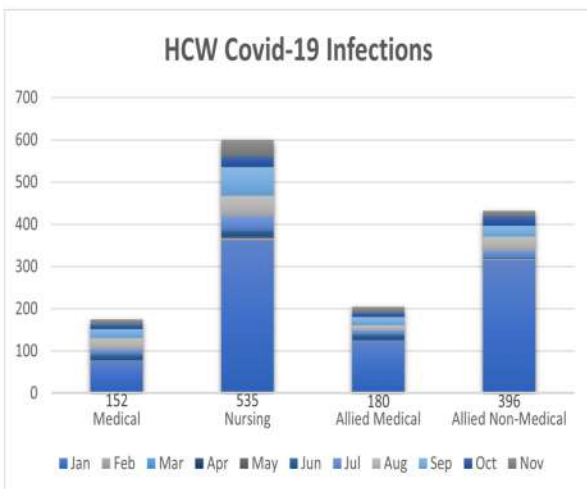
NUMBER OF RT-PCR
(As of November 30, 2022)

Confirmed	2
Negative	4
Total Tested	6



CASES TESTED (GENEXPERT)
(As of November 30, 2022)

Confirmed	3,372
Negative	15,995
Total Tested	19,367



PHC HCWs COVID-19 INFECTIONS

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	TOTAL
Medical	76	1	0	1	1	14	11	28	21	11	12	175
Nursing	362	6	0	3	1	14	33	48	68	27	38	600
Allied Medical	124	1	0	2	0	12	9	13	19	11	13	204
Allied Non-Medical	316	2	0	0	1	1	18	33	25	23	13	432
Total Confirmed	878	10	0	5	3	41	71	122	133	72	76	1,411

SUMMARY OF PHC HCWs CONFIRMED CASES

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	TOTAL
Admitted	105	3	0	1	0	1	0	0	3	0	2	115
Home Quarantine	773	7	0	4	3	39	69	115	122	70	72	1,274
Facility Quarantine	0	0	0	0	0	1	2	7	8	2	2	22
Total Confirmed	878	10	0	5	3	41	71	122	133	72	76	1,411