



REPUBLIC OF THE PHILIPPINES  
DEPARTMENT OF HEALTH

## JOSE R. REYES MEMORIAL MEDICAL CENTER

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HC HEALTH CARE PROVIDER

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### AGENCY ANNUAL REPORT FOR CY 2019

#### BACKGROUND INFORMATION

JRRMMC marked its 74<sup>th</sup> Foundation Anniversary in CY 2019 which provided various quality patient services, training and development of staff/affiliates and continuing search for better/improved medical care through research. Looking back on last year's accomplishments, developments and innovations, it has been proved that 2019 has been a very fruitful year for the Medical Center. The Four (4) Major Services as well as the Training and Research Office implemented the different programs, activities, training and research throughout the year.

One of the major highlights of 2019 was the ISO 9001:2015 Recertification Audit with TUV SUD Management System held on December 2019. Overall, the audit was a success and the dedication and commitment of the management and the entire organization to the implementation and improvement of the QMS is commendable, from Stage 1 held on November 18, 2019 with recommendation for Certification Audit Stage 2 on December 17-18, 2019. Truly the Medical Center has been true to its Quality Policy in giving best and quality services to patients as well as to its clients and general public as a whole. The Quality Policy of JRRMMC declares and stated, that:

"We, in JRRMMC ensure an affordable, compassionate, excellent and personalized health care services to all of our patients and clients, regardless of creed, race, social and economic status.

We commit to satisfy all applicable requirements  
through continuous improvement of our  
Quality Management System's effectiveness"

The over-all quality objective has been met with 99.69% and only 0.31% was unmet.

With the institution's priority, service to patients remains the first consideration of the Medical Center. There is a notable increase with **717,686** total patients served of which 53.84 % came from OPD, 14.66% from emergency consultations, and 3.38% as admitted cases. We had 18,326 operations with 71.13% as minor surgeries, 26.85% as major surgeries and 2.01% ambulatory.

The Mandatory Monthly Statistical Report are being timely submitted as well as the Quarterly Physical Report of Operation.

TABLE 1.1

Total Number of Patients	2018	2019
No. of OPD Consultations	380,317	386,407
No. of In-Patient Days	169,696	201,753
No. of Discharges	23,218	24,266
Bed Occupancy Rate	103.31%	122.83%
Average Length Of Stay of In-Patients	8.11	7.77



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The results and analysis of the data indicate that there is a significant increase of 6,090 consults or 2% average in the number of OPD consultations between 2018 and 2019. The data also shows a strong significant relationship between the Number of In-Patient Days, Number of Discharges and Bed Occupancy Rate. The results shows that there is a high significant increase of 32, 057 or 19% average of increase in the number of in-patient days, 5% increase for the number of discharges, 19% increase for bed occupancy rate from 2018 to 2019 which results to a significant decrease of 4% in the total average length of stay of in-patients.

This justified that for this year, the institution were able to cater additional 32,057 patients than the previous year. This is to conclude that the ISO certification/ standardization of processes, forms and policies are the major key factors of the hospitals competence and efficiency.

**TABLE 1.2**

<b>Total Number of Surgeries</b>	<b>2018</b>	<b>2019</b>
No. of Elective Surgeries	5,529	5,574
No. of Emergency Surgeries	4,718	4,920

The results and analysis of the data for surgical procedures showed that there is a gradual increase of 202 operations or 4% average for emergency surgeries and 45 operations or 1% average for elective surgeries from 2018 to 2019. This justified the effectiveness of the effort of this institution by continuously improving our health care facilities.

**TABLE 1.3**

<b>Death Rate &amp; Infection</b>	<b>2018</b>	<b>2019</b>
Net Death Rate among in-patients	5.64%	5.61%
% of In-Patients with Hospital Acquired Infection	0.72%	0.87%

The result of the Net Death Rate among In-Patient figures implies that there is a low significant difference of .03% between the previous year 5.64% and present 5.61%. While for this year In-Patients Net Infection Rate, the hospital was able to at least manage to maintain it to 0.87% from the previous year figure of 0.72%. The increase of figures may also due to modification of operational definition or standard computation of the net infection rate last 2018.

**TABLE 1.4**

<b>Other Services</b>	<b>2018</b>	<b>2019</b>
No. of Diagnostic Test	694,836	700,906

The results and analysis showed that there is a significant increase of 6,070 different diagnostic tests between 2018 and 2019. This only demonstrates the goal of the institution, to provide more service to all the Filipino people.

**TABLE 1.5**

<b>Hospital Satisfaction Rating</b>	<b>2018</b>	<b>2019</b>
% of patient with level 2 or more urgency rating attended within 30 minutes.	99.91%	100.00%
% of clients that rate the hospital services as good to better	99.81%	99.89%

The results and analysis of the data indicate that there is a significant increase of .9% making the 2019 Patient with level 2 or more urgency rating to 100%. While the results for clients that rate the hospital services as good to better also have a significant increase of .8% resulting to achieve a 99.89% rate. The results of the data only showed that JRRMMC continuously making its best to provide a world-class health care services to all the Filipino people.

Constant growth and development in the training of our staff also took the forefront on this year's activities as many participated in several seminars, workshops, postgraduate courses and skills enhancement programs, such as, Leadership Training, BLS & ACLS Training, Basic Infection Control Practices Seminar, Gender Sensitivity Training, etc. This is in addition to the regular monthly Mortality and Morbidity Conferences, Tumor Board, Specialty Case/CPC Conferences, and various orientations.

In our commitment to strengthen our training program, the hospital had a total of 314 residents trained. Among the graduates, we have an average of 99% passing rate in the specialty board exams. All 15 Clinical Departments have maintained their accreditation status from their respective specialty boards.

We had a total of 3,010 trainees for the year with 24 affiliate residents for the year, 418 postgraduate interns, and 3,303 affiliate Medical Clerks rotating in different areas. In the paramedical affiliate training, 202 Medical Technology Interns, 232 Radiological Interns, 280 Physical Therapy/Occupational Therapy Interns, 13 Psychiatry Interns and 5 Pharmacy Interns rotated in our institution.

In research, the different clinical departments also produced relevant researches published in local journals and winning prizes from the different research fora both here and abroad. For this year, we have 147 research papers approved by the IRB, 160 proposed, 65 accomplished researches, and 75 on-going researches.

Guided by the DOH calendar of health events, the Wellness Programs of the different departments continued to provide activities/lectures/information dissemination programs conducted for patients as well as 23 surgical missions such as Tuli, Breast, Thyroid, Hernia, Cataract, TURP and PCNL Missions and BTL, Gynecology, Oncology and REI Missions among others. There were wellness programs conducted: 12 Awareness Preventive Programs (Cancer, DRE, Dental, Mental, Immunization, Deworming, Garantisadong Pambata, Senior Citizens, Disability, Nutrition, HIV and other STIs, Drug Abuse); 7 Health Clubs (ARUGA, KADS JR, Leprosy Club, Pusong Malusog, Hinga, PUMA, Stroke Club); and 232 lectures & lay fora aside from daily lectures at the OPD Waiting Area about Wellness activities.

Different hospital activities throughout the year were participated by the staff/employees like the Hospital Foundation Week Celebration, Disaster Drill, National Hospital Week, JRRMMC Sports Fest and Hospital Christmas Party and attended mandatory awareness lectures such as ISO, Data Privacy Act and ARTA. They also continue to upgrade their professional skills and competencies through continuing education and various learning and development activities.

The GAD Focal Point System (GFPS) has been consistent with its 2019 GAD Plan and Budget endorsed by the Philippine Commission on Women (PCW), accelerating gender mainstreaming within the agency especially in monitoring the development and implementation of its programs, projects, and various activities such as Basic GAD

Orientation, Gender Sensitivity Training (GST), Orientation Seminar on the 4Rs of WCPU and HIV-AIDS Awareness & Orientation on Protocols for Screening and Management of Suspected/Known HIV & AIDS Patients. The GAD Focal Point System also conducted awareness through lectures, tarpaulins and production & distribution of various advocacy materials in support of women's campaigns, such as, International Women's Month last March, 18-Day Campaign to End Violence Against Women from November 25 up to December 12, 2019 and the World AIDS Day last December. Moreover, the GFPS timely submitted the Annual GAD Accomplishment Report of **₱ 88.50 Million** agency accomplishment for 2019 and the GAD Plan and Budget FY 2020. This signifies commitment in providing the highest level of training, service and care to all of its clients.

Also, through the efforts of the Mother Baby Friendly Health Initiative (MBFHI) Committee, the hospital has been recognized as "Baby Friendly Hospital" by the DOH.

The Health and Wellness Program Committee for Senior Citizens were able to conduct various free consultations such as tooth extractions, ear testing, Pap smear and bone scan among others.

The Health Emergency Management Committee (HEMC) conducted 50 BLS Trainings for the year, which includes Refresher/Renewal courses and Basic Training for Health Care Providers. From the baseline population of employees as of December 12, 2018, **91.62%** have been trained in BLS. The HEMC also conducted the Health Emergency Preparedness and Response Manual Dissemination with a total of 22 sessions conducted every other Tuesdays from June 18 – December 3, 2019. Three (3) Standard First Aid (SFA) trainings were also conducted which produced 68 graduates for inclusion in the pool of possible members of the Quick Response Team. Likewise, Basic Firefighting, Search and Rescue Training was also conducted in cooperation with the Bureau of Fire Protection (BFP). A hospital-wide earthquake drill was also conducted last November 15, 2019. The HEMC also participated in various deployments to fourteen (14) activities such as Quiapo Feast Day, Marriage Encounter Foundation of the Philippines, 121<sup>st</sup> Anniversary of Philippine Independence, SEA Games and various medical missions. Various equipment were also acquired such as, Automatic External Defibrillator (AED) Trainer, folding beds, megaphones, and Oxygen Tanks (pin type) which were distributed to different departments.

The Infection Prevention and Control Committee (IPCC) is the recipient of Certificate of Recognition and Appreciation from the Philippine Hospital Association as "Hospital Best Practices in Infection Prevention and Control" and Ms. Mary Grace Mungcal as Level 3 winner for "Hospital Best Infection Control Nurse". IPCC have accomplished less than 1% hospital acquired infection rate of 0.82% and less than 2% needle stick injury/blood fluid exposure of 0.34%. There were noted increase in cases of Measles, Hepatitis B, Dengue and Leptospirosis. Several new and revised policies were approved and implemented and several infection prevention and control training programs were conducted.

Also worth mentioning are some of the innovations and best practices last year such as the operation and accreditation of the Department of Family Medicine, accreditation of General Geriatric Health Services, implementation of Claim Form 4, and extension of OR time up to 6:00 PM and provision of free services, including outsourced services and referrals.

Events and forces have molded our institution. We continue to innovate and provide quality service despite the limited resources available. There are still many things to be done

for the coming year which includes continuous improvement of our services with acquisition of new equipment, specialty services and infrastructure developments. We need to improve our quality assurance programs in providing better care to our patients. This is in line with our vision that JRRMMC will be a one-stop, world class, state-of-the-art institution providing high-quality, safe and cost-effective care to our patients and the leading center for education and training.

Effective July 1, 2019, pursuant to Hospital Circular No. 09, s. 2019 in compliance with the Department Memorandum No. 2019-0254, dated June 4, 2019 the Full Implementation of the Organization Structure as approved by the Department of Budget and Management has been observed. The Organizational Structure of HOPSS has been reconstructed in which the Nutrition and Dietetics Management Department and the Health Information Management Department, composed by Medical Records Section, Central Admitting Section and Statistics, has been transferred to Medical Service.

With the voluminous personnel actions and transactions to attend to day in and day out, the Human Resource Management and Development Department (HRMDD) was able to render the services needed. The HRMD has accordingly and properly prepared appointments for a total number of 827 which includes Original, Reemployment, Reappointment, Transfer, Promotions, Renewal, Contract of Service, and Non-Salaried personnel.

As of December 31, 2019, 1,848 various positions (Medical, Nursing, HOPSS Finance) were filled and with 218 unfilled to be filled-up due to chain promotions of the different staff and lacking in CSC eligibility

SERVICE	TOTAL NO. OF POSITIONS	FILLED	UNFILLED
MEDICAL	535	459	76
PARAMEDICAL	308	254	54
NURSING	658	628	30
HOPSS	433	395	38
FINANCE	132	112	20
	2066	1848	218

In line with this, there are still contractual Sixty Three (63) personnel being hired and assigned to the different offices of the Medical Center to augment manpower staffing. On the other hand, a total of One Hundred Fifty Five (155) separation papers were being prepared due to retirement and resignation of some employees, as well as completion of residency trainings of the Medical Doctors.

Facilities Management Department (FMD) tried its best and coped with the volume of equipment, buildings and facilities for preventive and corrective maintenance for all wards and different clinical departments. Even with the demands due to ISO Accreditation Requirements, the Department provided preventive and corrective maintenance and responded with the many service calls being requested.

Different in-house infrastructure projects as well as outsourced repair/renovations/building improvements were continually monitored and supervised by the FMD-Engineering, the following major projects were completed in 2019:

1. Repair/Renovation of JRRMMC 2<sup>nd</sup> and 3<sup>rd</sup> Floor Wards and Other Areas
2. Development of ESC, CSR and other areas including Drainage and Grounds.
3. Repair/Renovation of Main Operating Room and Adjacent Areas

On top of the abovementioned completed projects, the following are the Ongoing Projects for the continuous improvement of the structure and facilities of the Medical Center:

1. Construction of Two-Storey Warehouse
2. Renovation of 4<sup>th</sup> and 5<sup>th</sup> Floors
3. Facelift of Main Building
4. Integration of Electrical Distribution System to Powerhouse, Phase I
5. Design and Build for Specialty Center Building with Parking
6. Alteration of Radiotherapy Building including Linear Accelerator Bunker

On the other hand, the following Service Vehicles and Ambulance were acquired:

1. 1 unit – Toyota HiAce Commuter Service/ Utility Vehicle
2. Toyota Hilux Service/Utility Vehicle
3. Toyota RUSH Service/Utility Vehicle

Attached are the pictures of the above-mentioned infrastructures, as well as the ongoing major projects of this Medical Center.

The Procurement Management Department (PMD) processed/prepared a total number of 3,705 Purchase Orders on which 323 were cancelled due to non-availability of stocks/lapsed in delivery period by strictly implementing the 7 working days delivery period. 293 of emergency purchases were made. The PMD was able to prepare PPMPs totaling 1,361. For the whole year, for the on-time provision of goods and supplies, the PMD-BAC Secretariat has processed 821 Approved BAC Resolution Mode and 2,476 Approved BAC Resolution of Award. On the other hand, a total of 1,351 Disbursement Vouchers were prepared for the payment of the different payables of this Medical Center. Mandatory submission of the Quarterly Procurement Status Report and Procurement Monitoring Report is being timely complied.

The Materials Management Department (MMD) having been encountered difficulty in coping with the provision of stocks resulting complaints to the other departments because of failure of biddings due to incorrect specifications and low ABC, however, they were able to provide the needed supplies and materials to the different areas as needed in the day to day operations of the hospital. Different hospital equipment being purchased are accordingly booked-up with the MMD with corresponding complete details and descriptions of the machines/equipment.

Central Communication Unit as in-charge of the preparation, receiving, recording, routing, releasing, and follows-up of communications for the whole hospital, were able to carry out properly and accordingly its functions. It is also in-charge of screening and approving request for posting of posters and information materials, use of conference rooms. It handles ISO/CCU documents and maintains files/emails management.

The Security were properly guarded and protected from destruction or damage and other unlawful acts the properties, assets and resources of the Medical Center as well as the employees, patients, clientele, visitors, officials and guests. Has maintained peace and order within the hospital premises. They have given **GANTIMPALA AGAD AWARD – for Courtesy, Promptness, Efficiency and Dedication to Duty on February 26, 2019 given by the PRAISE COMMITTEE** of this Medical Center for two (2) consecutive year.

At the end of the year, the Chief Administrative Officer posted her last day and has bid goodbye as she was availed early retirement after being served the JRRMMC for 38 years and served as CAO for almost 10 years.

Herewith are the highlights of accomplishments of the different Services for CY 2019:

## **HIGHLIGHTS OF ACCOMPLISHMENTS**

### **LEGAL UNIT**

#### **I. Accomplishments:**

- Attend Privacy Impact Assessment Workshop
- Development of Privacy Notice
- Installation of Privacy Notice and Data Privacy Posters
- Conducted Privacy Impact Assessment to each division
- Developed of Data Privacy Manual
- Developed of Data Privacy Policies, Guidelines and Procedure in each department and areas
- Conducted of Data Privacy Awareness to all employees

#### **II. Best Practices**

- 0% pending administrative case
- Immediate action on giving legal opinion and contracts review.
- Improved Customer Satisfaction

#### **III. Issues & Concerns**

- There is no written guidelines, policies and protocols in handling personal/sensitive information for each series and departments.

#### **IV. Recommendations**

- Develop guidelines, policies and protocols in handling personal/sensitive information with appropriate security measures.

#### **V. Action Plan CY 2020**

- Invite National Privacy Commission speaker to discuss matters relative to breach response and security measures of Data Privacy Act of 2012
- Ongoing revision of Privacy Notice of the Hospital

## **QUALITY MANAGEMENT UNIT (QMU)**

### **I. ACCOMPLISHMENTS:**

- Continual assistance in controlling newly approve and revise Forms, Work Instructions, Operations Manual and Standard Operating Procedures.
- Conducted Internal Quality Audit to all departments last April 10 – 12, 2019.
- Continual review of Failure Mode and Effect Analysis (FMEA) and to check progress in the allotted risk priority numbers scoring by the internal quality auditors in their respective assigned departments.
- Continual assistance in controlling newly approve and revise forms
- Conducted continuous Internal Quality Audit to all departments last May 20 – 22, 2019.
- Conducted Internal Quality Audit to all departments last June 15 – 17, 2019. Review and Re-visit findings from previous Internal Audit.
- Gathered informations and submitted response for DOH Memorandum 2019-0263 (Re: Modified Forms for streamlining & Process Improvement and Critical Services) about the Milestones of JRRMMC.
- Collated data and submitted JRRMMC Management Review for the 1<sup>st</sup> and 2<sup>nd</sup> Quarter of 2019 as requested by OSC
- Finalized the Technical Evaluation Requirements necessary ISO Consultancy Service and ISO Accreditation Body needed for the Bids and Awards Committee as basis for the evaluation of prospective bidders
- Conducted ISO 9001:2015 Awareness last August 13-16, 2019 at the Old Disbursing Office for all employees (Old & New/Regular & Contractual) in the Hospital who have not yet attended the said orientation for the preparation of the upcoming Re-Certification Audit
- Conducted the annual Internal Quality Audit to all departments.
- Conducted mock audit with Engr. Helen Evalle to IHOM Unit, Billing, Emergency Service Complex, Pharmacy, Facilities and Management, PMD – Bac Secretariat and Internal Medicine Department last September 25 & 26, 2019.
- Conducted Quality Objective workshop last October 9, 2019 and Failure Mode and Effect Analysis (FMEA) workshop last October 10, 2019 at Old Disbursing Office. The workshops was conducted by Engr. Helen A. Evalle – ISO Consultant.
- Template newly revised quality objectives and FMEA of all departments.
- Conducted ISO 9001:2015 Awareness last October 28 & 31, 2019 at the Old Disbursing Office for all employees (Old & New/Regular & Contractual) in the Hospital who have not yet attended the said orientation for the preparation of the upcoming Re-Certification Audit
- Conducted Annual Management Review held on October 30, 2019.
- TUVSUD conducted Offsite ISO 9001:2015 Re-Certification Audit – Stage 1 held November 18, 2019 with recommendation for Certification Audit – Stage 2 on December 2019.
- Conducted mock audit with Engr. Helen Evalle to Top Management, Operating Room and Internal Audit last November 7 & 8, 2019 for the preparation to ISO 9001:2015 Stage 2 Re-Certification Audit.
- Conducted mock audit with Engr. Helen Evalle to Top Management, Pharmacy, Facilities and Management, Procurement and BAC Secretariat, Security, Over-all Training and Materials and Management and Emergency Service Complex Department last December 2, 3 & 7, 2019 for the preparation to ISO 9001:2015 Stage 2 Re-Certification Audit.
- TUVSUD conducted ISO 9001:2015 Re-Certification Audit – Stage 2 held December 17 & 18, 2019.
- Distributed and processed Non-conformity and Corrective Action Report (NCAR) for all the minor non-conformities and improvements findings of TUVSUD last Re-Certification Audit.
- Submitted corrective action report for all the minor conformities to TUVSUD.

## II. BEST PRACTICES

Maximize Internal Quality Auditors (IQA) role facilitating, mentoring and coaching about Quality Management among process owners.

## III. ISSUES AND CONCERNS

Strict Compliance on submission of performance monitoring graph.

## IV. RECOMMENDATIONS

- Continue Monthly Audit by the Internal Quality Auditors to check and monitor each department's performances.
- Strict monitoring of submission of performance monitoring graph every 10<sup>th</sup> working day of the month.
- ISO 9001:2015 Surveillance Audit/target date last quarter of 2020.

## V. ACTION PLAN:

Objective	Strategy	Success Indicator	Time Frame	Budget
Continuing Quality Management Proficiency	Renewal of ISO Consultant  Risk Management Assessment & Planning Workshop  Internal Quality Audit Mentoring Enhancement Capability  Process owners workshop seminar on ISO 9001:2015 Aligned Quality Objectives	Finalization of TOR for ISO Consultancy  Capability Workshop on Risk Assessment  Workshop on Mentoring among IQA to enhance Quality Management Culture among assigned areas  Conduct workshop among identified process areas to update Quality Objectives aligned from ISO 9001:2015 standard	1 <sup>st</sup> Quarter of 2020	300,000.00
Continuing ISO 9001:2015 Certification Compliant	1 <sup>st</sup> Surveillance 9001:2015 Audit	TUVSUD Corrective Measures Compliance on all indicated audit findings last Certification Audit result	2 <sup>nd</sup> Quarter of 2020	TUVSUD quotation

## HEALTH EMERGENCY MANAGEMENT COMMITTEE (HEMC)

### I. Trainings

1. Basic Life Support (BLS) Training (In-House)

Fifty (50) BLS trainings were conducted for the whole year: which includes Refresher/Renewal courses and Basic Training for Health Care Provider.

The Refresher/ Renewal course is a half day training program conducted for hospital staff that had undergone previous training in 2017 with a total of 801 hospital personnel with contractual employees.

From the baseline population of employees as of **December 12, 2018**, 1,518 out of 1,720 employees or 91.62% have been trained in BLS.

Services	No. of employees	Trained in 2018	Trained in 2019	Total Trained Employees	Percentage
Finance	96	64	69	133	100.00
HOPSS	370	48	209 (**49)	257	69.46
Medical	432	110	210 (*100)	320	74.07
Nursing	598	336	327	663	100.00
Para-Med	224	117	86	203	90.63
<b>TOTAL</b>	<b>1,720</b>	<b>675</b>	<b>843</b>	<b>1,576</b>	<b>91.62</b>

Note: \*100 Medical Personnel from Anesthesiology and Internal Medicine Department have already a BLS/ACLS.

\*\*49 Paramedical Personnel from Dietary Department

#### ISSUES/CONCERNS:

- Discrepancy of target employees:
  1. Transfer of service from HOPS to Para-Med
  2. List of personnel for BLS training submitted per department
  3. List of personnel with training from other institution (Medical Service)
- Inclusion/exclusion of job order/contractual personnel in the training since they are not included in the official list of employees from the HRD.
- Personnel requesting exclusion from practical exams but did not submit Medical certificates
- Lack of trainer due to exigency of service or personnel reason.
- Huge number of participants in such short period of time in anticipation of the ISO Accreditation

#### RECOMMENDATION:

- To ensure that target employees will be prioritized in the training and all slots will be filled per session:
  - BLS training be monitored by the Professional Education, Training and Research Unit (PETRU).
  - Schedule of BLS training including the list of participants be coordinated by PETRU to HEMS
- For participants claiming to have medical condition, Medical Certificate will be submitted upon registration to prevent pending release of training certificates.
- Training will be conducted per quarter as a two week marathon.

#### 2. Health Emergency Preparedness and Response Plan Manual Dissemination

Twenty-two (22) sessions were conducted every other Tuesday from June 18 – December 3, 2019 with a total number of 513 hospital personnel.

Services	No. of employees	Attended	Percentage
Finance	111	26	23.42

HOPSS	308	74	<b>24.02</b>
Medical	466	91	<b>19.52</b>
Nursing	628	249	<b>39.64</b>
Para-Med	342	73	<b>21.34</b>
<b>TOTAL</b>	<b>1,855</b>	<b>513</b>	<b>27.65</b>

#### **ISSUES/CONCERNS:**

- Failure to attend their schedule time.
- Snacks for the participants were questioned by the Accounting due to hours of sessions (2 hours only).

#### **RECOMMENDATION:**

- Attendance to the manual dissemination be monitored by their unit/office head or manager.

#### 3. Standard First Aid (SFA)

Three (3) SFA trainings were conducted for the whole year, which produced 68 graduates who will be included in the pool of possible members of the Quick Response Team.

#### 4. Quick Response Team (QRT)

Basic Firefighting, Search and Rescue training was conducted in coordination with the Bureau of Fire protection (BFP) last November 11-15, 2019 which produced 27 graduates: 8 from HEM committee, 19 from different services in our institution.

#### 5. Other trainings:

- March 14 – Fire Safety Awareness (145 participants)
- April 29 – 30 – Annual Convention of the Philippine College of Emergency Medicine, Inc. “ConvergED: Uplifting the Nation’s Health Care through Emergencies Advocacies at Edsa Shangri-La Hotel

Dr. Ulga Luisa Casiño  
Edward Anthony De Borja, RN  
Cathrine Joyce Fabio, RN  
Juan Paolo De Leon, RN  
Cherie Rica Cruz, RN  
Owen Christopher Topinio  
James Luther Vasallo

- May 27 – 31 – Standard First Aid Core Trainer’s Orientation at Cuidad Christia

Dr. Ulga Luisa Casiño  
Owen Christopher Topinio  
Marion Mae Escoto  
Rey Zamudio

- July 18 – 19 – BLS Training Course Teaching Skills Leveling and Enhancement (ALL BLS Facilitators)
- September 16 – 20 – Training Workshop entitled “Field Management of Patients during Chemical Incidentes” at One Tagaytay Hotel, Tagaytay City.

Dr. Maria Florabel Buenaflor – IM  
Dr. Katrina Tugado – Pediatrics

Paul Abraham Jimenez – ESC  
 Reynaldo Salud, Jr. – ESC  
 Nicco Germino – ESC  
 Christian Navarrette – ESC  
 Alan Pasuquin – Adm. Aide III

- October 21-25, 2019 – Basic Life Support (BLS) and Standard First Aid (SFA) training as facilitators for the personnel from the Bureau of Quarantine (BOQ)

Dr. Ulga Luisa Casiño  
 Juan Paolo De Leon  
 Cathrine Joyce Rivera-Fabio  
 Cherie Rica Tan-Cruz  
 Marion Mae Escoto  
 James Luther Vasallo  
 Rey Zamudio

## II. Earthquake Drill

A pocket earthquake evacuation drill was held last **March 22, 2019** and **July 26, 2019**. A table top exercise was held last **May 29, 2019**.

A hospital-wide earthquake drill was conducted last **November 15, 2019**. At 10:05am, the siren rang for 2 minutes to simulate shaking. Full evacuation of all buildings was enforced. The Incident Command Post was established at hospital grounds, near the DOH Botika. At 10:20 am, the entire hospital was empty. At 10:23am, the Rapid Assessment team came in and checked the structural stability of the buildings. At 10:31am, the main building was declared safe. At 10:34 am, the Search team came in who accounted for missing personnel. There were 4 personnel reported missing. At 10:38 am, the Rescue teams came in. At 10:55 am, all reported personnel were rescued. At 11:00am, the drill was terminated.

The detail evaluation of the drill are as follows:

CRITERIA	REMARKS
<b>Before the Drill</b>	
1. Exit plan is displayed prominently inside the office/clinical area.	There were no exits plans in the area, only floor plans are available.
2. Emergency supplies and equipment are easily accessible.	Only the given first aid kit, helmets and flashlights were prepared as emergency supplies.
3. Emergency exits are clear of obstruction.	YES
4. Knows the location of fire extinguisher.	YES
5. Knows how to use the fire extinguisher.	Few people in the unit knows how to use the fire extinguisher.
6. Flashlight is functioning.	Newly opened units/offices have no first aid kit, helmets and flashlights.
7. All office personnel have individual whistles.	Only team leaders have whistles
8. Section leader/Team leader is identified.	YES
9. Are there other identifiable hazards in the area (free standing oxygen tanks, wet floors, etc.)?	NONE
<b>During the Earthquake (Alarm and Response Phase)</b>	
1. Is the siren loud enough to be heard by all the drill participants?	YES. Ambulance sirens and bullhorn sirens were used during the drill.
2. Did the drill participants practice the "Duck, cover and hold" technique during the alarm	Not all participants performed the "Duck, Cover and Hold". Some directly evacuated during the activation

phase?	of the alarm (simulation of the earthquake).
3. Is the PA system in the area loud enough to be heard by everyone in the area?	NO. PA system can only be heard in the Main building.
<b>Evacuation Phase</b>	
1. Was the whistle blown to signal assembly for evacuation?	NOT IN ALL AREAS
2. Did the participants assemble in calm and orderly manner?	YES
3. Was the signal blown to signal evacuation?	NOT IN ALL AREAS
4. Did the participants evacuate in a calm and orderly manner?	YES
5. Did the security personnel on duty give proper directions for evacuation?	YES. The Security personnel even have their monitoring list for accounting evacuees
6. Did the participants evacuate in a timely manner (1 minute per floor)?	NO. Complete evacuation was noted 15 minutes after the siren.
7. Did the participants wear helmets or used anything to cover their heads during evacuation?	YES. However, new offices/units still have no helmets
8. Did the participants bring the patient census during evacuation?	YES. However, priority file/equipment/supplies in offices were not identified and brought during evacuation.
9. Did the participants bring emergency kit and go bag during evacuation?	Only the given first aid kit was brought.
10. Were the participants serious and attentive during the evacuation phase?	YES
<b>Assembly Phase/Head Count Phase/ Termination Phase</b>	
1. Did the Incident Commander assume command?	YES. IC - Mr. Owen Topinio
2. Was the Command Post determined?	YES. ICP established near DOH Botika
3. Did the Incident Commander identify command staff?	YES, but there was delay in establishing staff since only few personnel reported to IC
4. Did the Emergency Services Complex personnel set up post?	YES. The Advance Medical Post was established outside MAB. Treatment officer: Dr. Laurice Peña
5. Did the ICS staff report to Incident Commander?	YES
6. Was the building declared safe by Safety officer?	YES. Rapid Assessment team was dispatched who assessed structural stability.
7. Have all hospital personnel been accounted for?	YES. 4 personnel were declared missing who were rescued by Search and Rescue Team
8. Did the Incident Commander terminate the incident?	YES. Drill was terminated at 11:00am

#### **ISSUES/CONCERNS ON THE GENERAL CONDUCT OF THE DRILL**

- The PA system is not heard in several areas of the hospital. Use of ambulance siren and bullhorn sirens were used as supplemental alarm. However, there was miscommunication on the length of siren, making 1 ambulance siren extend the alarm for another minute causing delayed evacuation from target personnel.
- Some personnel still did not practice "Duck, Cover and Hold".
- There were several dead spot areas (NDMD, Printing, EFMD) in the hospital, which made radio communication difficult.
- There was inadequate emergency equipment for rescuing casualties. Victims were treated immediately by Rescue team but transfer was delayed due to lack of transfer equipment.

- Priority equipment/file/supplies were not identified in the offices/units and was not brought during evacuation. Thus, no pool of logistics was available for possible field hospital.
- The evacuation areas are not sufficient for the occupants of JRRMMC buildings, despite vacating parking slots.

#### **RECOMMENDATIONS:**

- To strengthen emphasis during the Dissemination of Health Emergency Preparedness and Response Plan Manual particularly on:
  1. How to use fire extinguisher
  2. Evacuation process during fire and earthquake
  3. Identification of priority files/supplies/equipment
- To add training on Radio communication for Quick Response Team (QRT) members
- To request for additional tents and transfer equipment
- To designate/allot a depository site of emergency equipment per section/building.
- To equip the Pharmacy and CSSD with Medicines and Medical supplies with buffer amount for emergency use.

### **III. Deployments**

Fourteen (14) deployment requests have been received and participated by our institution as follows:

#### ***January 8 – 10*** – Medical Team Deployment for Quiapo Feast Day

Dr. Kim Patrick Galang	-	Surgery
Dr. Joseph Marcus Cordero	-	Surgery
Dr. Jomell Quiroz	-	Medicine
Dr. Victoriano Advento Jr.	-	Medicine
Dr. Ervan Therry Tan	-	Ortho
Ms. Marichu Deona	-	Nurse
Ms. Marietess Nicolas	-	Nurse
Mr. James Luther Vasallo	-	Nurse
Mr. Victorino Garcia	-	Ambulance Driver

#### ***February 11*** – Medical Mission in celebration of the 27th World Day of the Sick at Sto. Niño de Baseco Parish, Baseco Compound, Port Area, Manila.

Dr. Angelito Arias, Jr.	-	Medicine
Dr. Ma. Renelyn Chingcuangco	-	Pediatrics
Dr. Norman Pagar	-	Neurology
Mr. Owen Christopher Topinio	-	Nurse
Mr. Alan Pasuquin	-	Driver

#### ***February 24*** – Medical Team during the Marriage Encounter Foundation of the Philippines, Inc. Activity at Blue Eagle Gym and Irwin Theater, Ateneo Grade School Covered Courts:

Dr. Joseph Marcus Cordero	-	Medicine
Dr. Kim Acosta	-	Medicine
Mr. Owen Christopher Topinio	-	Nurse
Mr. Paul Abraham Jimenez	-	Nurse
Mr. Victorino Garcia	-	Driver

#### ***April 12*** – Medical Mission, Marriage Encounter Foundation of the Philippines, Inc. At University of Makati Grand Theater

Dr. Mary Jean Ramores

Dr. Gilsah Fortuna  
John Ryan Billones, RN  
Victorino Garcia

**April 24** – Medical Mission: Presidential Commission for the Urban Poor, Tenejeros, Malabon

Dr. Mark Angelo Alcantara  
Dr. Therese Aiko Samonte  
Paul Abraham Jimenez, RN  
Fidel Esteban Castro

**May 29** – Medical Team: Deployed at Marine Barracks Rudiardo Brown, Acero Hall, Fort Bonifacio, Taguig City

**June 12** – Medical Mission on the 121st Anniversary of the Proclamation of Philippine Independence Day at Rizal Park

Dr. Joyce Domingo  
Dr. Fylgia Lynn Bantillan  
Dr. Marion Teruel  
Ms. Marietess Nicolas  
Mr. Owen Christopher Topinio  
Mr. Alan Pasuquin

**July 20** – Medical Team for the Marriage Encounter Foundation of the Philippines (MEFP) General Assembly at the Grand Theater, University of Makati, JP Rizal Extension, Makati City

Dr. Jomell Quiroz  
Dr. Charmaine Gawaran  
Ms. Marichu Orolfo-Deona  
Mr. John Ryan Billones  
Fidel Esteban Castro

**August 6** – Medical Team for Hospital Week Celebration, at Rasac Covered Court, Rizal Ave. Sta. Cruz, Manila

**October 12** – Medical Mission: Health Care Fair and Family Day of the Philippine Marine Corps (PMC) at Fort Bonifacio, Taguig City

**October 26-27**- Medical Team deployed to the 5th Marine Marathon in celebration of the 69th Birthday of the Philippine Marine Corps from 6:00 pm on October 26, 2019 to 8:00pm on October 27, 2019 to be held at Marine Base Gregorio Lim, Ternate, Cavite.

Dr. Joyce Domingo – Internal Medicine  
Dr. Jessina Joyce Reyes – Orthopedics  
Mr. Owen Christopher Topinio – Nurse II  
Mr. Bon Jovi Tabing – Nurse II  
Mr. John Gerow Lorenze – Driver

**November 26** – Health Emergency Response Team (HERT) mobilized for the 2019 Philippine Hosting of the Southeast Asian (SEA) Games at Rizal Memorial Stadium from 12:00nn to 10:00pm.

Dr. Elieze Anne Dayanghirang  
Dr. Rubie Margaret Ganzon  
Dr. Joseph Vinluan

Ms. Suseth Tan  
Mr. James Luther Vasallo  
Mr. Fidel Esteban Castro

**December 3** - Health Emergency Response Team (HERT) mobilized for the 2019 Philippine Hosting of the Southeast Asian (SEA) Games at SM Megamall, Mandaluyong City from 11:00 am – 8:00 pm.

Dr. Julia Angeli Young  
Dr. Wilson Zuñiga  
Mr. Juan Paolo De Leon  
Mr. Paul Abraham Jimenez  
Mr. Victorino Garcia

**December 4-7** - Health Emergency Response Team (HERT) mobilized for the 2019 Philippine Hosting of the Southeast Asian (SEA) Games at PICC Forum, Pasay City from 11:00am – 8:00 pm.

Dr. Julia Angeli Young  
Dr. Wilson Zuñiga  
Mr. Juan Paolo De Leon  
Mr. Paul Abraham Jimenez  
Mr. Victorino Garcia

**ISSUES/CONCERNS:**

1. Difficulty in requesting for budget
2. Difficulty in requesting for medicines/ medical supplies
3. Difficulty in creating medical teams from Medical service
4. Communication, both internal and external (Internet access)

**RECOMMENDATIONS:**

1. All departments from Medical service designate a stand-by Response Physician monthly, especially from the Medicine and Surgery.
2. Maintain the monthly Hospital Emergency Response Team (ERT) schedule for Nurse/EMTs.
3. If possible, equip the Pharmacy and CSSD with medicine and medical supplies. This way, a buffer for emergency deployment will be available.

**Acquired:**

- 10 units of Automatic External Defibrillator (AED) Trainer – P130,000.00
- 5 pcs Folding Bed – 7,500.00 – Donations
- 10 units Megaphone (Bullhorn) – P30,000.00
- 20 units Oxygen Tank – pin type – P280,000.00 (10 units given to different department)
- Pants and Jackets for all HEMC Members

BLS	P	57,826.00
Deployment		20,566.94
SEA GAMES		90,651.50
Fuel Consumption		1,931.50
Dietary Request		8,317.47
SFA		33,120.00
Earthquake Drill		3,060.00
Quarterly Meeting		425,600.00
Manual Dissemination		14,460.00
ACLS		245,000.00
QRT		49,724.92
DRRM-H Orientation Workshop		6,357.00

Others: Toll Fee-Seminar	948.00
<b>Total</b>	<b>P 957,599.33</b>

## **INTEGRATED HOSPITAL OPERATIONS AND MANAGEMENT UNIT (IHOMU)**

### **I. TECHNICAL SUPPORT**

- Provided technical action to a total number of 1,136 service requests which had been received from different areas in 2019.
- Obtained 92.73% average of the total number requests responded in a timely manner.

### **II. ICT EQUIPMENT**

- Ensured the functionality of IT Equipment which attained 97.1% of the total number of computer units issued in the hospital.
- Conducted monthly preventive maintenance of ICT Equipment.
- Ongoing process for the procurement of 83 units of desktop computer started on August 14, 2019.

### **III. NETWORK SYSTEM**

- Attained an average of 1.19% reduced in the total number of reported downtime of the network system.
- Installed new network security policy for end users by implementing network firewall that optimized the security measures of the hospital network.
- Collaborated with the Department of Information and Communication Technology (DICT) and Engineering Department for the relocation of existing data lines located in the ground floor of the Main Building to the newly renovated server room on the 5<sup>th</sup> floor.

### **IV. PROJECTS/ACTIVITIES**

- Developed a registry system for the Medical Social Work Department, which was implemented in the month of January 2019.
- Facilitated the software update of the hospital systems for the implementation of CF4 in PhilHealth Information System on February 25, 2019.
- Started the development of the Supplies Inventory Management System (SIMS) on June 2019 and was fully implemented in the working areas on July 2019.
- Conducted an on-site visit for the benchmark of Human Resource Management Information System (HRMIS) in the Baguio General Hospital and Medical Center (BGHMC) for the development of HR and Pay Roll System on August 1-2, 2019.
- Conducted the preventive maintenance and reconfiguration of Firewall for the security of the hospital network system on September 04, 2019.
- Started developing HRMIS in September 2019. Full implementation of the system has been targeted to implement in 2020.
- Initiated the installation of new CCTV Cameras at the Main Operating Room.
- Initiated the request for the implementation Integrated Hospital Operations and Management Information System (iHOMIS) on August 15, 2019.
- Started the buildup of the library of iHOMIS on October 2019.

## V. STAFF DEVELOPMENT

- **Trainings and Seminars attended:**

- Gender Sensitivity Training on March 14, 2019 & September 26, 2019
- 2<sup>nd</sup> Validation Meeting for Hospital and Agency Page Template in GOV. PH on May 7, 2019.
- JRRMMC Firewall FG 301E Training on May 24, 2019
- Department of Health: Document Management & Archiving System Powered by InfoRouter Enterprise Records Management Solutions on July 11, 2019.
- JRRMMC Summit on Health Care Provider Network on October 3, 2019.
- ISO 9001:2015 Awareness Seminar on August 13, 2019.
- Data Privacy Act of 2012 Awareness on August 13, 2019 & October 31, 2019.
- Anti-Red Tape Act (ARTA) Updates on August 9, 2019.

## VI. ISSUES AND CONCERNS

- End user's training for Basic Computer Literacy and BizBox Hospital Information System were temporarily dismissed for the whole year due to unavailability of suitable venue and to prioritize the ongoing renovation works at the IHOM Unit Office.
- Temporary shutdown of all hospital systems has occurred during the relocation of the Main Distribution Frame (MDF), software update of hospital systems, and reconfiguration of the firewall.

## VII. RECOMMENDATIONS

- Additional Internet Service Provider (ISP) as a secondary/backup connection for the continuation of operation of the key areas of the hospital during downtime of DICT.

## VIII. ACTION PLAN

Objective/Goals	Strategy	Time Frame	Responsibility
1. Reorganization of the Integrated Hospital Operations and Management Unit (IHOMU)	<ul style="list-style-type: none"><li>- Submit a proposal for the new structure of the IHOM Unit</li><li>- Issuance of Hospital Personnel Order</li></ul>	January 1-30, 2020	IHOM Unit
2. Transition process of the present hospital information system (BizBox) to the Integrated Hospital Operations and Management Information	<ul style="list-style-type: none"><li>- Accumulation of the required data from different areas to build up the library of the new system.</li><li>- Conduct 1<sup>st</sup> Orientation Meeting for the Implementation of iHOMIS.</li><li>- A series of</li></ul>	January-December 2020	IHOM Unit

System	<p>meetings will be scheduled with different areas.</p> <ul style="list-style-type: none"> <li>- Regular schedule of end user's training for the new hospital system.</li> </ul>		
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## **ANESTHESIOLOGY**

### Highlight of Accomplishments:

1. Granted full three-year accreditation by the Philippine Board of Anesthesiology
2. Serviced a total of 23 Medical Surgical Missions
3. Conduction of lectures
4. Accomplished case report paper presentations
5. Attendance to lectures/seminars/workshops/conferences

### Issues and Concerns:

1. Need for additional staff due to increase in surgical subspecialties
2. Lack of Biomed engineer to maintain machines and other equipment
3. Deficiency in the number of anesthesia machines, patient monitors and other required equipment for training
4. Inconsistent procurement of anesthetic drugs which compromise anesthesia service
5. Inconsistent internet connection needed for Anesthesia Digital Census System

## **BEHAVIORAL MEDICINE**

### Highlight of Accomplishments:

1. Conduction of lectures/lay fora
2. Attendance to lectures/seminars/workshops/conferences

### Issues and Concerns:

1. Need for additional staff
2. Procurement of office supplies and equipment

## **DENTAL**

### Highlight of Accomplishments:

1. Acquisition of two (2) units autoclave machines
2. Conduction of Wellness programs
3. Attendance to seminars/lectures/meetings

Issues and Concerns:

1. Insufficient/inconsistent dental supplies

**DERMATOLOGY**

Highlight of Accomplishments:

1. Passing rate of 100% in the specialty board exam
2. Awards in research presentations and academic excellence
3. Patient education, assistance and outreach programs through wellness lectures and medical missions
4. Provision of complete plantilla to all residents
5. Continuous upgrade of facilities and equipment
6. Conduction of Wellness programs/lay for a
7. Participation in local and international conferences
8. Attendance to lectures/seminars/workshops/conferences

Issues and Concerns:

1. Shortage of supplies
2. Unavailability of special stains and immunohistochemical stains
3. Unavailability of most Dermatological medication in the DOH Botika

**EMERGENCY SERVICE COMPLEX**

Highlight of Accomplishments:

1. Implementation of Patients Turn Around Time within 4 hours
2. Utilization of a portion at the Minor Operating Room as Resuscitation Area for patients needing immediate resuscitation
3. Creation of Isolation Room for infectious diseases
4. Acquisition of new equipment.

Issues and Concerns:

1. Shortage of emergency medication and supplies
2. Increased number of bed at ward due to:
  - Unavailability of bed at the ward
  - Waiting for OR slot for Direct operation and lack of manpower at OR
  - Delayed ancillary results
  - Some OPD patients that were not accommodated for admission are being advised to proceed to ESC for admission (elective cases)
  - Unavailability of forms from Printing Section
  - Delayed transfer of admitted patient to ward
  - Overused equipment specifically stretchers and ECG machines

**ENT-HNS**

Highlight of Accomplishments:

1. Granted full accreditation by the Philippine Board of Otolaryngology-Head and Neck Surgery
2. Conduction of wellness programs/lay fora
3. Awards in research presentations
4. Fund raising activities

5. Acquisition of new equipment and instruments
6. Attendance to lectures/seminars/workshops/conferences

Issues and concerns:

1. Procurement of new equipment and instruments
2. Prompt completion of the OR with additional personnel, operative sets and gowns and regular furnishing of supplies
3. Utilization of certain areas for additional services

## **INTERNAL MEDICINE**

Highlight of Accomplishments:

1. Additional seven (7) new visiting consultants
2. Granted Recognized Status by the Philippine Society of Nephrology for Fellowship Training
3. Fully operational Pulmonary Unit
4. Remains active in different outreach programs
5. Conduction of wellness lectures/lay fora
6. Participation in various medical missions
7. Fund raising activities
8. Attendance to lectures/seminars/workshops/conferences

Issues and concerns:

1. Delayed laboratory results
2. Prolonged stay of ER patients
3. Limited access to emergency medications at the ER
4. Accessibility of portable x-ray utilization
5. Lack of emergency medicines at the ER
6. Lack of sustainability of antibiotics at the ward

## **NEUROLOGY**

Highlight of Accomplishments:

1. Additional four (4) new visiting consultants
2. Acquisition of various new equipment
3. Conduction of wellness lectures/lay forums
4. Gift giving activity with patients
5. Participation in local and international conferences
6. Attendance to lectures/seminars/workshops/conferences

Issues and concerns:

1. Need for new additional essential diagnostic equipment

## **NUCLEAR MEDICINE**

Highlight of Accomplishments:

1. Granted full accreditation by the Philippine Society of Nuclear Medicine
2. Attendance to lectures/seminars/workshops/conferences & participation in various hospital activities

Issues and concerns:

1. Lack of additional imaging equipment needed to accommodate large volume of patients
2. Mode of procurement resulting to disruption of diagnostic services
3. Need for cardio fellows to perform cardiac scan which is now being offered by the department

## **OB-GYNECOLOGY**

Highlight of Accomplishments:

1. Granted full three-year accreditation by the Philippine Board of Obstetrics and Gynecology
2. Significant increase in the number of patients
3. Acquisition of various equipment
4. Additional two (2) new visiting consultants
5. Stronger and more systematic Service Delivery Network (SDN)
6. Celebration of annual wellness activities such as Buntis Day and Menopause Day
7. Conduction of several surgical missions
8. Awards in research presentations
9. Attendance to lectures/seminars/workshops/conferences

Issues and concerns:

1. Additional nursing staff in the OB DR/LR/OR complex to operate to maximum potential
2. Need for various additional equipment
3. Expedite procurement of supplies and equipment

## **OPHTHALMOLOGY**

Highlight of Accomplishments:

1. Provided daily ophthalmic services at the Geriatric General Health Services
2. Improved utilization of Philhealth benefits by offering cataract services to patients with compliance to the No Balance Billing policy
3. PHIC Claim Form completely filled out and signed immediately after operative procedure before submission to Philhealth, which undoubtedly facilitated collection of PHIC reimbursements of the hospital
4. Passing rate of 100% in the diplomate exam
5. Awards in research presentation
6. Acquisition of various new equipment
7. Attendance to lectures/seminars/workshops/conferences

## **ORTHOPAEDICS**

Highlight of Accomplishments:

1. Granted full accreditation by the Philippine Board of Orthopedics
2. Additional two new visiting consultants
3. Acquisition of various equipment
4. Participated in the DOH campaign against firecracker-related injury by actively handling Aksyon Paputok Injury Reduction (APIR) patients at the emergency room
5. Finalists in research presentations abroad
6. Award in research presentation
7. Key members of consultant staff holding positions in National Organizations
8. Attendance to lectures/seminars/workshops/conferences

Issues and concerns:

1. Procurement of new equipment
2. Additional staff (nurses and helpers) at the OR

## **OUT PATIENT DEPARTMENT**

Highlight of Accomplishments:

1. Conducted various activities/campaigns/lectures by different departments in accordance with DOH-Health Events
2. Formulation of Citizens Charter posted at 1<sup>st</sup> and 2<sup>nd</sup> floor
3. Maintained cleanliness and orderliness
4. Staff were able to update trainings and licenses
5. Installation of electric (wall) fans at 1<sup>st</sup> and 2<sup>nd</sup> floor hallway

Issues and concerns:

1. Bizbox not fully operational due to lack of internet connection
2. Need for additional personnel (residents, nurses, nursing attendants and social workers)
3. Procedures that need to be done at ESC was done at OPD
4. Cases of theft or loss of belongings of the hospital personnel
5. Need for CCTV to monitor patients/relatives/visitors coming in and out of the clinics/offices
6. Installation of queuing board
7. Provision of X-ray room facility and ECG for OPD patients

## **PATHOLOGY & LABORATORIES**

Highlight of Accomplishments:

1. Promotion of staff
2. Acquisition of various new equipment
3. Increased MBD activities
4. Availability of petty cash fund for laboratory tests which are not available in the hospital
5. Celebration of World Blood Donors Day last June
6. Attendance to lectures/seminars/workshops/conferences

Issues and concerns:

1. Need for renovation of the entire department
2. Procurement of new equipment
3. Problems in procurement of supplies resulting in unavailability of laboratory services
4. Limited space and facilities
5. Slow process in requests for replacement of needed machines/equipment
6. Difficulty in availing maintenance services from the Engineering Department

## **PEDIATRICS**

Highlight of Accomplishments:

1. Orientation Seminar on 4Rs (Recognizing, Recording, Reporting, Referral) of WCPU
2. Celebration of 18 Day Campaign last November 25 to December 12, 2018
3. Participation in various GAD activities
4. Conduction of Wellness programs/lay fora
5. Attendance to lectures/seminars/workshops/conferences

Issues and concerns:

1. Procurement of new equipment
2. Need for adolescent ward (separate male and female ward ) for patients 13 to 18 years of age
3. Need for increased community involvement appropriate for a Level III Community

## **PHYSICAL MEDICINE AND REHABILITATION**

Highlight of Accomplishments:

1. Interdepartmental collaboration with Acute Stroke Unit
2. Partnership with Latter-Day Saints Charities and UP-PGH
3. Provided daily rehabilitation services at the Geriatric General Health Services
4. Acquisition of various new equipment
5. Conduction of wellness lectures/lay fora
6. No valid complaint was reported or written based from Public Assistance and Complaints Desk and Customer Satisfaction Survey Form
7. Participation to various hospital activities
8. Recipient of Award of Recognition for its outstanding and invaluable contribution as an active Industry Partner towards the realization of LPU-Batangas' goal of providing industry-based instruction for SY 2018-2019 given by the Lyceum of the Philippines
9. Attendance to lectures/seminars/workshops

Issues and concerns:

1. Need for expansion for Rehabilitation Center to accommodate increasing number of patients
2. Procurement of new machines and equipment

## **RADIOLOGY**

Highlight of Accomplishments:

1. Acquisition of new equipment
2. Participation to hospital activities
3. Attendance to lectures/seminars/workshops/conferences

Issues and concerns:

1. Additional consultants per section or modality
2. Procurement of new equipment

## **RADIOTHERAPY**

Highlight of Accomplishments:

1. Acquisition of 16-slice CT simulator, Cobalt 60 brachytherapy and C-arm mobile Xray
2. Consultants conducted lectures both locally and abroad
3. Full utilization of the planning system for LINAC and HDR Brachytherapy
4. The department has been a training hub/center for medical physicist and radiologic technology therapists of other DOH hospitals in the provinces that are acquiring LINAC machines and brachytherapy facilities
5. Participation in local and international conferences
6. Attendance to lectures/seminars/workshops/conferences

Issues and concerns:

1. Procurement of additional equipment
2. Additional personnel

## **SURGERY**

Highlight of Accomplishments:

1. Conduction of wellness lectures/lay fora and surgical missions
2. Participation to hospital activities
3. Conduction of several surgical missions
4. Conduction of Blood Letting activity
5. Conduction of Postgraduate course
6. Won 1<sup>st</sup> Place in the Resident's Physicians Organization (RPO) Night
7. Attendance to lectures/seminars/workshops/conferences

## **UROLOGY**

Highlight of Accomplishments:

1. Full utilization of newly constructed Urology Specialty Ward
2. Conduction of wellness lectures/lay fora and surgical missions
3. Conduction of annual DRE mission
4. Participation to hospital activities
5. Attendance to conventions, seminars and conferences
6. Awards in research presentations
7. Various researches presented abroad
8. Attendance to lectures/seminars/workshops/conferences

Issues and concerns:

1. Procurement of new equipment

## **RECOMMENDATIONS:**

### **1. MANPOWER**

- Hiring of additional staff due to increase in subspecialties and in the number of patients being catered by our institution

### **2. SUPPLIES & EQUIPMENT**

- Regular monitoring of supplies and update
- Tie-up with company
- Investigate procurement process
- Innovate alternative modes in the procurement process
- Regular preventive maintenance of existing equipment
- Upgrading and procurement of machines

### **3. STAFF DEVELOPMENT**

- Budget for various multidisciplinary/interdepartmental lectures/orientation/trainings/seminars/workshops
- Regular work load analysis of employees to maximize equal distribution of assigned tasks in order to ensure quality of service.
- More spacious working areas in order for the staff to work without restraint

#### 4. INFRASTRUCTURE

- Improvement/Renovation of certain areas to meet the demands of service and regulatory requirements

#### 5. OTHERS

Provision of the following:

- Centralized computer information system for a more organized, efficient, and hassle-free data management, communication, and record-keeping system
- Internet access
- CCTV cameras
- Adequate parking area

CENSUS:

#### I. PATIENT CARE SERVICES

A. Total Patients Served	-	716,686
In- patient/service days	-	201,753
Admitted	-	24,296
Discharged	-	24,266
Outpatient Consultation/ Treatment	-	386,407
Emergency Consultation/ Treatment	-	105,230
Average Length of Stay	-	7.77
Bed Occupancy Rate	-	122.83 %
Infection Rate	-	0.87 %
Mortality Rate	-	5.61 %
Discharge Planning Completion Rate	-	100.00 %
Referrals from other hospitals	-	578
Referrals to other hospitals	-	10
B. Total Operations	-	18,326
Major OR	-	4,920
Minor OR in-patient	-	5,574
Minor OR ER	-	5,073
Minor OPD	-	2,389
Ambulatory	-	370
Ancillary Services		
Radiological Procedures & Ultrasound	-	87,315
C.T. Scan	-	10,232
Laboratory Services		
Clinical Microscopy	-	39,651
Hematology	-	143,088
Clinical Chemistry	-	311,443
Blood Banking:		
ABO Typing Tube Method	-	29,997
RH Typing Tube Method	-	29,997
Total Crossmatched	-	21,399
Blood Transfused	-	12,665
Networking	-	244
ABO Typing Slide Method	-	172
RH Typing Slide Method	-	172
Drug Testing	-	529

Total number of donors		
ABO/RH Typing (Donors)	-	4,223
Hemoglobin and Hematocrit	-	4,957
Voluntary Donors	-	5,278
Replacement Donors	-	0
Mobile Blood Donations	-	1,232
Total Blood Collected	-	3,748
Immunology/Serology	-	8,305
Microbiology	-	23,988
General Pathology	-	14,073
Nuclear Medicine: Imaging Procedure		1,328
Other Special Services		
2D Echo	-	2,489
Brachytherapy	-	977 exposures
ECG/EEG	-	12,206
Physical Therapy	-	16,672
Occupational Therapy	-	3,235
Holter Monitor	-	208
Treadmill Stress Test	-	43
Pharmacy/DOH Botika Services		
Prescriptions Filled	-	386,118 / 553,557
Unfilled	-	4833 / 2456
Medical Social Services	-	119,070
Eligibility Studies (Casework; Patients with sponsored PHIC, MAF, and Referral to and from other agencies)		
Dental Section	-	6,677
Psychological Services		
Industrial	-	544
Clinical	-	73
Other Referrals	-	18
Neuro-Psychiatric Exam/ Mental Clearance	-	184

## I. TRAINING AND RESEARCH

Activities Conducted	Participants	Budget
1. Resident Physicians and Fellows Graduation Rites January 4, 2019 at Winford Hotel	53 Residents 13 Fellows <b>66</b>	None
2. Basic Research Methodology Lecture Series January 16 and 30, 2019 at OPD Conference Room	70 Residents	None
3. Medical Certification on Cause of Death. February 13-14, 2019 (1 <sup>st</sup> Batch) August 14-15, 2019 (2 <sup>nd</sup> Batch)	52 Residents	P 7,080.00
4. Orientation on Philhealth CF4 for 1 <sup>st</sup> year residents and fellows, February 22, 2019 at AVR 1 5 <sup>th</sup> floorR	97 Residents	None

5. Seminar on the International Patient Safety Goals March 19, 2019 at OPD Conference Room	32 attendees	P 12,800.00 Honorarium for speaker P 5,400.00-Meals P 1,360.00 Office supplies
6. Seminar on the International Patient Safety Goals March 19, 2019 at OPD Conference Room	32 attendees	P 12,800.00 Honorarium for speaker P 5,400.00 Meals P 1,360.00 Office supplies
7. Basic Vascular Imaging and Appropriate Physiologic Test , April 30, 2019 at AVR 1 5 <sup>th</sup> flr.	32 Residents 2 Consultants	None
8. Legal Issues in the Practice of Medicine May 9, 2019 at OPD Conference Room	46 Residents 4 Consultants	P 27,400.00
9. Seminar on GSIS Policies May 29, 2019 at OPD Conference Room	52 Participants	P 5,120.00
10. Postgraduate Interns' Graduation and White Coat Ceremony- June 17, 2019 at The Manila Hotel	186 PGIs	None
11. Training of Trainers for Post-Graduate Interns on Medical Certification of Cause of Death (MCCOD) July 9-10, 2019 at Phil. Heart Center	Dr. Rufino Agudera	None
12. Understanding memory loss: Normal Aging versus Dementia, July 23, 2019 at OPD Conference Room	81 attendees	None
13. Re-Orientation on PHIC, CF4, Death Certificate & ER Blotter Forms, July 26, 2019 at Multipurpose Hall	66 Participants	None
14. Seminar on ICD 10 Coding for 1 <sup>st</sup> year residents August 7, 2019 at OPD Conference Room	68 Residents	None
15. Clinical Key Orientation August 13, 2019 at OPD Conference Room	30 Residents	None
16. 2 <sup>nd</sup> National Conference on Postgraduate Medical Education Program, October 24, 2019 at DOH	7 Consultant	None
17. Professionalism in the Practice of Medicine: Practicing Medicine with a Heart- November 21, 2019 at OPD Conference Room	45 Attendees	P 3,000.00
18. OTS Planning and Preparation of Learning and Development Calendar 2020 November 22, 2019 at OPD Conference Room	17 Attendees	P 5,400.00
19. Leadership and Communications Skills Workshop November 28, 2019 at OPD Conference	26 Consultants 3 Admin Staff	P 20,240.00
20. Annual Interdepartmental Research Forum December 4, 2019 at Multipurpose Hall	7 Descriptive 6 Analytical 21 Poster Presentation	P 62,500.00 prizes P 18,000.00 Token P 4,125.00 Meals Total: P 99,365.00 <i>c/o Suballotment for Universal Health Care IRR Advocacy</i>
21. Medical Clerks' Grand Rounds December 14, 2019 at Multipurpose Hall	23 OLFU Clerks 62 UST Clerks	P 9,000.00
22. General Orientation for 1 <sup>st</sup> year Residents and Fellows - December 14, 2019 at Multipurpose Hall	99 Participants	P 12,000.00

23. Mortality & Morbidity Conferences Every 4 <sup>th</sup> Tuesday of the month	Residents and Consultant	None
24. Specialty Case/Clinico-Pathologic Conferences (CPC) - Every 2 <sup>nd</sup> Tuesday of the month	Residents and Consultant	None
25. Postgraduate Interns' Hour Every 2 <sup>nd</sup> Wednesday of the month	Residents and Consultant	None
26. Coordinated and facilitated Memorandum of Affiliation and Contracts of Affiliation	PGIs and other affiliates	None
27. Facilitated/processed application of new MO IIIs and MO IVs in all clinical departments	<p><b>Residents = 295</b>  MO IV = 90  MO III = 185  Non-salaried = 15  Lateral = 5</p> <p><b>Fellows = 46</b>  MO IV = 32  Non-salaried = 5  Lateral = 9</p> <p><b>Number of applicants:</b>  OB-Gyne = 25  Gyne Onco = 10</p> <p>Surgery = 96  Colorectal = 4  Surgical Onco = 2  Minimally invasive = 2  Pediatric Surgery = 1</p> <p>Medicine = 47  Med. Onco. = 2  Nephrology = 1</p> <p>Neurology = 33  Neurophysio = 1  Stroke &amp; Neurovascular = 2</p> <p>Dermatology = 78  Derma Surgery = 1  Dermapathology = 1</p> <p>Urology = 14  Orthopedics = 38</p> <p>Ophthalmology = 36  Glaucoma = 5  Retina = 8</p> <p>Family Medicine = 6  Anesthesiology = 15  Pathology = 6</p> <p>Radiology = 12</p>	

	CT-MRI = 2 Pediatrics = 15 Nuclear Med. = 5 Radiotherapy = 18 ENT-HNS = 16	
--	--	--

### Foreign Residents

#### Nepalese:

Department	Period
1. Internal Medicine	March 15, 2016 to March 16, 2019
2. Dermatology	February 1, 2016 to March 31, 2019

### Affiliate Trainees

#### 1. Resident Physicians

1. University of Sto. Tomas	2
2. Pasay City General Hospital	3
3. Delos Santos Medical Center	4
4. Quirino Medical Center	3
5. East Avenue Medical Center	1
6. Our Lady of Lourdes Hospital	1
7. Mary Johnston Hospital	2
8. Veterans Memorial Medical Center	1
9. The Medical City	3
10. Metropolitan Medical Center	3
<b>TOTAL</b>	<b>23</b>

#### 2. Post-Graduate Interns

1. July 1, 2018 – June 30, 2019	187
2. January 1 – December 31, 2019	34
3. Batch July 1, 2019 – June 30, 2020	197
4. Batch January 1 – December 31, 2020	30
<b>TOTAL</b>	<b>448</b>

#### 3. Medical Clerks

Name of Affiliated School	
1. Virgen Milagrosa University	50
2. Our Lady of Fatima University	1,056
3. Centro Escolar University	12
4. Saint Louis University	159
5. University of Sto. Tomas	1,940
6. UPH-Dr. Jose G. Tamayo Medical University	86
<b>TOTAL</b>	<b>3,303</b>

#### 4. Medical Technology Interns

Name of Affiliated School	
1. University of Santo Tomas	88
2. Centro Escolar University	59
3. Manila Central University	202
4. FEU-Dr. Nicanor Reyes Medical Foundation	18
<b>TOTAL</b>	<b>202</b>

## 5. Radiologic Technology Intern

<b>Name of Affiliated School</b>	
1. Medical Colleges of Northern Philippines	14
2. The Family Clinic College	25
3. Mt. Carmel College of Bocaue	4
4. Holy Infant College	21
5. Dr. Carlos S. Lanting College	16
6. University of Perpetual Help College – Manila	43
7. Philippine College of Health Sciences	1
8. University of Perpetual Help System Laguna	17
9. University of Perpetual Help System Dalta-LP	5
10. Capitol Medical Center Colleges, Inc.	5
11. Manila Adventist College	2
12. Southeast Asian College	14
13. Arellano College	16
<b>TOTAL</b>	<b>232</b>

## 6. Physical/ Occupational Therapy Interns

<b>Name of Affiliated School</b>	
Physical Therapy:	
1. Daniel Mercado Memorial Medical Center	8
2. Lyceum of the Philippines - Batangas	14
3. Manila Adventist College	17
4. Medical Colleges of Northern Philippines	13
5. Manila Central University	18
6. Our Lady of Fatima University	96
7. Pines City Colleges - Baguio	8
8. Perpetual Help College of Manila	3
9. Saint Anne College Lucena, Inc.	6
10. Saint Dominic College of Asia	5
11. Southeast Asian Colleges, Inc.	16
12. Unibersidad de Sta. Isabel - Naga	18
13. University of La Sallete - Isabela	1
14. University of Perpetual Help System DALTA	10
15. University of Perpetual Help - Laguna	2
16. University of Perpetual Help – Molino	2
17. UERMMCI	36
18. Metropolitan Medical Center-CAST	2
19. San Pablo Colleges	5
<b>TOTAL</b>	<b>280</b>
Occupational Therapy:	
1. De La Salle Health Sciences Institute	16
2. Perpetual Help College Manila	14
3. University of Sto. Tomas	22
<b>TOTAL</b>	<b>52</b>

## 7. Behavioral Medicine

<b>Name of Affiliated School</b>	
1. Our Lady of Fatima University	8
2. University of Sto. Tomas	3
3. Lyceum of the Philippines	1
4. Pamantasan ng Maynila	1
<b>TOTAL</b>	<b>13</b>

## 8. Pharmacy

Name of Affiliated School	
1. University of Santo Tomas	5
<b>TOTAL</b>	

**Total of Affiliates/Trainees = 4,558**

## II. Accreditation Status

All 15 Clinical Departments and 20 fellowship training programs have maintained their accreditation status from their respective specialty boards.

## III. Research

	<b>TOTAL</b>
No. of Researches proposed/approved by IRB	
a. Proposed researches	160
b. IRB Approved researches	147
Final / Completed	65
No. of on-going researches	75

## NURSING SERVICE

In this dynamic, information age, traditional nurses and millennial nurses must bridge the generation gap by promoting a positive work environment, cultivating a culture of collaboration and teamwork and holding the best interests of patients in order to foster strong nursing workforce, professionalism and leadership. This is where the nursing executives and top managers come in between, to effectively balance the nurse generation gap, and serve as transformational leaders, committed to molding the nursing personnel in a holistic manner, motivating and guiding them to unleash their full potential, and encouraging positive adaptation to change, allowing them to rise above their weaknesses.

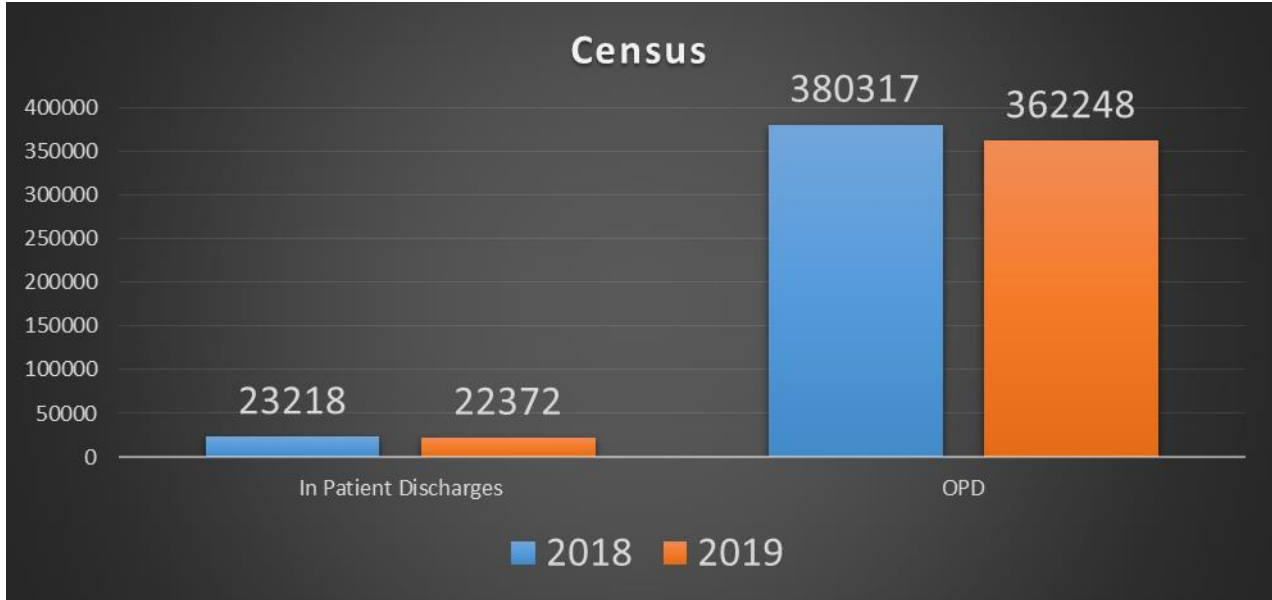
With their commitment and passion in assisting the chief of the nursing service operations, the nurse executives and managers assist in engaging members of the nursing service community to participate in the organization's vision and mission, which will increase the likelihood of achieving the organization's goals; they are not focused on the position, but rather on teamwork and fostering leadership, which are essential foundation in achieving the core of success in any organization.

In light of all that we have accomplished, our biggest challenge is keeping everyone focused on what they needed to achieve individually. Keeping the nursing service focused on the task at hand is considered a successful feat during the roller coaster ride of challenges and transitions in the past year. However, I would like to commend their remarkable support and steadfast dedication in advancing the principles of performance-based governance – that somehow they could incorporate these practices as a culture in the institution.

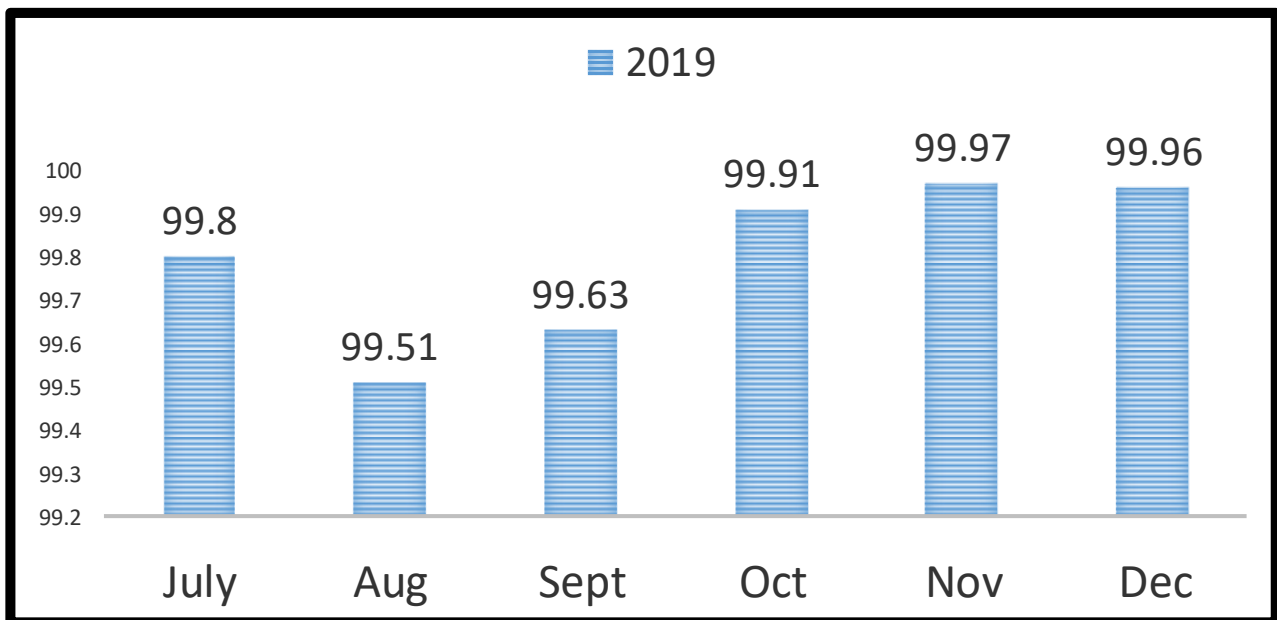
# Comparative Analysis of Census for 2019

## PATIENT PERSPECTIVE:

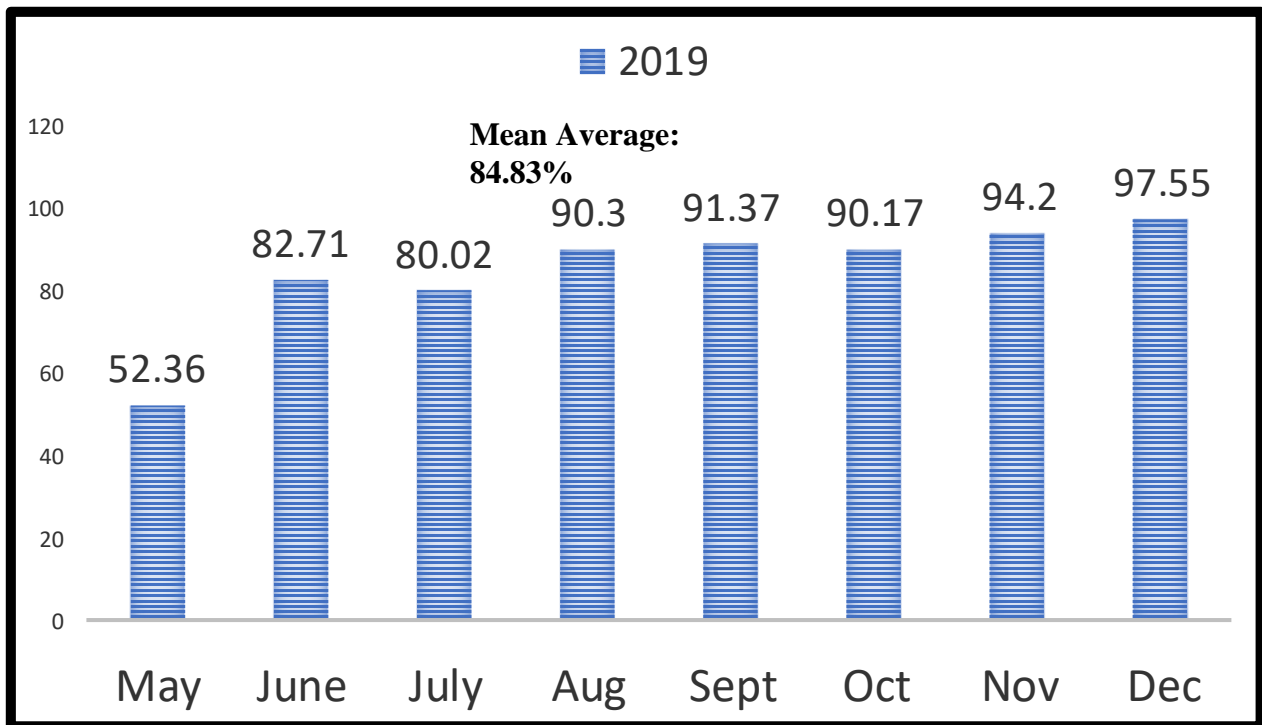
### 1. In-Patient and OPD Census for C.Y 2019



### 2. Percentage of ESC patients managed in < 4 hours turn-around time



3. Percentage of discharge patients processed < 4 hours turn-around time



4. Percentage of discharge patients processed < 4 hours turn-around time



## HUMAN PERSPECTIVE:

### Total Number of Nursing Personnel as of December 31, 2019

	Total No. of Positions	Total No. of Filled	Total No. of Unfilled
Nurse VII	1	1	0
Nurse VI	2	2	0
Nurse V	2	2	0
Nurse IV	2	2	0
Nurse III	56	55	1
Nurse II	175	165	10
Nurse I	151	148	3
Nursing Attendant(NA) II	118	109	9
Nursing Attendant(NA) I	94	91	3
Midwife I	18	18	0
Midwife II	19	19	0
Midwife III	1	0	1
<b>GGHS</b>			
Nurse III	1	1	0
Nurse I	12	9	3
Nursing Attendant I	6	6	0
<b>TOTAL:</b>	<b>658</b>	<b>628</b>	<b>30</b>



#### Newly Hired

2018	2019
38	68



#### Newly Promoted

2018	2019
4	36



#### Vacant Position

2018	2019
63	30

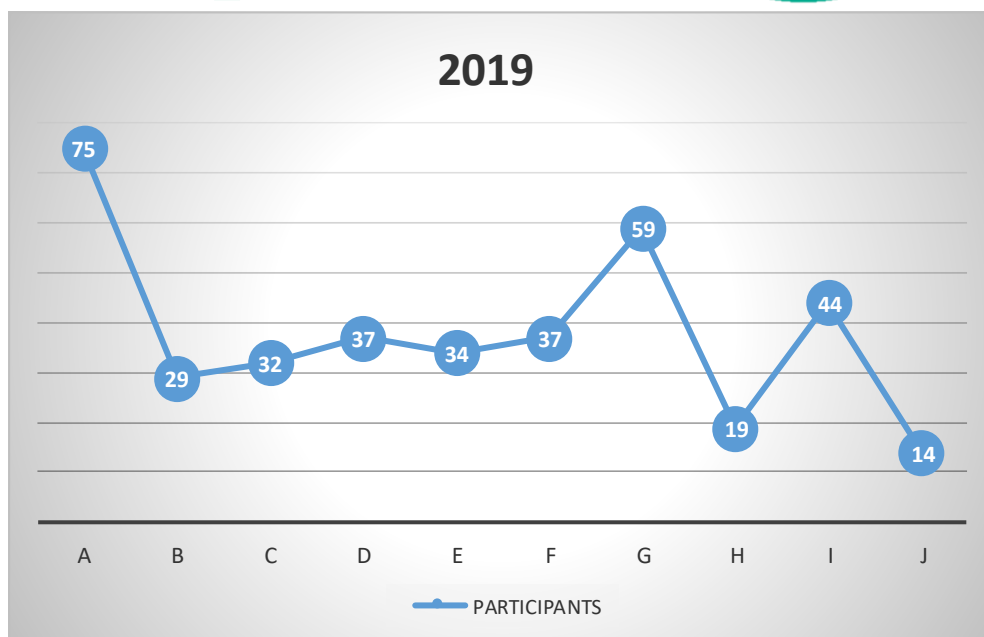


#### Retired/Resign

2018	2019
32	24

### 2019 Annual LDI Conducted

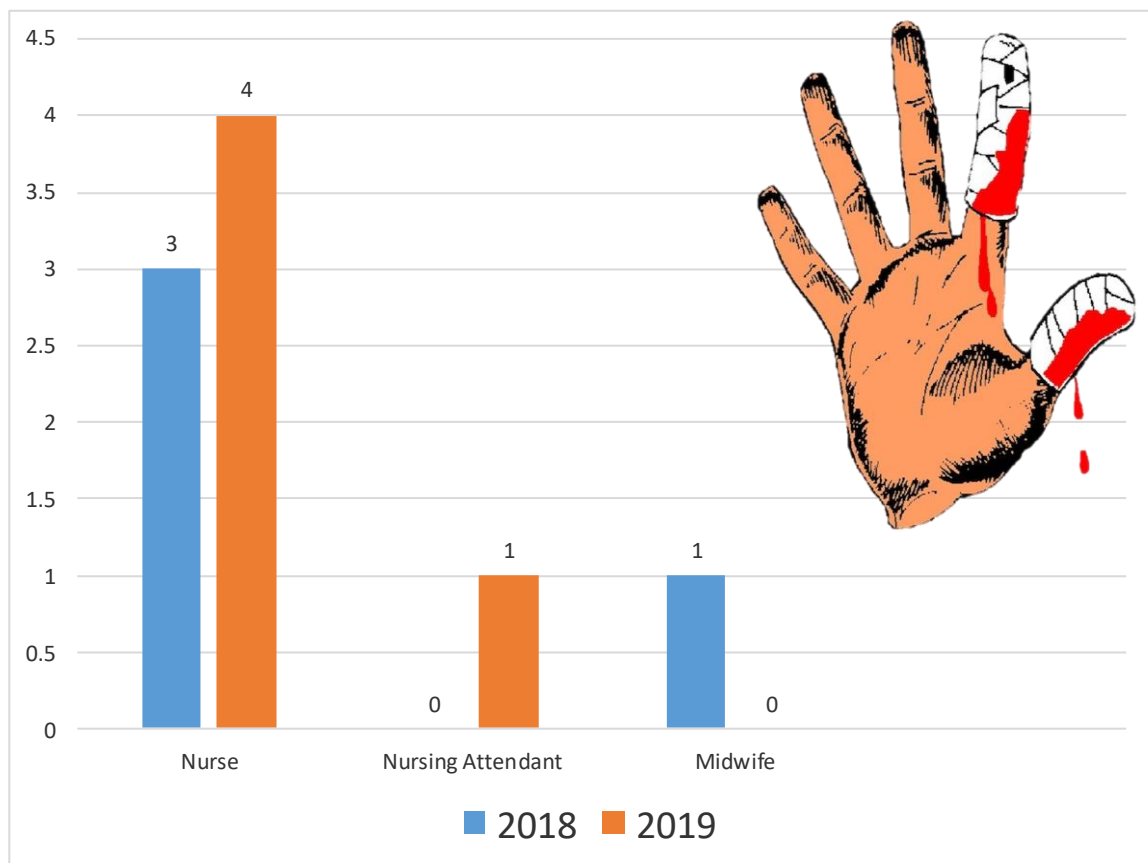
- A. Learning and Development Program for Nursing Attendant
- B. Research Made Easy
- C. Learning and Development Program for Midwife
- D. Basic Course for Ostomy and Wound Care Nursing
- E. Leadership and Management Training Program Track I
- F. Leadership and Management Training Program Track II
- G. Leadership and Management Training Program Track III
- H. Post Graduate Course in Critical Care Nursing
- I. Learning and Development Program for Nurse I
- J. Basic Awareness in the Care of the Elderly: Gerontology and Geriatric Nursing



### STAFF PROVIDED WITH LDI

# NEEDLE STICK INJURY REPORT

(Infection Prevention and Control Committee, 2019)

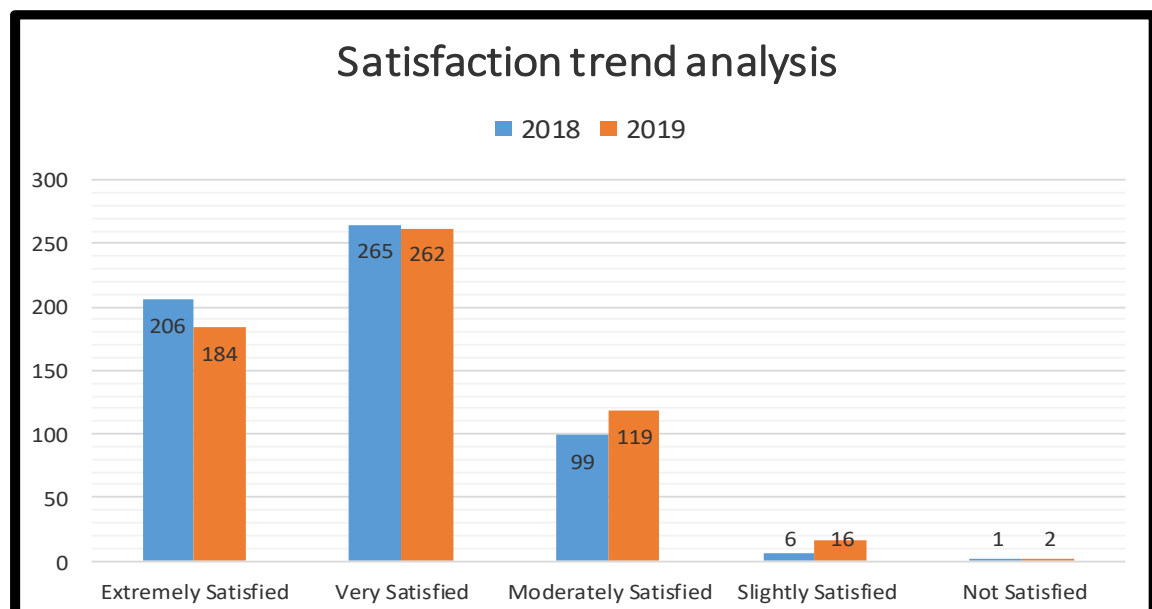


OCCUPATION	2018	2019
Nurse	4	3
Midwife	1	0
Nursing Attendant	0	1

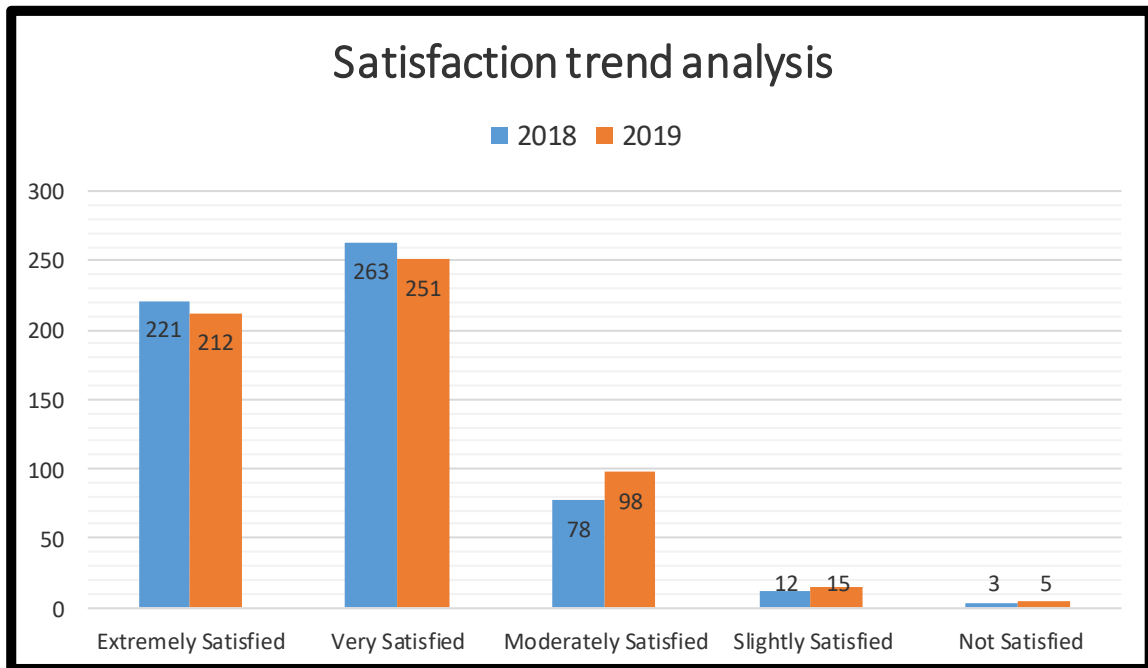
## STAFF SATISFACTION SURVEY

(Best Practice of the Nursing Service, 2019)

A. Overall Satisfaction level of staff in their respective UNIT/DEPARTMENT?



B. Overall Satisfaction level of staff in their respective **UNIT MANAGER?**



**WELLNESS PROGRAM**  
(Best Practice of the Nursing Service, 2019)



## STRATEGIC PRIORITIES:

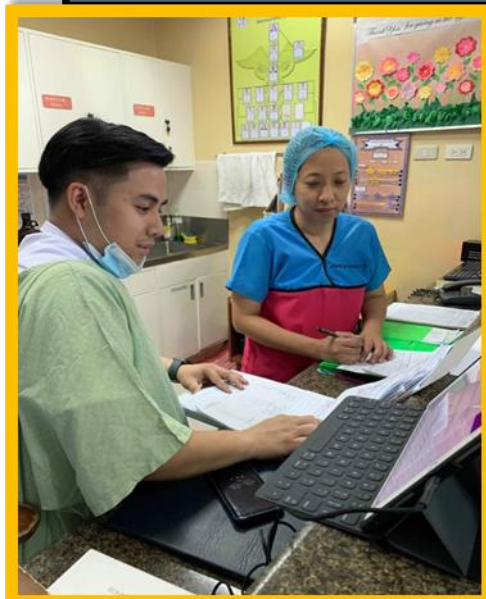
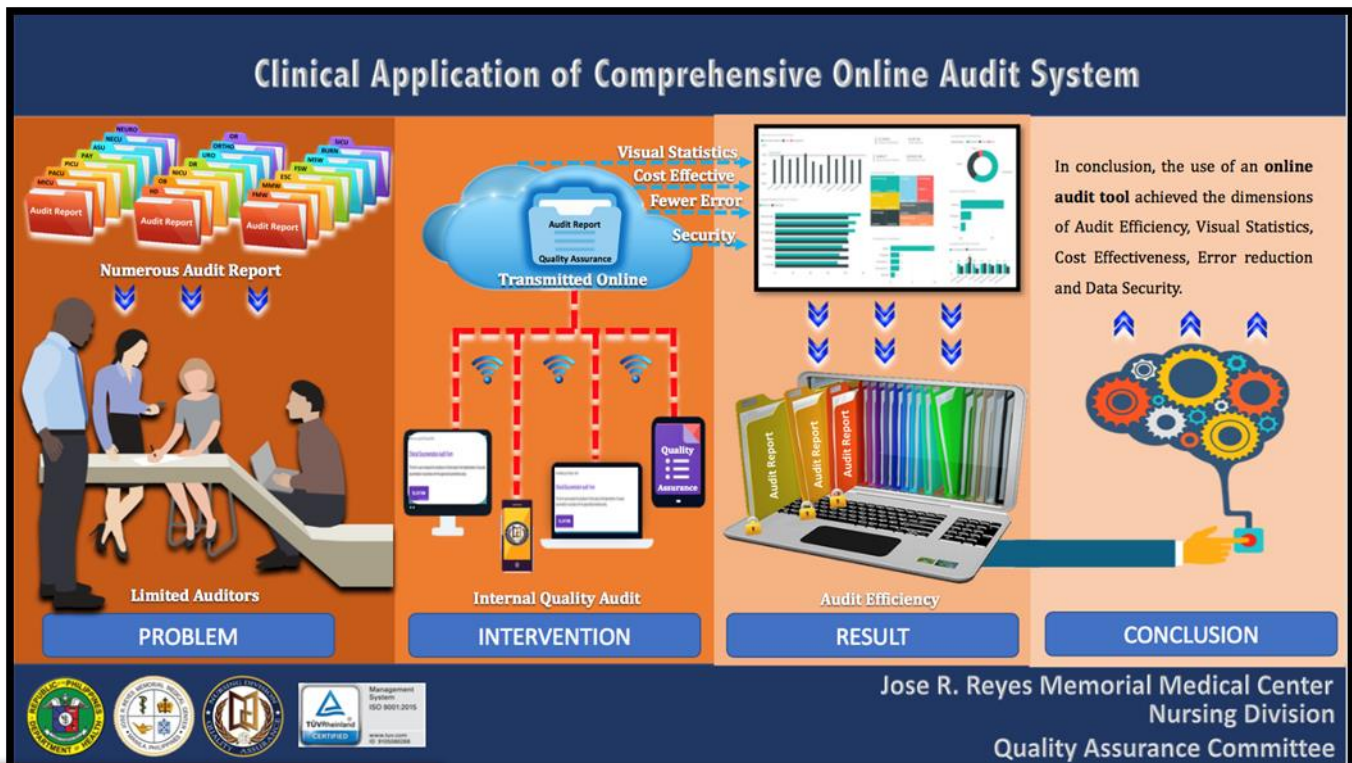
### CREATION OF CLINICAL EVALUATOR'S

To ensure timely filling up of available vacant positions



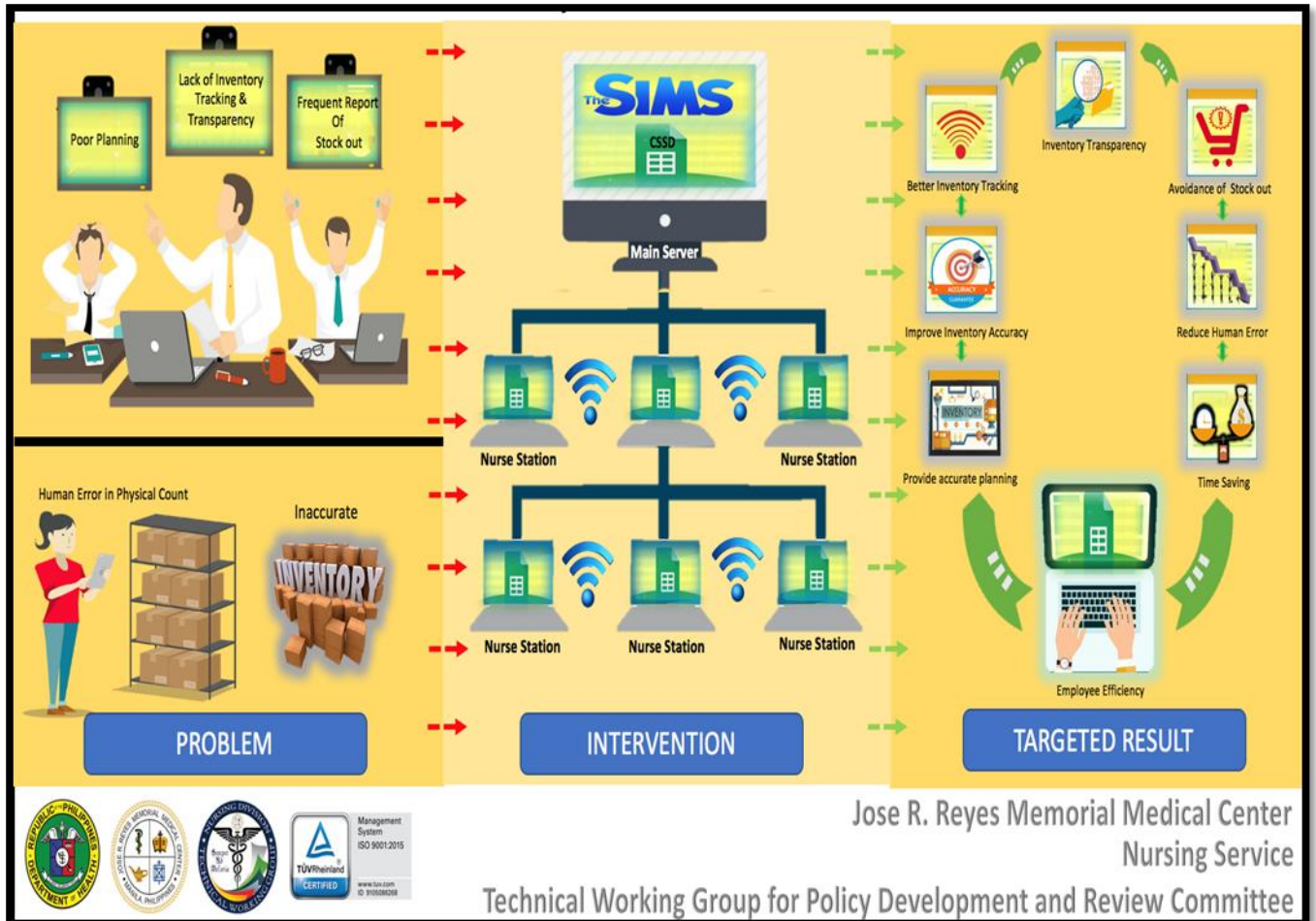
# COMPREHENSIVE ONLINE AUDIT SYSTEM

(Best Practice of the Nursing Service, 2019)



# ESTABLISHMENT OF SUPPLY INVENTORY MANAGEMENT SYSTEM

(Best Practice of the Nursing Service, 2019)



# CONTINUOUS QUALITY IMPROVEMENT

## DEVELOPMENT OF NEW FORMS/CHECKLIST

**JOSE R. REYES MEMORIAL MEDICAL CENTER**  
Road Avenue, Sta. Cruz, Manila

**SHIFTING NURSE MANAGERS REPORT SHEET**

DATE: \_\_\_\_\_

REPORTING NURSE: \_\_\_\_\_

RECEIVING NURSE: \_\_\_\_\_

WARD: \_\_\_\_\_

PATIENT NAME: \_\_\_\_\_

ROOM NO: \_\_\_\_\_

ADMISSION DATE: \_\_\_\_\_

DISCHARGE DATE: \_\_\_\_\_

PHYSICIAN: \_\_\_\_\_

DIAGNOSIS: \_\_\_\_\_

CHIEF COMPLAINT: \_\_\_\_\_

PHYSICIAN'S ORDER: \_\_\_\_\_

NURSE'S NOTE: \_\_\_\_\_

ASSESSMENT: \_\_\_\_\_

INTERVENTION: \_\_\_\_\_

OUTCOME: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

Shifting Nurse Managers  
Report Sheet

**JOSE R. REYES MEMORIAL MEDICAL CENTER**  
Road Avenue, Sta. Cruz, Manila

**PRE-PROCEDURE CHECKLIST**

PATIENT NAME: \_\_\_\_\_

AGE: \_\_\_\_\_

HOSPITAL NUMBER: \_\_\_\_\_

DATE: \_\_\_\_\_

TIME: \_\_\_\_\_

WARD: \_\_\_\_\_

ROOM NO: \_\_\_\_\_

ADMISSION DATE: \_\_\_\_\_

DISCHARGE DATE: \_\_\_\_\_

PHYSICIAN: \_\_\_\_\_

DIAGNOSIS: \_\_\_\_\_

CHIEF COMPLAINT: \_\_\_\_\_

PHYSICIAN'S ORDER: \_\_\_\_\_

NURSE'S NOTE: \_\_\_\_\_

ASSESSMENT: \_\_\_\_\_

INTERVENTION: \_\_\_\_\_

OUTCOME: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

Pre-Procedure Checklist

**JOSE R. REYES MEMORIAL MEDICAL CENTER**  
Road Avenue, Sta. Cruz, Manila

**PATIENT TRANSPORT CHECKLIST**

PATIENT NAME: \_\_\_\_\_

AGE: \_\_\_\_\_

HOSPITAL NUMBER: \_\_\_\_\_

DATE: \_\_\_\_\_

TIME: \_\_\_\_\_

WARD: \_\_\_\_\_

ROOM NO: \_\_\_\_\_

ADMISSION DATE: \_\_\_\_\_

DISCHARGE DATE: \_\_\_\_\_

PHYSICIAN: \_\_\_\_\_

DIAGNOSIS: \_\_\_\_\_

CHIEF COMPLAINT: \_\_\_\_\_

PHYSICIAN'S ORDER: \_\_\_\_\_

NURSE'S NOTE: \_\_\_\_\_

ASSESSMENT: \_\_\_\_\_

INTERVENTION: \_\_\_\_\_

OUTCOME: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

Patient Transport  
Checklist

**JOSE R. REYES MEMORIAL MEDICAL CENTER**  
Road Avenue, Sta. Cruz, Manila

**NEWBORN CARE CHECKLIST**

PATIENT NAME: \_\_\_\_\_

AGE: \_\_\_\_\_

HOSPITAL NUMBER: \_\_\_\_\_

DATE: \_\_\_\_\_

TIME: \_\_\_\_\_

WARD: \_\_\_\_\_

ROOM NO: \_\_\_\_\_

ADMISSION DATE: \_\_\_\_\_

DISCHARGE DATE: \_\_\_\_\_

PHYSICIAN: \_\_\_\_\_

DIAGNOSIS: \_\_\_\_\_

CHIEF COMPLAINT: \_\_\_\_\_

PHYSICIAN'S ORDER: \_\_\_\_\_

NURSE'S NOTE: \_\_\_\_\_

ASSESSMENT: \_\_\_\_\_

INTERVENTION: \_\_\_\_\_

OUTCOME: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

Newborn Care Checklist

**JOSE R. REYES MEMORIAL MEDICAL CENTER**  
Road Avenue, Sta. Cruz, Manila

**NURSE'S NOTES FOR DIAGNOSTIC AND THERAPEUTIC PROCEDURE**

PATIENT NAME: \_\_\_\_\_

AGE: \_\_\_\_\_

HOSPITAL NUMBER: \_\_\_\_\_

DATE: \_\_\_\_\_

TIME: \_\_\_\_\_

WARD: \_\_\_\_\_

ROOM NO: \_\_\_\_\_

ADMISSION DATE: \_\_\_\_\_

DISCHARGE DATE: \_\_\_\_\_

PHYSICIAN: \_\_\_\_\_

DIAGNOSIS: \_\_\_\_\_

CHIEF COMPLAINT: \_\_\_\_\_

PHYSICIAN'S ORDER: \_\_\_\_\_

NURSE'S NOTE: \_\_\_\_\_

ASSESSMENT: \_\_\_\_\_

INTERVENTION: \_\_\_\_\_

OUTCOME: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

Nurse's Notes for  
Diagnostic and  
Therapeutic Procedure

**JOSE R. REYES MEMORIAL MEDICAL CENTER**  
Road Avenue, Sta. Cruz, Manila

**ESC NURSE'S OBSERVATION FLOWSHEET**

PATIENT NAME: \_\_\_\_\_

AGE: \_\_\_\_\_

HOSPITAL NUMBER: \_\_\_\_\_

DATE: \_\_\_\_\_

TIME: \_\_\_\_\_

WARD: \_\_\_\_\_

ROOM NO: \_\_\_\_\_

ADMISSION DATE: \_\_\_\_\_

DISCHARGE DATE: \_\_\_\_\_

PHYSICIAN: \_\_\_\_\_

DIAGNOSIS: \_\_\_\_\_

CHIEF COMPLAINT: \_\_\_\_\_

PHYSICIAN'S ORDER: \_\_\_\_\_

NURSE'S NOTE: \_\_\_\_\_

ASSESSMENT: \_\_\_\_\_

INTERVENTION: \_\_\_\_\_

OUTCOME: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

ESC Nurse's Observation  
Flowsheet

**JOSE R. REYES MEMORIAL MEDICAL CENTER**  
Road Avenue, Sta. Cruz, Manila

**ESSENTIAL INTRAPARTUM NEWBORN CARE FLOWSHEET**

PATIENT NAME: \_\_\_\_\_

AGE: \_\_\_\_\_

HOSPITAL NUMBER: \_\_\_\_\_

DATE: \_\_\_\_\_

TIME: \_\_\_\_\_

WARD: \_\_\_\_\_

ROOM NO: \_\_\_\_\_

ADMISSION DATE: \_\_\_\_\_

DISCHARGE DATE: \_\_\_\_\_

PHYSICIAN: \_\_\_\_\_

DIAGNOSIS: \_\_\_\_\_

CHIEF COMPLAINT: \_\_\_\_\_

PHYSICIAN'S ORDER: \_\_\_\_\_

NURSE'S NOTE: \_\_\_\_\_

ASSESSMENT: \_\_\_\_\_

INTERVENTION: \_\_\_\_\_

OUTCOME: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

Essential Intrapartum  
Newborn Flowsheet

**JOSE R. REYES MEMORIAL MEDICAL CENTER**  
Road Avenue, Sta. Cruz, Manila

**DELIVERY CARE FLOWSHEET**

PATIENT NAME: \_\_\_\_\_

AGE: \_\_\_\_\_

HOSPITAL NUMBER: \_\_\_\_\_

DATE: \_\_\_\_\_

TIME: \_\_\_\_\_

WARD: \_\_\_\_\_

ROOM NO: \_\_\_\_\_

ADMISSION DATE: \_\_\_\_\_

DISCHARGE DATE: \_\_\_\_\_

PHYSICIAN: \_\_\_\_\_

DIAGNOSIS: \_\_\_\_\_

CHIEF COMPLAINT: \_\_\_\_\_

PHYSICIAN'S ORDER: \_\_\_\_\_

NURSE'S NOTE: \_\_\_\_\_

ASSESSMENT: \_\_\_\_\_

INTERVENTION: \_\_\_\_\_

OUTCOME: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

Delivery Care Flowsheet

**JOSE R. REYES MEMORIAL MEDICAL CENTER**  
Road Avenue, Sta. Cruz, Manila

**POST VAGINAL DELIVERY CARE CHECKLIST**

PATIENT NAME: \_\_\_\_\_

AGE: \_\_\_\_\_

HOSPITAL NUMBER: \_\_\_\_\_

DATE: \_\_\_\_\_

TIME: \_\_\_\_\_

WARD: \_\_\_\_\_

ROOM NO: \_\_\_\_\_

ADMISSION DATE: \_\_\_\_\_

DISCHARGE DATE: \_\_\_\_\_

PHYSICIAN: \_\_\_\_\_

DIAGNOSIS: \_\_\_\_\_

CHIEF COMPLAINT: \_\_\_\_\_

PHYSICIAN'S ORDER: \_\_\_\_\_

NURSE'S NOTE: \_\_\_\_\_

ASSESSMENT: \_\_\_\_\_

INTERVENTION: \_\_\_\_\_

OUTCOME: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

Post Vaginal Delivery  
Care Checklist

**JOSE R. REYES MEMORIAL MEDICAL CENTER**  
Road Avenue, Sta. Cruz, Manila

**NEUROLOGY VITAL SIGNS MONITORING RECORD**

PATIENT NAME: \_\_\_\_\_

AGE: \_\_\_\_\_

HOSPITAL NUMBER: \_\_\_\_\_

DATE: \_\_\_\_\_

TIME: \_\_\_\_\_

WARD: \_\_\_\_\_

ROOM NO: \_\_\_\_\_

ADMISSION DATE: \_\_\_\_\_

DISCHARGE DATE: \_\_\_\_\_

PHYSICIAN: \_\_\_\_\_

DIAGNOSIS: \_\_\_\_\_

CHIEF COMPLAINT: \_\_\_\_\_

PHYSICIAN'S ORDER: \_\_\_\_\_

NURSE'S NOTE: \_\_\_\_\_

ASSESSMENT: \_\_\_\_\_

INTERVENTION: \_\_\_\_\_


OUTCOME: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

Neurology Vital Signs  
Monitoring Record

## Nursing Division Customer Satisfaction Survey 2019

Department	Survey Results					TOTAL	RATING	REMARKS
Acute Stroke Unit							100	
Minor OR							100	
ONCO- GYNE							100	
OPD- BEHAVIORAL MEDICINE							100	
Orthopedic Ward							100	
EENT Ward							99.8	
OB/ GYNE Ward							99.5	
ONCO- RAD							99.5	
OPD- ENT							99.5	
OPD- SICK BABY							99.5	
OPD- TB DOTS							99.5	
Burn Unit							99	
OPD- OPHTHA							99	
Payward II							98.8	
OPD- WELL BABY							98.66	
Neonatal Intensive Care Unit							98.33	
Neurology Ward							98.2	
Male Surgery Ward							98	
Emergency Service Complex							97.75	
OPD- ORTHO							97.5	
Payward I							97.5	
Female Surgery Ward							97	
Pediatric Intensive Care Unit							96.6	
Wound Clinic							96.5	
Philhealth Ward							96.25	
Male Medical Ward							96.2	
Female Medical Ward							95.2	
OPD- OB							94.25	
OPD- SURGERY							94	



**JOSE R. REYES MEMORIAL MEDICAL CENTER**  
Rizal Avenue, Sta. Cruz, Manila

**NURSING DIVISION**


**PAGSISIYASAT SA PANGKALAHATANG PANANAW PATUNGKOL SA KAAAYUSAN NG PASILIDAD AT KALIDAD NG SERBISYO NA IBINIGAY NG AMING MGA EMPLEYADO**  
(PATIENT SATISFACTION SURVEY)


Petsa: \_\_\_\_\_ Kagawaran: \_\_\_\_\_  
(Date) (Department/Unit)


Sino ang nagsasagot ng pagsisiyasat? ☐ Pasyente ☐ Tagapangalaga ☐ Iba pa: Pakitukoy  
Who is answering the survey? (Patient) (Family Member/Relative) (Others: Please specify)


**LAYUNIN:** Ang layunin ng pagsisiyasat na ito ay malaman ang inyong opinyon patungkol sa naging karanasan sa aming ospital. Ang inyong sagot sa mga pagsisiyasat ay makakatulong upang lalong mapaganda at mapahusay ang aming serbisyo na ibinibigay sa lahat ng aming pasyente.  
(The purpose of this survey is to know your opinion about your experience in our hospital. Your answers to the survey will help us better improve our service to our patients.)


**PANUTO:** Lagyan ng tsek ( / ) ang inyong sagot sa mga pagsisiyasat  
(Instruction: Place a check ( / ) mark on your desired answer to the survey)

  
Lubhang Nasiyahan


  
Nasiyahan

  
Bahagyang Nasiyahan

  
Hindi Nasiyahan

  
Lubhang Hindi Nasiyahan

PAGSISIYASAT (Survey)					
<b>A. Pagsisiyasat ukol sa pakikilalamuhan ng empleyado.</b> (Survey about employee engagement)					
<b>1. Magalang na pakikitungo sa pasyente at sa mga tagapangalaga</b> (Courteous and approachable to all patients and relatives)					
<input type="checkbox"/> Nars (Nurse)					
<input type="checkbox"/> Kaagapay ng Nars (Midwife/Nursing Attendant)					
<input type="checkbox"/> Iba pang empleyado (Other employee)					
<b>2. Maagap at angkop na pagtugon sa pangangailangan ng pasyente o tagapangalaga.</b> (Timely response to the appropriate needs of the patients/relatives)					



**JOSE R. REYES MEMORIAL MEDICAL CENTER**  
Rizal Avenue, Sta. Cruz, Manila

**NURSING DIVISION**

**PAGSISIYASAT SA PANGKALAHATANG PANANAW PATUNGKOL SA KAAAYUSAN NG PASILIDAD AT KALIDAD NG SERBISYO NA IBINIGAY NG AMING MGA EMPLEYADO**  
(PATIENT SATISFACTION SURVEY)

PAGSISIYASAT (Survey)					
<b>3. Maayos na pagtanggap sa mga katanungan ukol sa pasyente.</b> (Appropriate response to the inquiry of patients/relatives)					
<b>4. Malinaw na pag-sagot sa katanungan ng pasyente o tagapangalaga.</b> (Clearly answer the question of patient/relative)					
<b>5. Tamang pagpapaliwanag sa mga serbisyo na kailangan ng pasyente.</b> (Properly explain the services the patient needs)					
<b>B. Kalinisan at Kaayusan ng pasilidad</b> (Clean and organized work environment)					
<input type="checkbox"/> Kwarto ng pasyente (Patient Room/Ward)					
<input type="checkbox"/> Palikuran (Comfort Room)					
<input type="checkbox"/> Lugar para sa tagapangalaga (Waiting area)					
<b>C. Sa kabuuan, gaano ka nasiyahan sa serbisyo na aming ibinigay?</b> (Overall, how satisfied are you with the service we provide?)					
<b>D. Mayroon ba kayong gustong papurihan na empleyado ng ospital? Kung meron, isulat kung sino at bakit?</b> (Do you have employee whom you want to recognize? If so, who and why?)					
<b>E. Isulat ang inyong komento o mungkahi kung mayroon upang mapaganda pa ang aming serbisyo.</b> (Any comments/suggestions for improvement?)					
Pangalan: _____ Kung nais lamang (Optional) (Name)					
Maraming salamat sa pakikilahok sa aming pagsisiyasat. Ang inyong kasiyahan ay ang aming prayoridad. (Thank you so much for participating in this survey. Your satisfaction is our utmost priority.)					

## PROGRAMS AND ACTIVITIES:



**1st Quarter General Assembly**



**Orientation on Strategic Performance Management System (SPMS)**



**1st Enhancement Program on Leadership and Management: Effective Coaching and Mentoring**



**Celebration of World Patient Safety Day**





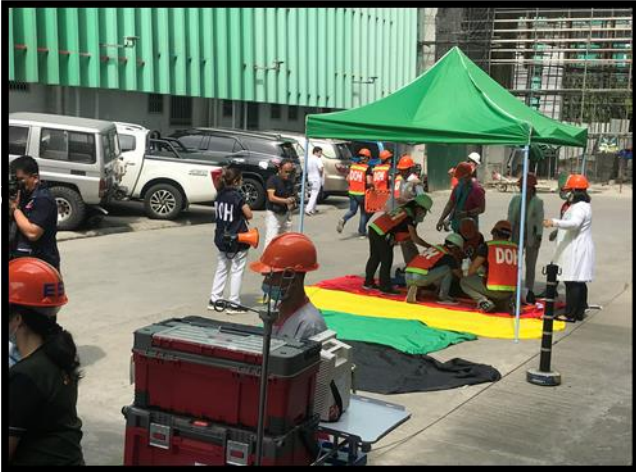
**2<sup>nd</sup> Quarter General Assembly**



**Nursing Research**



**Nurses Week Celebration**



**4<sup>th</sup> nationwide simultaneous earthquake drill**



**International Conference on Harmonization –  
Good clinical practice (ICH-GCP)**



**Winner in the Jingle Making Contest**



**Winner in the Parol Making Contest**



**TUV SUD ISO 9001:2015 RECERTIFICATION**



**Evaluation of Singapore nursing training project**



**Singapore nursing training project final monitoring**

## **HOSPITAL OPERATIONS AND PATIENT SUPPORT SERVICE (HOPSS)**

The Hospital Operations and Patient Support Service (HOPSS) have a very fruitful and progressive year in CY 2019 as one of the four (4) major components in the hospital system. Its role in playing an equally important major services in the delivery of effective and efficient quality health care through the provision of timely, accurate, complete and appropriate logistic support has been delivered in the day to day operations of the hospital. The HOPSS as a whole has contributed major role in the success of the ISO Accreditation-Management System ISO 9001-2015 on December 2019, certified by TUV-SUD Management Services.

### **HOPSS OFFICE**

Received/Recorded communications .....	20,957
Released Communications.....	22,378
Signed/Reviewed reports/communications/checks/vouchers, etc.....	22,378
Filed/Indexed/retrieved records.....	759/75x
Prepared/typed communications.....	193/3,740
Approved GSIS Loans.....	815
BUR/OBR Prepared/Typed.....	4,263

### **CENTRAL COMMUNICATION UNIT**

This Office is in-charge of the preparation, receiving, recording, routing, releasing, and follows-up of communications for the hospital. It is also in-charge of screening and approving request for posting of posters and information materials, use of conference rooms. It handles ISO/CCU documents and maintains files/mails distribution, and also responsible in the supervision of the telephone services and public assistance help desk.

#### **1. ACCOMPLISHMENTS:**

##### **1.1. CCU**

Received/Recorded communications .....	4,672
Released Communications with appropriate action done .....	805
Filed/Encoded/Scanned/Retrieved Records.....	1,932
Prepared/typed communications.....	498
Retrieved Files.....	175
Attended/assisted patient complaints (Verbal).....	23
Sorted/distributed mails.....	5,694
Mails for mailing from different offices.....	179
Mails/Parcels distributed .....	6,447
Posted/retrieved posters/streamers.....	653
Conferences arranged/set-up of Audio System.....	939
Distributed Survey Form.....	36,106
Collected/Released accomplished survey form.....	34,408
Travel Authority Endorsement/Facilitated.....	260
Medical Certificates verification.....	16
Media Coverage Request.....	14
Freedom of Information .....	84

## **1.2. DOCUMENT CONTROL OFFICE (DCO)**

Incoming ISO Documents recorded/filed.....	1,423
Controlled/Released/Issued ISO Documents .....	10,214

## **1.3. PUBLIC ASSISTANCE AND COMPLAINT DESK (PACD):**

Patient inquiries attended OPD/Main Lobby.....	78,654
Patients complaints assisted (Verbal) .....	5
Attended PHIC Inquiries OPD/Main Lobby.....	4,499

## **1.4. TELEPHONE OPERATOR**

Received incoming calls .....	179,846
Placed outgoing calls.....	61,592
Placed paging calls.....	31,488
Switchboard breakdown and unusual incidents reported/recorded.....	360

## **2. ANALYSIS:**

The following are inadequate for the services being rendered and needed in the day to day operation of the area and to replace worn out office equipment or additional equipment to cope with the demands of service as requirement for ISO Accreditation:

1. Spacious Office
2. Provision of adequate storage of archives
3. 1 unit Computer Desktop
4. Sound System, Heavy Duty
5. Upgrading of telephone system due to increasing load of local lines and with the additional newly constructed buildings (Medical Arts and Central Block Buildings)

Though the Unit has seemingly encountered problems, the staff had been cooperative and supportive and has carried out its functions effectively and with commitment to serve.

## **3. RECOMMENDATIONS:**

1. Provision of Sound Systems for the conference rooms
2. Computer Desktop
3. Upgrading of telephone system
4. Additional manpower

## **ENGINEERING AND FACILITIES MANAGEMENT DEPARTMENT**

### **A. MECHANICAL UNIT**

#### **1. Motorpool Unit**

- Administrative Trips conducted including medical missions – 2,238
- Ambulance trips conducted – 1,176
- Acquisition of Three (3) Brand New Service Vehicles
- Acquisition of One (1) Brand New Ambulance through PCSO Donation.
- Performed preventive maintenance on service and ambulance vehicles, semi-annually.
- Monthly Fuel Consumption Monitoring – used by vehicles and generator set

- Diesoline – 8,892.39 litres with kilometer run of 55,369.70
- Gasoline – 144.09 litres with total kilometre run of 977 km

## **2. Printing Unit**

- Printed out different hospital forms and documents for wards, offices – ,347.63 reams and 159 bottles of ink
- Acquisition of Three (3) Units Copy Printer (Black & White / Colored)

## **3. Mechanical Utilities and Equipment:**

- Performed inspection of delivery on mechanical utilities/equipment, refrigerator, and air-conditioning units – 3x
- Performed evaluation, repair, fabrication, repainting and preventive maintenance of mechanical utilities/equipment – 566x
- Evaluation of serviceability and disposition of mechanical equipment – 116x
- Performed preventive maintenance on mechanical facilities:
  - Generator set – monthly
  - Water pump – semi-annually
- Performed evaluation, installation, repair and preventive maintenance on air conditioning units and refrigerator: 891x
- Supervised outsourced evaluation, repair and preventive maintenance on mechanical equipment:

## **B. ELECTRICAL UNIT**

- Performed preventive maintenance on lightings and emergency lights – annually
- Repaired electrical fixtures and facilities including telephone and rewired/ repaired electrical power lines – 1,759x
- Evaluated of serviceability and disposition of emergency lights – 6x
- Monitored Electric Consumption:
  - JRRMMC – 4,165,534 kWh amounting to Php 38,933,836.70
  - GGHS – 262,320 kWh amounting to Php 2,536,551.74

## **C. BIOMED UNIT:**

- Performed evaluation, repair, preventive maintenance and calibration of biomedical equipment – 2,101x
- Performed inspection of delivery on biomedical equipment – 28x
- Evaluation of serviceability and disposition of biomedical equipment including disposable materials – 242x
- Supervised outsourced evaluation, repair, calibration and preventive maintenance of various medical equipment.

## **D. PHYSICAL PLANT UNIT**

### **1. Plumbing**

- Performed preventive maintenance on Plumbing – Annually
- Performed plumbing works (declogging and repair) – 2,125x
- Performed plumbing works (declogging and repair) at GGHS – 180x
- Monitored water consumption:
  - JRRMMC – 217,033 cu.m amounting to Php 27,563,895.53
  - GGHS – 8,752 cu.m amounting to Php 1,040,937.35

## 2. Carpentry and Masonry

- Performed carpentry works (repair of cabinets, etc.) concreting/tiling works, repairing – 1,791x
- Performed inspection/preventive maintenance of fire extinguishers – monthly

## 3. In-House Projects:

- Completion of various in-house Projects: 107

No.	Project Title/Description	Process Owner/Area	Project Implementation		
			<i>Date Started</i>	<i>Date Completed</i>	Remarks
1	Led strip light installation	FSW Hallway	01/04/19	01/04/19	Completed
2	Provision of ACU power supply	FSW	01/17/19	01/17/19	Completed
3	Installation of new telephone line	Budget office	01/21/19	01/21/19	Completed
4	Installation of warning lights	ER-Pedia	01/23/19	01/23/19	Completed
5	Installation of new telephone line	MRI	01/23/19	01/23/19	Completed
6	Installation of aircon uni	OPD-PCU	01/28/19	01/28/19	Completed
7	Installation of aircon unit	ESC-Chairman's office	jan 2019	jan 2019	Completed
8	Transfer of telephone line	ER-Ortho	01/30/19	01/30/19	Completed
9	Transfer telephone unit	Anesthesia Office	01/21/19	01/21/19	Completed
10	Transfer of direct line	ER-Triage	01/21/19	01/21/19	Completed
11	Transfer of local line	FSW	01/24/19	01/24/19	Completed
12	Transfer of telephone line	ER-Ortho	02/07/19	02/07/19	Completed
13	Transfer of c.o. and light switches	OPD-Neuro	02/28/19	02/28/19	Completed
14	Provide power supply of tarpaulin	Medicine Solarium	02/21/19	02/21/19	Completed
15	Install additional outlet	Uro office	02/21/19	02/21/19	Completed
16	Power supply for ultrasound	Radiotherapy	02/27/19	02/27/19	Completed
17	Provision of power supply for emergency light	HEMS	03/04/19	03/04/19	Completed
18	Repair of counter	PACU	03/14/19	03/14/19	Completed
19	Repair of counter sink top	Pedia	03/22/19	03/22/19	Completed
20	Installation of aircon unit	Cashier	mar 2019	mar 2019	Completed
21	Enclosures and widening of door of EMG-Room	OPD-Neuro	mar 2019	mar 2019	Completed
22	Installation of counter top tiles	Burn unit	03/28/19	03/28/19	Completed
23	Installation of RO membrane and sediments filter	Dietary's R.O	04/01/19	04/01/19	Completed
24	Provision of power supply for split type ACU	Pathology/Main Lab	04/08/19	04/08/19	Completed
25	Installation of safety vault grills	Collecting	04/08/19	04/08/19	Completed

26	Transfer of telephone line (loc 230, 210, 259, 2019; 711-62-60)	Information & Admitting	04/12/19	04/12/19	Completed
27	Provision of additional outlet for emergency light	Collecting	04/15/19	04/15/19	Completed
28	Installation of aircon unit @ Burn unit	Burn unit	apr 2019	apr 2019	Completed
29	Provision of power supply for tv	Neurology ward	05/09/19	05/09/19	Completed
30	Transfer of telephone line	from Admitting to Disbursing Section	05/22/19	05/22/19	Completed
31	Re-piping of water supply	Main OR	05/26/19	05/26/19	Completed
32	Repair/Rehabilitation of Water Supply at Ledge Back of Main OR	Main OR	05/26/19	05/26/19	Completed
33	Cleaning of water tank	Pumphouse	05/26/19	05/26/19	Completed
34	Renovation of Department of Urology's Office	Uro ward	02/14/19	02/14/19	Completed
35	Repair table and varnish	OPD-Derma	06/06/19	06/06/19	Completed
36	Instalation of five (5) curtain rods	PICU	06/06/19	06/06/19	Completed
37	Installation of exhaust fan	Burn unit	june 2019	june 2019	Completed
38	Transfer of direct line	Linac	06/06/19	06/06/19	Completed
39	Repair roofing @ MMD Stock Room	MMD	06/07/19	06/07/19	Material purchase thru petty cash, Completed
40	Repair/rehabilitation of cabinet & installation of patient division @Shower Area	Burn Unit	05/22/19	06/14/19	Completed
41	Provision of exhaust fan with cladding at Formula Room	NDMD	05/22/19	06/17/19	Completed
42	Repair/renovation of door and restroom	Telephone Operator Office	06/17/19	06/21/19	SR#2019060383: Taway, Galido, Macabutas, Marcellana
43	Repair of ER-waiting area/social worker	MSWD	jun 2019	jun 2019	Completed
44	Fabrication & Installation of curtain rod, Cleaning of sliding door	Payward III	07/01/19	07/04/19	SR#2019070155
45	Installation of handrail @CBB entrance	CBB	07/07/19	07/10/19	verbal instruction from MCC II; SR#2019070351
46	Relocate power supply for s/t aircon floor standing from GF to 2F @ Radiotherapy	Radiotherapy	07/09/19	07/09/19	SR#201970039
47	Repair/repainting of 2 units office table	Payward III - Nurse station	07/04/19	07/09/19	SR#2019070295
48	Fabrication of box for index card	HR	07/09/19	07/15/19	SR#2019000346; 2019070483
49	Fabrication of stand for oven toaster	HR	07/09/19	07/11/19	SR#2019000347
50	Provision of door	Radiotherapy	07/18/19	07/18/19	SR#2019070595
51	Led strip light installation	MSW	07/18/19	07/18/19	SR#2019070606
52	Install handrail	Ortho ward	07/18/19	07/18/19	SR#2019070593

53	Installation of exhaust fan @ Neuro ICU	Neurology	07/03/19	07/19/19	Completed; SR#2019070622
54	Electrical Works for the Minor Renovation of Room for Mammography	Radiology	07/29/19	07/29/19	Electrical works done: SR 2019070945
55	Repainting Works for Minor Renovation of Room for Mammography	Radiology	07/25/19	08/01/19	Completed; SR #2019080011
56	Repair/repaint Table	FMD Stocktoom	08/05/19	08/05/19	SR#2019080080
57	Fabrication & painting of cabinet	HR	08/05/19	08/05/19	SR#2019080081
58	Repair of catch basin drainage	Garbage House	08/01/19	08/07/19	Sr#2019080089
59	Provision of ramp	Ortho ward	08/06/19	08/09/19	SR#2019080285
60	Fabrication of box for files	MMD	08/16/19	08/16/19	SR#2019080479
61	Repainting of steel table	NDMD	08/15/19	08/16/19	SR#2019080506
62	Repainting/repair of ceiling	NDMD	08/08/19	08/16/19	SR2019080503
63	Repainting @ Dietary Formula Room	NDMD	08/14/19	08/14/19	SR#2019080504
64	Repainting of 2 door @NDMD	NDMD	08/16/19	08/19/19	SR#2019080505
65	Repainting of steel railings	NDMD	08/05/19	08/16/19	SR#2019080507
66	Repainting of nurse station	FMW	08/19/19	08/19/19	SR#2019080567
67	Repair/repaint Table	FMD Stock Room	08/28/19	08/28/19	SR#2019080756
68	Repair/repaint Table	ISO	08/28/19	08/28/19	SR#2019080755
69	Re-upholstery of stretcher	PACU	08/28/19	08/28/19	SR#2019080776
70	Repair/repaint table @MMD	MMD	08/30/19	08/30/19	SR#2019080856
71	Re-upholstery of stretcher @PACU	PACU	08/30/19	08/30/19	SR#2019080846
72	Installation of 2 unit exhaust fan @ Acute Stroke Unit	Neurology	08/28/19	08/29/19	SR #2019080807
73	Installation of 2 units Exhaust fan at E.R. Pedia and E. R. Neuro.	ESC	08/29/19	08/29/19	SR#2019080808; SR#2019080809
74	Installation of additional outlet for negatoscope	ASU	09/04/19	09/04/19	SR#2019090109
75	Re-upholstery of stretcher @PACU	PACU	09/09/19	09/09/19	SR#2019080255
76	Re-upholstery of stretcher @MICU	MICU	09/09/19	09/09/19	SR#2019090251
77	Installation of thirty five (35) units wall fan	FMW	09/05/19	09/10/19	SR#2019090157
78	Repair/repaint cabinet	OD room	09/16/19	09/16/19	SR#2019090410
79	Provision of power supply of machine	Main lab	09/16/19	09/16/19	SR#2019090460
80	Installation of Emergency light & exhaust fan & provision of power supply	Pathology & Laboratory	07/08/19	09/17/19	SR#2019090496
81	Installation of forty (40) units wall fan	MMW	09/04/19	09/18/19	SR#2019090128
82	Re-upholstery of stretcher #11	PACU	09/20/19	09/20/19	SR#2019090552
83	Fabrication & installation of cabinet	Mammography	09/13/19	09/25/19	SR#2019090392

84	Provision of enclosures & exhaust	CBB 2F, Histopath	08/29/19	08/29/19	SR#2019080778
85	Provision of PA System	ESC	10/01/19	10/02/19	Completed
86	Repair/Repainting of 2 pcs table	Payward I	09/10/19	10/04/19	SR#2019010139
87	Provision of Required Water Supply for Dialysis Machine at MICU	MICU	09/27/19	10/09/19	SR#2019010048; SR#2019010149; SR#2019010815
88	Replacement of flooring	ESC-Entrance	10/03/19	10/07/19	SR#2019010190
89	Fabrication of forms	HR	10/07/19	10/08/19	SR#2019010202
90	Installation of 25 pcs wall fan & provision of power Supply	OPD	09/24/19	10/10/19	SR#2019010278
91	Provision of cr & corrections/repair works @ Hemodialysis GGHS		09/27/19	10/18/19	SR#2019010517
92	Installation of 2 units air cooler & 6 units ceiling fan including provision of power supply	OPD	09/23/19	10/21/19	Completed
93	Provision of Required Water Supply for Dialysis Machine at Neuro ICU	Neuro ICU	10/17/19	10/23/19	Completed: SR201900577; 20119010519
94	Installalltion of fire extinguishers to all areas	All areas	10/16/19	10/30/19	BFP compliance; remaining uninstalled at Payward II due to renovation
95	Provision of cabinet with lock	OPD Derma	11/11/19	11/11/19	Completed; SR#2019011259
96	Replacement of 2 PVC Door	Female Dorm	11/11/19	11/13/19	sr#2019011348
97	Supply, delivery & installation of Panelboard	Radiotherapy	11/10/19	11/10/19	supervised: done by Hydrovolt
98	Installation of one (1) set enclosed Circuit breaker 1 set panel board	Mammography	11/13/19	11/21/19	Completed
99	Repair/Renovation of Room for disinfectant room for Pulmonary Unit, Dept. of Medicine	Pulmonary	09/23/19	11/22/19	provision of additional outlet done 10.15.19 (Sr#2019010398
100	Provision of Nurse Station Signages	Nurse Station	11/11/19	11/22/19	THADINE work started
101	Provision of cold water line and sewer line including stainless sink counter cabinet for new Dental unit at GGHS	GGHS	11/18/19	11/26/19	Completed; SR#2019012024
102	Installation of tel. line loc 221	Ortho office	11/26/19	11/27/19	SR#2019010419
103	Provision of anti slip tiles bet MSW & Ortho ward	MSW, Ortho	nov 2019	nov 2019	Completed
104	Provision of power supply for exhaust fan	MSW	11/27/19	11/27/19	SR#2019011676
105	Repair/Renovation of Walkway at Main Gate including Installation of light	Main Gate	09/23/19	11/28/19	Partially completed; horizontal fins uninstalled; SR#2019011706; SR#2019011190
106	Re-varnish bench & table	CNO & NTO	11/20/19	12/02/19	SR#2019011676
107	Fabrication of wooden locker & dresser cabinet for Anesthesia Quarters	Anesthesia Office	11/24/19	12/12/19	SR#2019012299

- Preparation and Monitoring of material for upcoming/on-going in-house Projects: 41

#### 4. Infrastructures

- Preparation of plans/layouts, cost estimate, scope of works, term of reference and PR/PPMP for various infrastructure project.
- Attended different bidding procedures
- Technical Working Group (TWG) of various infrastructure projects
- Evaluation, Inspection and Supervision of completed various Infrastructure Projects.
  1. Repair/Renovation of JRRMMC 2<sup>nd</sup> and 3<sup>rd</sup> Floor Wards and Other Areas – October 30, 2019
  2. Development of ESC, CSR and other areas including Drainage and Grounds – September 27, 2019
  3. Repair/Renovation of Main Operating Room and Adjacent Areas – October 29, 2019
- Supervision of various on-going Infrastructure Projects: 6
  1. Construction of Two-Storey Warehouse
  2. Proposed Facelift of Main Building
  3. Renovation of 4<sup>th</sup> & 5<sup>th</sup> Floor
  4. Integration of Electrical Distribution System to Powerhouse Phase I
  5. Design and Build for the Specialty Center Building Parking
  6. Alteration of Radiotherapy Building to include Linear Accelerator Bunker.
- Preparation of documents/DAED for Infrastructure Projects:
  1. Structural Stability of Main Building
  2. Assist in the preparation of Integration of Electrical Distribution System to Powerhouse Phase II (c/o DOH)
  3. Renovation of General and Geriatric Health Services (GGHS)
  4. Structural Stability of GGHS
  5. Renovation of Orthopaedic Chairman's office & Quarter's of Main Building
- Others:
  - Purchased/acquisition of 1 unit Electric genset 750KVA
  - Members of different committee and TWG of various medical equipment and engineering supplies
  - Submitted DENR Self- Monitoring Report – Quarterly
  - Submitted DENR Compliance Monitoring Report – Semi-Annually
  - Submitted Fuel & Electric Consumption to DOE – Monthly
  - Submitted Annual Energy Conservation Program to DOE
  - Monitor water potability – monthly/quarterly

Issues and Concerns:	Recommendations:
<b>GENERAL:</b> <ol style="list-style-type: none"> <li>1. Non-delivery of the winning bidder or no award resulting to delay in the accomplishment of the project.</li> <li>2. No common mess hall among staff</li> </ol>	<b>GENERAL:</b> <ol style="list-style-type: none"> <li>1. PMD/BAC to look into procedure in the canvassing to prevent for timely provision of needed supplies/materials.</li> <li>2. Common mess hall recommending the area near the pump subject for approval.</li> </ol>
<b>BIOMEDICAL:</b> <ol style="list-style-type: none"> <li>1. Biomedical Unit working area is</li> </ol>	<ol style="list-style-type: none"> <li>1. MMD, Disposal and Appraisal</li> </ol>

<p>still unavailable due to non-disposal of the unserviceable equipment inside.</p> <ol style="list-style-type: none"> <li>2. Lack of computer for data recording and certification of PMS and Calibration.</li> <li>3. Lack of training regarding Calibration Standard (ISO 17025)</li> <li>4. Lack of Test Tools (Recent ISO minor findings Test Weights)</li> <li>5. Unscheduled inspection of deliveries of Medical Equipment.</li> <li>6. Establish liability in handling and caring equipment accessories and monitoring consumables.</li> <li>7. Inadequate manpower due to increased responsibility and demands due to ISO 2015 and increased acquisition of equipment.</li> </ol>	<p>Committee to include immediate disposal and priority.</p> <ol style="list-style-type: none"> <li>2. Provision of two (2) sets of Computer</li> <li>3. Escalate to the HOPSS Training Coordinator to facilitate the processing of training request.</li> <li>4. Immediate purchase of Test Weights (PR already forwarded for approval)</li> <li>5. Request for inspection must be given a day before or ahead of the inspection.</li> <li>6. Recommending that end-user shall process the Purchase request of biomedical equipment consumables and replacement for lost equipment accessories.</li> <li>7. Filling up of the remaining Medical Equipment Technician items for Biomedical.</li> </ol>
<p><b>ELECTRICAL:</b></p> <ol style="list-style-type: none"> <li>1. Insufficient manpower for shifting electrical staff to accommodate service request calls and especially emergency situations during the night duties (i.e. three generator sets are needed to start and monitoring during power interruption.</li> <li>2. Lack of test equipment to monitor and identify extensive heating on electrical panel boards and electrical cables.</li> <li>3. On Duty Electricians during night shift and weekends having difficulty in responding to works not related to their line of work (ex. Plumbing , carpentry, mechanical works)</li> </ol>	<ol style="list-style-type: none"> <li>1. Additional skilled electricians that is willing to be assigned during night duties. Instead of item, such as Illustrator, we should hire new electrician with exceptional qualification.</li> <li>2. Purchase test equipment suitable for the identifying temperature changes in electrical equipment (i.e. Infrared thermal scanner)'</li> <li>3. Provision of two (2) additional contractual plumbers to accommodate the night shift calls.</li> </ol>
<p><b>INFRASTRUCTURE:</b></p> <ol style="list-style-type: none"> <li>1. Lack of training for the latest rules and regulations for infrastructure project implementation and monitoring and project management.</li> </ol>	<ol style="list-style-type: none"> <li>1. Provision of trainings at least twice a year for infrastructure implementation and monitoring and project management.</li> </ol>
<p><b>MECHANICAL UNIT:</b></p> <ol style="list-style-type: none"> <li>1. Condemned items like air-conditioners and refrigerators with unknown information (no records on file) temporary dumped in front of male dormitory must be disposed immediately. Item inventories were already prepared and</li> </ol>	<ol style="list-style-type: none"> <li>1. Immediate facilitation of waste disposal. MMD to prioritize the periodic disposal, such as monthly or quarterly.</li> <li>2. MMD to look for scrap dealer that will include the dismantling of condemned equipment like old generators so as to save manpower</li> </ol>

<p>submitted to MMD for disposal.</p> <p>2. Dismantling of condemned equipment like old generators so as to save manpower expenses and space for scrap materials.</p> <p>3. Increasing number of mechanical facilities needs additional electro-mechanical staff to focus in the accomplishment of PMS to comply with the ISO 9001:2015 requirements and documentation.</p>	<p>expenses and space for scrap materials.</p> <p>3. Hire additional technician that must be electro-mechanical experienced at least 5 years in building facilities preventive maintenance and installation. 2 years related vocational course graduate. Utilize the social media posting for hiring staff.</p>
<p><b>PHYSICAL UNIT:</b></p> <p>1. Partial and incomplete delivery of materials/supplies for a certain project (in-house projects) tend to delay/skip on schedule of works.</p> <p>2. End-user who are requesting for a certain provision and/or fabrication are afraid to prepare letter request. However, we cannot deny nor refuse their request, resulting to disruption in the program of works.</p>	<p>1. Request proper training for the strict compliance of recording by effective personnel assigned @Stock room.</p> <p>2. To issue a Hospital Memo to notify all that fabrications, renovations and other major works/requests that require procurement of bulk materials must be approved by the Section Chief and MCC II first.</p>

## **HOUSEKEEPING SECTION**

### **Accomplishments:**

#### 1. Internal cleanliness and sanitation maintained:

1.1. Clinical Areas.....	204
1.2. Offices.....	57
1.3. Dormitories.....	3
1.4. Comfort Rooms .....	212

#### 2. Garbage collected:

2.1. General Wastes.....	701,942 kgs.
2.2. Dry non-hazardous.....	11,136 kgs.
2.3. Wet non-hazardous.....	
2.4. Infectious Wastes.....	133,910 kgs.
2.5. Pathological Wastes.....	696 kgs.
2.6. Busted Fluorescents.....	197 kgs.
2.7. Used Industrial and Grease Oil.....	500 kgs.
2.8. Used cooking oil.....	402 kgs.

#### 3. Issued housekeeping supplies to other areas, offices and Housekeeping office any day as the need arises. Required Color Coded plastic garbage was distributed and implemented in every wards and special areas.

#### 4. Monitored and coordinated with contractual workers in their assignments:

- 4.1. Ultimate Janitorial Services remained as the contractual service for the year with 174 janitors reporting per day including Eight (8) staff at Geriatric and General Health Services.

- 4.2. Maintenance of cleanliness of hallways, stairs, public CR's, comfort rooms of all wards, including OPD Complex, window glasses, Dermatology, Radiotherapy, Central Block Building, Medical Arts Building, Main Building, GGHS and gutters and jalousies.
- 4.3. Collection and disposal of garbage including cleaning of garbage areas and garbage house.
- 4.4. Picked up and transported oxygen tanks to and from wards.
5. Monitored and coordinated with Pest Control Services with their assignments.
  - Reduced stray cats in hospital premises.
  - Consistently controlling/reducing pest in the premises of the hospital.

ISSUES AND CONCERNS:	RECOMMENDATIONS:
1. Despite information/dissemination made regarding Waste Segregation Program (Hospital Waste Management), some employees and patients still does not observed and followed the proper use of garbage color coding.	<ul style="list-style-type: none"> <li>• Continuous lectures, seminars and training regarding waste segregation and 3Rs. Housekeeping included in the 2020 PPMP the purchase of sacks for vials and syringes.</li> <li>• To improvise empty container alcohol and label with sticker for sharps, ampule and slides.</li> <li>• Provision of centralized and uniform collection of sharps, vials, and syringes.</li> </ul>
2. A number of patients, visitors, watchers in the wards hampered the cleanliness and sanitation in the hospital.	<ul style="list-style-type: none"> <li>• Strict implementation and observation of the visiting hours and required number of watchers.</li> </ul>
3. No proper place for housekeeping tools/utility room, thus resulting to losses and scattered tools.	<ul style="list-style-type: none"> <li>• Provision of storage room in every areas for utility room.</li> </ul>
4. Despite cat trappings were provided, other cats outside the hospital are entering to the hospital premises.	<ul style="list-style-type: none"> <li>• To continuously putting cat trap in the areas where cats are staying.</li> </ul>

## **LINEN AND LAUNDRY SECTION**

### **Highlights of Accomplishment:**

1. Raw materials purchased:

Total Purchased - 394 Meters  
Total Amount Purchased - P 23,640.00

121 meters made into 56 pcs Curtains for GGHS Dialysis Center  
76 meters made into 10pcs Machine cover at GGHS Dialysis Center  
Remaining Balance 197 meters – amounting to P11,820.00

2. Ready-made materials purchased : 7,086 pcs, amounting to P 2,027,603.30

3. Ready-made materials issued:

Baby Wrapper White	-	43 pcs.
Bed Sheet Blue	-	101 pcs
Bed Sheet Maroon	-	28 pcs.
Bed Sheet White	-	497 pcs.

Fitted Sheet White	-	90 pcs.
Bed Sheet Personalized Green	-	20 pcs.
Fitted Sheet Personalized Green	-	27 pcs.
Fitted Sheet Green/Yellow	-	22 pcs.
Bed Sheet Pink	-	120 pcs.
Curtain Oxford Blue	-	35 pcs.
Curtain Oxford Pink	-	10 pcs.
Camisa Blue	-	36 pcs.
Pants Blue	-	36 pcs.
Camisa Green	-	56 pcs.
Pants Green	-	49 pcs.
Curtain T-Silk Burgandy	-	9 pcs.
Curtain T-Silk Menthol	-	2 pcs.
Curtain T-Silk Mint Green	-	140 pcs.
Curtain T-Silk Yellow	-	10 pcs.
Diaper	-	62 pcs.
Draw Sheet Green	-	516 pcs.
Eye Towel Green	-	2 pcs.
Eye Towel Maroon	-	18 pcs.
Eye Towel White	-	10 pcs.
Flannel	-	8 pcs.
Gown Gray	-	26 pcs.
Gown Printed Heart	-	5 pcs.
Gown Printed Pay 1	-	50 pcs.
Gown Blue	-	60 pcs.
Gown Maroon	-	8 pcs.
Gown White	-	257 pcs.
ITC Green	-	178 pcs.
Machine Cover	-	12 pcs.
OR Gown Green	-	888 pcs.
OR Sheet Green	-	109 pcs.
OR Towel Green	-	1,407 pcs.
Oxygen Cover	-	24 pcs.
Pillow Case Personalized Green	-	26 pcs.
Pillow Case White	-	105 pcs.
Stretcher Cover Gray	-	14 pcs.
Soft Cover	-	1 pc.
Traylining Maroon	-	1 pc.
Traylining White	-	39 pcs.
Wrapper Catcha Unbleached	-	83 pcs.

Laundry of soiled linen (Contracted).....	629,819 pcs.
Laundry of soiled linen (in-house).....	7,917 pcs.
Mended/repared linen.....	847 pcs.
Linen condemned.....	1,202 pcs.
Linen inventory conducted.....	70,440 pcs.

<b>Issues and Concerns:</b>	<b>Recommendations:</b>
1. No air-conditioning unit. 2. Minor Renovation of Linen Room to accommodate required cabinets for stocks.	1. Immediate purchase of ACU 2. To include in the programming the renovation of the area. 3. Provision of training/seminar/ orientation regarding linen activities.

## **HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT DEPARTMENT**

### **1. PERSONNEL TRANSACTIONS**

Incoming papers received/recorded	-	30,050
Outgoing papers recorded/released	-	5,856
Hospital Order/HPO prepared	-	1,077
DTRs generated and processed	-	18,694
Service Records/Certificate of Employment prepared	-	1,197
ARA-GSIS	-	2,611

### **2. HRMPSB**

Applicants/application processed	-	896
Selection Board Meetings/Deliberations	-	46
Applicants deliberated	-	880
Filled	-	1,848
Unfilled	-	218

### **3. APPOINTMENTS PREPARED and CHECKED**

Plantilla Positions	-	688
Non-Salaried	-	23
Contract of Service/Job Orders	-	78
Visiting Honorary Consultants	-	38

### **4. SEPARATION PAPERS PROCESSED and CHECKED**

Completion	-	81
Retirement	-	24
Resignation	-	50

### **5. LEAVE APPLICATIONS PROCESSED and CHECKED**

HOPS Service	-	3,031
Finance Service	-	1,557
Nursing Service	-	5,103
Medical/Paramedical Service	-	3,983/1,826

### **6. PAYROLLING**

Payroll Prepared and Check (set/page)	-	794/6,100
Voucher Prepared (Salaries/benefits)	-	1,800
Cash Advances prepared/computed	-	498

### **7. HUMAN RESOURCE DEVELOPMENT**

Learning and Development Intervention Conducted	-	59
Number of Staff Strained	-	1,063
Orientation (Contract of Service/OJT)	-	115
Orientation (ASAP/Ultimate)	-	229
Certifications prepared (Staff/OJT)	-	26

<b>ISSUES AND CONCERNS:</b>	<b>RECOMMENDATION/ACTION PLAN:</b>
1. Lack of qualified applicants for certain positions	1. Posting of vacancies at JRRMMC website, Job net and Schools
2. Changes in deductions due to Late notice of deduction by GSIS	2. Coordination with Finance Department
3. Insufficient manpower	3. Additional staff at Payrolling Unit
4. Late submission of requirements for separation	4. Early submission of requirements
5. Late filling of leave applications and late submission of DTRs	5. Timely application of leaves/ submission of DTRs and Installation of HRIS
6. Inaccessibility of records for retrieval/delayed submission of personnel statistics and reports	6. Installation of HRIS / Document Management System

### **MATERIALS MANAGEMENT DEPARTMENT**

#### **Accomplishments:**

Total number of goods delivered (quantity per line item).....	3,392,423.52
Total number of accurate goods received in conformity with P.O./Contract.....	3,018,870.20
- Supplies and Materials .....	1,755,868.20
- Drugs and Medicines.....	1,260,402.00
- Equipment and Semi-expendable supplies.....	2,600.00
Total number of goods cancelled due to non-availability of stocks/ lapsed of delivery period.....	331,946.32
Total number of goods rejected due to non-conformity with PO/Contract.....	41,607
Reports submitted.....	151
Semi-Annual Physical Inventory Supplies and Materials.....	2
Inventory and Inspection Report of Unserviceable Property...	4
Reports of Rejected Deliveries Prepared .....	14
Inspection of Waste Materials.....	90
Report of Donation.....	41
Property Cards Prepared/Updated.....	1,667
Communications prepared.....	647

<b>Problems encountered:</b>	<b>Recommendations:</b>
1. Non-availability of supplies for issuance to end-users.	1. Failed biddings of supplies and materials should be immediately rebid for one-year or be negotiated to a supplier/s of good standing.
2. Non-availability of supplies for issuance to end-users.	2. Attendance to seminar of staff to enhance capabilities.
3. Delay of Acceptance of delivered items due to unavailability of the end-users (e.g. on-leave, sick, seminar, etc.) Insufficient equipment (e.g. computers, printers, photocopier, etc.)	3. Additional manpower to augment volume of work activities of MMD.
4. Attendance in seminars in connection to MMD concerns (e.g. Warehousing and Inventory)	
5. Lack in manpower due to volume of work activities in warehouse area and inventory process.	

## **INSPECTION AND ACCEPTANCE UNIT**

- Total Inspections Done : 25,114
  - Inspected Goods.....20,834
  - Pre Inspection.....45
  - Post Inspection,.....40
  - Waste Material (line items).....427
  - Petty Cash .....3,768
- Reports:
  - Inspection and Acceptance Report submitted – 4,312
  - Inspection Report for Disbursement Voucher preparation – 3,060
- Equipment Acquired:
  - Computer Desktop –July 2019
- Training Attended:
  - AGIA “Guiding Principles on the Management of Government Funds and Properties Laws Rules and Regulations on Government Expenditures ” on May 15-17, 2019:
    - Ms. Dalisay Perez-Lacap

<b>Problems encountered:</b>	<b>Recommendations:</b>
1. Attendance to training/seminars related to RA 9184, COA Memorandum (IAR), Seminars related to inspection of goods	Submitted proposed training to HRMD for staff development and updates for CY2020
2. Attendance to proficiency training in Microsoft Excel	Submits list of staff needing enhancement/ updates in Microsoft Excel
3. Insufficient Computer and UPS	Provision of additional equipment and follow up of the 2019 Priority Equipment
4. Designated area/office and furniture (cabinets, tables and chairs)	Follow up/inquire on the proposed office space for IAU
5. Numerous Petty Cash/Cash Advances, etc. bought/used during the office hours that skipped inspection and opt for certification	<ul style="list-style-type: none"> <li>- Committee’s responsible person awareness on proper liquidation.</li> <li>- Limit number of certification allowed on committees.</li> <li>- Remind receiving personnel of liquidation documents to explain the consequences of signing the certification and to minimize the same incidents of the committees/petty cash custodians.</li> </ul>

## **PROCUREMENT MANAGEMENT DEPARTMENT**

### **Accomplishments:**

Total number of Purchase Request processed .....8,111  
 Total number of Purchase Order prepared .....3,705  
 Number of purchases made due to emergency situations.....296  
 Total number of Disbursement Vouchers prepared.....1,351  
 Submitted 2019 Indicative APP:  
 1. % of Drugs and Medicines Awarded (270/366 = 73.77%)

2. % of Medical Supplies Awarded (642/947=67.80%)
3. % of Lab Supplies Awarded (136/173=78.61%)
4. % of Foodstuffs Supplies Awarded (225/225=100%)
5. % of Linen Supplies Awarded (43/43=100%)
6. % of Housekeeping Supplies Awarded (39/39=100%)
7. % of Lab Reagents Awarded (9/9=100%)
8. % of Hemodialysis Consumable Awarded (1 lot/1 lot=100%)
9. Aneurism Clips Awarded (1 lot/1 Lot=100%)
10. % General Services Awarded (5 Lot/5 Lot = 100%)

**HFEP Funded:**

1. % of HFEP-Current under Awarded Procurement (11/13=84.62%)
2. % of HFEP-Current under Ongoing Procurement (2/13=15.38%)
3. % of HFEP-Conap under Completed Procurement (6 items/ 14=42.86%)
4. % of HFEP-Conap under On going Procurement (4items/14=28.57%)
5. % of HFEP-Conap under Failed Bid (4 items/14=28.57%)

**Income Funded:**

1. % of Income Fund with Notice of Award (9/16=56.25%)
2. % of Income Fund with Ongoing procurement (7/16=43.75%)

<b>Problems encountered:</b>	<b>Recommendations:</b>
1. Non-availability of Hydrocolloid dressing, etc.	To prepare 2 months Purchase Request regardless of what was the result of the public bidding

## **PMD-BAC SECRETARIAT**

**Accomplishments:**

Public Bidding conducted .....	188
Prepared PPMP.....	1,361
Approved Procurement Plan prepared.....	1
BAC Resolutions.....	3,297
Request for Quotations prepared.....	1,696
Submitted Quarterly Procurement Status Report.....	4
Submitted Procurement Monitoring Report.....	2
Submitted Perfected Contracts to COA .....	56

## **SECURITY UNIT**

The Security Force accomplished the following for 2019:

1. Properties, assets and resources were properly guarded and protected from theft, arson, pilferage, trespass, destruction or damage and other unlawful acts.
2. Maintain peace and order within the hospital premises.
3. Employees, patients, clientele, visitors, officials and guests were protected from assault, harassment, intimidation and other unlawful/criminal acts.
4. Implementation of policies, guidelines, and program in consonance with control of security/safety within JRRMMC premises.

5. Submitted on time Incident Reports within 24 hours - 118
6. Apprehensions:
  - 6.1. Theft – 4
    - 6.1.1. Mr. Eddie Macdon, Ultimate Janitorial Services – October 14, 2019
    - 6.1.2. Mr. Jun Martines, Ultimate Janitorial Services – October 16, 2019
    - 6.1.3. Ms. Rosemarie Tama, Ultimate Janitorial Services – November 28, 2019
    - 6.1.4. Mr. Marvin De Guzman, Ultimate Janitorial Services – November 28, 2019
7. Reported Violators of Hospital Rules and Regulations:
  - 7.1. Not wearing Employees' ID -1,135
  - 7.2. Over-staying of vehicles – 19
8. AWARDS RECEIVED:

**GANTIMPALA AGAD AWARD – for Courtesy, Promptness, Efficiency and Dedication to Duty – PRAISE COMMITTEE – February 26, 2019**

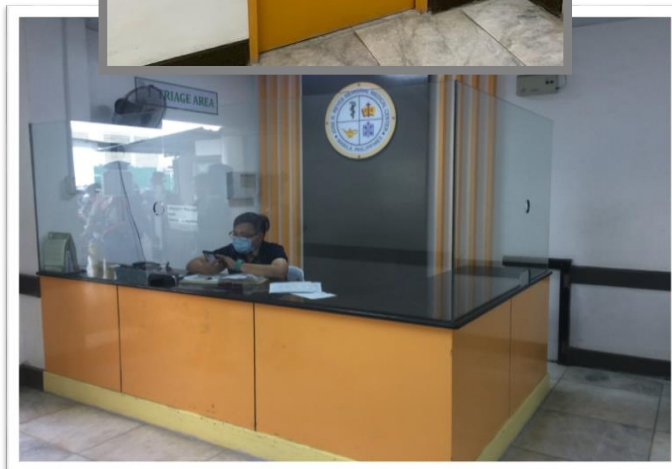
<b>Problems encountered:</b>	<b>Recommendations:</b>
Safety of hospital employees and clients, facilities and properties.	<ul style="list-style-type: none"> <li>- Provision of cyclone or barbwire, 4 ft. high along Quiricada Street and part of Rizal Avenue fronting LRT and SLH boundary.</li> <li>- Additional perimeter and parking lights, along Rizal Avenue and inside parking areas.</li> <li>- Directional signage's, reflectorized traffic signage's at parking area including parking rules and regulations.</li> <li>- Parking bollards, for the reservation of parking slot and restricted areas.</li> <li>- Painting of parking slot, to maximize space and for easy maneuvering of vehicle.</li> </ul>
Additional CCTV for MAB and OPD.	Installation of CCTV for MAB and OPD.
Reinstallation of Detached CCTV Camera at during the renovation of ESC (2018) 8 cameras and Main OR (2019) 1 camera	Immediate reinstallation of the detached CCTV Camera at ESC and Main OR

## COMPLETED INFRASTRUCTURE PROJECTS for 2019

Project: **Repair/Renovation of JRRMMC 2<sup>nd</sup> Floor and 3<sup>rd</sup> Floor Wards and Other Areas**



Project: **Development of ESC, CSR and other areas including drainage and grounds**



Project: **Repair/Renovation of Main OR and adjacent areas**



## ON-GOING INFRASTRUCTURE PROJECTS

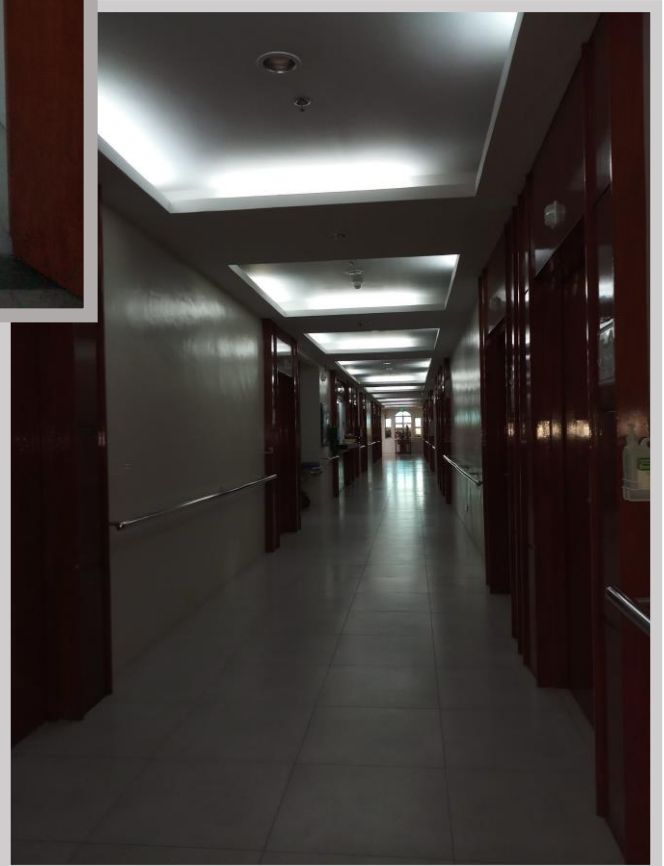
Project: **Construction of Two-Storey Warehouse**



Project: **Facelift of JRRMMC**



Project: **Renovation of 4<sup>th</sup> & 5<sup>th</sup> Floor – PAYWARD I**



Project: **Renovation of 4<sup>th</sup> & 5<sup>th</sup> Floor – EENT WARD**



Project: **Renovation of 4<sup>th</sup> & 5<sup>th</sup> Floor – PAYWARD II**



Project: **SPECIALTY BUILDING CENTER – OPD RELOCATION AREA**



Project: **RADIOTHERAPY ALTERATION PROJECT**



## FINANCE SERVICE

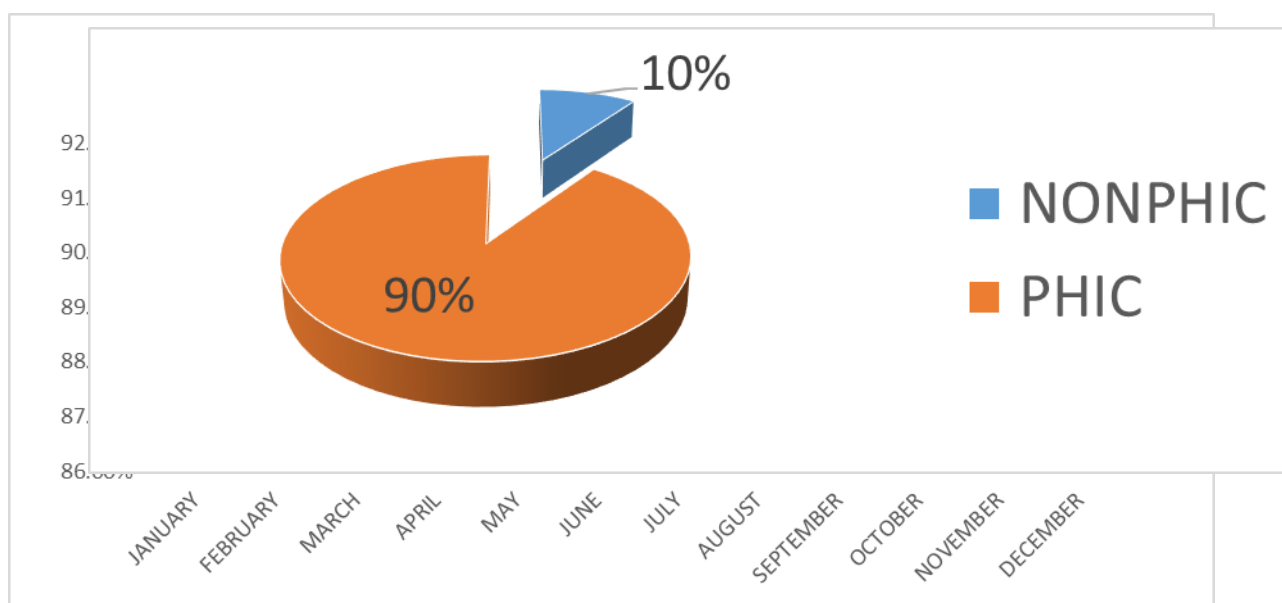
In line with the quality policy set by our institution, the Finance Service focused on the Major Factors that affects our performance for the period January to December 2019. Here are some highlights that we consider that our service achieved for the said period.

## PATIENT CARE PERSPECTIVE

### BILLING SECTION

#### PHIC Utilization

UTILIZATION				
MONTH	TOTAL NO. OF PATIENT	NON-PHIC PATIENT	PHIC PATIENT	PHIC UTILIZATION
January	1,835	216	1,619	88.23%
February	1,587	151	1,436	90.49%
March	1,976	179	1,797	90.94%
April	2,000	164	1,836	91.80%
May	1,951	162	1,789	91.70%
June	1,778	186	1,592	89.54%
July	2,189	207	1,982	90.54%
August	2,164	230	1,934	89.37%
September	2,343	229	2,114	90.23%
October	2,244	223	2,021	90.06%
November	2,042	200	1,842	90.21%
December	1,860	207	1,653	88.87%
<b>TOTAL</b>	<b>23,969</b>	<b>2,354</b>	<b>21,615</b>	<b>90.18%</b>



**Analysis:**

- The total average PHIC utilization is 90.17% on 23, 944 total inpatient in 2019.
- The lowest average were January and December 2019 at 88.23% and 88.87 respectively.
- The usual reasons was Philhealth members are unable to secure documents due to long holidays.

**Summary of Causes of Non-PHIC**

REASONS	TOTAL	
PHIC Contribution not updated	412	20%
Less than 24-Hour Confinement Day	387	19%
Exhausted PHIC (>45 days)	275	14%
Not Employed, No PHIC Contribution	236	12%
No Time to Process PHIC Requirements	216	11%
Lack of PHIC Requirements (Indigency, Voter's ID)	208	10%
PHIC Availd for other Purposes	125	6%
Single Period Confinement/Same Case	55	3%
Not Yet Declared as Dependent	53	3%
Diagnosis not compensable	52	3%
Dependent Parent less than 60 yrs. Old	4	0%
Diagnosis Not Applicable (WATGB)	3	0%
<b>TOTAL</b>	<b>2,026</b>	<b>100%</b>

**Analysis:**

- The reason "Philhealth contribution is not updated" at 412 is the highest.
- While "diagnosis not applicable" for women about to give birth (watgb) is the lowest at 3. The coverage for this case is exclusive for giving birth only.
- The summary of causes of non-Philhealth is based on interview done by Billing counter.

**Summary of Billed Charges (In-Patient)**

	NO. OF PATIENTS	TOTAL ACTUAL CHARGES	PHIC CASE RATE	GUARANTOR		DIS-COUNTS	ACCOM.	AMOUNT PAID	P.N.
		( H.B. + Meds)	(Hosp. Bill)	MAIP	OTHERS				
FULL PAY (In-Patients)	283	9,700		441	2,581	898		5,068	796
PAY PHIC	1,325	45,484	17,850	440	5,424	5,889	370	13,991	2,155
SERVICE FULL PAY (In-Patients)	2,071	30,171		11,257	3,696	1,086	6,384	5,010	2,737
SERVICE PHIC	20,265	443,366	198,539	134,657	10,747	16,414	63,215	5,318	8,378
<b>TOTAL</b>	<b>23,944</b>	<b>528,721</b>	<b>216,389</b>	<b>146,795</b>	<b>22,449</b>	<b>24,287</b>	<b>69,969</b>	<b>29,387</b>	<b>14,067</b>

\*(in thousand pesos – '000)

### Analysis:

- Billed charges for Inpatients are composed of pay and service patients, Philhealth and Non-Philhealth.
- 84% of billed charges is Service patients with Philhealth while only 1% is for Full pay patients without Philhealth.

### Summary of Billed Charges (ER/OPD)

	NO. OF PATIENTS	TOTAL ACTUAL CHARGES	PHIC CASE RATE	GUARANTOR	DISCOUNTS	AMOUNT PAID	PN
		( H.B. + Meds)	(Hosp. Bill)	MAIP			
E.R.	32,368	29,854		20,769	477	8,597	10
MINOR	4,592	24,625	24,648				
WOUNDCARE	405	608	2,228				
HEMODIALYSIS	2,528	5,688	5,688				
RADIOTHERAPY	5,349	45,316	45,316				
COBALT-LINAC-CHEMO	5,213	44,262	32,058				
<b>TOTAL</b>	<b>50,455</b>	<b>150,353</b>	<b>109,938</b>	<b>20,769</b>	<b>477</b>	<b>8,597</b>	<b>10</b>

\*(in thousand pesos – '000)

### Analysis:

- Most ER cases are not covered by Philhealth.
- OPD cases includes Minor OR, Wound care, Hemodialysis and Radiotherapy.
- Philhealth benefits for Wound care and Minor OR are enough to cover hospital bills.

### Report of NBB Billed Amount

MONTH	NBB TOTALS (PIM/PID/SC/KASAMBAHAY/ORE)			TOTAL	
	ACTUAL CHARGES			CASE RATE	
	PATIENTS	ACCOM.	HB/MEDS	HB	PF
JANUARY	1,031	4,062	23,689	11,114	7,130
FEBRUARY	936	3,847	24,125	10,419	6,832
MARCH	1,169	4,644	26,464	12,809	8,808
APRIL	1,237	4,188	23,491	12,050	7,786
MAY	1,160	4,163	22,133	12,440	8,386
JUNE	1,080	4,184	23,086	11,953	8,001
JULY	1,324	4,977	28,156	13,930	9,181
AUGUST	1,334	4,552	24,828	13,508	8,712
SEPTEMBER	1,406	3,907	19,277	12,488	7,846
OCTOBER	1,324	4,419	23,584	12,654	8,389
NOVEMBER	1,193	4,072	22,427	11,037	7,427
DECEMBER	1,024	4,193	20,936	9,886	6,483
<b>TOTAL</b>	<b>14,218</b>	<b>51,208</b>	<b>282,196</b>	<b>144,288</b>	<b>94,981</b>

\*(in thousand pesos – '000)

**Analysis:**

- NBB patients are composed of Indigent member/dependent, Senior citizen and ORE (online rapid enrollment) members.
- Billed amounts are based on their actual charges including accommodations and deducted by Philhealth case rates.

**Quantified Free Service**

<b>QFS BASED ON:</b>	<b>Amount</b>
<b>A. Outpatient</b>	
1. Consultation Fee/ Registration Fee/ Treatment Procedures	101,736
2. Senior Citizen	706
3. Persons with Disability	292
4. Government Worker	31
5. Health Worker	59
<b>B. ER</b>	
1. Consultation Fee/Treatment Procedures	29,854
<b>C. In-Patient</b>	
1. NBB	185,034
2. PhilHealth Sponsored/Indigent	148,370
3. Senior Citizen	4,564
4. Persons with Disability	5,061
5. Gov't. Worker	7,971
6. Health Worker	982
7. Service Patients (Non PHIC)	121,554
<b>TOTAL</b>	<b>606,214</b>

\*(in thousand pesos – '000)

**Analysis:**

- Registration, ER and OPD consultations are free except for Pay consultation.
- Treatments and procedures charges are subject to discount based on their MSS classifications.

**Account Receivables**

<b>VARIOUS CREDITORS</b>	<b>TOTAL NO. OF SOA PREPARED</b>	<b>TOTAL BILLED AMOUNT</b>	<b>AMOUNT PAID</b>	<b>BALANCE as of Jan to Nov. 2019</b>	<b>Unpaid as of Dec. 31, 2018</b>
AFFILIATION	239	3,905	3,507	399	18
OTHER RECEIVABLE (PSG)	2	2,296		2,296	
DOH	4	5		5	3
RENTALS	328	1,988	1,634	353	28

POCC	24	1,536	764	771	
PCSO					
DSWD					
<b>TOTAL</b>	597	9,730	5,905	3,824	49
TEXILA	5	\$51,335.00	\$45,695.00	\$5,640.00	0.00

\*(in thousand pesos – '000)

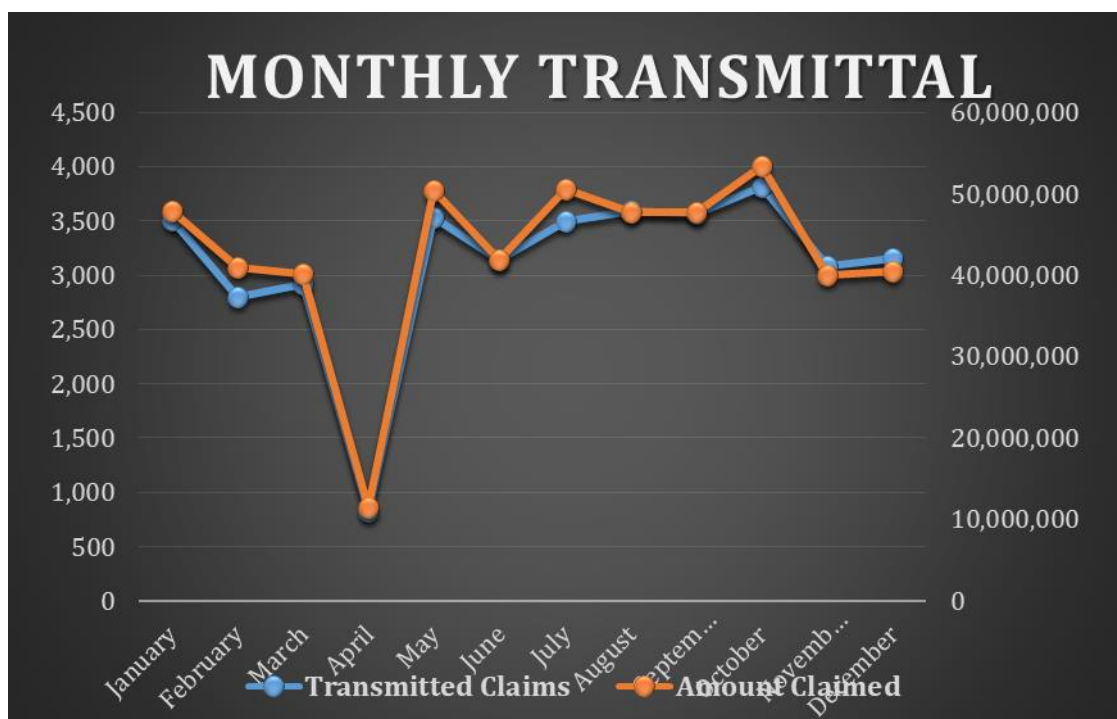
#### Analysis:

- Demand letter sent and constant follow up made for outstanding receivable in coordination with various department.

### CLAIMS SECTION

#### Monthly Transmittal

MONTH	CLAIMS	AMOUNT (P'000)
JANUARY	3,506	47,855
FEBRUARY	2,802	40,970
MARCH	2,914	40,142
APRIL	826	11,464
MAY	3,538	50,360
JUNE	3,141	41,859
JULY	3,492	50,616
AUGUST	3,587	47,797
SEPTEMBER	3,574	47,797
OCTOBER	3,815	53,367
NOVEMBER	3,086	40,045
DECEMBER	3,160	40,561
<b>TOTAL</b>	<b>37,441</b>	<b>512,833</b>



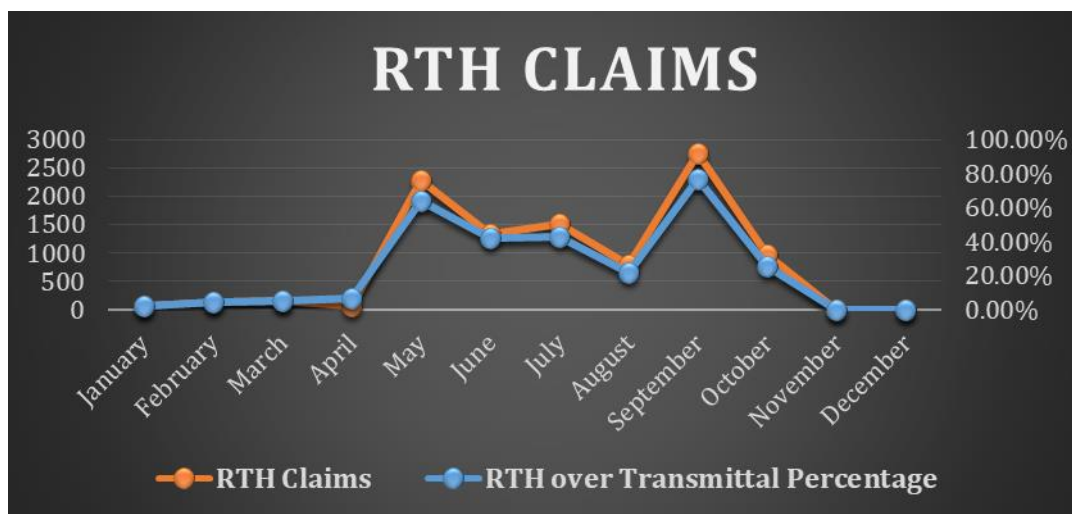
### Analysis:

- The average monthly transmitted claim is 3,119 and average monthly transmitted amount is 43,222,700.00 based on the table above.
- Low number of transmittal on April was because of the introduction of CF3 and CF4 requirement for claims effective March 1<sup>st</sup> of this year but it is gradually being recovered on the following month.

### RTH Claims

MONTH	CLAIMS	AMOUNT (P'000)	RTH OVER TRANSMITTAL
JANUARY	65	1,124	1.85%
FEBRUARY	125	1,849	4.46%
MARCH	145	1,982	4.98%
APRIL	57	829	6.9%
MAY	2,273	35,281	64.24%
JUNE	1,333	20,854	42.44%
JULY	1,505	23,907	43.1%
AUGUST	783	11,279	21.83%
SEPTEMBER	2,752	39,519	77%
OCTOBER	962	13,404	25.22%

NOVEMBER	0	0	0
DECEMBER	0	0	0
<b>TOTAL</b>	<b>10,000</b>	<b>150,028</b>	<b>(Average) 24.34%</b>



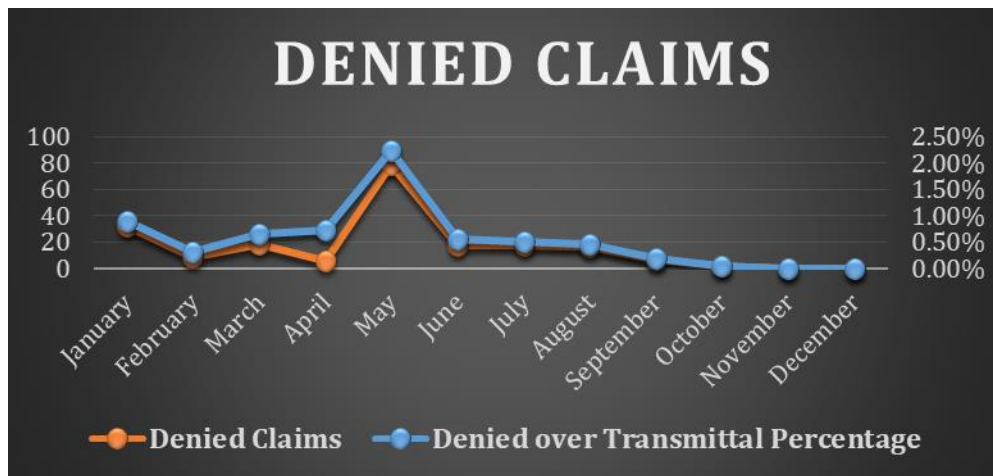
#### Analysis:

- The RTH claims figures are indicated are based on the initial transmittal date and not on received date.
- All RTH claims were already refiled.

#### Denied Claims

MONTH	CLAIMS	AMOUNT (P'000)	DENIED OVER TRANSMITTAL
JANUARY	32	367	0.91%
FEBRUARY	9	138	0.32%
MARCH	19	189	0.65%
APRIL	6	81	0.73%
MAY	79	1,345	2.23%
JUNE	18	324	0.57%
JULY	18	328	0.52%
AUGUST	17	293	0.47%
SEPTEMBER	7	61	0.2%
OCTOBER	2	28	0.05%
NOVEMBER	0	0	0

DECEMBER	0	0	0
<b>TOTAL</b>	<b>207</b>	<b>3,154</b>	<b>(Average) 0.55%</b>



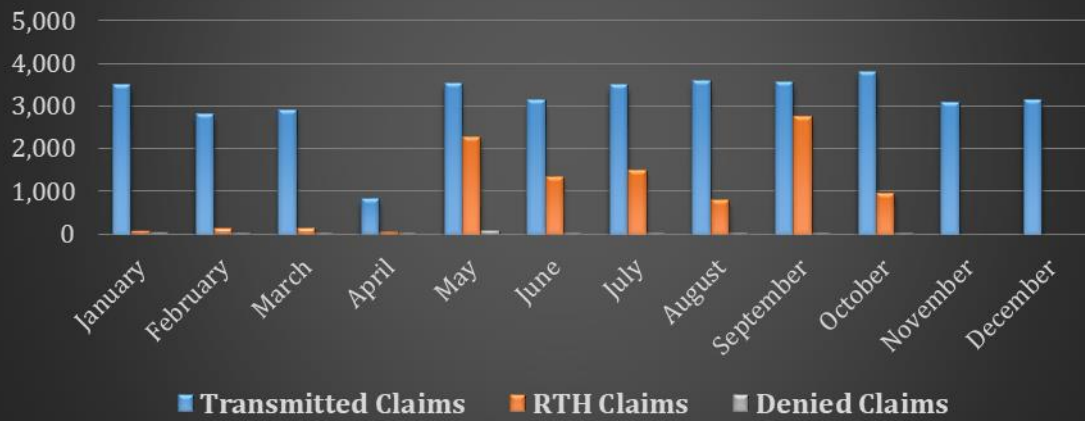
### Analysis:

The Denied claims figures are indicated are based on the initial transmittal date and not on received date.

### RTH and Denied vs. Transmitted Claims

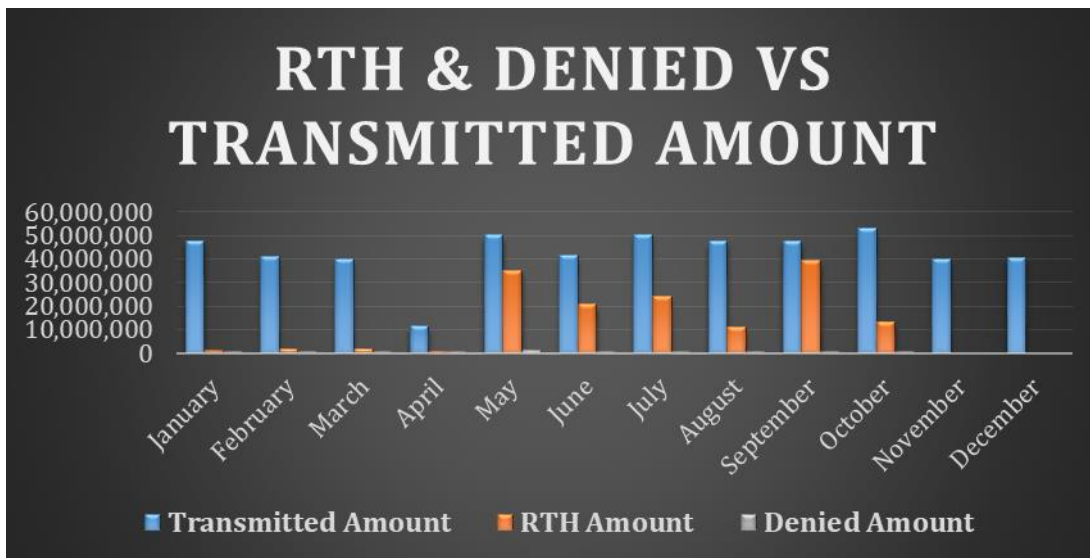
MONTH	TRANSMITTAL	RTH	DENIED
JANUARY	3,506	65	32
FEBRUARY	2,802	125	9
MARCH	2,914	145	19
APRIL	826	57	6
MAY	3,538	2,273	79
JUNE	3,141	1,333	18
JULY	3,492	1,505	18
AUGUST	3,587	783	17
SEPTEMBER	3,574	2,752	7
OCTOBER	3,815	962	2
NOVEMBER	3,086	0	0
DECEMBER	3,160	0	0
<b>TOTAL</b>	<b>37,441</b>	<b>10,000</b>	<b>207</b>

## RTH & DENIED VS TRANSMITTED CLAIMS



### RTH and Denied vs. Transmitted Amount

MONTH	TRANSMITTAL (P'000)	RTH (P'000)	DENIED (P'000)
JANUARY	47,855	1,124	367
FEBRUARY	40,970	1,849	138
MARCH	40,142	1,982	189
APRIL	11,464	829	81
MAY	50,360	35,281	1,345
JUNE	41,859	20,854	324
JULY	50,616	23,907	328
AUGUST	47,797	11,279	293
SEPTEMBER	47,797	39,519	61
OCTOBER	53,367	13,404	28
NOVEMBER	40,045	0	0
DECEMBER	40,561	0	0
<b>TOTAL</b>	<b>512,833</b>	<b>150,028</b>	<b>3,154</b>



### Medical Assistance to Indigent Patients Program (MAIP) Utilization Report

<b>OUTSTANDING BALANCE AS OF DECEMBER 31, 2018</b>	<b>(67,926,034.48)</b>
<b>Add: SAA Received for CY 2019</b>	<b>249,783,044.00</b>
<b>Less: Utilization January to December 2019</b>	<b><u>(359,705,380.69)</u></b>
<b>ENDING BALANCE:</b>	<b>(177,848,371.17)</b>

Month	No. of Patients Served	Fund Allocation	Amount Utilized	Remaining Balance	Average Release
JANUARY	6,924		37,299,606.05	(105,225,640.53)	5,387.00
FEBRUARY	6,869	39,000,000.00	24,332,968.34	(90,558,608.87)	3,542.43
MARCH	6,348	20,000,000.00	35,386,849.31	(105,945,458.18)	6,348.00
APRIL	7,383		37,702,032.45	(143,647,490.63)	5,106.60
MAY	7,412		37,026,673.34	(180,674,163.97)	4,995.50
JUNE	4,530		23,840,318.14	(204,514,482.11)	5,262.76
JULY	5,383	21,832,044.00	19,638,147.14	(202,320,585.25)	3,648.18
AUGUST	3,569	29,875,000.00	24,092,227.97	(196,537,813.22)	6,750.41
SEPTEMBER	5,737	1,920,000.00	25,148,835.28	(219,766,648.50)	4,383.62
OCTOBER	6,235	36,876,000.00	25,249,960.57	(208,140,609.07)	4,049.71
NOVEMBER	5,253	100,280,000.00	21,706,552.29	(129,567,161.36)	4,132.22
DECEMBER	9,349		48,281,209.81	(177,848,371.17)	5,164.32
<b>TOTAL</b>	<b>74,992</b>	<b>249,783,044.00</b>	<b>359,705,380.69</b>		

## FINANCIAL PERSPECTIVE

### COLLECTING DEPARTMENT

#### Summary of Collections

MONTH	INCOME	SALES (MEDS)	TRUST MISC.	BTR	PHIC	TOTAL
JANUARY	8,047.39	4,089.93	25.00	1,776.96	49,191.67	63,130.95
FEBRUARY	6,020.55	5,422.97	794.92	912.18	41,968.05	55,118.68
MARCH	8,782.95	4,767.49	-	2,345.06	46,643.63	62,539.14
APRIL	16,939.67	2,654.74	0.50	377.29	27,861.48	47,833.68
MAY	7,425.82	3,506.84	694.18	1,465.62	20,060.15	33,152.62
JUNE	7,032.06	3,858.81	1,171.15	641.06	12,193.12	24,896.19
JULY	30,376.10	5,270.16	7.20	1,942.44	41,165.32	78,761.23
AUGUST	81,837.08	3,232.30	48.08	344.68	37,530.47	122,992.61
SEPTEMBER	32,756.65	2,357.66	27.00	486.70	35,608.21	71,236.24
OCTOBER	52,987.03	3,989.39	682.21	2,080.08	16,417.03	76,155.76
NOVEMBER	27,900.59	2,763.25	65.25	1,530.42	22,153.78	54,413.29
DECEMBER	90,248.10	2,279.44	310.05	129.70	47,816.64	140,783.93
<b>TOTAL</b>	<b>370,353.99</b>	<b>44,193.29</b>	<b>3,825.55</b>	<b>14,032.19</b>	<b>398,609.59</b>	<b>831,014.62</b>
%	44.57	5.32	0.46	1.69	47.96	100.00%

*\*Figures are shown in thousands*

#### Analysis:

- Our biggest collection is on December which came from MAIP amounting to Php 82,700,000.00. It is followed by August which also came from MAIP amounting to Php 73,359,145.31.
- Our smallest collection is on June. We have collected Php 12,193,121.36 only from PHIC reimbursement due to transition of CF4.

#### PHIC Collection

MONTH	HOSPITAL BILL	PROFESSIONAL FEES	SUB TOTAL	RETURN TO C/A	TOTAL AMOUNT	NUMBER OF PATIENTS
JAN	30,145.18	19,046.49	49,191.67	-	49,191.67	3,571
FEB	25,306.21	16,661.84	41,968.05		41,968.05	2,796
MAR	28,080.00	18,555.32	46,635.32	8.32	46,643.64	3,194
APR	17,650.49	10,210.99	27,861.48	-	27,861.48	1,070
MAY	12,555.48	7,496.27	20,051.75	8.41	20,060.16	1,511
JUNE	7,654.74	4,522.27	12,177.01	16.11	12,193.12	1,232
JULY	25,497.10	15,664.96	41,162.07	3.25	41,165.32	3,060
AUG	22,852.28	14,678.20	37,530.47	-	37,530.47	2,780
SEPT	21,309.71	14,296.97	35,606.68	1.54	35,608.22	2,789
OCT	9,893.06	6,516.89	16,409.95	7.08	16,417.03	1,373
NOV	13,128.46	8,968.71	22,097.17	56.61	22,153.78	1,624
DEC	28,902.45	18,892.91	47,795.36	21.27	47,816.63	3,455
<b>TOTAL</b>	<b>242,975.18</b>	<b>155,511.81</b>	<b>398,486.99</b>	<b>122.60</b>	<b>398,609.59</b>	<b>28,455</b>
%	60.97%	39.03%	100%			

*\*Figures are shown in thousands*

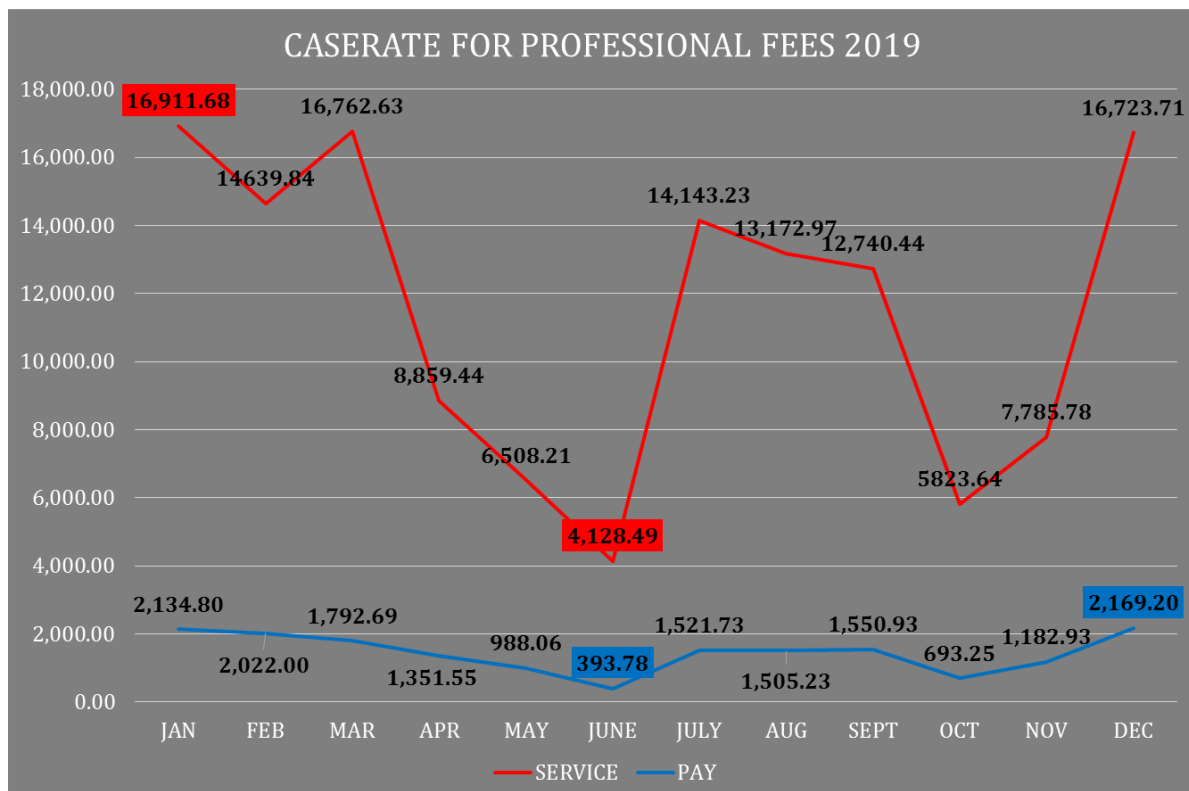
## Analysis:

- Our biggest PHIC collection is on January amounting to Php 49,191,666.00.
- Our smallest collection is on June amounting to Php 12,193,121.36 only due to transition of CF4.

## Case Rate Report

MONTH	SERVICE			PAY			GRAND TOTAL
	HOSP. BILL	PROF. FEES	TOTAL	HOSP. BILL	PROF. FEES	TOTAL	
JAN	27,548.96	16,911.68	44,460.64	2,596.22	2,134.80	4,731.02	49,191.67
FEB	23,118.62	14,639.84	37,758.45	2,187.60	2,022.00	4,209.60	41,968.05
MAR	26,031.41	16,762.63	42,794.04	2,048.59	1,792.69	3,841.28	46,635.32
APR	15,888.93	8,859.44	24,748.37	1,761.56	1,351.55	3,113.11	27,861.48
MAY	10,991.17	6,508.21	17,499.38	1,564.31	988.06	2,552.37	20,051.75
JUNE	7,190.46	4,128.49	11,318.95	464.28	393.78	858.06	12,177.01
JULY	23,895.17	14,143.23	38,038.41	1,601.93	1,521.73	3,123.66	41,162.07
AUG	21,135.37	13,172.97	34,308.34	1,716.90	1,505.23	3,222.13	37,530.47
SEPT	19,607.97	12,740.44	32,348.41	1,707.34	1,550.93	3,258.27	35,606.68
OCT	8,981.61	5,823.64	14,805.24	911.46	693.25	1,604.71	16,409.95
NOV	11,894.92	7,785.78	19,680.70	1,233.54	1,182.93	2,416.47	22,097.17
DEC	26,423.80	16,723.71	43,147.51	2,478.65	2,169.20	4,647.85	47,795.36
<b>TOTAL</b>	<b>222,708.39</b>	<b>138,200.06</b>	<b>360,908.45</b>	<b>20,272.39</b>	<b>17,306.15</b>	<b>37,578.54</b>	<b>398,486.99</b>
<b>%</b>	<b>90.57%</b>			<b>9.43%</b>			<b>100%</b>

\*Figures are shown in thousands



## Analysis:

- Our biggest PHIC PF collection from Service patients is on January and December from Pay patients.
- Our smallest PHIC PF collection from both Service and Pay patients is on June.

## PHIC Collection

MONTH	ADMISSION			TOTAL COLLECTION
	2019	2018	2017 / BACKWARDS	
JAN	145.64	49,044.28	1.75	49,191.67
FEB	14,868.41	27,099.64	-	41,968.05
MAR	40,955.77	5,679.55	-	46,635.32
APR	25,857.00	2,004.48	-	27,861.48
MAY	18,517.02	1,452.43	82.30	20,051.75
JUNE	10,858.55	1,026.12	292.34	12,177.01
JULY	40,508.72	627.57	25.77	41,162.07
AUG	37,466.79	52.08	11.60	37,530.47
SEPT	35,511.30	67.38	28.00	35,606.68
OCT	16,166.48	101.73	141.74	16,409.95
NOV	21,872.73	51.38	43.06	22,097.17
DEC	47,715.97	79.39	-	47,795.36
<b>TOTAL</b>	<b>307,744.39</b>	<b>90,116.04</b>	<b>626.56</b>	<b>398,486.99</b>
<b>%</b>	<b>77.23%</b>	<b>22.61%</b>	<b>0.16%</b>	<b>100%</b>

*\*Figures are shown in thousand*

## Trust Income

MONTH	ER	SERVI CE	PAY WARD	OPD	GERI A	MAIP	GOCC/ NGA	INT. FEE	PROF. FEE	DORM FEE	NTF	MISC. INC.	TOTAL
JAN	1,081.57	544.60	1,380.20	1,641.39	13.5	-	1,517.47	32.97	772.52	58.08	10.83	994.26	8,047.39
FEB	858.88	563.66	1,193.13	1,351.78	17.80	-	762.10	35.17	936.69	56.22	106.12	139.00	6,020.55
MAR	1,190.40	605.13	1,271.83	1,542.19	8.16	-	2,526.03	28.98	1,264.17	58.98	13.40	273.69	8,782.96
APR	935.94	466.25	1,122.33	1,234.97	11.70	10,105.85	1,924.58	23.35	841.23	59.62	-	213.85	16,939.67
MAY	846.92	190.31	1,681.90	1,493.76	7.93	-	1,426.79	60.94	1,222.09	61.25	115.22	318.70	7,425.81
JUNE	895.35	275.99	980.87	1,181.19	6.35	-	1,483.25	16.94	1,747.69	-	39.53	404.89	7,032.05
JULY	1,234.17	518.91	1,302.43	1,977.01	15.16	21,832.04	1,864.33	40.40	1,234.18	120.90	0.54	236.03	30,376.10

<b>AUG</b>	<b>2,007.68</b>	1,022.88	1,709.59	1,957.00	17.60	73,359.14	186.99	30.30	1,232.75	58.15	-	255.00	81,837.08
<b>SEPT</b>	<b>1,189.57</b>	798.33	1,756.58	1,869.90	13.03	25,410.00	872.79	29.09	595.12	-	-	222.25	32,756.66
<b>OCT</b>	<b>1,282.22</b>	947.07	1,422.17	1,974.32	5.08	40,720.00	1,058.98	29.72	1,165.70	61.65	13.22	4,306.91	52,987.04
<b>NOV</b>	<b>1,233.66</b>	932.03	1,301.46	1,821.14	8.93	20,119.00	1,169.35	36.36	891.43	60.15	28.39	298.69	27,900.59
<b>DEC</b>	<b>1,404.29</b>	1,116.34	1,173.92	1,400.96	5.54	82,700.00	861.71	33.67	1,147.99	-	60.69	342.96	90,248.09
<b>TOTAL</b>	<b>14,160.65</b>	<b>7,981.49</b>	<b>16,296.43</b>	<b>19,445.57</b>	<b>130.83</b>	<b>274,246.04</b>	<b>15,654.34</b>	<b>397.91</b>	<b>13,051.57</b>	<b>595.00</b>	<b>387.95</b>	<b>8,006.20</b>	<b>370,353.99</b>
<b>%</b>	<b>3.82</b>	<b>2.16</b>	<b>4.40</b>	<b>5.25</b>	<b>0.04</b>	<b>74.05</b>	<b>4.23</b>	<b>0.11</b>	<b>3.52</b>	<b>0.16</b>	<b>0.10</b>	<b>2.16</b>	<b>100%</b>

*\*Figures are shown in thousands*

### Out of Pocket Collection

<b>MONTH</b>	<b>ER</b>	<b>SERVICE</b>	<b>PAY</b>	<b>OPD</b>	<b>GRAND TOTAL</b>
<b>JAN</b>	1,081.57	544.60	2,152.72	1,641.38	<b>5,420.26</b>
<b>FEB</b>	858.88	563.65	2,129.82	1,351.77	<b>4,904.12</b>
<b>MAR</b>	1,190.40	605.13	2,536.00	1,542.19	<b>5,873.72</b>
<b>APR</b>	935.94	466.25	1,963.56	1,234.96	<b>4,600.71</b>
<b>MAY</b>	846.92	190.31	2,903.99	1,493.76	<b>5,434.98</b>
<b>JUNE</b>	895.36	275.99	2,728.56	1,181.19	<b>5,081.10</b>
<b>JULY</b>	1,234.17	518.91	2,536.61	1,977.01	<b>6,266.70</b>
<b>AUG</b>	2,007.67	1,022.87	2,942.35	1,957.00	<b>7,929.88</b>
<b>SEPT</b>	1,189.57	798.33	2,351.71	1,869.90	<b>6,209.50</b>
<b>OCT</b>	1,282.22	947.07	2,587.88	1,974.31	<b>6,791.47</b>
<b>NOV</b>	1,233.66	932.03	2,192.90	1,821.14	<b>5,288.29</b>
<b>DEC</b>	1,404.29	1,116.34	2,321.91	1,400.96	<b>6,243.51</b>
<b>TOTAL</b>	<b>14,160.65</b>	<b>7,981.49</b>	<b>29,348.00</b>	<b>19,445.57</b>	<b>70,935.71</b>
<b>%</b>	<b>19.96</b>	<b>11.25</b>	<b>41.37</b>	<b>27.42</b>	<b>100%</b>

*\*Figures are shown in thousands*

### Analysis:

There was an increase in out of pocket collection from ER, OPD and Service patients upon issuance of Hospital Circular No. 10, s. 2019 regarding Collecting of Fees and Charges based on Social Service Classification effective July 22, 2019

### Report of Income per Department

WARD	AMOUNT	%
PAY	15,745.32	67.71
OB	2,220.78	9.55
MSW	1,292.75	5.56
FSW	930.13	4.00
FMW	756.64	3.25
MMW	674.68	2.90
ORTHO	657.43	2.83
PEDIA	312.30	1.34
ENT	161.33	0.69
PHIC/PAY3	142.28	0.61
NICU	141.28	0.61
NEURO/ASU	110.75	0.48
URO	106.70	0.46
<b>TOTAL</b>	<b>23,252.70</b>	<b>100%</b>

*\*Figures are shown in thousands*

### Clinic Room Fee Collection

DEPARTMENT	AMOUNT	%
MED	201,900.00	24.49
SUR	112,100.00	13.60
URO	107,700.00	13.07
OB	96,300.00	11.68
ORTHO	71,100.00	8.63
OPHTHA	56,100.00	6.81
PEDIA	49,800.00	6.04
DERMA	46,800.00	5.68
ENT	38,700.00	4.69
CVU	23,500.00	2.85
NEURO	10,900.00	1.32
BEH. MEDS	9,400.00	1.14
<b>TOTAL</b>	<b>824,300.00</b>	<b>100%</b>

### Clinic Room Fee

Room Number	Department	Collection	EMS/PR OF EMPLOYEES	8,000/month * 12 months	DEFICIT	
301	-	8,300.00	1,800.00	96,000.00	85,900.00	
302	UROLOGY	107,700.00	9,500.00	96,000.00		21,200.00
303	OB-GYNE	96,300.00	46,400.00	96,000.00		46,700.00
304/402/403	MEDICINE	198,400.00	42,000.00	288,000.00	47,600.00	
305	ORTHO	71,100.00	8,200.00	96,000.00	16,700.00	
306/307	DERMA	46,800.00	1,400.00	192,000.00	143,800.00	
308	SURGERY	107,300.00	12,700.00	96,000.00		24,000.00
309	NEURO	10,900.00	1,100.00	96,000.00	84,000.00	
401	PEDIA	49,800.00	9,400.00	96,000.00	36,800.00	
404/405	OPHTHA	56,100.00	8,600.00	192,000.00	127,300.00	

407	ENT	38,700.00	3,500.00	96,000.00	53,800.00	
**CV OFFICE	CVU	23,500.00				
**BEHAVIOURAL MED	OPD	9,400.00				
<b>TOTAL</b>		<b>824,300.00</b>	<b>144,600.00</b>	<b>1,440,000.00</b>	<b>595,900.00</b>	<b>91,900.00</b>

*\*No Room Assignment at Medical Arts Building*

### Sales (Drugs and Meds)

MONTH	OPD	SERVICE	PAY	SUB-TOTAL	GOCC	PETTY CASH/CASH ADVANCE	GRAND TOTAL
JAN	842.98	520.89	547.66	1,911.53	2,178.41	-	4,089.94
FEB	611.82	517.27	523.97	1,653.07	3,755.95	13.95	5,422.98
MAR	671.05	413.04	409.03	1,493.12	3,274.37	-	4,767.49
APR	513.62	232.50	187.55	933.67	1,720.97	0.10	2,654.74
MAY	596.37	171.32	386.78	1,154.47	2,352.37	-	3,506.84
JUNE	454.18	163.57	164.94	782.70	3,075.30	1.11	3,859.10
JULY	759.50	365.22	276.03	1,400.75	3,869.41	-	5,270.16
AUG	828.36	477.43	350.29	1,656.08	1,576.22	-	3,232.30
SEPT	750.96	371.56	355.57	1,478.09	879.57	-	2,357.66
OCT	708.92	379.52	289.00	1,377.44	2,611.94	-	3,989.39
NOV	446.88	268.63	298.15	1,013.66	1,749.59		2,763.25
DEC	405.79	235.55	158.38	799.72	1,479.71	-	2,279.43
<b>TOTAL</b>	<b>7,590.45</b>	<b>4,116.51</b>	<b>3,947.35</b>	<b>15,654.31</b>	<b>28,523.82</b>	<b>15.16</b>	<b>44,193.29</b>
<b>%</b>	<b>48.49</b>	<b>26.29</b>	<b>25.22</b>	<b>100%</b>			
	<b>35.42%</b>				<b>64.58%</b>		<b>100%</b>

*\*Figures are shown in thousands*

### Trust Miscellaneous

MONTH	RESEARCH FEE	NBS	TEXILA	INSTITUTIONAL FEE	TOTAL
JAN	25.00	-	-	-	25.00
FEB	-	-	794.92	-	794.92
MAR	-	-	-	-	-
APR	0.50	-	-	-	0.50
MAY	-	2.55	691.63	-	694.18
JUNE	10.50	-	1,160.65	-	1,171.15
JULY	-	7.20	-	-	7.20
AUG	-	1.75	46.33	-	48.08
SEPT	20.00	7.00	-	-	27.00
OCT	-	3.50	678.71	-	682.21
NOV	60.00	5.25	-	-	65.25
DEC	-	3.50	301.99	4.56	310.05
<b>TOTAL</b>	<b>116.00</b>	<b>30.75</b>	<b>3,674.24</b>	<b>4.56</b>	
<b>%</b>	<b>3.03</b>	<b>0.80</b>	<b>96.05</b>	<b>0.12</b>	

*\*Figures are shown in thousands*

## Bureau of Treasury

MONTH	AFFILIATION	PERF./BID SECURITY	BID DOCUMENT S	RTF	RETURN TO CASH ADVANCE	REFUND OF SALARY	REFUND OF HAZARD	OTHER SERVICE INCOME	FUND TRANSFE R	TOTAL
JAN	62.08	1,615.75	63.00	-	-	9.22	26.90	-	-	1,776.95
FEB	114.22	564.86	74.50	-	0.20	-	158.40	-	-	912.18
MAR	946.16	216.42	55.00	-	-	10.14	322.42	-	794.92	2,345.06
APR	200.70	134.69	20.00	-	-	-	21.90	-	-	377.29
MAY	640.58	7.30	14.50	0.60	-	-	91.00	20.00	691.63	1,465.62
JUNE	359.74	-	272.00	5.10	-	-	4.22	-	-	641.06
JULY	604.60	-	95.50	5.40	-	-	36.29	40.00	1,160.65	1,942.44
AUG	131.86	78.65	82.5	5.10	-	-	-	46.57	-	344.68
SEPT	194.06	-	145.5	52.05	48.76	-	-	-	46.33	486.7
OCT	357.12	769.90	270.00	4.35	-	-	-	-	678.71	2,080.08
NOV	111.72	162.46	1,254.50	1.50	0.24	-	-	-	-	1,530.42
DEC	57.64	2.91	40.00	-	14.61	-	14.54	-	-	129.70
TOTAL	3,780.48	3,550.95	2,389.00	74.10	63.81	19.35	675.68	106.57	3,372.25	14,032.19
%	26.941	25.307	17.025	0.528	0.455	0.138	4.815	0.759	24.032	100%

*\*Figures are shown in thousands*

## Collection from Other Agencies

AMOUNT BILLED			AMOUNT COLLECTED				RECEIVABLE S
			HOSP. BILL	MEDICINE S	TOTAL	%	
PCSO	13,100.54	32,668.41	13,405.33	28,074.03	41,479.36	93.89	4,289.59
DSWD	3,051.63	-	2,249.01	449.80	2,698.81	6.11	352.82
TOTAL	48,820.58		15,654.34	28,523.83	44,178.17	100%	4,642.41

*\*Figures are shown in thousands*

## Collection from Other Receivables

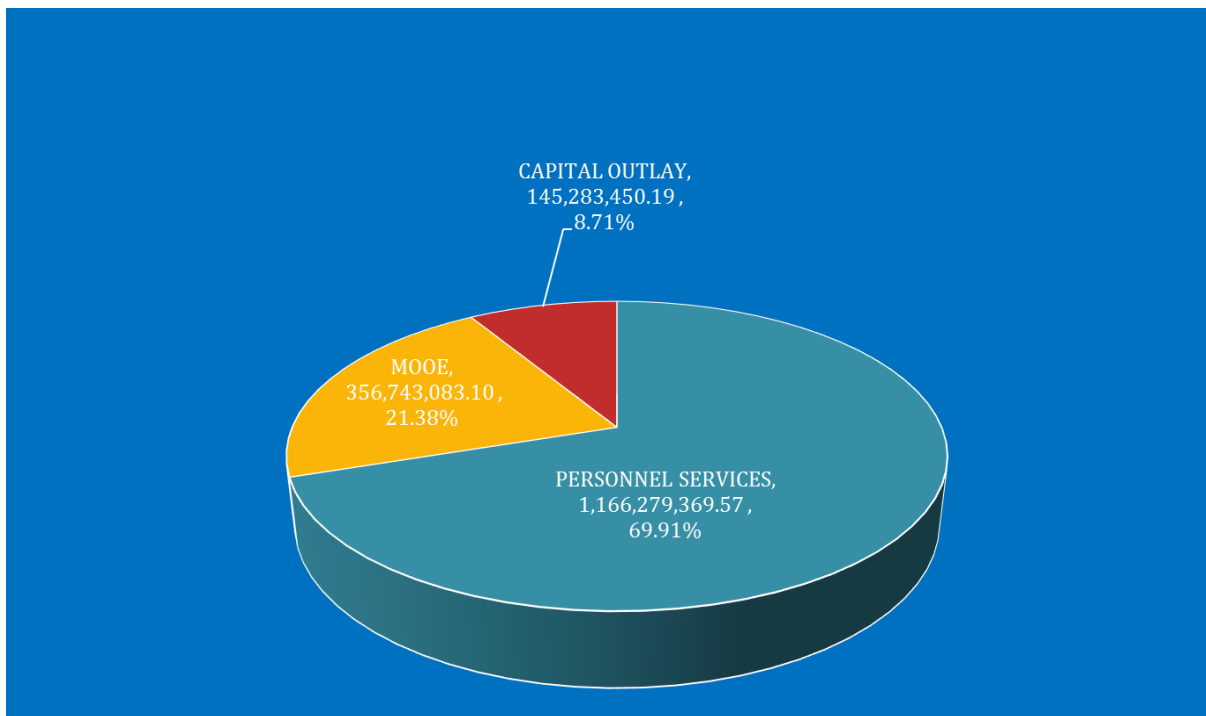
	AMOUNT BILLED		AMOUNT COLLECTED	RECEIVABLES
	2018	2019		
AFFILIATION/NTF	644.50	4,111.57	4,168.43	587.64
DOH	6.65	1.90	3.90	4.65
RENTALS	144.00	2,263.93	2,080.96	326.97
TOTAL	7,172.55		6,253.29	919.26
TEXILA	\$ 70,770		\$ 65,130	\$ 5,640

*\*Figures are shown in thousand*

## DISBURSING DEPARTMENT

### Disbursement Summary (MDS – Regular)

QUARTER	NCA	DISBURSEMENTS	UNUTILIZED	PERCENTAGE	
				UTILIZED	UNUTILIZED
1 <sup>ST</sup> QTR.	296,415,399.00	296,413,650.99	1,748.01	99.99%	0.01%
2 <sup>ND</sup> QTR.	353,487,362.00	353,486,845.12	516.88	99.99%	0.01%
3 <sup>RD</sup> QTR.	384,734,295.00	384,734,231.48	63.52	99.99%	0.01%
4 <sup>TH</sup> QTR.	633,671,389.13	633,671,175.27	213.86	99.99%	0.01%
<b>TOTAL</b>	<b>1,668,308,445.13</b>	<b>1,668,305,902.86</b>	<b>2,542.27</b>	<b>99.99%</b>	<b>0.01%</b>

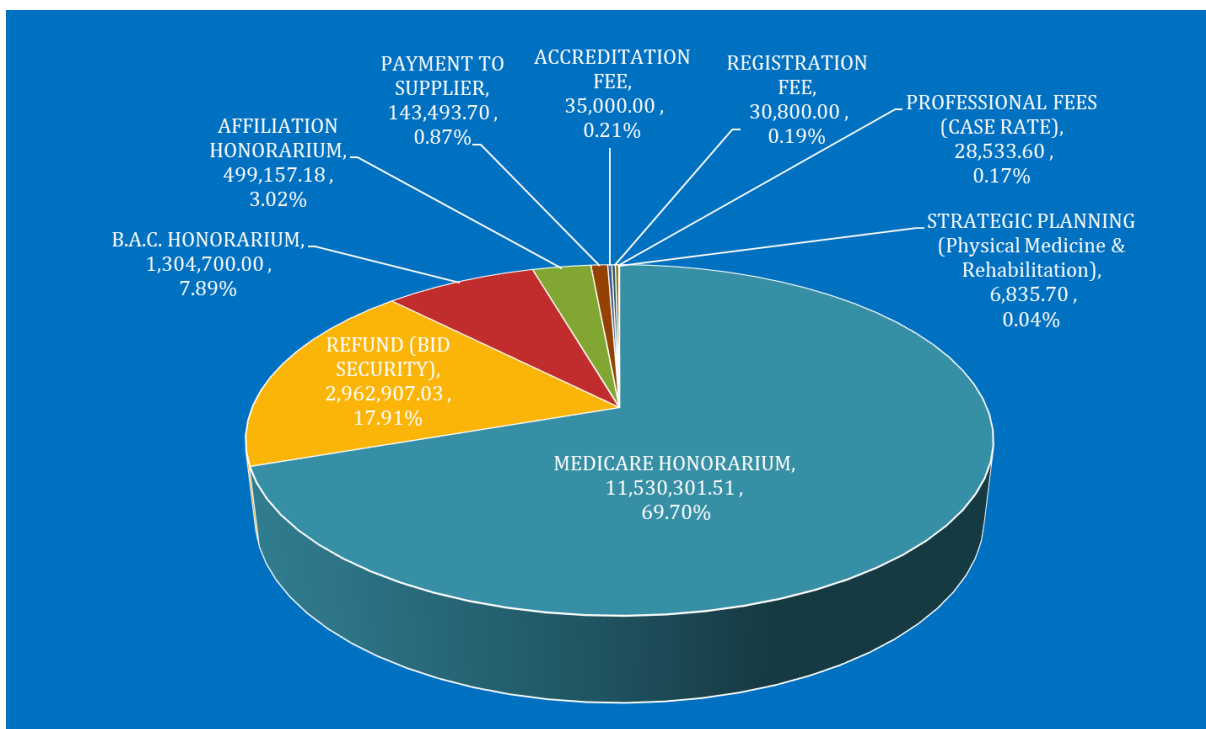


### Disbursement Summary (108B)

QUARTER	NCA	DISBURSEMENTS	UNUTILIZED	PERCENTAGE	
				UTILIZED	UNUTILIZED
1 <sup>ST</sup> QTR.	0.00	0.00	0.00	-	-
2 <sup>ND</sup> QTR.	0.00	0.00	0.00	-	-
3 <sup>RD</sup> QTR.	0.00	0.00	0.00	-	-
4 <sup>TH</sup> QTR.	0.00	0.00	0.00	-	-
<b>TOTAL</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>-</b>	<b>-</b>

## Report of Disbursement (BTR – Trust)

MEDICARE HONORARIUM	11,530,301.51
REFUND (BID SECURITY)	2,962,907.03
B.A.C. HONORARIUM	1,304,700.00
AFFILIATION HONORARIUM	499,157.18
PAYMENT TO SUPPLIER	143,493.70
ACCREDITATION FEE	35,000.00
REGISTRATION FEE	30,800.00
PROFESSIONAL FEES (CASE RATE)	28,533.60
STRATEGIC PLANNING (Physical Medicine & Rehabilitation)	6,835.70
	<b>16,541,728.72</b>



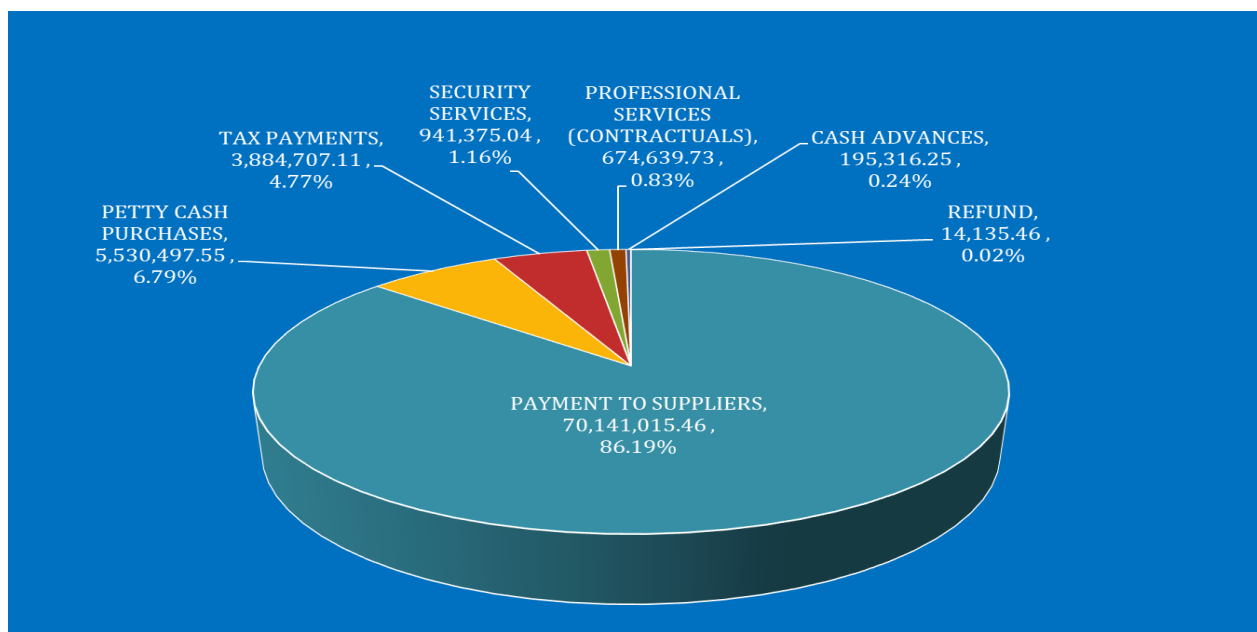
## Medicare Honorarium

PERIOD COVERED	NON-MEDICAL	MS FT & PT	IN-SERVICE ; NON-SALARIED; FELLOW	HONORARY & VISITING CONSULTANT; PROF. LECT.
<b>OCTOBER 2018</b>	OCTOBER 29, 2018	DECEMBER 11, 2018	DECEMBER 11, 2018	JANUARY 08, 2019
<b>NOVEMBER 2018</b>	NOVEMBER 28, 2018	DECEMBER 28, 2018	FEBRUARY 15, 2019	JANUARY 30, 2019
<b>DECEMBER 2018</b>	DECEMBER 27, 2018	FEBRUARY 14, 2019	MARCH 29, 2019	MARCH 08, 2019
<b>JANUARY 2019</b>	JANUARY 31, 2019	MARCH 25, 2019	MAY 21, 2019	APRIL 24, 2019
<b>FEBRUARY 2019</b>	FEBRUARY 27, 2019	MAY 21, 2019	MAY 21, 2019	JUNE 07, 2019
<b>MARCH 2019</b>	MARCH 28, 2019	JUNE 11, 2019	MAY 21, 2019	JUNE 07, 2019
<b>APRIL 2019</b>	APRIL 29, 2019	JUNE 11, 2019	JULY 24, 2019	JUNE 26, 2019
<b>MAY 2019</b>	JUNE 11, 2019	JULY 12, 2019	JULY 24, 2019	AUGUST 23, 2019
<b>JUNE 2019</b>	JULY 10, 2019	AUGUST 13, 2019	OCTOBER 08, 2019	AUGUST 23, 2019

<b>JULY 2019</b>	JULY 31, 2019	SEPTEMBER 17, 2019	OCTOBER 08, 2019	SEPTEMBER 24, 2019
<b>AUGUST 2019</b>	AUGUST 30, 2019	OCTOBER 23, 2019	NOVEMBER 25, 2019	OCTOBER 29, 2019
<b>SEPTEMBER 2019</b>	OCTOBER 03, 2019	DECEMBER 10, 2019	NOVEMBER 25, 2019	
<b>OCTOBER 2019</b>	OCTOBER 30, 2019	DECEMBER 27, 2019		
<b>NOVEMBER 2019</b>	NOVEMBER 29, 2019			
<b>DECEMBER 2019</b>	DECEMBER 27, 2019			

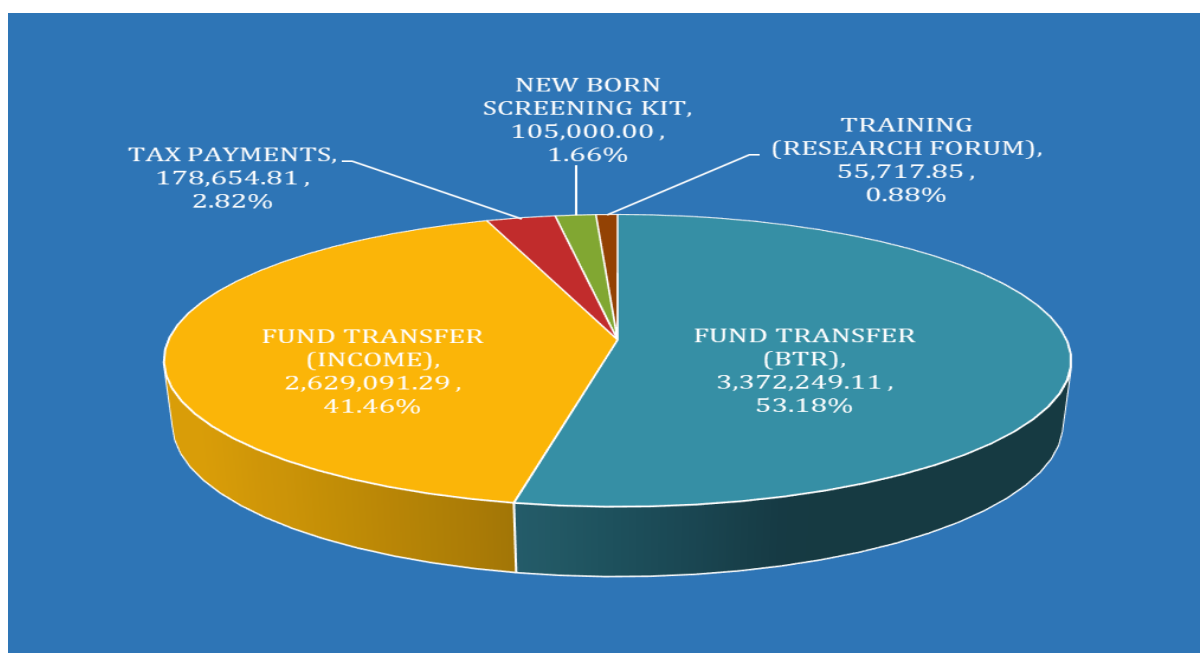
### Report of Disbursement (Drugs and Medicines)

PAYMENT TO SUPPLIERS	70,141,015.46
PETTY CASH PURCHASES	5,530,497.55
TAX PAYMENTS	3,884,707.11
SECURITY SERVICES	941,375.04
PROFESSIONAL SERVICES (CONTRACTUALS)	674,639.73
CASH ADVANCES	195,316.25
REFUND	14,135.46
<b>TOTAL</b>	<b>81,381,686.60</b>



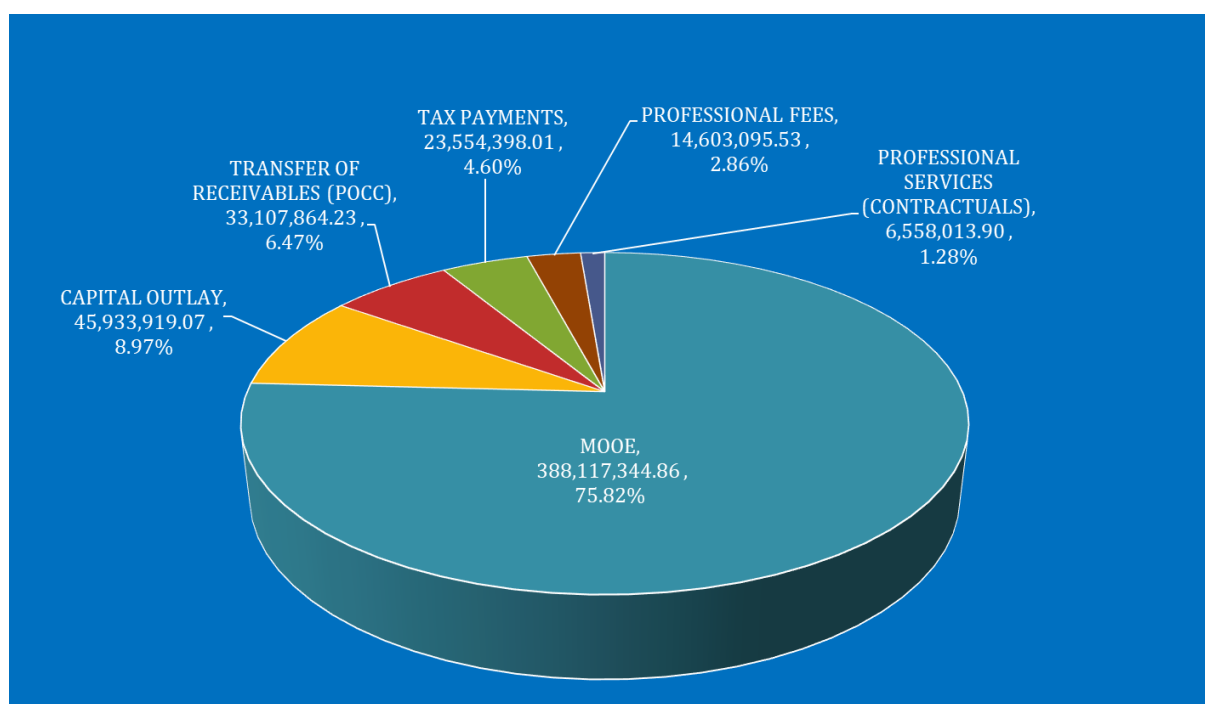
### Report of Disbursement (Trust Miscellaneous)

FUND TRANSFER (BTR)	3,372,249.11
FUND TRANSFER (INCOME)	2,629,091.29
TAX PAYMENTS	178,654.81
NEW BORN SCREENING KIT	105,000.00
TRAINING (RESEARCH FORUM)	55,717.85
<b>TOTAL</b>	<b>6,340,713.06</b>



### Report of Disbursement (Income)

MOOE	388,117,344.86
CAPITAL OUTLAY	45,933,919.07
TRANSFER OF RECEIVABLES (POCC)	33,107,864.23
TAX PAYMENTS	23,554,398.01
PROFESSIONAL FEES	14,603,095.53
PROFESSIONAL SERVICES (CONTRACTUALS)	6,558,013.90
<b>TOTAL</b>	<b>511,874,635.60</b>



### Report of Disbursement (PHIC HB)

MONTH	COLLECTION	FUND TRANSE (111B)	FUND TRANSE (111F)	REMITTANCE TO BTR (INTEREST EARNED)	BALANCE
<b>BEGINNING BALANCE</b>					29,157,201.60
JANUARY	30,145,180.00	-	-	111,487.22	59,190,894.38
FEBRUARY	25,306,216.00	-	-	-	84,497,110.38
MARCH	28,114,786.34	-	-	-	112,611,896.72
APRIL	17,650,494.00	-	-	34,788.34	130,227,602.38
MAY	12,555,480.00	-	-	-	142,783,082.38
JUNE	7,723,350.13	-	-	-	150,506,432.51
JULY	25,497,105.00	-	-	68,614.13	175,934,923.38
AUGUST	22,852,276.00	-	-	-	198,787,199.38
SEPTEMBER	21,368,623.45	-	-	-	220,155,822.83
OCTOBER	9,893,065.80	-	-	58,909.45	229,989,979.18
NOVEMBER	13,128,462.00	-	-	-	243,118,441.18
DECEMBER	28,951,489.81	-	-	-	272,069,930.99
<b>TOTAL</b>	<b>243,186,528.53</b>	<b>-</b>	<b>-</b>	<b>273,799.14</b>	<b>272,069,930.99</b>

### Report of Disbursement (PHIC PF)

MONTH	COLLECTION/ ADJUSTMENT	MEDICARE HONORARIUM	PHIC CASE RATE	ERF	TAX PAYMENT	BALANCE
<b>BEGINNING BALANCE</b>						143,425,616.92
JANUARY	19,046,486.00	11,586,881.02	2,348,200.59	1,196,844.10	-	147,340,177.21
FEBRUARY	16,661,838.00	13,056,837.47	1,444,472.38	863,413.60	-	148,637,291.76
MARCH	18,563,637.02	11,325,359.85	1,571,288.63	845,921.30	11,745.22	153,446,613.78
APRIL	10,210,988.00	8,746,475.28	-	718,641.20	152,358.77	154,040,126.53
MAY	7,504,680.50	3,643,913.61	2,547,027.61	677,717.70	54,869.83	154,621,278.28
JUNE	4,538,385.36	6,275,599.35	-	335,024.00	648,637.52	151,900,402.77
JULY	15,668,412.15	10,527,184.08	1,424,864.26	206,082.60	189,019.07	155,221,664.91
AUGUST	14,678,198.00	9,383,917.87	1,480,643.05	555,135.30	2,142,228.65	156,337,938.04
SEPTEMBER	14,298,501.75	1,774,371.20	970,362.95	685,492.30	1,475,200.62	165,731,012.72
OCTOBER	6,523,969.36	26,809,126.76	1,600,305.70	761,231.20	1,690,489.64	141,393,828.78
NOVEMBER	9,025,323.05	4,561,738.05	293,919.70	197,745.90	3,952,846.99	141,412,901.19
DECEMBER	18,914,184.35	8,874,684.49	2,163,027.95	960,581.60	576,176.63	147,752,614.87
<b>TOTAL</b>	<b>155,634,603.54</b>	<b>116,566,089.03</b>	<b>15,844,112.82</b>	<b>8,003,830.80</b>	<b>10,893,572.94</b>	<b>147,752,614.87</b>

### Professional Fees (In-Patient)

TOTAL COLLECTIONS	15,214,143.14
LESS: PROCESSED & CREDITED	14,095,752.58
BALANCE	1,118,390.56
LESS: TO BE CREDITED (PROCESSED)	431,500.00
<b>DUE TO DOCTORS</b>	<b>686,890.56</b>

***Note:** Due to Doctors represents amount of P.F. not processed due to non-submission of LBP Account Number*

### Professional Fees (PHIC Case Rate)

TOTAL COLLECTIONS	15,340,020.00
LESS: PROCESSED & CREDITED	14,910,792.80
BALANCE	429,227.20
LESS: TO BE CREDITED (PROCESSED)	-
<b>DUE TO DOCTORS</b>	<b>429,227.20</b>

***Note:** Due to Doctors represents amount of P.F. not processed due to non-submission of LBP Account Number*

## **BUDGET DEPARTMENT**

### Budget Utilization Report General Appropriation Act

Purpose	Reference	Allotment	Obligations		Balances	% of Utilization
			Dec. 1-31	To Date		
Current Appropriation						
PS (Regular)	GAA 2019	823,083,000.00		823,083,000.00	-	100.00%
PS-Specific (PS Def. 1)	SARO 7810	98,590,000.00	10,913,946.42	98,570,674.14	19,325.86	99.98%
PS-MPBF (PS Def. 1)	SARO 8299	133,926,725.00	67,888,132.78	133,926,725.00	-	100.00%
PS-MPBF (PS Def. 2)	SARO 22895	25,548,912.00	25,510,803.93	25,510,803.93	38,108.07	99.85%
PS (SRI)	SARO 25368	12,136,600.00	12,136,600.00	12,136,600.00	-	100.00%
PS (C.N.A.)	SARO	44,557,500.00	44,526,875.00	44,526,875.00	30,625.00	99.93%
RLIP	GARO 19-01	71,055,000.00	-	71,055,000.00	-	100.00%
RLIP (PS Def. 1)	SARO 8300	8,144,461.00	5,633,912.42	8,144,461.00	-	100.00%
RLIP (PS Def. 2)	SARO 22886	1,962,023.00	528,569.16	528,569.16	1,433,453.84	26.94%
Terminal Leave (Agency Specific)	SARO's	3,123,134.00	1,891,184.07	3,123,131.16	2.84	100.00%
Terminal Leave (PGF)	SARO's	19,882,254.00	2,014,671.49	19,882,243.44	10.56	100.00%
Monetization of Leave Credits	SARO 25418	6,295,368.00	6,295,367.51	6,295,367.51	0.49	100.00%
<b>Total PS</b>		<b>1,248,304,977.00</b>	<b>177,340,062.78</b>	<b>1,246,783,450.34</b>	<b>1,521,526.66</b>	<b>99.88%</b>
MOOE	GAA 2019	108,728,000.00	1,831,622.13	64,168,405.15	44,559,594.85	59.02%
Realignment for C.N.A.	SARO	(44,557,500.00)	-	-	(44,557,500.00)	0.00%
<b>Total MOOE</b>		<b>64,170,500.00</b>	<b>1,831,622.13</b>	<b>64,168,405.15</b>	<b>2,094.85</b>	<b>100.00%</b>
<b>GRAND TOTAL</b>		<b>1,312,475,477.00</b>	<b>179,171,684.91</b>	<b>1,310,951,855.49</b>	<b>1,523,621.51</b>	<b>99.88%</b>

## Budget Utilization Report

### Sub-Allotments from Central Office (Current)

Guidelines (D.O.)	P/P/A	SAA No.	Validity of Allotment	Allotment	Obligations		Balances	% Utilized
					Dec. 1-31	To Date		
	Personnel Services							
2019-0442	Performance-Based Bonus (PBB)	2019-10-2305		18,589,076.50	1,920,782.75	18,587,103.60	1,972.90	100%
	Performance-Based Bonus (PBB)	2019-10-2329		1,801,419.63	37,850.06	939,297.97	862,121.66	52%
	<b>Total PS</b>			<b>20,390,496.13</b>	<b>1,958,632.81</b>	<b>19,526,401.57</b>	<b>864,094.56</b>	<b>96%</b>
	Maintenance & Other Operating Expenses							
DO 2019-0002	HRH-ICM Singapore Nsg.Trng. Program	2019-06-0449	12/27/2019	499,051.90	-	499,051.90	-	100%
DO 2019-0037	HFPPD-NCGH	2019-06-0519	12/27/2019	7,000,000.00	781.23	7,000,000.00	-	100%
DO 2019-0070	BCMAP-Patient Navigator	2019-06-704	12/27/2019	174,060.00		174,060.00	-	100%
DO 2019-0086	HFPPD-NCGH	2019-05-0038	12/27/2019	18,000,000.00	3,703,078.04	12,469,008.56	5,530,991.44	69%
DO 2019-0059	MAIP	2019-06-0164	12/27/2019	20,000,000.00		20,000,000.00	-	100%
DO 2019-0209	PHM-LEPROSY	2019-06-0209	Oct. 31, 2019	800,000.00	47,707.14	491,625.36	308,374.64	61%
DO 2019-0065	HEPR-Disaster Risk Reduction Mngt. In Health Program	2019-06-0272	12/27/2019	900,000.00	358,469.57	787,886.86	112,113.14	88%
DO 2019-0184	FHNRP-Medicine Access Program for Mental Health	2019-06-0404	Nov., 2019	1,000,000.00	18,437.47	999,995.47	4.53	100%
DO 2019-0191	MAIP	2019-07-0523	12/27/2019	16,832,044.00		16,832,044.00	-	100%
DO 2019-0024	MAIP	2019-07-0710	12/27/2019	5,000,000.00		5,000,000.00	-	100%
DO 2019-0219	HFPPD-Implementation of Clinical Pharmacy	2019-07-0866	12/27/2019	50,000.00	-	-	50,000.00	0%
DO 2019-0258	Proc. of Breast Cancer and Childhood Cancer Medicines	2019-07-1074	Nov. 20, 2019	25,000,000.00	1,705,064.79	24,966,809.79	33,190.21	100%
DO 2019-0281	MAIP	2019-08-1152	12/27/2019	4,465,000.00		4,465,000.00	-	100%
DO 2019-0306	MAIP	2019-08-1350	12/27/2019	410,000.00		410,000.00	-	100%
DO 2019-0301	Patient Safety Day	2019-08-1397	12/27/2019	50,000.00		41,939.56	8,060.44	84%
DO 2019-0137	MAIP	2019-08-1511	12/27/2019	25,000,000.00		25,000,000.00	-	100%
DO 2019-0327	MAIP	2019-09-1656	12/27/2019	1,200,000.00		1,200,000.00	-	100%
DO 2019-0334	Research Ethic Review	2019-09-1713	12/27/2019	326,600.00	302,226.74	302,226.74	24,373.26	93%
DO 2019-0349	MAIP	2019-09-1754	12/27/2019	720,000.00		720,000.00	-	100%
DO 2019-0344	Research Agenda incldg, UHC-IRR Advocacy Activities	2019-09-1801	12/27/2019	3,000,000.00	800,000.00	824,500.00	2,175,500.00	27%
DO 2019-0400	MAIP	2019-10-1936	12/27/2019	2,200,000.00		2,200,000.00	-	100%
DO 2019-0382	MAIP	2019-10-1872	12/27/2019	34,176,000.00		34,176,000.00	-	100%
DO 2019-0424	MAIP	2019-10-2046	12/27/2019	500,000.00		500,000.00	-	100%
DO 2019-0365	HFPPD-Devt./Review of the Manual of Standards for MSW	2019-10-2125	12/27/2019	8,000.00	4,093.69	4,093.69	3,906.31	51%
DO 2019-0432	NVBP-2019 Blood Olympics Activities	2019-10-2139	12/27/2019	68,900.00		-	68,900.00	0%
DO 2019-0474	MAIP	2019-11-2455	12/27/2019	30,000.00	30,000.00	30,000.00	-	100%
DO 2019-0479	MAIP	2019-11-2481	12/27/2019	100,250,000.00	100,250,000.00	100,250,000.00	-	100%
DO 2019-0484	30th SEA Games	2019-12-2527	12/27/2019	200,000.00	119,086.15	119,086.15	80,913.85	60%
	Withdrawal of SAA 2019-07-0866 (Clinical Pharmacy)	2019-12-2669		(50,000.00)	-	-	(50,000.00)	0%
	<b>Total MOOE</b>			<b>267,809,655.90</b>	<b>107,338,944.82</b>	<b>259,463,328.08</b>	<b>8,346,327.82</b>	<b>97%</b>
	CAPITAL OUTLAY							
DO 2019-0364	Hospitals & Health Centers	2019-09-1810	12/27/2019	10,000,000.00	9,290,411.91	9,290,411.91	709,588.09	93%
	Medical Equipment			120,000,000.00	2,622,000.00	111,145,298.00	8,854,702.00	93%
DO 2019-0441	Motor Vehicles	2019-10-2182	12/27/2019	10,000,000.00	9,792,000.00	9,792,000.00	208,000.00	98%
	<b>Total Capital Outlay</b>			<b>140,000,000.00</b>	<b>21,704,411.91</b>	<b>130,227,709.91</b>	<b>9,772,290.09</b>	<b>93%</b>
	<b>Total Sub-Allotments (PS + MOOE+CO)</b>			<b>428,200,152.03</b>	<b>131,001,989.54</b>	<b>409,217,439.56</b>	<b>18,982,712.47</b>	<b>96%</b>

## Budget Utilization Report Continuing Allotments

SAA No.	P/P/A	Allotment	Obligations		Balances	% of Utilization
			Dec. 1-31	To Date		
GAA 2018/RA 10964						
MOOE						
RA 10964	Regular	683,635.01	(179.72)	683,254.42	380.59	99.94%
	Sub-total	683,635.01	(179.72)	683,254.42	380.59	99.94%
Sub-Allotments from Central Office						
Prior Year's Allotments						
SAA 18-03-374	HEMB-DRRM	4,091.46		3,893.40	198.06	95.16%
SAA 18-05-920	TB Control	354,666.31	19,625.36	327,424.12	27,242.19	92.32%
SAA 18-06-1046	HRHICM-Singapore Nsg. Trng. Project	4,856.56	-	-	4,856.56	0.00%
SAA 18-08-1380	PHM-Dengue Fastlane	200,000.00	73,217.92	101,065.92	98,934.08	50.53%
SAA 18-10-1652	HFDB-NCGH	7,980.00	-	5,126.91	2,853.09	64.25%
SAA 18-10-1669	HEMB-DRRM	1,590,482.42	11,574.75	1,588,837.09	1,645.33	99.90%
	Sub-total, Prior Year	2,162,076.75	104,418.03	2,026,347.44	135,729.31	93.72%
This Year's Allotments						
SAA 19-03-0030	MAIP	4,000,000.00		4,000,000.00	-	100.00%
SAA 19-03-0050	MAIP	35,000,000.00		35,000,000.00	-	100.00%
	Sub-total, This Year	39,000,000.00	-	39,000,000.00	-	100.00%
TOTAL MOOE		41,845,711.76	104,238.31	41,709,601.86	136,109.90	99.67%
CAPITAL OUTLAY						
	HFEP	14,621,067.75	5,719,498.60	10,698,683.50	3,922,384.25	73%
TOTAL CAPITAL OUTLAY		14,621,067.75	5,719,498.60	10,698,683.50	3,922,384.25	73%
GRAND TOTAL, Cont. (MOOE + CO)		56,466,779.51	5,823,736.91	52,408,285.36	4,058,494.15	93%

### Analysis on Budget Utilization Report:

Of the total budget appropriated to JRRMMC amounting to P1,772,577,580.00, 98.63% was utilized as of December 31, 2019 amounting to P1,772,577,580., with a remaining balance of P24,564,828.00, broken down as follows:

Personnel Services	2,385,621.22
MOOE-Current	8,348,422.67
MOOE-Continuing	136,109.90
Capital Outlay-Current	9,772,290.09
Capital Outlay-Continuing	3,922,384.25
<b>TOTAL</b>	<b>24,564,828.13</b>

The unobligated allotment for Capital Outlay was considered savings since all the projects specified on the release of fund were 100% obligated as per usual budgeting rules and regulations.

Further, by virtue of RA 11464, an act extending the availability of 2019 appropriations to December 31, 2020 which means all balances from 2019 allotments can still be valid for obligation as continuing appropriation (CONAP).

## Income Reserve for Equipment Outlay

PARTICULARS	CY 2018	CY 2019	TOTAL
Total Income Collection, Jan.- Dec. 31 (Net of POC share)	468,260,558.20	563,434,576.18	1,031,695,134.38
Multiply by: 25 % Rate (Reserved for Equipment Outlay)	117,065,139.55	140,858,644.05	257,923,783.60
Add: Beginning Balance, Jan.1, (Unutilized in PY)	14,266,372.50	96,927,108.82	14,266,372.50
Reversions from Prior Years	1,332,010.35	986,989.99	2,319,000.34
Total Income Reserved for Equipment Outlay, CY	132,663,522.40	- 238,772,742.86	- 274,509,156.44
Less: Issued CAF	50,527,875.00	172,748,522.00	223,276,397.00
Obligated 2018 CAF	-	9,456,500.00	9,456,500.00
<b>Balance</b>	<b>82,135,647.40</b>	<b>56,567,720.86</b>	<b>41,776,259.43</b>
Add: Cancelled CAF	11,623,195.00	57,480,164.00	69,103,359.00
Savings from issued CAF	3,168,266.42	10,309,438.09	13,477,704.51
Balance Available for Issuance of CAF	<b>96,927,108.82</b>	<b>124,357,322.95</b>	<b>124,357,322.95</b>
CAF Issued in Current Year	50,527,875.00	172,748,522.00	223,276,397.00
Less: Obligated CAF in 2018	35,736,413.58	-	35,736,413.58
Obligated CAF in 2019	-	90,780,955.91	90,780,955.91
Canceled	11,623,195.00	57,480,164.00	69,103,359.00
Savings from issued CAF	3,168,266.42	50,527,875.00	10,309,438.09
		158,570,558.00	13,477,704.51
			209,098,433.00
Total Unobligated CAF	-	<b>14,177,964.00</b>	<b>14,177,964.00</b>

## Unobligated CAF for Equipment Outlay

CAF No.	Department/Division	Particulars	Qty.	Amount
2019-02-023	OB-Ultrasound Room	Computer desktop	2	100,000.00
2019-03-319	BAC-Secretariat Ofc.	Computer, desktop	2	100,000.00
2019-03-323	Radiology	Air conditioner, split type	1	52,100.00
2019-04-334	Finance Division	Computer, desktop, complete acc.	30	1,500,000.00
2019-06-504	Drug Testing Laboratory	Scanner, biometric	1	15,000.00
2019-09-840	HOPSS	Computer desktop	83	3,254,264.00
2019-09-844	Finance Division	Safety vault	2	52,000.00
2019-09-906	Nuclear Medicine	Syringe lead shield	2	40,000.00
2019-09-911	EFMD	Air conditioning unit, non-inverter	23	815,200.00
2019-09-913	EFMD	Online UPS	1	30,000.00
2019-10-926	Laboratory	Weighing scale (1)	1	55,000.00
2019-10-963	OB-Gyne	Digital videl colposcope	1	2,200,000.00
2019-10-968	Payward	Hospital bed, manual	24	960,000.00
2019-10-1044	HOPSS Priority Equipt. 2019	Food steamer	1	104,500.00
2019-10-1044		Modular counters, cubicle type	1	100,000.00
2019-10-1044		Digital multimeter	1	34,000.00
2019-11-1150		Toco transducer	1	92,000.00
2019-12-1257	Medical Division	Priority Equipt. 2019		3,388,000.00
2019-12-1318		Autoclave	1	500,000.00
2019-12-1319		Incubator	1	250,000.00
2019-12-1320		Biological safety cabinet	1	380,000.00
2019-12-1349	MAB	Provision of exhaust blower at food court	1	137,000.00
2019-12-1351	Dialysis Center	Oxygen trolley	1	18,900.00
<b>TOTAL UNOBLIGATED CAF 2019</b>				<b>14,177,964.00</b>

## Income Reserve for Infrastructure Outlay

PARTICULARS	CY 2018	CY 2019	TOTAL
Total Income Collection, Jan. - Dec. 31 (Net of POCC share)	468,260,558.20	563,434,576.18	1,031,695,134.38
Multiply by: 7 % Rate (Reserved for Infra. Outlay)	11,778,239.07	-	11,778,239.07
Add: Beginning Balance, Jan. 1, (Unutilized in PY)	23,264,813.39	6,425,639.65	23,264,813.39
Reversions from Prior Years	328,854.54	-	328,854.54
Total Income Reserved for Equipment Outlay, CY	35,371,907.00	6,425,639.65	35,371,907.00
Less: Issued CAF	4,915,003.68	13,368,506.18	18,283,509.86
Obligated CAF 2018	14,951,873.76	473,198.30	15,425,072.06
<b>Balance</b>	<b>15,505,029.56</b>	<b>(7,416,064.83)</b>	<b>1,663,325.08</b>
Add: Cancelled CAF	511,206.58	7,896,873.00	8,408,079.58
Savings from issued CAF	409,403.51	-	409,403.51
Balance Available for Issuance of CAF	<b>6,425,639.65</b>	<b>480,808.17</b>	<b>480,808.17</b>
CAF Issued in Current Year	4,915,003.68	13,368,506.18	18,283,509.86
Less: Obligated CAF in 2018	-	-	-
Obligated CAF in 2019	3,994,393.59	2,370,986.59	6,365,380.18
Canceled	511,206.58	7,896,873.00	8,408,079.58
Savings from issued CAF	409,403.51	-	409,403.51
Total Unobligated CAF	<b>-</b>	<b>3,100,646.59</b>	<b>3,100,646.59</b>

## Unobligated CAF for Infrastructure Outlay

CAF No.	Project Title	Amount
2019-06-495	VO #2: Integration of Electrical Distribution System	191,518.06
2019-11-1198	VO #5: Proposed Facelift of JRRMMC	1,461,108.21
2019-12-6888	VO #1: Extra Work Order: 2-Storey Warehouse	1,448,020.32
	<b>TOTAL</b>	<b>3,100,646.59</b>

## Status of 2018 HFEP-CONAP (Equipment Outlay) as of December 31, 2019

Department	Date	2019 CAF No.	ORS Number	Name of Supplier	Particulars	Qty	ABC	Amount Obligated	Savings	Unobligated CAF	% Utilization
Dermatology Specialty Center	15-May	2019-05-398			PRP Centrifuge with kit	1	53,984.00			53,984.00	
	15-May	2019-05-399	06-01102101-19-08-1164	Omnibus Bio-Medical Systems, Inc.	Camera for Microscope	1	75,000.00	73,000.00	2,000.00	-	
	15-May	2019-05-400			Electrocautery Machine	1	45,000.00			45,000.00	
	15-May	2019-05-401			OR LED or Light Ceiling Mounted	1	220,000.00			220,000.00	
	15-May	2019-05-402	06-01102101-19-08-1163	Medev Medical Devices Corporation	Portable Ultrasound, wireless	1	250,000.00	248,000.00	2,000.00	-	
	15-May	2019-05-403			OR table, hydraulic	1	30,000.00			30,000.00	
					<b>Sub-total</b>		<b>673,984.00</b>	<b>321,000.00</b>	<b>4,000.00</b>	<b>348,984.00</b>	

Geriatric Center	26-Dec	2019-12-1380	06-01102101-19-12-2221	Chemvalley Resources, Inc.	Anesthesia machine	1	2,500,000.00	1,945,000.00	555,000.00	-	
	14-Jun	2019-06-484	06-01102101-19-09-1303	Aljeron Medical Enterprises	OR table	3	1,500,000.00	1,485,000.00	15,000.00	-	
	14-Jun	2019-06-485	06-01102101-19-11-1994	Josmef Enterprises	Various surgical set	1 lot	1,700,000.00	1,691,807.00	8,193.00	-	
	14-Jun	2019-06-486	06-01102101-19-09-1302	Globequipt Corporation	OR light, mobile	1	1,500,000.00	1,068,480.00	431,520.00	-	
					<b>Sub-total</b>		<b>7,200,000.00</b>	<b>6,190,287.00</b>	<b>1,009,713.00</b>	-	
Oncology Center	12-Jul	2019-07-585	06-01102101-19-10-1585	Variance Trading Corporation	Suction machine	2	520,000.00	315,010.00	204,990.00	-	
	12-Jul	2019-07-586			Emergency cart	1	100,000.00			100,000.00	
	12-Jul	2019-07-587	06-01102101-19-12-2220	Zafire Distributors, Inc.	Anesthesia machine	2	5,000,000.00	3,721,948.00	1,278,052.00	-	
	12-Jul	2019-07-588	06-01102101-19-10-1611	Zafire Distributors, Inc.	Cardiac monitor	1	200,000.00	97,887.90	102,112.10	-	
	9-Dec	2019-12-1264	06-01102101-19-12-2272	Bataan Manufacturing Corp.	Emergency cart	2	100,000.00	95,000.00	5,000.00	-	
					<b>Sub-total</b>		<b>5,920,000.00</b>	<b>4,229,845.90</b>	<b>1,590,154.10</b>	<b>100,000.00</b>	
					<b>GRAND TOTAL</b>		<b>13,793,984.00</b>	<b>10,741,132.90</b>	<b>2,603,867.10</b>	<b>448,984.00</b>	<b>78%</b>

### Status of 2019 HFEP as of December 31, 2019

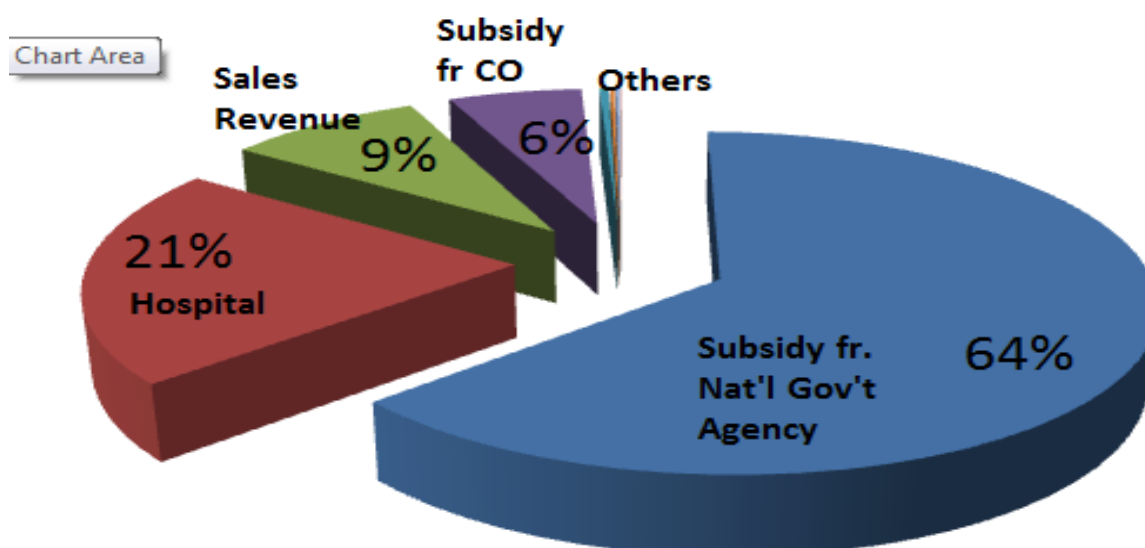
Revised CAF No.	Particulars	Department	Qty	Unit Cost/ABC	TOTAL	Amount Obligated	Savings	Unobligated CAF	% Utilization
2019-10-1041	Anesthesia Machine w/ Monitor	Main OR	3	2,500,000.00	7,500,000.00	4,425,000.00	3,075,000.00	-	
2019-10-1040	Operating Table	Main OR	6	5,000,000.00	30,000,000.00	29,849,898.00	150,102.00	-	
2019-09-903A	Specialty OR Table Neurosurgery	Main OR	1	10,000,000.00	10,000,000.00	9,847,000.00	153,000.00	-	
2019-09-904A	YAG Picosecond and Nanosecond	Derma.	1	15,000,000.00	15,000,000.00	15,000,000.00	-	-	
2019-09-905A	Ophthalmic Laser Photocoagulation	Ophtha.	1	9,500,000.00	9,500,000.00	9,497,000.00	3,000.00	-	
2019-09-906A	Ultrasound Machine 3D/4D	OB	1	10,000,000.00	10,000,000.00	9,288,000.00	712,000.00	-	
2019-10-1035	Tecar Therapy Machine	Rehab, Med.	1	1,800,000.00	1,800,000.00	1,499,000.00	301,000.00	-	
2019-10-1036	Diagnostic Continuous Flow of Hysteroscopy set	OB	1	8,000,000.00	8,000,000.00	7,990,000.00	10,000.00	-	
2019-10-1038	Endoscopic Video Information System Set	IM	1	21,000,000.00	21,000,000.00	18,800,000.00	2,200,000.00	-	
2019-10-1037	Infant Incubator	Pedia	6	600,000.00	3,600,000.00	2,327,400.00	1,272,600.00	-	
2019-10-1039	Electrocautery Machine	Main OR	3	1,200,000.00	3,600,000.00	2,622,000.00	978,000.00	-	
	<b>Sub-total</b>				<b>120,000,000.00</b>	<b>111,145,298.00</b>	<b>8,854,702.00</b>	-	93%
2019-10-961	Renovation of GGHS	GGHS	1	10,000,000.00	10,000,000.00	9,290,411.91	709,588.09	-	
2019-11-1251	Motor Vehicle		4	10,000,000.00	10,000,000.00	9,792,000.00	208,000.00	-	
	<b>Sub-total</b>				<b>20,000,000.00</b>	<b>19,082,411.91</b>	<b>917,588.09</b>	-	95%
	<b>GRAND TOTAL</b>				<b>140,000,000.00</b>	<b>130,227,709.91</b>	<b>9,772,290.09</b>	-	<b>93%</b>

## ACCOUNTING DEPARTMENT

### Income

Below is the total Income recognized for the year 2019.

	Amount
Subsidy from National Government	1,409,301,289.72
Hospital Fees	469,644,562.39
Subsidy from Central Office	192,366,098.91
Sales Revenue	130,915,906.37
Income from Grants and Donations in Kind	8,804,158.85
Fines and Penalties - Business Income	4,307,500.55
Miscellaneous Income	4,011,693.85
Subsidy from Other National Government Agencies	767,955.40
Income from Grants and Donations in Cash	133,450.24
Other Service Income	4,616.86
<b>Total</b>	<b>2,220,257,233.14</b>

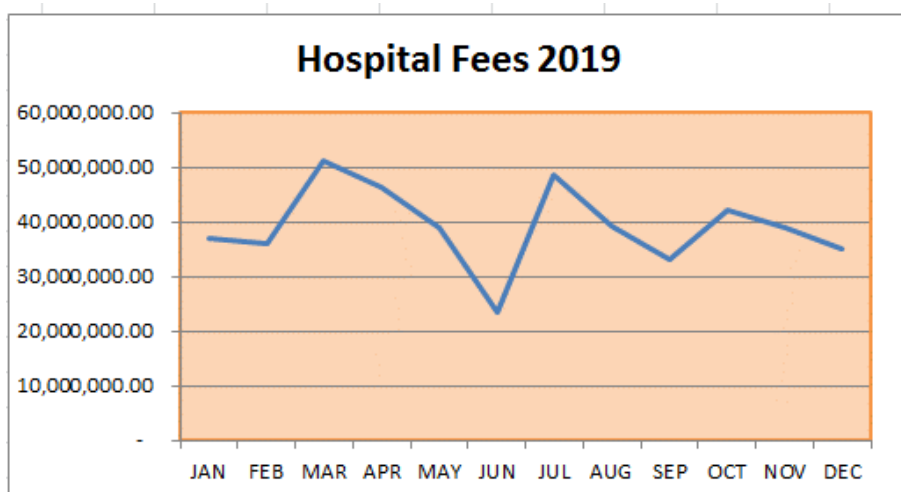


As seen in the graph, there are four major sources of funds by the agency and the the subsidy we are receiving from the National Government is on top of the list which is 64% of the total income. Hospital fees are from the bills rendered to patients, Sales Revenue are mostly from sales of medicines and Subsidy from Central Office refers to funds received for MAIP.

Below is the summary of Hospital Fees recognized per month.

Month	Hospital Fees
JAN	36,914,409.93
FEB	36,056,384.97
MAR	51,146,338.20
APR	46,187,732.08
MAY	38,853,076.97
JUN	23,378,861.78

Month	Hospital Fees
JUL	48,504,029.00
AUG	39,089,240.73
SEP	33,108,760.78
OCT	42,227,955.46
NOV	38,994,249.27
DEC	35,183,523.22



Average Hospital fees recognized per month is around 39M.

Below is the 20 Clinical Areas with highest Hospital fees contributed for the year

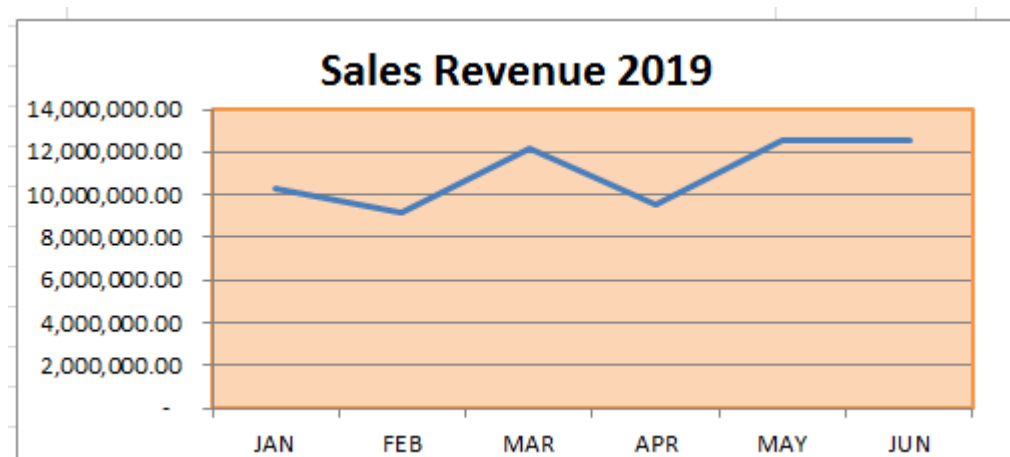
2019.

AREAS	Hospital Fees
ONCOLOGY DEPARTMENT	47,029,590.66
MALE SURGICAL WARD	34,852,770.39
FEMALE SURGICAL WARD	31,500,421.49
MALE MEDICAL WARD	30,100,983.80
FEMALE MEDICAL WARD	26,646,775.38
OBSTETRICS GYNECOLOGY & DELIVERY ROOM COMPLEX	23,587,042.19
OBSTETRICS & GYNECOLOGY WARD	19,509,677.67
OUT-PATIENT DEPARTMENT	17,194,692.34
NEONATAL ICU	16,231,933.55
NEUROLOGY STROKE UNIT	14,342,328.85
EMERGENCY SERVICE COMPLEX	14,085,407.80
PAYWARD II	13,744,866.32
PAY WARDS	12,761,439.97
EYE, EAR, NOSE, THROAT WARD	12,067,549.23
UROLOGY ESW	9,147,714.21
ORTHOPAEDICS	8,117,403.69
PAYWARD I	7,863,415.99
OPHTHALMOLOGY & EYE CENTER	7,328,235.26
PEDIATRICS & PEDIATRICS ICU's AND CARE UNITS	7,032,627.43

Below is the summary of Hospital Fees recognized per month.

Month	Sales Revenue
JAN	10,263,020.04
FEB	9,202,676.84
MAR	12,181,309.94
APR	9,525,730.52
MAY	12,546,487.78
JUN	12,577,629.25

Month	Sales Revenue
JUL	11,217,248.59
AUG	11,045,867.49
SEP	9,467,451.42
OCT	11,947,872.90
NOV	13,146,100.91
DEC	7,794,510.69



Average Sales Revenue recognized per month is around 10.9M.

Below is the 20 Clinical Areas with highest Sales Revenue

contributed for the year 2019.

Areas	Sales Revenue
PHARMACY DOH BOTIKA	13,139,661.81
ONCOLOGY DEPARTMENT	11,723,535.13
MALE SURGICAL WARD	10,237,252.22
FEMALE SURGICAL WARD	7,759,409.64
MALE MEDICAL WARD	7,664,643.24
FEMALE MEDICAL WARD	7,184,551.38
OBSTETRICS GYNECOLOGY & DELIVERY ROOM COMPLEX	4,622,303.47
PAYWARD II	4,463,549.54
PAY WARDS	4,391,296.96
PHARMACY WELFARE	4,159,727.27
OBSTETRICS & GYNECOLOGY WARD	4,103,602.01
NEUROLOGY STROKE UNIT	3,594,328.46
EYE, EAR, NOSE, THROAT WARD	3,420,074.99
UROLOGY ESW	3,339,778.15
OPHTHALMOLOGY & EYE CENTER	2,381,750.33
OB GYNE OPD	1,989,411.82
ORTHOPEDIC WARD	1,734,073.12
ORTHOPAEDICS	1,650,274.02
NEUROLOGY ER	1,401,502.90
PEDIATRICS & PEDIATRICS ICU's AND CARE UNITS	1,350,174.22

As listed above, 15 out 20 areas are included as top contributors for both Hospital Fees and Sales Revenue of the agency for the year 2019.

Below is the list of donated items for the year 2019.

DONATED ITEM	AMOUNT	DONOR	AREA
Suction Machine	3,500.00	MR. EDGARDO J. ARIBUABO	Neuro Stroke Unit
Suction Machine	3,800.00	Mr. Aldes S. Sabido	Neuro Stroke Unit
Chiller	18,335.85	INNOGEN PHARMACEUTICALS, INC.	DOH BOTIKA
Airconditioner, window type, 1.5Hp; Brand: Koppel	28,195.00	DEPARTMENT OF SURGERY	SURGERY OFFICE
Drugs and Meds	279.60	Metro Drug	Welfare Pharmacy
Syringe Pump	50,000.00	SINAG Foundation	Pediatric Ward
Laryngoscope	6,000.00	SINAG Foundation	Pediatric Ward

Mask Disposable Earloop	40,000.00		Welfare Pharmacy
Mask Disposable Earloop	18,000.00	Sarah G. Angeles	Welfare Pharmacy
TV SET	10,939.81	SINAG FOUNDATION	FMW
Suction Machine	3,500.00	SINAG FOUNDATION	Neuro ER
Drugs and Meds	1,980.00	Metro Manila CHD	Welfare Pharmacy
(290) Helmet/Hard Hat	72,500.00	Conica Philippines	HEMB
Phototherapy, Spectra 300 series w/ UV2001 control system	420,078.81		Derma
Smoke Evacuator/ Vacuum	10,387.40		Derma
Computer set	49,550.00		DOH BOTIKA
Computer set	49,053.08		DOH BOTIKA
Drugs and Meds	340,080.00		Welfare Pharmacy
(5) Wheelchair	17,500.00	Excelente Ham, Inc	PHIC WARD
Face Mask	22,000.00	SARAH ANGELES	MMD
1 lot Electric Generating Set	6,429,333.33		FMD
Printer, Brand: EPSON; Model: L3110; SN: X5DY292130	7,200.00	Vitalis Pharma Philippines	DOH BOTIKA
Calculator CASIO (12 digits Electronic Adding Machine)	4,088.00	Labmate Pharma Inc	DOH BOTIKA
Server for Hospital, RO's and TRC, LENOVO, China	398,570.47		IHOM Unit
Platelet Flatbed Agitator & Incubator (Bench Type); Brand: LMB Technologies	437,000.00		PATHOLOGY & LABORATORIES
Document Management and Archiving Software Subscription, includes Server License and Client Access Licenses (CAL) for InfoRouter	312,187.50		IHOM Unit

### Expenses

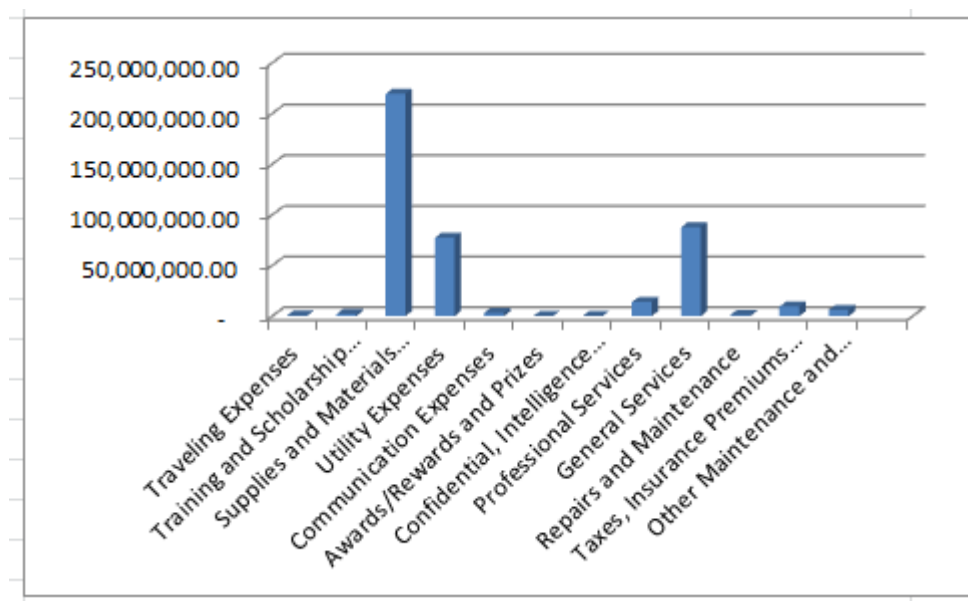
Below is the CY 2019 total amount of expenses incurred for Personnel Services.

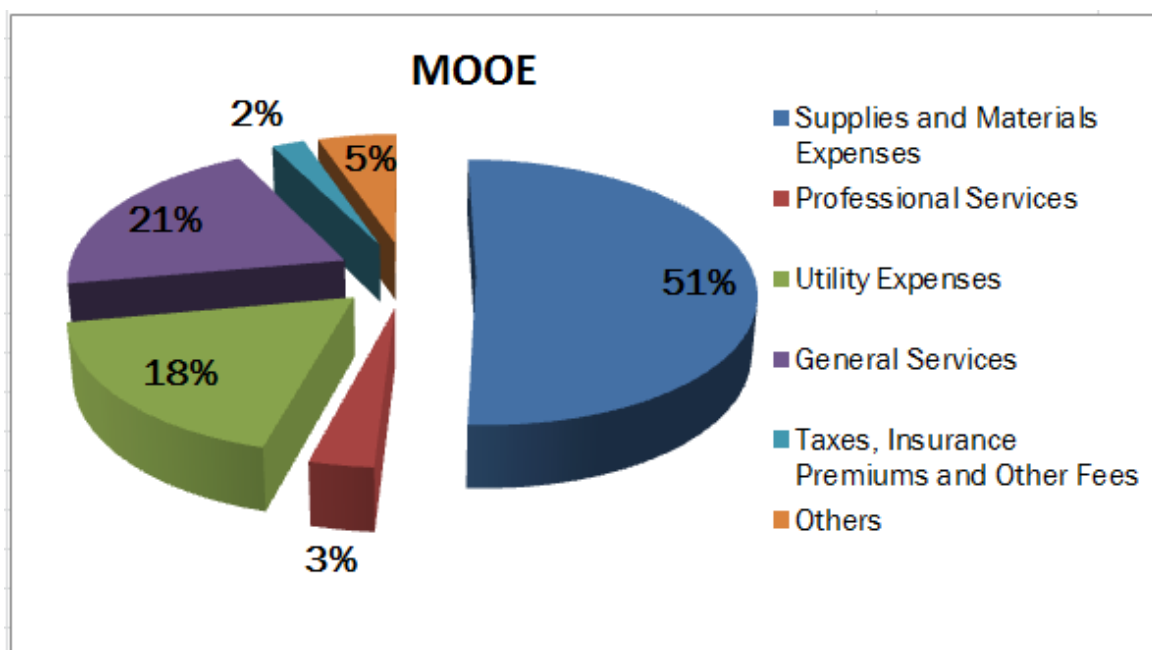
<b>Personnel Services</b>	<b>Amount</b>
Salaries and Wages - Regular	674,574,630.98
Personal Economic Relief Allowance (PERA)	41,301,950.98
Representation Allowance (RA)	379,500.00
Transportation Allowance (TA)	277,500.00
Clothing/Uniform Allowance	10,614,000.00
Subsistence Allowance	29,304,575.00
Laundry Allowance	2,908,050.00
Hazard Pay	119,590,905.63
Longevity Pay	29,370,021.32
Overtime and Night Pay	9,606,164.63
Year End Bonus	55,886,484.15
Cash Gift	8,713,000.00
Other Bonuses and Allowances	

	124,123,961.61
Pag-IBIG Contributions	2,130,700.00
PhilHealth Contributions	7,483,046.31
Employees Compensation Insurance Premiums	1,955,469.31
Terminal Leave Benefits	25,246,813.81
Other Personnel Benefits	23,949,367.51

Below is the CY 2019 total amount incurred for Maintenance and Other Operating Expenses.

<b>MOOE</b>	<b>AMOUNT</b>
Traveling Expenses	627,595.33
Training and Scholarship Expenses	1,996,070.75
Supplies and Materials Expenses	219,283,256.66
Utility Expenses	77,373,874.74
Communication Expenses	3,064,283.83
Awards/Rewards and Prizes	50,974.65
Confidential, Intelligence and Extraordinary Expenses	121,000.00
Professional Services	13,949,848.30
General Services	87,820,445.40
Repairs and Maintenance	1,220,202.25
Taxes, Insurance Premiums and Other Fees	9,478,200.03
Other Maintenance and Operating Expenses	6,148,643.10





As seen in the above graph, more than half of the MOOE incurred are for Supplies and Materials being used in the Agency's operations which are mainly office supplies, food supplies, drugs and medicines, medical, dental and laboratory supplies, etc.

## INNOVATIONS AND BEST PRACTICES

- CF4 Compliance
- Procured Queuing System for Finance Service frontline's area

## HUMAN RESOURCE PERSPECTIVE

### Manpower

Positions	Total No. of Positions	Total No. of Filled-up Positions	Total No. of Unfilled Positions
Financial & Management Officer II	1	1	0
Supervising Administrative Officer	2	2	0
Accountant IV	1	1	0
Accountant III	1	1	0
Administrative Officer V	2	1	1
Administrative Officer IV	4	4	0
Administrative Officer III	1	1	0
Administrative Officer II	8	8	0
Administrative Officer II (GGHS)	1	1	0
Administrative Officer I	13	13	0
Administrative Officer I (GGHS)	1	1	0
Administrative Assistant III	20	20	0
Administrative Assistant II	17	12	5

Administrative Assistant II (DOH Botika)	6	0	6
Administrative Assistant II (GGHS)	2	1	1
Administrative Assistant I	1	0	1
Administrative Aide VI (1 CTI)	7	4	3
Administrative Aide IV	18	17	1
Administrative Aide III	7	5	2
Administrative Aide I	16	15	1
ECE Technician III	1	1	0
Security Guard III	1	1	0
Security Guard I	1	1	0
<b>TOTAL</b>	<b>132</b>	<b>112</b>	<b>20</b>

### LDI Accomplishment

	TRAINING PROGRAM	COURSE DESCRIPTION	VENUE	DATE CONDUCTED	PAX	BUDGET
1	Proper Handwashing	Proper handwashing training	CBB Conference	Jan. 30, 2019	11 pax	Free c/o IPCC
2	Nutrition and Exercise	One on one coaching by NDMD	NDMD	Jan. 31, 2019	Ms. Malabanan	Free
3	Gender Sensitivity Training	It is designed to have an awareness about gender concepts in gender responsive governance	Derma Conference/O PD Conference	Feb. 27, 2019 Mar. 17, 2019	7 staff 5 staff	Charged to GAD
4	Lecture on Fire Safety Awareness	Awareness and knowledge on fire safety being conducted by Bureau of Fire Department	5 <sup>th</sup> Floor	Mar. 14, 2019	5 pax	Charged to HEMC
5	Strategic and Accomplishment Report	Plans and expectations with the corresponding outputs per cluster	Batangas	Feb. 28 to Mar. 2, 2019	25 pax	142,000.00
6	HOSPD and Medical Division Strategic Planning	Knowledge and awareness on strategic plan/direction and action of the HOSPD and Medical Division for 2019	Manila Grand Opera Hotel and Baguio	Feb. 19, 2019 Feb. 21-23, 2019	Ms. Baviera	Free c/o Medical and HOSPD Training Fund
7	Orientation on Universal Health Care Law	Meeting on UHC Law	5 <sup>th</sup> Floor	Mar. 5, 2019	7 pax	Free c/o HOSPD-DOH
8	ICD-10 Training Course for Coders	Knowledge on ICD-10	Manila Grand Opera Hotel	Mar. 26-29, 2019	4 pax	44,000.00
9	Orientation regarding vaccination	Awareness and knowledge on the importance of vaccination for all employees	5 <sup>th</sup> Floor	Mar. 13, 2019	All Finance Staff	Free c/o IPCC10
10	1 <sup>st</sup> Quarter Accomplishment Report and Budget Utilization	Updating and reporting of utilization and knowledge on planning for HEMC	Baguio	April 3-5, 2019	Ms. Baviera	Free c/o HEMC Fund

11	9 <sup>th</sup> Performance Governance System (Module 1 for Hosp)	Introduction and awareness on PGS	PHC	April 22-24, 2019	Mr. Dela Cruz Ms. Baviera Ms. Albania	Free
12	Electronic New Government Accounting System	Knowledge on eNGAS	Aklan	April 23-25, 2019	Mr. Aquitana Mr. Felipe	P15,214.60
13	Standard First Aide Training (SFA) Program	Knowledge of SFA	5 <sup>th</sup> Floor	April 24-26, 2019	Ms. Estacio, Dueñas, Solana, Castellvi, Mr. Avila and Ramos	Free c/o HEMC Fund
14	Basic Life Support (BLS) Training Seminar	Updating on BLS	HEMC Office	April 23, 2019	Mr. Ramos, Ms. Dueñas, Solana	Free c/o HEMC Fund
15	Workshop on Comprehensive Cancer Care	Direction and setting up needs for Cancer Center	Manila Grand Opera	May 7, 2019	Ms. Baviera	Free c/o Medical Fund
16	Reach out Orientation by PHIC	Updates regarding PHIC	Bayview Park Hotel	May 8, 2019	Ms. Panelo	Free
17	Orientation for new employees	Knowledge on policies, rules, etc of the Hospital	5 <sup>th</sup> Floor	May 22, 2019	Ms. Estrada, Miguel, Reyes, Torres, Trinidad, Arawag, Mr. Magalona, Cano and Coronado	Free
18	Strategic Performance Management System Re-orientation/ Workshop	Re-orientation and revisit	5 <sup>th</sup> Floor	May 15-16, 2019	Ms. Garay, Palomar, Garcia, Castro, Baviera, Mendoza, Panelo, Pelias, Tameta, Ritual and Mr. Dela Cruz	Free
19	Adapting Healthy Lifestyle in the Workplace	Knowledge on wellness programs and activities that are applicable to personal self	5 <sup>th</sup> Floor	May 28-30, 2019	Ms. Basas, Binag, Blancaflor, Demition, Garay, Palomar, Samaniego, Mr. Camasis, Feliciano, and Galang	Free c/o Wellness
20	Orientation on Expanded Primary Care Benefit Package	Awareness on Expanded Primary Care Benefit Package by PHIC	Gerry's Restaurant, QC	June 18, 2019	Ms. Panelo	Free c/o PHIC-NCR
21	Gender Sensitivity	It is designed to have an awareness about gender	OPD	June 26, 2019	4 pax	c/o GAD

	Training	concepts in gender responsive governance				
22	Public Governance Forum	Knowledge on PGS	Unilab	June 27, 2019	Mr. Dela Cruz and Ms. Baviera	c/o JR Funds
23	Course on Windows of Learning on Coaching and Mentoring for Leaders	Knowledge on Coaching and Mentoring	Grand Opera	July 4-5, 2019	Ms. Baviera	c/o DOH-HHRDB
24	Basic Life Support (BLS) Training Seminar	Training on BLS	HEMC Office	July 19, 2019	10 pax	c/o HEMC
25	On-site visit at BGH	On-site visit regarding HRMIS	Baguio	July 18-19, 2019	Ms. Castro and Ms. Dela Cruz	c/o HOPS Fund
26	Orientation of newly appointed employees	Knowledge on JR policies, etc.	5 <sup>th</sup> Floor	July 16, 2019	Mr. Boado and Ms. Palacio	Free
27	Conference Seminar of the GACPA	Awareness on financial updates	Crowne Plaza	July 17, 2019	Mr. Dela Cruz	c/o Attendees
28	Lecture on Understanding Memory Loss: Normal Aging vs. Dementia	Knowledge and updates on understanding memory loss	OPD Conference Room	July 23, 2019	15 pax	Free c/o Behavioral Medicine
29	Standard First Aide (SFA) Training Program and BLS	Orientation on SFA	HEMC Office	July 23-25, 2019	Ms. Dioneda and Mr. Pascual	c/o HEMC
30	2019 Public Sector HR Symposium	Knowledge and updates on HR with units	PICC	July 24-26, 2019	Ms. Baviera	Php9,600.00
31	2 <sup>nd</sup> Quarter Accomplishment Report of HEMC	Reporting of 2 <sup>nd</sup> Quarter and updates	Pampanga	July 31 to August 2, 2019	1 pax	c/o HEMC
32	National Hospital Week celebration unity walk and sportsfest	Attendance and participation	NKTI and San Andres	August 5 and 9, 2019	7 pax	Free
33	Guiding Principles on the Management of Government Funds and Properties (LARGE)	Knowledge on LARGE	Hotel Kimberly	August 7-9, 2019	Ms. Flaviano, Ms. Orbong, Mr. Cano and Mr. Coronado	Php24,000.00
34	Basic Life Support (BLS) Training Seminar	Knowledge on BLS	HEMC Office	August 9, 2019	15 pax	c/o HEMC
35	Round Table Discussion of	Updates and collaboration meeting	Manila	August 9, 2019	Ms. Mendoza	c/o PHIC-NCR

	PHIC				and Ms. Panelo	
36	ISO Awareness: 2015	Awareness on 2015 ISO and re-certification	Disbursing Office	August 13-16, 2019	18 pax	c/o QMU
37	Dialogue with COA and Forum on COA AOM's	Dialogue with COA of all AOM's and clarifications on issues, etc.	Batangas	August 13-16, 2019	Mr. Aquitaña	Free
38	Stakeholders Consultation Workshop for the development of the Final Draft of Manual Standards for Finance Service	Workshop on the finalization of Finance Service manual	Pampanga	August 20-23, 2019	Ms. Palomar	c/o DOH
39	Gender Sensitivity Training	Awareness and knowledge on GST	OPD	August 16, 2019	2 pax	c/o GAD
40	Finalization of JRRMMC PGS Roadmap	Final output of JRRMMC Roadmap	Pampanga	August 22-23, 2019	Mr. Dela Cruz and Ms. Baviera	Free
41	Basic Life Support (BLS) Training Seminar	Knowledge on BLS	HEMC Office	August 30 and September 6, 2019	8 pax	c/o HEMC
42	7 <sup>th</sup> National GAD Budget Forum	Attendance to GAD budget forum of the PCW	Manila	September 6, 2019	Ms. Hilario	Free
43	Orientation workshop on Disaster Risk Reduction Management for Health	Knowledge on Disaster Risk Reduction Management	HEMC Office	September 19, 2019	Ms. Palomar, Mr. Galang, Mr. Despabileras and Mr. Dauz	c/o HEMC
44	20 <sup>th</sup> Governance Boot Camp-Basic Class	Workshop and knowledge on PGS	Baguio	September 18-20, 2019	Mr. Dela Cruz and Ms. Baviera	Free
45	Updates on URS	Knowledge and orientation	Palawan	September 26-28, 2019	Ms. Garcia and Ms. Bajasan	8,898.78
46	Gender Sensitivity Training	Awareness and knowledge on GST	OPD	September 26, 2019	11 pax	c/o GAD
47	3 <sup>rd</sup> Quarter Accomplishment and BUR of HEMC	Reporting of 3 <sup>rd</sup> Quarter Accomplishment	Pampanga	September 30 to October 2, 2019	Ms. Baviera	c/o HEMC
48	Quick Response Team Training	Knowledge and capabilities for QRT Training	HEMC Office	November 11-15, 2019	Mr. Despabileras and Mr.	c/o HEMC

					Hernandez	
49	Orientation on the 2016 IRR of RA 9184	Knowledge on RA 9184	DOH-COBAC	November 26-27, 2019	Mr. Aquitaña	c/o DOH-COBAC
50	Reachout Orientation by PHIC	Update on PHIC	PHIC-NCR	November 21, 2019	Ms. Panelo	c/o PHIC-NCR
51	UPECS-EMR Forum	Forum on UPECS-EMR	PHIC-NCR	November 14, 2019	Ms. Panelo and Mr. Felipe	c/o PHIC-NCR
52	Standard First Aid Training	Training on First Aid	HEMC Office	November 18-20, 2019	Ms. Baviera and Mr. Galang	c/o HEMC
53	Value Development Program	Renewal on VOW training	Training Office	November 26, 2019	15 pax	c/o Training Office
54	Strategic Planning and Prep of 2020 LDI	Updates and planning for 2020	Overall Training Office	November 22, 2019	Ms. Baviera	c/o Overall Training Office
55	Development of 2020 GAD Plan & Review of 2019	Finalization and preparation of GAD Plan	Derma Conference	November 13, 2019	Ms. Solana and Ms. Fampula	c/o GAD
56	ICD-10 Training Course for Coders	Knowledge on ICD-10	UP Manila	December 9-13, 2019	Ms. Lauresta, Ms. Reyes, Ms. Aguilera, Ms. Estrada and Ms. Repancol	60,000.00
57	Customer Service Seminar	Public Service Skills Training	CBB Conference	December 11, 2019	21 pax	Free
58	Employee Development	Work Ethics and Professionalism	CBB Conference	December 11, 2019	11 pax	Free
59	Research Ethics Training	Seminar on Research Ethics	Manila Grand Opera Hotel	December 9-10, 2019	6 pax	c/o Research
	<b>TOTAL BUDGET USED FOR THE SEMINAR</b>				<b>303,713.56</b>	

## FACILITIES AND EQUIPMENT

EQUIPMENT	TOTAL NO. OF UNITS	ESTIMATED COST	TOTAL AMOUNT	PR No.	STATUS
Cabinet, Filing, Steel, 4 layers, lateral, at least W90 x D45 x H132 cm	3	12,000.00	36,000.00	2019-06-2579	Procured
Chair, Clerical, with back rest and arms	19	3,000.00	57,000.00	2019-06-2579	Cancelled PO due to price increase
Chair, Executive	1	3,500.00	3,500.00	2019-06-2579	Procured
Multifunctional copier	2	70,000.00	140,000.00	2019-06-2578	Procured
Printer, dot matrix, 9-pin	4	11,300.00	45,200.00	2019-06-2579	Procured
Printer, dot matrix, 24-pin	1	39,500.00	39,500.00	2019-06-2578	Procured
Printer, laserjet	2	6,500.00	13,000.00	2019-06-2579	Procured
Printer, refillable ink tank, All-In-One	2	8,000.00	16,000.00	2019-06-2579	Procured
Queuing System	1	335,500.00	335,500.00	2019-06-2578	Procured
Shredder, paper	6	5,000.00	30,000.00	2019-06-2579	Procured

Submitted by:

  
**EMMANUEL F. MONTAÑA, JR., MD, FPCS, FACS, MHA**  
 Medical Center Chief II

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