

THIRD GLOBAL MINISTERIAL SUMMIT ON PATIENT SAFETY

HANDOUT

Panel Discussion 3: Patient Safety Needs for Achieving UHC in LMICs

# Improving Efficiency & Saving Cost THE PHILIPPINES EXPERIENCE

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## Improving Efficiency & Saving Cost THE PHILIPPINES EXPERIENCE

### OUTLINE

- I. Global Direction & Philippine Actions on UHC and Patient Safety
- II. Philippine FOURmula ONE Plus Strategies & Patient Safety Alignment
- III. Integration & Complementarity to Regulations Towards Improving Efficiency
- IV. Researches on Patient Safety and Cost Efficiency
- V. Other Current & Future Patient Safety and Cost Efficiency Initiatives



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**GLOBAL DIRECTION & PHL ACTIONS**



Opening Remarks, First Asian Patient Experience Scientific Meeting, Nov. 2017

“We need to put our **patients first** as the centerpiece of the healthcare reform agenda of the national government... Patients are our partners in creating a roadmap that will guide the DOH in **making lasting and measurable improvements in the safety, quality, timeliness, and effectiveness of health services** across our hospitals. We will embark on a national strategy for quality improvement and patient-centered healthcare...”

**FRANCISCO T. DUQUE, III, MD, MSc**  
Secretary of Health



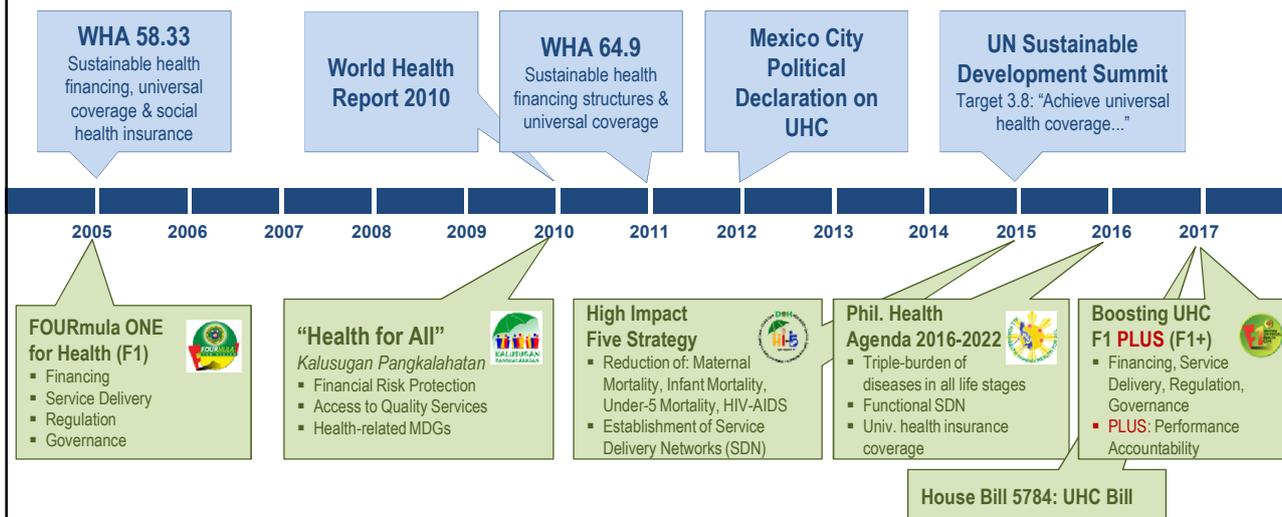
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**GLOBAL DIRECTION & PHL ACTIONS**

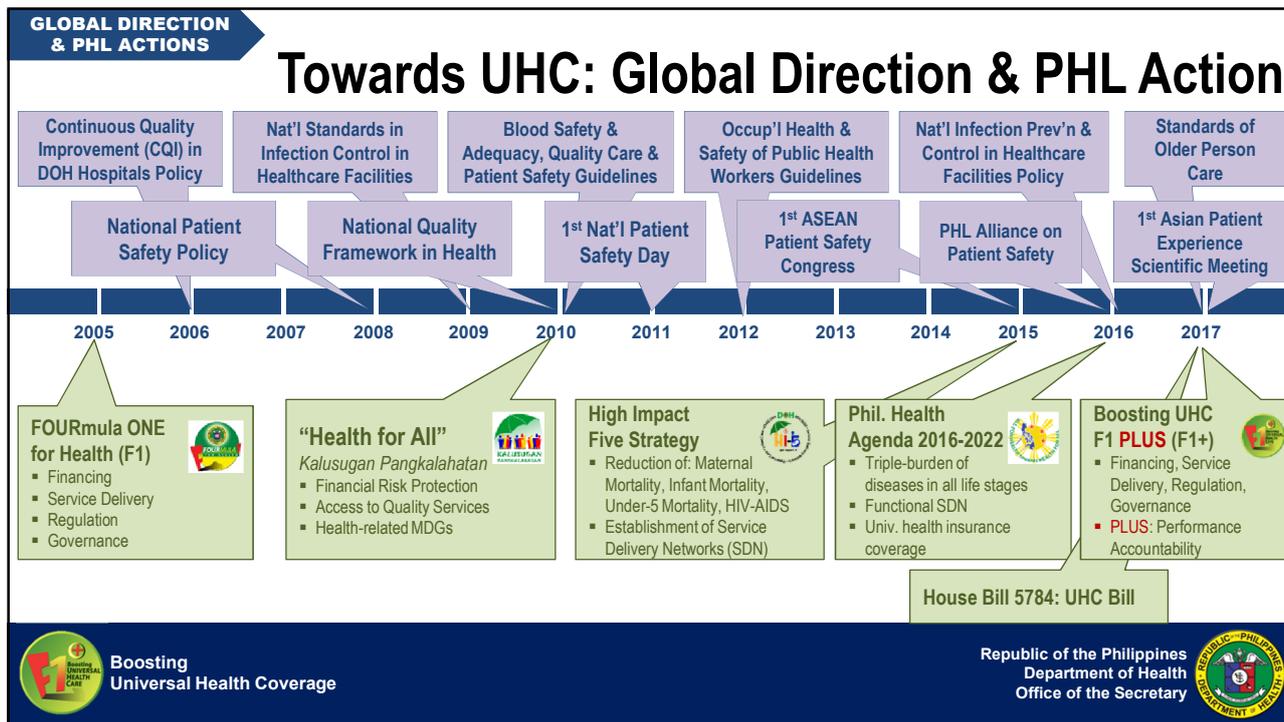
## Towards UHC: Global Direction & PHL Action



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<b>PHL F1+ STRATEGY &amp; PATIENT SAFETY</b>		<b>Patient Safety 2030</b>	
<p><b>Patient Safety strategically aligned to the Philippine Performance Governance System that is the backbone of the DOH F1+ framework</b></p>		<b>VISION</b>	Safe Quality Health Care for All
		<b>MISSION</b>	In partnership with key stakeholders, we promote a culture of safety in all healthcare settings
<b>DOH F1+ STRATEGIC PILLARS</b>	<ul style="list-style-type: none"> <li>Financing</li> <li>Service Delivery</li> <li>Regulation</li> <li>Governance</li> <li><b>+ Performance Accountability</b></li> </ul>	<b>INPUTS</b>	<ul style="list-style-type: none"> <li>People Empowerment</li> <li>Internal Processes</li> <li>Organization</li> <li>Resources</li> </ul>
<b>GOALS</b>	<ul style="list-style-type: none"> <li><b>BETTER HEALTH OUTCOMES</b></li> <li><b>FINANCIAL RISK PROTECTION</b></li> <li><b>RESPONSIVENESS</b></li> </ul>	<b>OUTPUTS</b>	<ul style="list-style-type: none"> <li>Active engagement of patients, families, communities and healthcare practitioners</li> <li>Reduction of adverse and sentinel events</li> </ul>
		<b>OUTCOME</b>	<b>CULTURE OF SAFETY</b> among healthcare professionals & in healthcare facilities
<b>SOCIAL IMPACT</b>	<b>Improvement in Quality of Life</b>		

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**PHL F1+ STRATEGY & PATIENT SAFETY**

## F1+ Towards Strengthening the Health Delivery System

FOR IMPROVED EFFICIENCY, PATIENT SAFETY & QUALITY CARE

GOVERNANCE	FINANCING	SERVICE DELIVERY	REGULATION
<ul style="list-style-type: none"> <li>ISO Certification</li> <li>Anti-Red Tape Act</li> <li>Civil Service Contact Centre (Customer Feedback)</li> <li>Performance Governance System</li> </ul> <p><u>Health Workforce</u></p> <ul style="list-style-type: none"> <li>Human Resources for Health Deployment Programs</li> <li>Certification Programs</li> </ul>	<ul style="list-style-type: none"> <li>Sin Tax Law</li> <li>Expanded Nat'l Health Insurance Law</li> <li>Tax Reform for Acceleration &amp; Inclusion (TRAIN) Law</li> </ul>	<ul style="list-style-type: none"> <li>Health Facilities Enhancement Program</li> <li>Philippine Health Facility Development Plan (2017-22)</li> <li>Integrated Hospital Operations Management Program</li> </ul> <p><u>Essential Medicines Access</u></p> <ul style="list-style-type: none"> <li>Medicines Access Programs</li> </ul> <p><u>Health Information Systems</u></p> <ul style="list-style-type: none"> <li>eHealth                             <ul style="list-style-type: none"> <li>- Electronic Medical Records Systems</li> <li>- Nat'l Health Privacy Code</li> </ul> </li> </ul>	

**PERFORMANCE ACCOUNTABILITY**



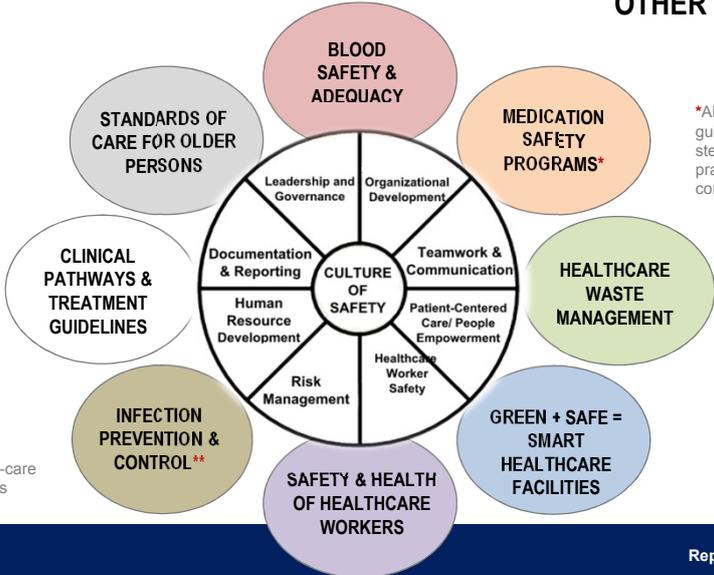
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**TOWARDS IMPROVING EFFICIENCY**

## Integration & Complementarity OF PATIENT SAFETY & OTHER HEALTH PROGRAMS

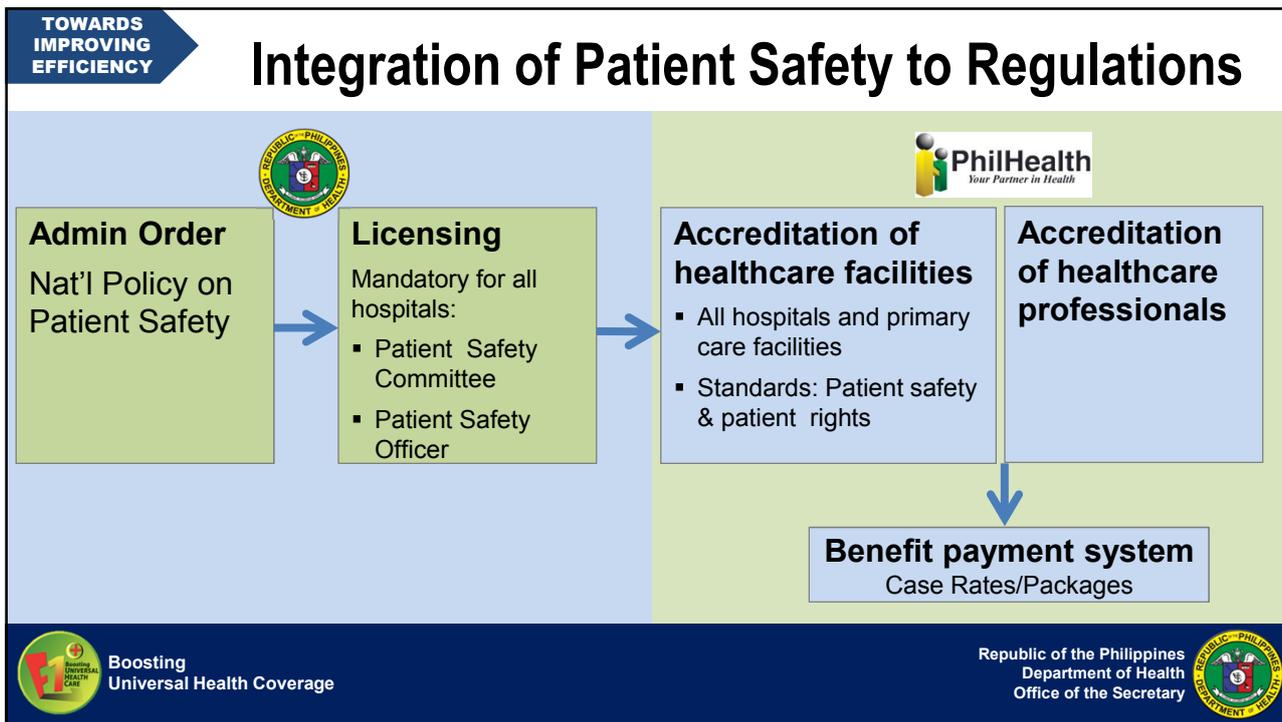




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**TOWARDS IMPROVING EFFICIENCY**

## PhilHealth Systems Anchored to Quality & Safety

TO ENSURE EFFICIENCY AND COST CONTROL

- **PhilHealth Benchbook**
  - Quality improvement tool – contains globally recognized quality and safety standards
  - Continuous performance improvement:
    - Good governance
    - Strategic resource development
    - Administrative discipline
    - Evidence-based patient care processes
- **Policies based from CPGs** adopted by PhilHealth to ensure compliance to standards of care

<https://www.philhealth.gov.ph/partners/providers/benchbook>

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TOWARDS  
IMPROVING  
EFFICIENCY

## PhilHealth Cost Control: “First, do no harm”

- Application of **restrictions**
  - Single period of confinement (SPC)
  - Indications for performance of surgery
  - Defined time interval between procedures
  - Type of health care professional
  - “Once-in-a-lifetime” procedures
- **Non-payment** of certain procedures indicative of complications or poor management



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RESEARCHES ON PS  
& COST EFFICIENCY

## Prevention of Healthcare Associated Infections (HAI)

### INITIAL RESEARCH ON COST EFFICIENCY

#### Surgical Site Infection and Ventilator Associated Pneumonia Prevention

- Southern Philippines Medical Center
- 1,500-bed tertiary teaching & training hospital
- Davao City in Mindanao
- Objectives
  - Reduce SSI incidence from 9.2% to 2%
  - Reduce VAP incidence from 28% to 11%



Recognized at the Week-long Celebration of Patient Safety, Manila, PHL, 2017



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**RESEARCHES ON PS & COST EFFICIENCY**

## Prevention of Healthcare Associated Infections (HAI)

### INITIAL RESEARCH ON COST EFFICIENCY

	Surgical Site Infection (SSI)		Ventilator Associated Pneumonia (VAP)	
	Without SSI	With SSI	Without VAP	With VAP
SOURCE: SPMC, 2017 1 PHP = 0.019 USD as of 03 APR 2018				
<b>Ave. Length of Stay</b>	3 days	5 days	8 days	14 days
<b>Ave. Total Bill</b>	USD 521.93	USD 593.33	USD 2,390.28	USD 3,103.96
<b>HAI Prevention Interventions</b>	<ul style="list-style-type: none"> <li>▪ Std hand hygiene procedure</li> <li>▪ Std wound care procedure</li> <li>▪ Antibiotic compliance</li> <li>▪ Std tissue handling</li> <li>▪ Principles of aseptic technique</li> </ul>		<ul style="list-style-type: none"> <li>▪ Std hand hygiene procedure</li> <li>▪ Std suctioning procedure</li> <li>▪ Std oral hygiene procedure</li> <li>▪ Nutrition monitoring</li> <li>▪ Glucose monitoring</li> <li>▪ Crowd control</li> <li>▪ Antibiotic compliance</li> </ul>	



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**RESEARCHES ON PS & EFFICIENCY**

## Other Initial Evidence from PS Research



**2**

**A Five-Year Retrospective Study of Needle Stick and Sharps Injuries**

- Dr. Jose N. Rodriguez Memorial Hospital & Sanitarium
- 200-bed tertiary DOH hospital in Metro Manila



**3**

**Perspectives on Patient Safety Culture among the Workforce of the Ambulatory Urology and Endoscopy Center of NKTl**

- National Kidney & Transplant Institute
- 315-bed tertiary medical specialty center in Metro Manila

Recognized at the Week-long Celebration of Patient Safety, Manila, PHL, 2017



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## OTHER CURRENT &amp; FUTURE INITIATIVES

## PS Initiatives from Operational Units

## On-Going Evidence Building

-  Effects of DOH Nurse Certification Program in ICU patient outcomes
-  Effects of C.H.A.M.P.S. \*\* on nursing care in CCUs
  - Effects of multi-faceted interventions for hand hygiene compliance in wards and ICUs
  - Improving communications through standardized handover reports
  - Multi-disciplinary evaluation of care plans for pediatric patients & families

\*\* Communication, Hygiene, Activity: A Mutual Partnership Strategy

## Implementing New Initiatives

-  **Safety Dashboards** – quick reference on safety status of wards
-  **PEN (“Please End Now”)** – in-house use of agreed-upon critical language to prevent near-misses & actual scenarios
  - **Safety Walk** – observing safe work performance of staff in workplaces
  - **TeamSTEPPS\*** - training module for nurse professionals on patient safety

\* TeamSTEPPS® - Team Strategies and Tools to Enhance Performance and Patient Safety,



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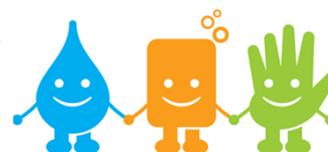
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## OTHER CURRENT &amp; FUTURE INITIATIVES

Towards a Whole-of-Society Approach for Health  
FOR HEALTH EFFICIENCY & SAFETY
 **WINS Program by the Dept of Education**  
(Comprehensive Water, Sanitation & Hygiene in Schools)

- Philippine Congress Resolution:  
Annual school-based Handwashing Day
- Global Handwashing Day (October 15)


 Deployed health workers' and community health workers' outreach to last-mile populations in geographically isolated & disadvantaged areas (GIDA)


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# Acknowledgments

## HEALTH FACILITIES

### Public Hospitals

- Dr. Jose N. Rodriguez Memorial Hospital & Sanitarium
- National Kidney & Transplant Institute
- Phil. General Hospital
- Phil. Heart Center
- Southern Philippines Medical Center

### Private Hospital

- St. Luke's Medical Center

## DOH OFFICES

- Bureau of International Health Cooperation
- Disease Prevention and Control Bureau
- Health Facility Development Bureau
  - Patient Safety Program Technical Working Group
- Health Policy Development and Planning Bureau

## ACADEME

- University of the Philippines – Manila

## PARTNER AGENCIES

- Phil. Alliance of Patient Organizations
- Phil. Health Insurance Corp.
- World Health Organization



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