

MDH COMMUNITY E-NEWSLETTER

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Manila Doctors Hospital levels up with two ACI Platinum Level accreditations



MDH was promoted to the Platinum Level for Health Service from the Gold Level accreditation and was also granted the Platinum Level for Health Travel

Manila Doctors Hospital (MDH) continues to improve its institutional credentials after receiving higher recognition from Accreditation Canada, International (ACI).

MDH was recently granted two Platinum Level accreditations by ACI, an international organization dedicated to improving the quality of health and social services for all. ACI granted MDH the Platinum Level for meeting international standards of excellence in the institutional and health travel settings. The Platinum Level builds on the foundations of quality, safety, and client-centered care.

The Platinum accreditation for Health Travel also strengthens MDH's standing as a recognized hospital for medical tourism in the Philippines.

The Platinum Level accreditation will be valid from June 2022 to June 2025. MDH is the first hospital in Asia to be accredited by ACI and was first granted the Gold Level in 2010, 2014, and 2017.

The hospital continuously works hard to achieve its goal of providing quality and safe patient care to its clients. By leveling up its credentials and services, MDH stays on course to deliver excellent healthcare that is at par with global standards.



MDH LAUNCHES NEW BRAND TAGLINE

"With you every step of the way"
is MDH's promise and focus in service



The MDH management and officers gathered to celebrate the launch of MDH's new tagline at the NTMT II Kalaw Lobby.

Manila Doctors Hospital (MDH) recently launched its new brand tagline with an unveiling ceremony held on July 27, 2022 at the Kalaw Lobby and streamed to the MDH community via Zoom.

The short program began with a prayer by Mr. Julius Kabiling, head of the Medical Records Management Office, and special remarks from Ms. Arlene P. Ledesma, MDH President. In her message, Ms. Ledesma stressed that adopting a new tagline is not just an exercise in branding. "I believe that for Manila Doctors Hospital, a tagline is a little more personal," she said. MDH's new tagline is its promise to its customers: "It is our commitment to them; it is what we strive to give to them," Ms. Ledesma added.



Ms. Ledesma called on MDH's doctors, nurses, and staff to live out the tagline in their service to patients.

After the president's remarks, the new brand tagline was unveiled with a ceremonial curtain raising revealing life-size standees of MDH doctors and nurses carrying the new tagline, With you every step of the way. Joining Ms. Ledesma in the unveiling ceremony were MDH Medical Director Dr. Mario Joselito Juco, Hospital Director Dr. Hian Ho Kua, Ethics Committee chairperson Dr. Cynthia Cuayo-Juico, and Cardiovascular Center chairperson Dr. Dante Morales. These standees will be deployed in prominent areas of the hospital to amplify the tagline to patients and customers.



Afterwards, guests participated in the ceremonial pinning of the tagline pins and a photo opportunity where the Senior Management Team, doctors, and officers carried cards bearing the new tagline. The pins will also be distributed to MDH officers and staff so they can be worn with their uniforms.

The event was hosted by Ms Dawn Aberilla, Executive Coordinator of the Medical Directorate Office, and Mr. Ren Reyes, Facilities Manager from the Facilities Management Department.

Aiming to refocus its service towards its patients, the launch event was conducted to let the MDH community learn and take to heart its new tagline. Ms. Ledesma hopes that every member of the community will live its message through its service to MDH patients. The new tagline also indicates MDH's overall purpose, providing excellent care that is comprehensive and transcends generations.



NURSING SPECTRUM: A POWER TO GLOBAL HEALTH

By NSD – Training, Research and Development Department

The Manila Doctors Hospital Nursing Service Directorate held its 2nd Mid-Year Conference last June 9 and 10, 2022 online via Zoom. The conference is aimed at providing learning and development opportunities in various healthcare and educational settings by exploring how nursing capacities and expertise impacts the global health, building a strong workforce foundation in achieving nursing's most critical goals towards positive patient health outcome.

This year's conference theme is "Nursing Spectrum: A Power to Global Health." This theme is inspired by the theme created by the International Council of Nurses for International Nurses Day 2022, which is "A Voice to Lead: Invest in Nursing and Respect Rights to Secure Global Health."

The organizing committee invited several innovative and influential nurse leaders to share their expertise on selected topics. The first day of the conference began with the keynote message from Hon. Elsie A. Tee, the chair of the Board of Nursing of the Professional Regulation Commission. This was followed by the session on "Expanded Nursing Roles in Global Health" by Dr. Nerissa M. Gerial, the Deputy Director of the National Kidney and Transplant Institute. The first day ended with a session by Mr. Melbert B. Reyes, immediate Past President of the Philippine Nurses Association, called "Upscaling Nursing Resiliency through Engaging Workforce." The first day sessions were moderated by Ms. Ma. Noelle Robregado.

On the second day, Dr. Susan Finlayson, Senior Vice President of Operations for Mercy Medical Center of Baltimore, Maryland opened the conference with her keynote speech on "A Framework for an Inspirational Nursing Journey." This was followed by the session on "Academic Investment: Solidifying Formative Learning Experience" by Mr. Laurence Lloyd G. Parial, professor from University of Santo Tomas. Lastly, Ms. Joy Carmel G. Gorospe, Deputy Nursing Director of Manila Doctors Hospital, further exhibited an engaging workforce during the session on "Leveraging Educational Advancement and Development (LEAD): An Evolution to Career Development." Mr. Cyril Balanon served as moderator for the day's events.

Both days of the convention were concluded with a synthesis by Ms. Maria Cemel Nava for the first day and Ms. Maria Magdalena Consad for the second day.

A total of 850 participants attended the first day and 869 participants for the second day. Participants came from various hospitals and nursing schools in the country as well as medical institutions abroad.

With its continuous pursuit for excellence, the Nursing Service Directorate aims to continue providing learning opportunities for every member of the nursing profession.

This coming September, the Nursing Service Directorate in partnership with the National Kidney Transplant Institute will conduct its first ever Research Exposition. The 2nd MDH-NSD Annual Conference will also be held this coming November.

More information will be announced soon so stay tuned!



The conference speakers during their virtual sessions



The organizing committee for this year's Mid-Year Conference:

(top from left to right) Khristian D. Alfon, Nurse Professional Development Specialist; Maria Cemel B. Nava, Acute Care Services Department Nurse Manager; Aikee Millicent F. Salagoste, Nurse Professional Development Specialist; Nicolo Martin A. Bello, Nurse Professional Development Specialist; Cyril Matthew G. Balanon, Intensive Care Unit - Acute Stroke Unit Assistant Head Nurse

(bottom from left to right) Ma. Noelle H. Robregado, Head Nurse; Marcia C. Macaranas, Training, Research and Development Coordinator; Joy Carmel G. Gorospe, Deputy Nursing Director; Dr. Rodolfo C. Borromeo, Nursing Director; Dona-lee V. Espina, Training, Research and Development Nurse Manager; Maria Magdalena L. Consad, Inpatient II Department Nurse Manager

FRIDAY CLUB RESUMES AFTER TWO-YEAR HIATUS

By Dawn Aberilla

Executive Coordinator, Medical Directorate Office

The Medical Directorate Office, collaborating with the Medical Staff Association, launched the Friday Club on June 28, 2019 as part of the MDO's Physician Engagement Program. It was conceptualized as a venue where all doctors (consultants, residents, and fellows) could gather together on the last day of a busy work week to unwind, relax, de-stress, and catch up with colleagues over a bottle of beer or a glass of wine. Taking place late in the afternoon, the Friday Club offered relief to the tired and weary doctors.

From the initial 60 attendees, the number of attendees rose to over a hundred as word spread about the once-a-month gig. Activities like a 15-minute back massage, karaoke, ballroom dancing with dance instructors on hand to guide the dance enthusiasts, and an occasional trivia game capped the program.

It was not only doctors who were in attendance. The Senior Management Team also joined and took the opportunity to interact with the doctors, present updates on hospital initiatives, and respond to queries.

With the arrival of COVID-19, however, everything came to a halt. Social gatherings in the hospital were cancelled out of precaution. It seemed that the resumption of Friday Club was uncertain. But finally, after two years, it was safe enough to bring it back.



Dr. Juco welcomes doctors to the Friday Club festivities on May 27.



On April 1, 2022, a simpler Friday Club took place with a limited number of attendees following the guidelines of the Infectious Diseases Consultants and the Infection Prevention and Control Office. Our MDH protocol (Mask, Distancing, and Hand Hygiene) were strictly followed.

A string ensemble provided soothing, entertaining background music. The doctors came in two batches – the Trainees (Residents, Fellows, and Interns) arrived for their Cheese Lab buffet and drinks at 2:00-3:30 PM while the Consultants had their turn from 3:30 till 7:00 PM.

With the number of COVID cases greatly reduced at the time, another Friday Club activity was held on May 27, 2022. This time, the Trainees challenged each other with their TikTok performances. The Consultants, on the other hand, followed a more relaxed pace with karaoke singing and dancing for a limited time, in observance of the safety protocols in the hospital. With more doctors getting vaccinated with their primary and booster series, we are hopeful to be able to resume the Friday Club on a more regular basis. In the meantime, we will take it one month at a time; we will keep monitoring the numbers of infection and re-infection, and continue to follow the MDH protocol.

Friday Club will be back soon—COVID-19 and its sub-variants won't have the last say!

MDH hosts PH health experts for *Rated Korina* feature

Manila Doctors Hospital was recently featured on *Rated Korina*, the news and lifestyle magazine show hosted by Korina Sanchez, where health experts spoke about the emergence of monkeypox in other countries. The episode aired on June 5, 2022 on the Kapamilya Channel and TV5.

Sharing their knowledge in the episode were Dr. Anthony Leachon, Internal Medicine-Cardiology consultant and former member of the IATF; Dr. Arthur Dessi Roman, Vice Chairman of the Infection Prevention and Control Office who is also a Medical Specialist III at the Research Institute for Tropical Medicine (RITM); Dr. Lulu Bravo, Pediatrics consultant and Executive Director of the Philippine Foundation for Vaccination;

and Ralph Michael Nava, Infection Prevention and Control nurse.

The NTMT II Penthouse hosted the interview with Dr. Eric Tayag, former assistant secretary of the Department of Health and an infectious diseases expert.

Dr. Tayag and Dr. Leachon spoke of the disease's symptoms and methods of transmission, which are primarily through close physical contact and exposure to bodily fluids. However, monkeypox is not airborne.

Relating to the availability of vaccines against smallpox, Dr. Bravo spoke about how a disease can be passed on to babies in utero if the mother is not vaccinated. Dr. Roman and Mr. Nava spoke about RITM and MDH's preparations, respectively, in receiving potential monkeypox cases.



Sharing insights during the episode were Dr. Leachon, Dr. Bravo, and Dr. Roman

With the country registering its first case of monkeypox recently, the *Rated Korina* episode will be a timely reminder to stay vigilant and take precaution to avoid the spread of the disease.

Watch the *Rated Korina* segment again by going to YouTube via <https://www.youtube.com/watch?v=yKfezVwXgcs>.



MANILA DOCTORS HOSPITAL Proudly Honors our NURSES with



The DAISY Award

For Extraordinary Nurses

Help us celebrate the compassion and skill of our extraordinary nurses by sharing your story today!

The DAISY Award was established by the DAISY Foundation in memory of J. Patrick Barnes who died at 33 of ITP, an auto-immune disease. The Barnes Family was awestruck by the clinical skills, caring and compassion of the nurses who cared for Patrick, so they created this international award to say thank you to nurses everywhere.



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MDH honors its nurses with DAISY Award



Manila Doctors Hospital proudly honors our extraordinary nurses with the DAISY Award to recognize the compassionate care they render to our patients.

The Human Resource Directorate and the Nursing Service Directorate officially launched the award with a program held on May 18, 2022 at the MDH Kalaw lobby. The launch was attended by the MDH Senior Management Team and partners from Manila Tytana Colleges, represented by Dean Katherine Vera and Mr. Robert Matthew Marquez.

If you know a nurse who has gone the extra mile for you or a family member, here's your chance to say thank you by nominating them to become the first MDH DAISY awardee.

MDH HONORS MOMS AND DADS WITH SPECIAL EVENTS

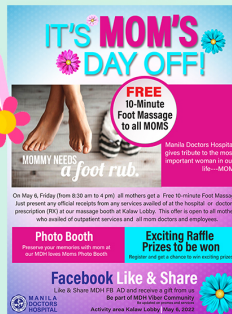
Mom's Day Off May 6, 2022

We paid tribute to the most important woman in our lives – our mothers.

It was a day of relaxation for all moms at Manila Doctors Hospital as we celebrated this year's Mother's Day.

All mothers (outpatients, guests, MDH staff, and doctors) were treated to a foot massage, photo booth, and a chance to win prizes when they like and share our Facebook page.

This also gave us a chance to get 100 new members in our MDH Viber Community.



MDH mother-daughter/mother-son frontliners: These moms became role models who inspired their children to follow in their footsteps.



The NTMT II Kalaw lobby was set up to provide a relaxing time for MDH moms



Moms and kids enjoyed taking their snapshots at the photo booth

DAD'S FUN DAY

June 17, 2022

Of course, after Mother's Day, Father's Day is not far behind. We honored the man of the house with fun activities like Pop the Balloon with prizes to be won and a Photo Booth to commemorate the occasion.



The Kalaw lobby was again set up for the day's event



Dads enjoyed the photo booth while showing off their prizes



Lining up for a chance to win a prize at the Pop the Balloon game





MDH begins HIS digital transformation with POLARIS Project launch

Manila Doctors Hospital is set to make big changes with the POLARIS Project, a new program that aims to revamp the hospital's information system (HIS).

The POLARIS Project was officially launched on July 28, 2022 with a program attended by MDH's management, medical officers, directorates, and representatives from SMS Global Medical Systems, Inc. (MSGMS), provider of IQVIA and Arcus Air, MDH's new Hospital Information System.

The MSGMS team was led by Mr. Anthony Christian Angeles, President and CEO, who spoke about the company's eagerness in implementing the project with MDH. "We share in your passion and we actually share in your purpose of delivering excellent medical and diagnostic [services]" through information technology, Mr. Angeles said in his speech during the program. The MSGMS team who will assist MDH in its transformation was introduced to the audience by Mr. Allen Bacalan, MSGMS General Manager.



Mr. Edison Dungo, head of MDH's IT Directorate, presented the digital transformation that is set to take place. POLARIS stands for "Programs for On-Line Access to Records, Information, and Systems." The project's ultimate goal is *One Patient, One Record*, which aims to remove and prevent duplicate records by creating a single unified record for all MDH patients. This unified record will improve processes and benefit all stakeholders, including doctors and business units, as it will remove confusion and streamline all transactions undertaken in the hospital.

The project will run for nine months, with the Arcus Air system set to go live in the second quarter of 2023. The IT Directorate will lead the project throughout the hospital, coordinating with 14 other directorates and units to implement POLARIS.

With the POLARIS Project, MDH patients can soon look forward to improvements at all points of interaction in the hospital. The partnership between MDH and MSGMS will allow MDH to take its journey to its digital transformation under the guidance of a trusted partner.

MDH BRINGS FUN AND HEALTH TO PARTNERS VIA HEALTH AND WELLNESS FAIRS

Manila Doctors Hospital (MDH) continues to strengthen its partnerships with corporate partners through health and wellness events held recently in the metro.

MDH participated in Federal Land Inc.'s (FLI) Health and Wellness Fair, which took place on July 21, 2022 at their headquarters in GT Tower International in Makati City. A total of 140 FLI employees visited the MDH booth at the fair, where they were treated to a health check via BMI measurement, blood pressure check, and raffle games with MDH items to be won.



The hospital also joined the Health and Wellness Fair at the Casino Filipino Manila Bay in Ermita, Manila on July 28, 2022. MDH joined four other hospitals and 27 pharmaceutical companies offering their services and products to around 250 PAGCOR employees. At the MDH booth, employees were also treated to a health check and fun games where they received MDH prizes.



In both events, MDH invited FLI and PAGCOR employees to avail of the hospital's enhanced Executive Check-Up (ECU) package. Aside from providing comprehensive tests and consultations, the ECU now includes an overnight stay with breakfast for two persons at five partner hotels.

These partner events are spearheaded by the Accounts Management Unit of the Business Planning and Development Directorate.